

A STUDY ON EMPLOYEE TRAINING NEEDS FOR WOMEN NURSES IN PRIVATE HOSPITALS IN CHENNAI

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ABSTRACT

The healthcare sector in Chennai has witnessed substantial expansion, with private hospitals playing a vital role in providing medical assistance. Nevertheless, the training requirements of female nurses who make up a significant part of the workforce are often inadequately addressed. This study aims to identify and evaluate the specific training needs of women nurses within private hospitals in Chennai. A descriptive research design was carried out to study employee training needs. The primary data was collected in the form of a structured questionnaire to analyse the data, statistical tools such as Friedman Test and Chi-square Test are employed which focus on parameters like mean and standard deviation to understand variations in workforce training needs and compare age group, position and training requirements. The findings reveal areas where training is lacking highlighting the importance of targeted programs that enhance skills and job satisfaction among female nursing professionals, identifies gaps in clinical skills, patient communication, and stress management training. Additionally, the study highlights the influence of demographic variables such as age, experience, and educational background on perceived training requirements. The results underscore the necessity for tailored training programs that address specific needs, thereby fostering a supportive and efficient work environment. This research offers actionable insights for hospital administrators and policymakers to develop effective training strategies, ultimately enhancing the quality of healthcare services and nurse retention rates in Chennai's private healthcare sector. This research reiterates the need for private hospitals to invest in specific training programs that will ultimately improve healthcare services as well as increase opportunities for professional growth among women nurses based in Chennai.

KEYWORDS: Training Needs, Training Programs, Women Nurses, Healthcare, Hospitals

INTRODUCTION:

The goal of employee training is to provide your staff with the abilities and information required for them to succeed in their positions. Employers and employees both gain from this continuous process.

An organized series of actions designed to increase employees' job abilities in order to support organizational growth is known as employee training. These could be managerial, technical, or professional abilities.

Employee development and training are two different things (L&D). Initiates a new window. Employee training is primarily focused on production and problem-solving, but learning and development (L&D) is a multifaceted strategy that supports broader human resource development. Initiates a new window initiative inside the company. Employee training is a temporary project with the main goal of increasing the company's ability to provide goods and services.

Human sources (HR) play an essential position in nowadays corporation. Hospitals make certain a well-functioning HR department to maximize worker overall performance as a way to meet the employers' strategic objectives. This ends in increase within the normal performance of the capabilities. They play an essential position in ensuring a really perfect level of fitness care services and offering first-class care for patients. Amongst activities of HR, one of the maximum crucial one is education. Schooling and improvement describe the formal, ongoing efforts that are made within businesses to improve the performance and self-success of their employees via a variety of tutorial methods and programs. Personnel may be skilled to carry out at their quality with the aid of utilizing their primary competencies.

Clinical generation and patient care are ever evolving; thus, HR managers work closely with each the medical and non-scientific departments of the health centre to increase professional development programs so they usually have a scope of development by upgrading themselves. Schooling helps in employee development, employee pleasure and consistency and safety.

It enables to bolster their present talents and improve in regions they lack making them independently powerful. It will increase their confidence, improves the overall performance, brings new concept to administrative centre and encourages cooperation. In latest years, training and development have turn out to be a recognized profession with precise ideas and procedures, a formal employer characteristic, and an essential thing of approach.

It's far a knowledge utility and targets to enhance employee overall performance on the present day activity while making ready them for the preferred job. Non-management workforce individuals who do now not maintain managerial positions may advantage technical understanding and talents for a particular cause through education, that's a quick procedure the use of a systematic and organized technique. The objective of the education is at once tied to the process. Education is a based application meant to enhance overall performance at the man or woman, organization, and/or organizational degrees, according to Cascio (1995).

OBJECTIVES OF THE STUDY:

- To identify the training needs among different age groups.
- To compare and contrast between the requirements in concern with the experience and position.
- To determine the training process among the nurses in private hospitals

RESEARCH METHODOLOGY:

The purpose of this part is to describe methodology implemented to complete the research work. A research design is a plan of the research project to investigate and obtain answers to research questions. Descriptive research design was used to determine the frequencies, percentages, mean and standard deviation of the measures used in the study.

