A Study of Training and Development and its Impact on Employee Performance in A.K. Gandhi, Nagpur

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Abstract*: Training and development are some of the major issues in every organization. The present study focuses to find out the impact of training and development on healthcare worker's performance. We received data of 50 numbers of employees as a sample by using convenient sampling at Apollo Hospital, Navi Mumbai. Data was collected through a standard questionnaire and analyzed by reliability, descriptive, linear regression and correlation coefficient using Microsoft Excel. Results show a positive relationship between training and development and employee performance.*

Keywords: Training & Development, Healthcare Professionals, Employee Performance, Hospital (Primary Healthcare Unit), Work Motivation

I. INTRODUCTION

In this project, we look at the question "What is HRM?" by giving a broad overview of the topic and introducing the readers to the practice of HRM in contemporary organizations. Though as with all popular perceptions, the above imagery has some validity, the fact remains that there is much more to the field of HRM and despite popular depictions of the same, the " art and science" of HRM is indeed complex. We have chosen the term "art and science "as HRM is both the art of managing people by recourse to creative and innovative approaches; it is science as well because of the precision and rigorous application of theory that is required.

Human resource is not only unique and valuable, but it is also an organization's most important resource. It seems logical that an organization would expend a great deal of effort to acquire and make full use of such resources. This effort is known as human resources management which was earlier termed staffing and personal management.

Human resource management is a process of bringing people and organizations together so that the goals of each are met. It is that part of the management process which is concerned with the management of human resources in an organization. It tries to secure the best from people by winning their hearted cooperation

1.1 Objectives Of Human Resource Management
- To help the organization reach its goals.
- To ensure effective utilization and maximum development of human resources.
- To ensure respect for human beings. To identify and satisfy the needs of individuals.
- To ensure reconciliation of individual goals with those of the organization.

1.2 HYPOTHESIS
Training design has significant effect on Organizational performance.
On-the-job training has no significant effect on Organizational performance.

II. RESEARCH METHODOLOGY
Research in common parlance refers to the search for knowledge. It can be also defined as a scientific and systematic search for pertinent information on specific topic. Infact, search is an art of scientific investigation. In simple terms, research means, ' *a careful investigation or enquiry especially through search for new facts in any branch of knowledge.*'

RESEARCH DESIGN

Research design can be thought of as the structure of research. It is the *glue* that holds all the elements in a research project together. Research design is a vital part of the research study. It is the logical and systematic planning and directing of piece of research. It is the *master plan* and *blue print* of the entire study.

SOURCES OF DATA

The sources of the data are as follows:-PRIMARY DATA:-

Internal data about working of HR department gathered from organization.

Interview.

Observation.

Sufficient data collected through feedback forms by the employees.[Questionnaires].

SECONDRAY DATA:-

Magazines, journals, brochures , etc.

Website of the company. [www.A. K. Gandhi .com].

Books.

Earlier researches on similar topic.

SAMPLES

We always have to work with a sample of subjects rather than the full population. But people are interested in the population, not the sample. To generalize from the sample to the population, the sample has to be representative of the population. The safest way to ensure that it is the representative is to use a *Random selection procedure*.

METHOD OF SAMPLING USED: "RANDOM SAMPLING METHOD"

