

## A STUDY EFFECTIVENESS OF TRAINING PROGRAMME WITH SPECIAL REFERENCE TO PRIVATE HOSPITALS IN SALEM CITY

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**Abstract**—Training of employees in hospitals is getting to be among the main considerations in the hospital operations. In addition, accentuations expanded because of the progressions into various areas of operation, new hypotheses and innovation. Through training, public and private hospitals have weighed and motivated themselves to prepare strategies and directions. Training programme is a systematic process to enhance employees' skill, knowledge and competency, necessary to perform effectively on job in private hospitals. Overall, training programme influences private hospitals' competitiveness, profits and performance. Hence, the main need for this study is to study the effectiveness of training programme with special reference to private hospitals in Salem city. The descriptive method is used to originate results based on the objectives of the study. For this research, proportionate stratified random sampling is used for collecting the data. The primary data were collected through structured questionnaire on different parameters related to the research problems. To help the data analysis and interpretation of primary data and to justify the findings, data were collected from libraries, literature, periodicals, government departments etc. The location of the study is private hospitals at Salem in Tamil Nadu. The MANOVA is used to analyse the collected data. There is no critical contrast between adequacy of training programme (Reaction, Behaviour, and Results) and age group of the workers. Additionally, there is no noteworthy contrast between viability of training programme (Learning) and age group of the workers.

**Keywords**—Behaviour, Competitiveness, Performance, Reaction, Training Programme.

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### INTRODUCTION

Training of employees in hospitals is getting to be among the main considerations in the hospital operations. In addition, accentuations expanded because of the progressions into various areas of operation, new hypotheses and innovation. Through training, public and private hospitals have weighed and motivated themselves to prepare strategies and directions. Training is a legitimate obligation to each hospital in the public service. Each hospital ought to be in charge of training and development of employees. The motivation behind creating and keeping up employee's skills in the hospitals necessitate, training programs as indicated by their human asset programs. Above all, and moreover, training has become mandatory with the emphasis on certifications such as I S O and NABH in India which fortify and exhibit reliability of the facilities and technology adopted for the common man as well as the elite to see and understand at a glance on letter heads, name boards, advertisements, displays and events.

### STATEMENT OF THE PROBLEM

Training programme is a systematic process to enhance employees' skill, knowledge and competency, necessary to perform effectively on job in private hospitals. Overall, training programme influences private hospitals' competitiveness, profits and performance. Unfortunately, the majority of private hospitals are not knowing the importance of training programme to increase their employees' efficiency and when the profits decline, many private hospitals first seek cuts in their training programme budgets. It will lead to high job turnover at that time increase the cost to hire new employees which low down the private hospitals' performance and profitability. Hence, the main need for this study is to study the effectiveness of training programme with special reference to private hospitals in Salem city.

**OBJECTIVE OF THE STUDY**

To examine effectiveness of training programme with special reference to the private hospitals at Salem city.

**REVIEW OF LITERATURE**

Ibrahim, Anesee (2008) develop a tool to measure *learning*, which would indicate effectiveness by examining whether there have been any changes in the level of *knowledge, skills, or attitude* of the training participants.

Janaki Rama, M et al (2012) measured the effectiveness of the training programs conducted for the employees working in the organization. The soft skills and training on other required skills would help in increasing the productivity and profitability of the organization by obtaining and retaining customers with them.

Falola, H. O et al (2014) examined the effectiveness of training and development on employees’ performance and organisation competitive advantage in the Nigerian banking industry. They found that strong relationship exists between training and development, employees’ performance and competitive advantage. They indicated that there is strong relationship between the tested dependent variable and independent construct. However, bank management should not relent in their quest to train their staff to develop new ideas that will keep improving and retaining employee performance.

**RESEARCH METHODOLOGY**

Research methodology is the orderly, hypothetical investigation of the strategies connected to a field of study. The descriptive method is used to originate results based on the objectives of the study. For this research, proportionate stratified random sampling is used for collecting the data. The sample size of this study is computed with the confidence interval of 4% and 95% confidence level. Here analysts utilize the 99% confidence level and the sample size is considered as 547. The primary data were collected through structured questionnaire on different parameters related to the research problems. To help the data analysis and interpretation of primary data and to justify the findings, data were collected from libraries, literature, periodicals, government departments etc. The location of the study is private hospitals at Salem in Tamil Nadu. The MANOVA is used to analyse the collected data.

**HYPOTHESIS OF THE STUDY**

H<sub>0</sub>: There is no significant differences in an effectiveness of training programme among the different age group of the employees.

H<sub>1</sub>: There is significant differences in an effectiveness of training programme among the different age group of the employees.

