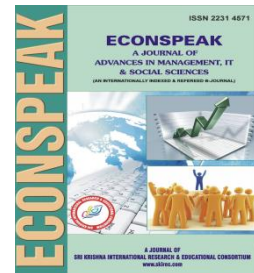




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## TRAINING AND DEVELOPMENT PROGRAMMES IN APOLLO HOSPITAL, TAMILNADU

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### ABSTRACT

Today T and D programmes are emerging to give best services to the customer in every organisation. This article will represent the t and d programmes in Apollo Hospital, tamilnadu. It concentrates on basic areas of t and d programmes like methods, aids, conducting of the T & D programmes in Apollo Hospital, Tamilnadu.

**KEY WORDS:** training , development, methods, aids, hospitals

### INTRODUCTION

Any organization without human resources is incomplete and difficult to imagine also.

Human resources is a very important part of and hospitals and particularly their T and D is an aspect which organizations have to attend for future development. Thus, T &D of human resources is essential and important activity for organizational Development. Technological changes have forced organizations to function with new technologies requiring newer skills. Consequently, there is a need for frequent changes in the attitudes, skills and knowledge content of the Workforce.<sup>1</sup>

### DEFINITIONS OF TRAINING AND DEVELOPMENT

Generally the concepts of education, T & D are so personally related that these terms are often used synonymously. The definition of these three are:

**Education:** A process by means of which the information, education, understanding of physical capacity or mental outlook or attitude of employees are so improved as to bring about their better adjustment with their working environment;

**Training:** A process by means of which the aptitude skills and capability of individual employees to perform specific job is increased;

**Development:** A process by means of which and individual attains overall improvement in ability and competency and makes progress towards maturity and actualization of personality<sup>2</sup>.

David E.Bartz, clarify this further as, Training refers to instruction provided current job. It has a rather slight focus and should provide skills that will gain the organization rather quickly.

Development on the other hand, has a broader scope and may not be decisive on the present or future job, but more on the organisation's general long-term needs. The payoff is less direct and can only be deliberate in the long-term.<sup>3</sup>

Stated briefly, 'training' means imparting of skills and facts to employees for enhanced presentation on a particular job, while 'development' is an overall perfection in their ability and competence.

T & D of human resources usually returns to organization increased productivity, discriminating morale, reduced costs and greater organizational stability and flexibility to adapt to changing environment T&D efforts also help in achieving high standards of quality, building up acceptable organization structure, reducing employee dissatisfaction, eliminating the need for constant supervision, equipping them with capabilities for promotion, cordial and healthy employ relatives through better handling of complaints and grievances<sup>4</sup>.

#### Difference between T & D

TRAINING	DEVELOPMENT
It focuses on Technological, mechanical, oriented operations.	It focuses on speculative skills and conceptual skills
It is concerned with specific job skills and behaviour.	It is concerned with related enhancement of general knowledge and understandings of non-technical organisations functions.
It mostly for non-managers	It is managers and executives
It focuses on current jobs	It prepare for future jobs
It focus on short term gains	It prepare for long term accuarls
It is job oriented process and in vocational in nature.	It is general in nature and strives to inluatte

Source: Janakiram B. (Dr), T & D, Biztantra, New Delhi, 2007p-6

#### REVIEW OF LITRATURE

Kaup(1968) discussed the functions of the academic libraries, for attaining the organizational goals and suggested that all the staff must be given in-service training Periodically. He also felt the need for better human relations between the users and the staff. He further optional that the academic librarians should be co-operative and develop cordial relations with customers.

Martell and Dougherty (1978), in their article stated that progressing education and training is the part of human resource development and presents a cost benefit analysis of it.

Smith and Burgin (1991), have conducted a survey of participant, participated in the North Carolina Library Staff Development Programme during Autumn 1988 and Spring 1989 to examine the reasons for participate in continuing education programmes. Results of the study were professionals participated in these programmes due to personal concerns, to increase professional capability, patron service and collegiality.

Kumar, Roy and Chinnappa (1991), have gave a brief account of time training programmes, works shops and seminars in modern method of information technology aimed at beginners as well as qualified professionals, conducted by the National Informatics Center (NIC) under its manpower growth programme.

Subramani (1992), has stated that the library managers need to use the "personnel" the human resources at their disposal to provide efficient and excellent library service to their customers. He further stated that "induction" of the new employees is often being abandoned. If the new recruits are introduced to the new job, he / she can understand easily the job assigned.

Effah (1998), in his paper discussed the need of appropriate approaches for the T & D of academic librarians to ensure that the role assign to them is fulfilled. He further elaborate a number of important issues such as analysis of training needs and accountability for training. He recommended for more structured, consistent and systematic T & D programmes for academic librarians in Ghana.

Sharma, Kumar and Sharma"(1998), in their article stressed the need of continues professional development for sustainable librarianship and team management for getting better library services. They further discussed various aspects of Total Quality Management with special reference to its implementation in library and information services.