In the random sampling method, all items have some chance of selection that can be calculated. Random sampling technique ensures that bias is not introduced regarding who is included in the survey.
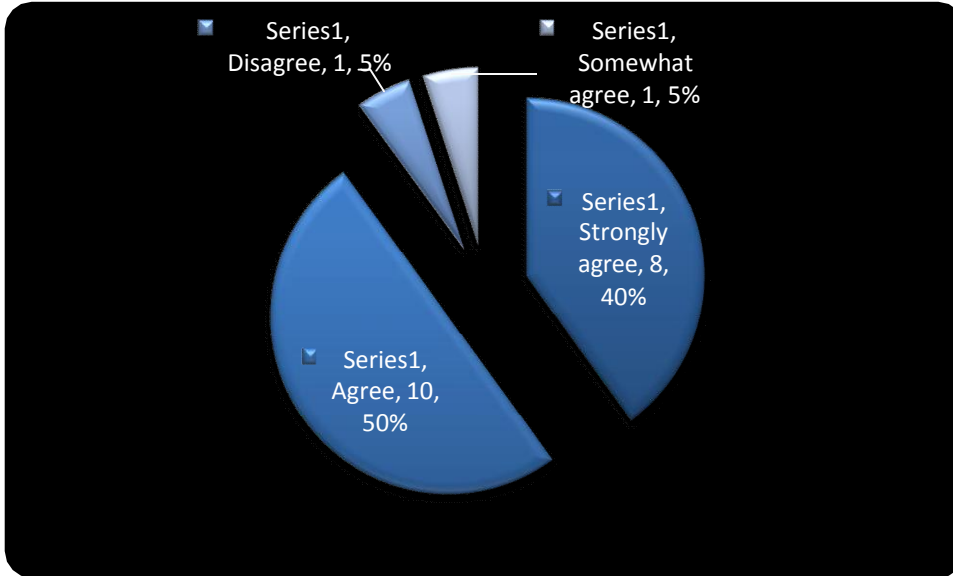
SAMPLE SIZE

The sample size taken is 50 employees from the Human Resource Department of
A. K. Gandhi

III. DATA ANALYSIS AND DATA INTERPRETATION

Q 1. Your organization considers training as a part of organizational strategy. Doyou agree with this statement?

| Strategy	Employees	Percentage
Strongly Agree	8	40%
Agree	10	50%
Disagree	1	5%
Somewhat agree	1	5%
Total	20	100%

According to the above data, it is clear that out of 100% employees 50% of employees consider training as a part of firm's strategy.

40% of employees strongly agree with the statement.5% of employees disagree with the statement.

To whom training is given more in your organization?

| Strategy	Employees	Percentage
New staff	8	40%
Junior Staff	2	10%
Senior Staff	8	40%
Based on requirement	2	10%
Total	20	100%
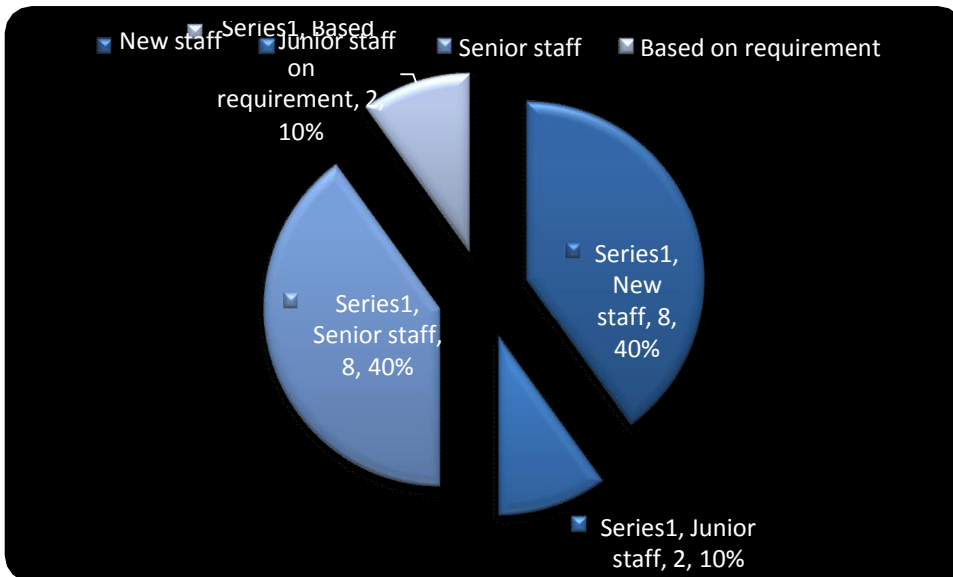
According to the above data, out of 100% employees 40% of new staff are given training.

10% of junior staff are given training.40% of senior staff are given training.

10% of employees are given training based on requirements

What are the barriers to training and development in your firm?

