

Perception of job satisfaction on training and development of employees in private hospitals in Tirunelveli District

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Abstract: Nowadays hospitals grow at faster rate. The reasons behind the faster growth are increased earning capacity, changes in the life style, increased population rate. Due to these reasons there are number new diseases come across the world. Hospitals face many challenges to achieve their goals. This study aims to study the need of training and development programs for private hospital employees. 135 respondents from various private hospitals are selected for this research. Statistical tools like percentage analysis, paired T test and correlation coefficient analysis used to analyse the collected data. This study concludes that training needs should be identified and proper training programs should be given to the hospital employees to enrich their knowledge

Keywords: technology, training needs, employees satisfaction, development,

Introduction

Job satisfaction is considered as an important factor for all organisations to run their business in a successful manner. Satisfied employees are very big assets for organisations. Training and development helps the employee to prepare them for the job or improve the performance of the current working position. There is an advanced change in the technologies; these training help them to adopt these technologies. Nowadays many hospitals fix certain hours to attend training programs to enrich their knowledge. There are number of new diseases spread in the world to overcome these diseases some new technologies be used to recover from that. By the way of training and development uses of such new technologies are taught to everyone.

Objectives of the study

1. To analyse the effect of training and development among private hospital employees in Tirunelveli district.
2. To understand the needs of training and development programmes for private hospital employees

Review of Literature

Sharma et al. (2020), conducted a research on the topic Assessment of job satisfaction among nursing officers working at a tertiary care hospital in Northern India analyse nursing officers educational qualification, working environment etc. The important factors for nurses who are working in the emergency areas, ICU feel more stress. After getting experienced they are well do their job. But in the earlier stage their work will not be at the satisfaction level. After entering in to the job they are not interested to improve their educational qualification. The researcher concluded that nurses by experiences they are improving their knowledge but they are not interested to improve their qualification level and they feel more stress in the emergency period.

Rimjhim Jha, Devendra Kumar Pandey, Dr. Anil Singh Parihar,(2020) conducted a research in the topic “Effect of Training and Development on Job Satisfaction of Nurses in Public and Private Hospitals in India” analysis was done in the hospitals of Gwalior and Chambal Region. In public hospital training programs were arranged by government and very few of private hospitals arrange training programs for their employees. Public hospital employees attend these training programs according to their availability, very few of them find it beneficial. The researcher concluded that in both hospitals they are not identified the training needs properly.

Dr.J.Mohamed Ali and Mrs.N.Thahira (2017), conducted a research on the topic “A Study on Job Stress among Private Hospitals Employees in Theni District” analyses methods and techniques applied for stress of the hospital employees. Heavy workloads are the main reason for stress. The employees suffer a lot from stress because of lack of support from the management and colleagues.

Research Methodology

The data used for the study is primary both primary and secondary data. Primary data means which is collected directly by the researchers according to their needs. While secondary data means this is already collected by someone else. These data's will be taken from various journals, magazines, newspapers and publications etc.

The limitations of the study are

1. Data depends upon the respondents mind set and their thoughts.
2. The same respondents' thoughts will be changes in future.
3. Sample size for this study is limited to 135.
4. Data collected from the primary and secondary sources in selected areas.
5. Some persons cannot pay adequate attention to the request because of time and the work pressures.

Analysis and interpretation

Table: 1 Classification of respondents' details

		No. of Respondents	Percentage
Gender	Male	60	44
	Female	75	56
	Total	135	100
Age	18 – 21 years	42	36
	22 – 25 years	45	33
	Above 25years	42	31
	Total	135	100
Educational Qualification	UG	57	42
	PG	45	34
	Others	33	24
	Total	135	100

Source: Primary Data

Interpretation:

The above table represents the classification of respondent's details. Majority 56 percentages of the respondents are female and 44 percentages of the respondents are male. Under age wise classification 36 percentages of the respondents are come under the age group of 18 - 21 years, 33 percentages of the respondents are belong to the age group of 22 – 25 years and 31 percentages of the respondents are above 25 years. 42 percentages of the respondents are UG graduates, 34 percentages of the respondents are PG graduates, 24 percentages of the employees are come under other category of educational qualification.

Paired T Test

A paired t-test is used to compare two population means where we have two samples, in which observations in one sample can be paired with observations in the other sample.

Alternative Hypothesis:

There is no significant mean difference between the services provided by the employees in private hospital before attending training and development programmes and after attending training and development programmes.

Paired Samples Test

	Paired Differences					t	df	Sig. (2-tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
				Lower	Upper			
Pair 1 Before attending training After attending training	-1.733	1.441	.124	-1.979	-1.488	-13.972	134	.000

Interpretation:

The calculated significant value is .000 is less than the table value 0.05. So null hypothesis, “There is significant mean difference between the services provided by the employees in private hospital before attending training and development programmes and after attending training and development programmes is rejected. While mean value for after attending training programme is high.

Correlation coefficient:

The Pearson Correlation is mostly used to measure the following:

- Correlations among pairs of variables
- Correlations within and between sets of variables

Null Hypothesis:

There is no significant relationship between quality of training programme provided by private hospitals and employees satisfaction by attending the training programmes.

Alternative hypothesis:

There is significant relationship between quality of training programme provided by private hospitals and employees satisfaction by attending the training programmes.

Correlations

		service_quality	user_satisfaction
training _quality	Pearson Correlation	1	.892**
	Sig. (2-tailed)		.000
	N	135	135
employee _satisfaction	Pearson Correlation	.892**	1
	Sig. (2-tailed)	.000	
	N	135	135

** . Correlation is significant at the 0.01 level (2-tailed).

Interpretation:

The above table shows that there is high positive relationship between the quality of training programme and employee satisfaction and it was statistically significant with value $r = .892$.

Findings

- Using Paired T test the calculated significant value is .000 is less than the table value 0.05. So null hypothesis, “There is significant mean difference between the services provided by the employees in private hospital before attending training and development programmes and after attending training and development programmes is rejected. While mean value for after attending training programme is high.
- Using Correlation analysis there is high positive relationship between the quality of training programme and employee satisfaction and it was statistically significant with value $r = .892$.

Suggestions

- Regular training programs should be conducted to the Employees in the field of nursing.
- Training needs should be identified and according to the necessity the training programs scheduled.
- Employees sent to these training programs to enrich their knowledge not for name sake.

Conclusion

Training is very essential for everyone to enhance the working skills and increase manpower productivity. In hospital field they face many critical situations so easily they are depressed. Proper training should be given to those people. They are trained to face the emergency situation. The main reason behind training and development is to enrich employees skills, knowledge, and do the work in a relaxed manner without any tension.

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