

# A Study On Features Of Training In Multispecialty Hospitals With Reference To Chennai

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## Abstract

The service industry in India is fast growing in all aspects, especially in the field of hospitals. Many hospitals are started in many places in India for the welfare and health of the people. People go for the hospitals and recommend the same to other people, only if the services are good. So, the hospital industry is striving to give its best, right from the reception, till they leave the hospital. So, many training programmes are given for the staff in the hospital to improve the working style, that in turn reflects on the patient satisfaction. The topic taken for study on the features of training in Chennai's multispecialty hospitals would focus on the training provided by the management and the ways the staff taking the training and implementing the same in the hospital. For the study, 238 staff working in 5 multispecialty hospitals in Chennai were taken and the data collected have been analysed with various analytical tools i.e percentage analysis and multiple regression analysis. The conclusion was drawn on the basis of the analysis and the study concluded that the training provided by the management has got a positive impact on the customer retention in the multispecialty hospitals in Chennai.

**Keywords:** Hospital, Employee, Training, Methods, Features.

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## INTRODUCTION

People visit hospitals for emergencies, body check-up, health care, physical treatment, admission, surgery, intensive care and cure from the treatment taken from hospitals. The outgoing patients bring in other patients only if they are satisfied with the services provided by the staff working in the hospital. So, the management focuses on the staff ability to receive and treat the patient in a well manner for improving the reputation of the hospital. Training in the field of services like emergency protocols, clinical skills, communication, and management skills has been given for the staff like doctors, nurses and other staff working in the hospital to improve the employee skills and patient care. The training would be given quarterly, half-yearly and sometimes annually for the staff in turns. The staff would utilize the knowledge they gained from the training, which in turn improve the employee performance and outcomes in the patients coming to the hospital. The study might also investigate the effectiveness of training programs in improving performance of the employee and patient satisfaction, and the factors that influence the training needs within different departments in the hospital.

## Statement of the Problem

In the competitive world, hospital services also face the heat of competition in the way of services provided, staff behaviour, care of the patient and the advanced in the hospital. Training and development programmes are conducted in the hospitals for improving various skills of the staff working. So the study becomes important to examine the key features and effectiveness of the training programmes in the multispecialty hospitals in Chennai and tries to understand the impact of the training on the staff development and the quality of patient care. The study also evaluates the methods, frequency, and scope of training provided and the differences in training approaches in various hospitals will be explored. The goal of the study is to identify best practices and areas for improvement in hospital training systems given by the hospital management.

## REVIEW OF LITERATURE

The researchers have taken various studies made by different researchers in the topic and found various findings and to see the further study. Some of the researchers made were given below

**Saipriya. B and Mohan Priya. A (2019)<sup>1</sup>**, “A Study on Training Need Analysis and Work Performance of Employees at Health Care Sector In Chennai District.” had concluded that the training programme helps to remove the defects in performances to employee stability, growth of the organisation, contributing the advantages for both the employee and the employer after undergoing training programme.

**Kvn.Sandhya et. al. (2024)<sup>2</sup>**, “The Impact Of Employees Training And Development In Multispecialty Hospitals In Hyderabad.” had concluded that the hospital giving training programmes for the development of the skills of the employees for the productivity of the hospital. By training, the management had laid down the good foundation for the growth and development of the employees, motivating the employees and their personality development.

**Neo et al. (2006)<sup>3</sup>**, had stated in the book that the training is a planned effort of the hospital management, helping the employees in acquiring specific skill, knowledge, attitudes and efficient and effective behaviour of the employee in the hospital.

#### **Research gap**

After having studied various researches on the training programmes in multispecialty hospitals, training programmes conducted in hospitals were explored, but in multispecialty hospitals and various methods and techniques which were not explored had been taken as the research gap and the study has been conducted in Chennai.

#### **Objectives of the study**

The following are the objectives of the study

1. To present the socio economic profile of the sample respondents.
2. To present the
3. types of training in multispecialty hospitals in Chennai.
4. To present the training methods in multispecialty hospitals in Chennai.
5. To study the impact of the training given to the employees of multispecialty hospitals in Chennai.

#### **METHODOLOGY**

The data has been collected by giving structured questionnaire to the respondents, staff like doctors, nurses, and certain others working in various multispecialty hospitals were taken as samples for this study. 5 multispecialty hospitals were taken for this study. The collected data was analysed by using tools like descriptive statistics, Chi-square and Correlation.

#### **Period of study**

The study has been conducted for three months from January to March 2025.