Strategy	Employees	Percentage
Time	7	35%
Lack of Interest	8	40%
Money	3	15%
Non availability ofskilled trainer	2	10%
Total	20	100%
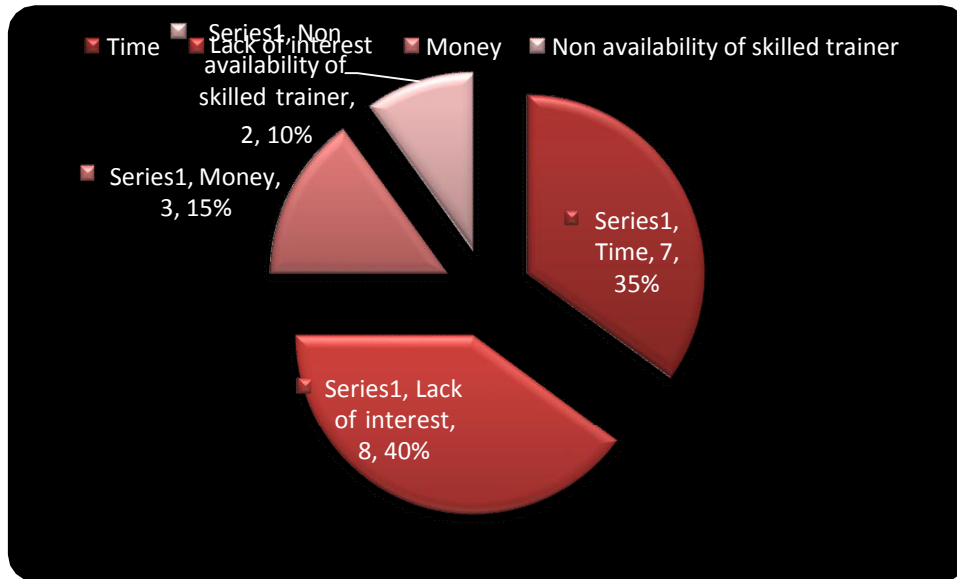
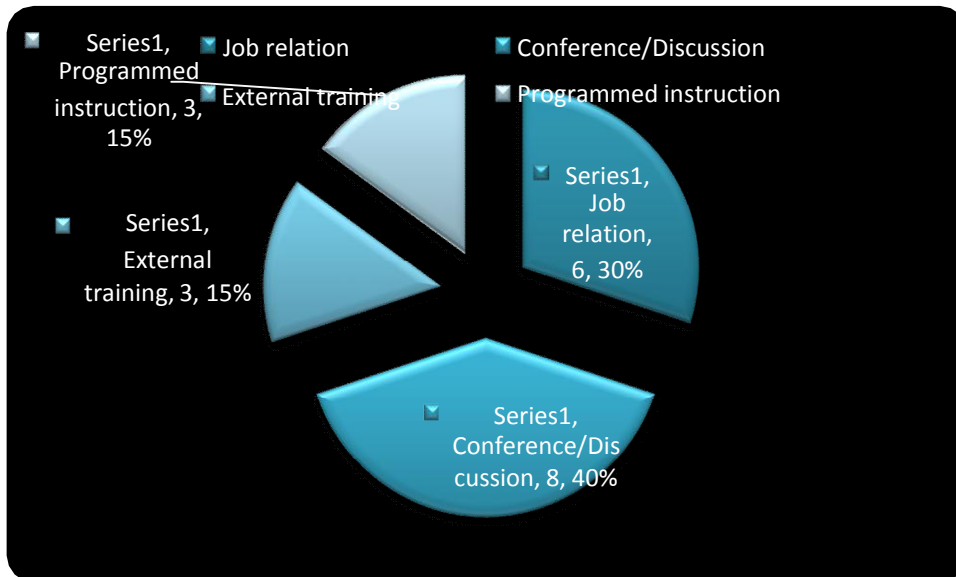According to above data, out of 100% employees

35% of employees consider time as a barrier in their training.40% of employees consider lack of interest as a barrier.

15% of employees consider money as a barrier.