A survey method, using a structured questionnaire, was used for collecting primary data from respondents because it offers a more accurate means of evaluating information about the sample and enables the researcher to draw conclusion about generalizing the finding from a sample to a population.

DATA COLLECTION METHOD:

- The data was collected by primary and secondary sources.
- Primary data was collected using structured questionnaire.
- Secondary data was being referred in designing the questionnaire.
- The information pertaining to this study was collected from 108 respondents.
- The questionnaire was collected using Google forms.

TOOLS FOR DATA COLLECTION:

- ▶ A Structured questionnaire
- ▶ Likert scale

DESCRIPTIVE OF THE TOOL:

The Statistical Package for the Social Sciences (SPSS) was used to process the data. Statistical tools and techniques such as Percentages Mean and Standard Deviation Chi Square test Anova Friedman test and Factor Analysis were used for analysing and interpreting the data.

RESEARCH DESIGN:

Research design is the blue print for empirical research work that guides the research in a scientific way towards the achievement of the objectives.

A descriptive research design was carried out to study employee training needs. The primary data was collected in the form of a structured questionnaire from the nurses from private hospitals in Chennai city.

REVIEW OF LITERATURE

- 1. Understanding the Need of Regular Staff Training: A Study of Private Hospitals in India. Ashwini Anil Noor un Nisa** Employee training sometimes falls to the bottom of the list of priorities while managing a busy health and social care service due to the abundance of issues to take into account. Training is an excellent way to maintain and grow the best human resources while also providing new knowledge and abilities. This study aimed to analyse all training processes in private hospitals in India. The study mostly looks at how employee performance, organizational commitment, and the calibre of healthcare services are impacted by training.
- 2. Career Goals of a Private Hospital Nurses and Career Opportunities Offered to Them Selda Toygar, Yasemin Akbal Ergün** It is crucial that nurses' career objectives line up with those of the company. In order to accomplish their job goals, it is also crucial to prepare for career shifts. The advancement of nurses' careers and a rise in their professional satisfaction levels contribute to the organization's ability to retain qualified staff and high standards of service quality. The study's objective was to ascertain nurses' career aspirations and the options available to them. The time frame for this descriptive study was December 2008–January 2009. The study's sample comprised 187 volunteer nurses who were employed by a private hospital in Istanbul

- 3. The Perception of Patient Safety Culture by Nurses: A Case Study of a Private Hospital November 2023 Muhammed Nasrullah Er., Şeyda Saydamli**
The purpose of this study is to assess how nurses who work in a private hospital perceive the patient safety culture and the influencing factors. It was discovered that nurses employed at a private hospital in Istanbul have a positive opinion of the patient safety culture. For future research, it would be desirable to include bigger samples from both public and private institutions in order to more thoroughly ascertain nurses' perceptions of patient safety culture.
- 4. The Role of Employee Engagement in the Relationship between Staff Morale and Employee Wellbeing of Nurses in the South African Public Hospitals April 2024 Lulama Mabe., Mphoreng Magdeline Mmako., Ilze Swarts**
Gaining and maintaining a competitive edge at public hospitals depends on employee engagement, which is also necessary for business success. This study evaluates the impact of employee engagement on the connection between public hospital nurses' wellbeing and staff morale.

THEORETICAL FRAMEWORK

INTRODUCTION TO HUMAN RESOURCE:

HUMAN RESOURCE MANAGEMENT – DEFINITION:

Human Resource Management is the process of planning, organizing, directing, controlling of procurement, development, compensation, integration, maintenance and separation of human resources to the end that individual, organizational and social objectives are achieved.

- Edwin Flippo

Human Resource Management is the process of acquiring, training, appraising, and compensating employees, and attending to their labour relations, health and safety, and fairness concerns.

- Gary Dessler

HUMAN RESOURCE MANAGEMENT:

Meaning of Human Resource Management:

Human resource management is a managerial process of acquiring and engaging the required workforce, appropriate for the job and concerned with developing, maintenance and utilization of work force.