#### **Analysis and Interpretation**

##### **Percentage analysis**

**Table 1 : Age group of the respondents**

Sl. No.	Age group	Number of respondents	Percentage
1	Up to 25 years	40	16.81
2	26 years to 35 years	64	26.89
3	36 years to 45 years	89	37.39
4	Above 45 years	45	18.91
	Total	238	100

#### **Source : Primary data**

The above table shows the age group of the respondents, out of 238 respondents forty (16.81%) respondents are up to 25 years old. Sixty four (26.89%) respondents are between 26 years and 35 years

<sup>1</sup> Saipriya. B and Mohan Priya. A (2019). “A Study on Training Need Analysis and Work Performance of Employees at Health Care Sector In Chennai District.” *International Journal of Recent Research Aspects*, 6(2), 64-68. DOI: [https://www.academia.edu/41538226/A\\_Study\\_on\\_Training\\_Need\\_Analysis\\_and\\_Work\\_Performance\\_of\\_Employees\\_at\\_Health\\_Care\\_Sector\\_In\\_Chennai\\_District](https://www.academia.edu/41538226/A_Study_on_Training_Need_Analysis_and_Work_Performance_of_Employees_at_Health_Care_Sector_In_Chennai_District)

<sup>2</sup> Kvn.Sandhya et. al. (2024)<sup>2</sup>, “The Impact Of Employees Training And Development In Multispecialty Hospitals In Hyderabad.” *Educational Administration: Theory and Practice*, 30(5), 5891-5894. DOI: <https://kuey.net/index.php/kuey/article/view/3877/2564>

<sup>3</sup> Noe,R.A,Hollenbeck,J.R.,Gerhart,B.& Wright,P.M.(2006),Human Resources Management: Gaining a Competitive Advantage.5<sup>th</sup> Edition, New York: McGraw-Hill/Irwin.

old. Eighty nine (37.39%) respondents are between 36 years and 45 years old and remaining forty five (18.91%) respondents are above 45 years old. Majority (37.39%) of the respondents are between 36 years and 45 years old.

**Table 2 : Gender of the respondents**

Sl. No.	Gender	Number of respondents	Percentage
1	Male	61	25.63
2	Female	177	74.37
	Total	238	100

**Source : Primary data**

The above table shows the gender of the respondents, out of 238 respondents, sixty one (25.63%) respondents are male and remaining one hundred and seventy seven (74.37%) respondents are female. Majority (74.37%) of the respondents are female.

**Table 3 : Marital Status of the respondents**

Sl. No.	Marital status	Number of respondents	Percentage
1	Married	146	61.34
2	Unmarried	92	38.66
	Total	238	100

**Source : Primary data**

The above table shows the marital status of the respondents, out of 238 respondents, one hundred and forty six (61.34%) respondents are married and remaining ninety two (38.66%) respondents are unmarried. Majority (61.34%) of the respondents are married.

**Table 4 : Designation of the respondents**

Sl. No.	Designation	Number of respondents	Percentage
1	Nurse	103	43.28
2	Support	91	38.23
3	Administrative	44	18.49
	Total	238	100

**Source : Primary data**

The above table shows the designation of the respondents, out of 238 respondents, one hundred and three (43.28%) respondents are nurse. Ninety one (38.23%) respondents are supportive staff and remaining forty four (18.49%) respondents are administrative staff. Majority (43.28%) of the respondents are nurse.

**Table 5 : Monthly Salary of the respondents**

Sl. No.	Monthly salary	Number of respondents	Percentage
1	Less than Rs. 25,000	89	37.39
2	Rs. 25,001 to Rs. 40,000	103	43.28
3	Above Rs. 40,000	46	19.33
	Total	238	100

**Source : Primary data**

The above table shows the monthly salary of the respondents, out of 238 respondents, ninety nine (37.39%) respondents' monthly salary is less than Rs. 25,000. One hundred and three (43.28%) respondents' monthly salary is between Rs. 25,001 and Rs. 40,000 and remaining forty six (19.33%) respondents' monthly salary is above Rs. 40,000. Majority (43.28%) of the respondents' monthly salary is between Rs. 25,001 and Rs. 40,000.

**Table 6 : Years of experience of the respondents**

Sl. No.	Years of experience	Number of respondents	Percentage
1	Less than 5 years	84	35.29
2	6 years to 10 years	116	48.74
3	Above 10 years	38	15.97
	Total	238	100

**Source : Primary data**

The above table shows the years of experience of the respondents, out of 238 respondents, eighty four (35.29%) respondents are having less than 5 years of experience. one hundred and sixteen (48.74%) respondents are having 6 years to 10 years and remaining thirty eight (15.97%) respondents are having above 10 years of experience. Majority (48.74%) of the respondents are having 6 years to 10 years of experience.

#### Level of feature of training

The researcher have taken 12 variables to measure the level of features of training. (i) Increasing productivity, (ii) Increasing performance, (iii) Achieve organizational goal, (iv) Achieve target, (v) Optimum utilization of resources, (vi) Upgrade, (vii) Training well communicative & fully understandable, (viii) Employee feedback & ideas are considered, (ix) Improves work relationship, (x) develops team work, (xi) Proper planning and (xii) Focus on development of employees as well as organization.

Five point likert scale used to find the mean and standard deviation to find the level of features of training of the employees.