10% of employees consider non availability of skilled trainer as a barrier

What mode of training method is used in your firm?

Strategy	Employees	Percentage
Job rotation	6	30%
Conference/Discussion	8	40%
External Training	3	15%
Programmedinstruction	3	15%
Total	20	100%

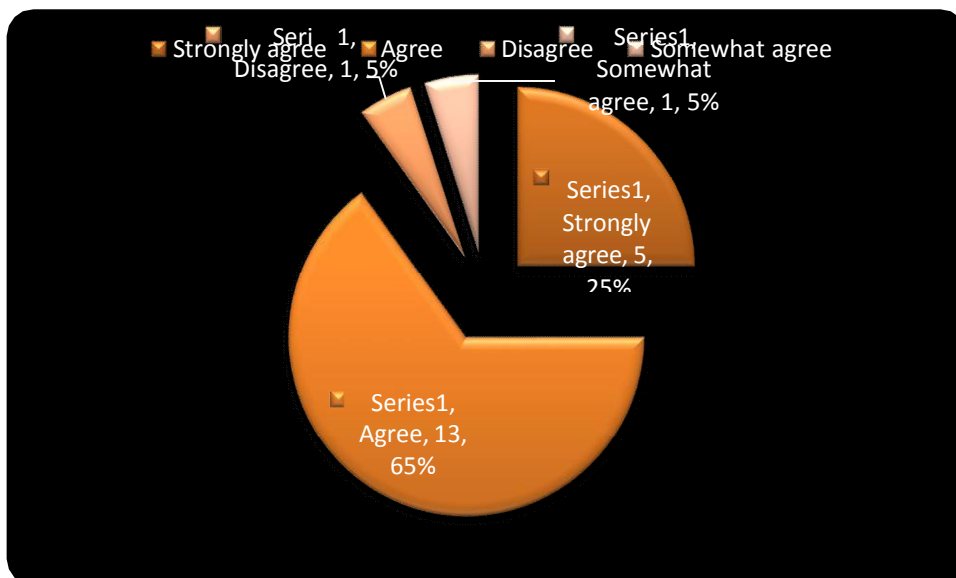According to the above data, out of 100% employees

30% of employees said job relation is used as a mode of training.

40% of employees said conference/discussion is used as mode of training. 15% of employees said external training is done.

15% of employees said programmed instruction is used as a mode of training

" Training and development sessions conducted in your firm are useful."Do you agree with this statement?

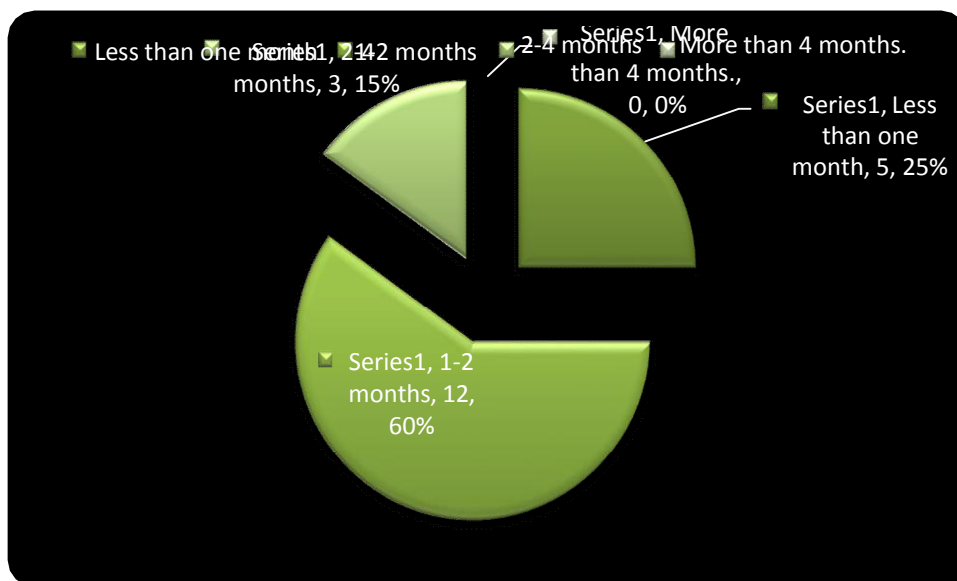| Strategy	Employees	Percentage
Strongly Agree	5	5%
Agree	13	65%
Disagree	1	5%
Somewhat	1	5%
Total	20	100%

According to above data, out of 100% employees 25% of employees strongly agree with the statement. 65% of employees agree with the statement.