**DATA ANALYSIS AND INTERPRETATION**

**Table 1: Multivariate Tests of Effectiveness of Training Programme and Age Group of The Employees<sup>a</sup>**

<i>Effect</i>		<i>Value</i>	<i>F</i>	<i>Hypothesis df</i>	<i>Error df</i>	<i>Sig.</i>
Age	Pillai's Trace	0.036	1.214	16	2168.000	0.248
	<b>Wilks' Lambda</b>	<b>0.965</b>	<b>1.219</b>	<b>16</b>	<b>1647.310</b>	<b>0.245</b>
	Hotelling's Trace	0.036	1.223	16	2150.000	0.241
	Roy's Largest Root	0.029	3.987 <sup>c</sup>	4	542.000	0.003

- a. Design: Intercept + Age
- b. Exact statistic
- c. The statistic is an upper bound on F that yields a lower bound on the significance level.

The above table presents four similar multivariate tests of the within-subjects effect (i.e., whether the six factors are rated equally). Wilk’s Lambda is a commonly used multivariate test. Notice that in this case, the *F*s, *df*s, and significance levels are the same:  $F(1.219, 16) = 0.245, p > 0.05$ . Therefore, there is no difference somewhere in how the effectiveness of training programme are rated. The multivariate tests can be used whether or not sphericity is violated. However, if epsilons are high, indicating that one is close to achieving sphericity, the multivariate tests may be less powerful (less likely to indicate statistical significance) than the corrected univariate repeated-measures ANOVA.

Here is the homogeneity test on the seven groups of data (notice *df* = 16). The thing to focus on is the “Sig.” value. Here 0.245 is clearly not significant, so the researcher has no reason to doubt the assumption of homogeneity of variance.

Hence, it can be concluded that there is no significant difference between effectiveness of training programme among the different age group of the employees since their p-value (0.245) is greater than the usual threshold value of 0.05. Therefore, we accept the null hypothesis and reject alternative hypothesis.

**Table 2: Tests of Between-Subjects Effects of Effectiveness of Training Programme and Age Group of The Employees**

Source	Dependent Variable	Type III Sum of Squares	df	Mean Square	F	Sig.	Statistical Inference
Age	Reaction	0.218 <sup>a</sup>	4	0.054	0.078	0.989	Not Significant
	Learning	7.067 <sup>b</sup>	4	1.767	3.412	0.009	Significant
	Behaviour	2.554 <sup>c</sup>	4	0.639	0.927	0.448	Not Significant
	Results	0.669 <sup>d</sup>	4	0.167	0.449	0.773	Not Significant

a. R Squared = 0.001 (Adjusted R Squared = -0.007)

b. R Squared = 0.025 (Adjusted R Squared = 0.017)

c. R Squared = 0.007 (Adjusted R Squared = -0.001)

d. R Squared = 0.003 (Adjusted R Squared = -0.004)

The Tests of Between-Subjects Effects table that these corrections reduce the degrees of freedom by multiplying them by Epsilon.

- The Within-Subjects Effects (Reaction) is no significant,  $F(4, 0.078) = 0.989$ ,  $p$  value  $> 0.05$ , as were the multivariate tests. This means that the ratings of the Reaction are not significantly different.
- The Within-Subjects Effects (Learning) is significant,  $F(4, 3.412) = 0.009$ ,  $p$  value  $< 0.05$ , as were the multivariate tests. This means that the ratings of the Learning are significantly different.
- The Within-Subjects Effects (Behaviour) is no significant,  $F(4, 0.927) = 0.448$ ,  $p$  value  $> 0.05$ , as were the multivariate tests. This means that the ratings of the Behaviour not significantly different.
- The Within-Subjects Effects (Results) is no significant,  $F(4, 0.449) = 0.773$ ,  $p$  value  $> 0.05$ , as were the multivariate tests. This means that the ratings of the Results are not significantly different.

Hence, it can be concluded that there is no significant difference between effectiveness of training programme (Reaction, Behaviour, and Results) and age group of the employees since their p-values (0.989, 0.448, and 0.773) are greater than the usual threshold value of 0.05. Therefore, we accept the null hypothesis and reject the alternative hypothesis.

Also, it can be concluded that there is no significant difference between effectiveness of training programme (Learning) and age group of the employees since their p-value (0.009) is less than the usual threshold value of 0.05. Therefore, we reject the null hypothesis and accept the alternative hypothesis.

## FINDINGS OF THE STUDY

There is no critical contrast between adequacy of training programme (Reaction, Behavior, and Results) and age group of the workers. Additionally, there is no noteworthy contrast between viability of training programme (Learning) and age group of the workers.

## CONCLUSION

The research anticipates to carry the work further with larger number of respondents, may be with a wider frame. There is a document evident that training activities have a positive impact on the performance of the individual employees and the group of employees. Training programmes can also be beneficial other than the individual employees and the group of employees. Training programmes will have the greatest influence when it is bundled with the private hospitals' objectives, core values etc. Many researches have collected support the benefits of training programmes for the private hospitals as a whole. While supporting the employees and taking above all cases into consideration it is said that training programmes create a win-win situation for the employees and for private hospitals too.

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