Table – 7 : Level of features of training of the respondents

Sl. No.	Level of features of training	Number of respondents	Percentage
1	Low level	72	30.25
2	Medium level	116	48.74
3	High level	50	21.01
	Total	238	100

#### Source : Primary data

The above table shows the level of features of training of the respondents, out of 238 respondents, seventy two (30.25%) respondents felt low level of features of training of the respondents. One hundred and sixteen (48.74%) respondents felt medium level of features of training of the respondents and remaining fifty (21.01%) respondents felt high level of features of training of the respondents. Majority (48.74%) of the respondents felt medium level of features of training of the respondents.

#### Multiple Regression Analysis – Level Of Features Of Training

Regressions tools have adopted to find the impact in socio economic factors and level of features of training, the impact are whether significant or not significant has to identify. This tool helps to find the impact socio economic variables, according to the socio economic variables with impact the level of features of training.

The regression used to find the whether the socio economic factors and level of features of training. The R value and R<sup>2</sup> value have to calculate to find the data are fit to do the regression. The ANOVA value also calculated to find the variance between the socio economic factors and impact of level of features of training, then the next step to go for multiple regression, it shows the impact value. The following tables shows the above mention tools output and fitness results.

Table – 8 : Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.831 <sup>a</sup>	.691	.218	1.783

a. Predictors: (Constant), age group, monthly Income, gender, designation and marital status

The above table shows the R (.831) value and R<sup>2</sup> value (.691), it shows the fitness of the data to apply regression analysis for this present study.

Table – 9 : ANOVA – Level of features of training

Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	4806.971	9	534.108	19.808
	Residual	12835.029	476	26.964	
	Total	17642.000	485		

a. Dependent Variable: Level of features of training

b. Predictors: (Constant), Age group, Gender, Marital Status, Designation, Monthly Salary and Years of experience.

The above ANOVA table shows the significant variance between the socio economic factors and level of features of training of the respondents. P value (0.001) shows that there is significant variance between the groups and within the groups which the researcher selected.

**Hypothesis :** The socio economic factors do not significantly level of features of training of organic products of the sample respondents.

**Table – 10 : Multiple Regression – Level of features of training and socio economic factors**

Coefficients <sup>a</sup>		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
Model		B	Std. Error	Beta		
1	(Constant)	29.139	1.867		15.608	.000
	Age group	-.441	.255	-.074	-1.730	.074
	Gender	1.875	.601	.146	3.118	.001
	Marital status	-.6492	.606	-.537	-10.719	.011
	Designation	1.452	.314	.221	4.620	.002
	Monthly salary	-.730	.151	-.217	-4.823	.001
	Years of experience	1.945	.529	.182	3.677	.001

a. Dependent Variable: Awareness of Organic Products

**Source : Computed data**

The gender (0.001), marital status (0.011), designation (0.002), monthly salary (0.001) and years of experience (0.001) have positive impact of level of features of training. It concluded that the above mention variables are only has positive impact of level of features of training.

The age group (0.074) has negative impact of level of features of training.

**Findings of the study**

The following are the findings of the study.

1. Majority (37.39%) of the respondents are between 36 years and 45 years old.
2. Majority (74.37%) of the respondents are female.
3. Majority (61.34%) of the respondents are married.
4. Majority (43.28%) of the respondents are nurse.
5. Majority (43.28%) of the respondents' monthly salary is between Rs. 25,001 and Rs. 40,000.
6. Majority (48.74%) of the respondents are having 6 years to 10 years of experience.
7. The gender (0.001), marital status (0.011), designation (0.002), monthly salary (0.001) and years of experience (0.001) have positive impact of level of features of training. It concluded that the above mention variables are only has positive impact of level of features of training. The age group (0.074) has negative impact of level of features of training.

**Suggestions for the study**

Following are the suggestions for the study

1. It should include a comparative analysis of training practices done by the public and the private multispecialty hospitals.
2. Different types of training programme has to be given to the employees at various duration at convenient times of the employees.
3. Evaluation of the effectiveness of training should be done by proper metrics such as employee performance and feedback.
4. The challenges faced in implementing training programs in multispecialty hospitals has to be identified and steps to be taken for rectifying the challenges.
5. Technologies such as e-learning, simulation has to be used in training the staff in hospital.
6. Training on patient care quality and hospital efficiency has to be given more care in training the staff of the multispecialty hospitals.

**Conclusion**

The need of organized and ongoing staff development is emphasized by the study on training characteristics in Chennai's multispecialty hospitals. It shows that in order to improve staff productivity, the majority of hospitals use a combination of formal and on-the-job training. It has been discovered that training programs enhance both hard and soft abilities, which helps to improve the patient care. Shortage of time, shortage of trainers, and inadequate evaluation tools are still problems. According to employee feedback, training improves performance and job happiness. Training modules are rapidly using technological tools like e-learning. The findings highlighted the necessity of uniform and closely watched training programs in Chennai's multispecialty hospitals given to the employees in hospitals.

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