5% of employees disagree with the statement.

5% of employees somewhat agree with the statement

How long does it take to implement the trained process?

| Strategy	Employees	Percentage
Lees than one month	5	5%
1 – 2 Months	12	60%
2 – 4 Months	3	15%
More than 4 Months	0	0%
Total	20	100%

According to above data, out of 100% employees 25% of employees said it took less than one month. 60% of employees said it took 1-2 months.

15% of employees said it took 2-4 months.

How well the workplace of the training is physically organised?

Strategy	Employees	Percentage
Excellent	13	65%
Good	05	25%
Bad	01	5%
Average	01	5%
Total	20	100%
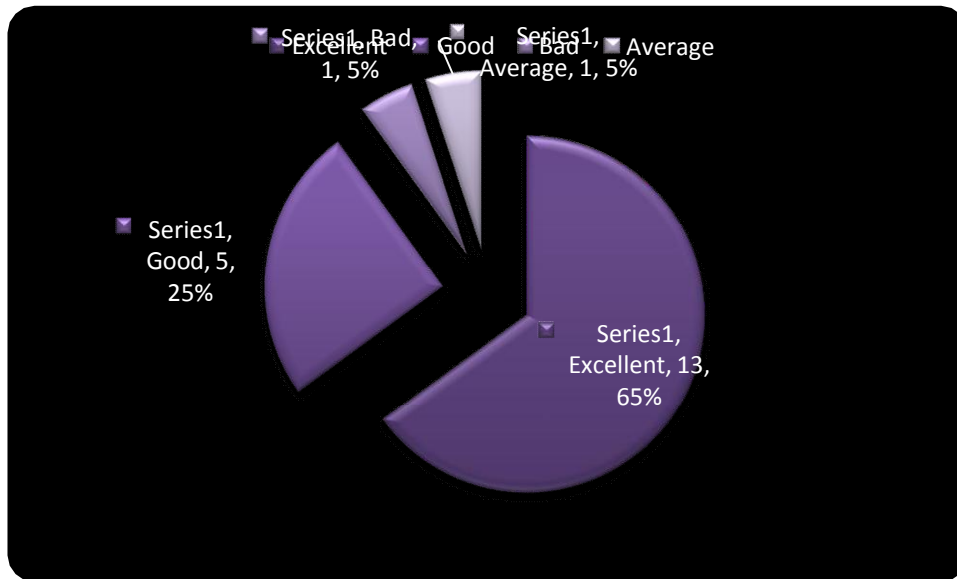
According to the above data, out of 100% employees

65% employees said that workplace of training is organised excellently. 25% employees said workplace is good organised.

5% employees said workplace is badly organised.

What are the conditions that have to be improved during training sessions?

Strategy	Employees	Percentage
Re-design theworkplace	11	55%
Remove interference	03	15%
Re-organise the work place	02	10%
Upgrade the information	04	20%
Total	20	100%

IV. CONCLUSION

On the basis of the analysis made, the following conclusions are drawn:

- Maximum number of employees find a healthy environment at the workplace.
- Lack of interest in employees acts as a barrier in training programs.
- Maximum employees said that they get help whenever they require it.
- Employees are satisfied with the training and development programs given to them.
- The training programs have helped in developing skills of the employees.
- After attending the training program most of the workers find their attitude better towards the job.
- Most of the employees want to the workplace to be redesigned where the training sessions are been conducted.
- Employees felt the time wastage during a training session. But trainees were satisfied with activities conducted during the training program because it was related to their job.
- There is a positive relationship between the training and development process and employee satisfaction at AK Gandhi