#### **OBJECTIVES**

- To know the methods of T & D programmes
- To study the conducting of T & D programmes
- To study the aids used for T & D programmes

## DATA ANALYSIS

Table 1: Table showing the Age of the respondents

Age(years)	No. of Respondents	Percentage
20-30	80	26
30-35	98	33
35-40	80	26
40-45	16	5
45-50	16	5
<50	14	5
TOTAL	300	100

Source: Primary data

**Interpretation:** table shows can observe that,26% of respondents fall under age group of 20-30,33% of respondents fall under age group of 30-35, 26% of respondents fall under age group of 35-40, 5% of respondents fall under age group of 40-45, 5% of respondents fall under age group of 45-50 and 5% of respondents fall under age group of above 50 and above. It is inferred that, most of the respondents from Hospitals belong to age group of 30-35 years, 20-30yeras, 40-45 years.

Table 2: Table showing the Gender of the Respondents

Gender	No. of Respondents	Percentage
Male	168	56
Female	132	44
Total	300	100

Source: Primary data

**Interpretation:** table it can observe that 56% of respondents are male and 44% of respondents are female.

**Table 3: Table showing the Conduction of Training Program at Hospitals**

Opinion	No. of Respondents	Percentage
Yes	300	100
No	0	0
Total	300	100

Source: Primary data

**Interpretation:** table shows can observe that 100% of respondents agree that training program is conducted. It is inferred, all employees of Hospitals agree that the training program is conducted.

**Table 4: Table Showing the Kind of Training Program Employees Receive in Hospitals**

Particulars	No. of Respondents	Percentage
On the job	150	50
Off the job	78	26
Both	72	24
TOTAL	300	100

Source: Primary data

**Interpretation:** table showed can observe that 50% of respondents receive on the job training, 26% of respondents receive off the job training, and 24% receives both the type of training. It is inferred, Majority of hospital employees receives on the job training.

**Table: 5 Table Showing Persons who Conducts T & D programmes at Hospitals**

Particulars	No. of Respondents	Percentage
Superior	150	50
HR Dept. personnel	90	30
External Experts	60	20
TOTAL	300	100

Source: Primary data

**Interpretation:** From the above table it can observe that 50% of respondents' opinion that the training is conducted by superior. 30% of respondents opine that the training is conducted by HR Dept. personnel, 20% of respondents opine that the training is conducted by External experts. It is inferred, Majority of the TCS respondents are of the opinion that mainly superior conducts training programs only in rare situations training is conducted by HR dept. personnel and External experts also conduct training.

**Table 6: Table Showing Aids used in T & D Programs in Hospitals**

Particulars	No. of Respondents	Percentage
Visual aids	156	52
Audio aids	84	28
Hand-outs	60	20
TOTAL	300	100

Source: Primary data

**Interpretation:** From the above table shows can observe that 52% of respondents opine that visual aids are used in training programs. 28% of respondents opine that audio aids are used in training programs. 20% of respondents opine that hand-outs are used in training programs. It is inferred, Most of the TCS respondents are of the opinion that visual aids are used in training programs.

**Table 7: Table showing Interaction in T & D Program in Hospitals**

Particulars	No. of Respondents	Percentage
Strongly agree	160	53
Partially agree	87	29
Disagree	53	18
Strongly disagree	0	0
TOTAL	300	100

Source: Primary data

**Interpretation:** table it can observe that 53% of respondents strongly agree that the training program is interactive. 29% of respondents partially agree that the training program is interactive. 18% of respondents disagree that the training program is interactive. 0% of respondents strongly disagree that the training program is interactive. It is inferred, Most of the respondents strongly agree that the training program is interactive and few respondents disagree that the training program is interactive.

**Table 8: Table showing the Satisfaction with Present Training Methods**

Particulars	No. of Respondents	Percentage
Completely satisfied	176	59
Partially satisfied	81	27
Not satisfied	43	14
TOTAL	300	100

Source: Primary data

**Interpretation:** From the above table it can observe that 59% of respondents completely satisfied with their present training methods. 27% of respondents partially satisfied with their present training methods. 14% of respondents not satisfied with their present training methods. It is inferred, that most of respondents are completely satisfied and there are few who are not satisfied.

**Table 9: Table Showing the Implementation of Skills Gained During Training Program**

Particulars	No. of Respondents	Percentage
Yes	300	100
No	0	0
Total	300	100

Source: Primary data

**Interpretation:** From the above table it can observe that 100% of respondents agree that they are implementing what they gained during training programs in job. It is inferred, all respondents agree that they are implementing what they gained during training programs in job.

**Table 10: Table showing the Training Program Helps to Perform Job Effectively**

Particulars	No. of Respondents	Percentage
Strongly agree	179	60
Partially agree	39	13
Disagree	30	10
Strongly disagree	52	17
TOTAL	300	100

Source: Primary data

**Interpretation:** From the above table it can observe that 60% of respondents strongly agree that the training program helps to perform job effectively. 13% of respondents partially agree that the training program helps to perform job effectively. 10% of respondents disagree that the training



program helps to perform job effectively. 17% of respondents strongly disagree that the training program helps to perform job effectively. It is inferred, Most of the respondents are of opinion that the training program helps to perform job effectively.

**Table 11: Table Showing Aid of Training Program for Individual Growth**

Particulars	No. of Respondents	Percentage
Strongly agree	180	60
Partially agree	79	26
Disagree	41	14
Strongly disagree	0	0
TOTAL	300	100

Source: Primary data

**Interpretation:** From the above table it can observe that 60 % of respondents strongly agree that the training program helps for individual growth. 26% of respondents partially agree that the training program helps for individual growth. 14% of respondents disagree that the training program helps for individual growth. 0% of respondents strongly disagree that the training program helps for individual growth. It is inferred, Most of the respondents are of opinion that the training program helps for individual growth.

**Table 12: Table Showing Aid of Training Program to Fulfil Organizational Goals**

Particulars	No. of Respondents	Percentage
Strongly agree	167	56
Partially agree	90	30
Disagree	43	14
Strongly disagree	0	0
TOTAL	300	100

Source: Primary data

**Interpretation:** From the above table it can observe that 67% of respondents strongly agree that the training program helps to fulfil organizational goals. 20% of respondents partially agree that the training program helps to fulfil organizational goals. 13% of respondents disagree that the training program helps to fulfil organizational goals. It is inferred, Most of the TCS respondents are of opinion that the training program helps to fulfil organizational goals.

**Table 13: Table Showing Outcomes of T & D Programs**

Particulars	No. of Respondents	Percentage
Increased efficiency	165	55
Updated knowledge	70	23
Improved interpersonal relationship	20	7
Career development	15	5
All the above	30	10
TOTAL	300	100

Source: Primary data

**Interpretation:** From the above table it can observe that 55% of respondents" opinion that Outcomes of training and development programs are increased efficiency.23% of respondents opines that Outcomes of T & D programs are Updated knowledge. 7% of respondents opine that Outcomes of T & D programs is improved interpersonal relationship . 5% of respondents opine that Outcomes of T & D programs is Career development. 10% of respondents opine that Outcomes of T & D programs is Increased efficiency, Updated knowledge, Improved interpersonal relationship, Career development. It is inferred, Most of the respondents agree that the T & D program results in increased efficiency.

#### **FINDINGS OF THE STUDY**

1. All the respondents agree that T- program is directed in Hospitals are efficient their skills, knowledge.

2. Most of the respondents receive on the job training in Hospitals.
3. Majority of the respondents" estimation that the T-Programmes is conducted by superior.
4. Majority of the respondent's lecture that visual aids are used in T & D programs.
5. Most of the respondents totally satisfied with their present training methods.
6. Majority of respondents strongly agree that the training program is interactive.
7. All the respondents agree that they are implementing what they gained during training programs in job
8. Most of the respondents strongly agree that the training program helps to perform job effectively.
9. Most of the respondents strongly agree that the training program helps for individual growth
10. Majority of respondents strongly agree that the training program helps to fulfil organizational goals
11. Majority of the respondents" opinion that Outcomes of T & D programs are increased efficiency.

#### **VIII. SUGGESTIONS**

1. Regular T-Programs should be conducted for the employees to update their skills and knowledge.
2. It is found that not every employee are satisfied with their T & D programs, so it is suggest that the organization should have feedback session to the employees about the training programs frequently and also should try to design the T & D program based on their needs and requirements.
3. If the organization designs the T & D program based on their employees' needs and demands. Obviously, they can perform their job effectively, and also they can work more effectively with team mates and sub-ordinates for improving their job performance.
4. Sometimes the training program should be designed in such a way so that the employees can achieve both the individual goals and organizational goals.

#### **IX. CONCLUSION**

- ☐ Hospitals are of the leading firms in the field of Services. In addition, have a dynamic leadership and strong management.
- ☐ Hospitals are having good services to the patients by conducting T & D programmes and good organization culture, excellent working environment and a very Precious Asset (i.e. human capital) that is highly dedicated, and hardworking; well qualified workforce.

- ☐ Hospitals are offered training and Development to its employees of all departments. Since majority of the employees are adaptable to changes and strive for self-development training at Hospitals successful.
- ☐ At last from the analysis of the data it can be concluded that the T & D programmes offered in Hospitals are effective.
- ☐ The T & D programmes provided by the Hospitals are outstanding and credible for the development of employee's skill not only to achieve the company goals, but also for employee's individual career development as well as interactive Relationship in between employees to provide Quality services to the patients.

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