The strategic and cohesive approach to managing people effectively and efficiently inside a business or organization so that they contribute to the company's competitive advantage is

known as human resource management, or HRM. The main goal is to utilize worker output to support an organization strategic goals. The main focus of human resource management is on systems and policies that are related to managing people inside organizations. The design of employee benefits, hiring, training, development, performance reviews, and reward management - including pay and benefit administration—are under the purview of HR departments, in addition, HR deals with the industrial relations and also organizational change, or how to balance the corporate procedures with legal requirements and collective bargaining agreements.

Human resource management, is the process of finding, assigning, selecting and overseeing workers inside the company. It covers a wide range of tasks, including as creating jobs, managing performance, providing training and development, managing employee relations, offering pay and benefits, and making sure labour laws are followed. the employee performance and well-being, while coordinating their efforts with the organization's strategic objectives is the aim of human resource management.

Human resource management (HRM) is the practice of recruiting, hiring, deploying and managing an organization's employees. Human resource management is referred to simply as human resources (HR). A company or organization's Human Resource department is usually responsible for creating, putting into effect and overseeing policies governing workers and the relationship of the organization with their employees.

In order to ensure compliance, Human Resource Management provide a healthy work environment, attract, develop, and retain people, and match HR strategy with business objectives, human resource management is crucial. Increased output, happier workers, and overall organizational success result from this.

OBJECTIVES OF HUMAN RESOURCE MANAGEMENT:

- **To Align with Business Goals:**
Support and align with the organization's strategic objectives.
- **To Optimize Staffing**
Ensure the organization has the right number of skilled employees.
- **To Enhance Job Satisfaction:**
Improve employee morale and satisfaction.
- **To Ensure Legal Compliance:**
Adhere to labour laws and ethical standards.
- **To Promote Efficiency:**

Increase organizational efficiency and effectiveness.

- **To Support Career Development:**

Provide opportunities for skill and career growth.

- **To Foster Employee Relations:**

Maintain positive relationships between employees and management.

- **To Manage Performance:**

Implement effective performance evaluation and improvement systems.

- **To Ensure Health and Safety:**

Provide a safe and healthy work environment.

- **To Develop Leadership:**

Identify and nurture future leaders within the organization.

DATA ANALYSIS AND INTERPRETATION

DESCRIPTIVE ANALYSIS:

VARIABLE	CATEGORY	TOTAL	PRCENTAGE
AGE (IN YEARS)	18 -15	22	20.4
	26 - 35	39	36.1
	36 – 45	39	36.1
	46 - 55	8	7.4
	Above 55	0	0
MARITAL STATUS	SINGLE	35	32.4
	MARRIED	44	40.7
	DIVORCED	18	16.7
	WIDOW	11	10.2
EDUCATIONAL QUALIFICATION	BAHELOR OF NURSING	12	11.1
	B.SC NURSING	23	21.3
	CERTIFICATE OF NURSING COURSE	19	17.6
	DIPLOMA IN NURSING	21	19.4
	M.SC NURSING	29	26.9

	OTHERS	4	3.7
EMPLOYMENT	CONTRACT EMPLOYEE	48	44.4
	REGULAR EMPLOYEE	45	41.7
	OTHERS	15	13.9

POSITION	NURSE	13	12
	NURSE PRACTITIONER	30	27.8
	NURSE IN CHARGE	33	30.6
	CO-CHIEF SUPERINTENDENT NURSE	15	13.9
	CHIEF SUPERINTENDENT NURSE	17	15.7
WORK EXPERIENCE (IN YEARS)	FRESHER	11	10.2
	LESS THAN 2	9	8.3
	2 - 5	40	37
	5 - 10	37	34.3
	ABOVE 10	11	10.2
WORKING HOURS	LESS THAN 5	7	6.5
	5 - 8	51	47.2
	9 - 12	41	38
	MORE THAN 12	9	8.3

INTERPRETATION

In the above table, in the age variable the 26 – 35 and 36 – 45 years are higher compared to the other age groups with 36.1% and in the marital status there are more married women than other category with 47% and in educational qualification there are more M.SC Nursing is higher compared to other respondents with 26.9% and in employment the contract employee is

comparatively high with 44.4% and in position nurse in charge respondents are higher with 30.6% and in work experience 2 – 5 years is higher with 37% and in working hours 5-8 hours is higher with 47.2% comparatively.

TABLE ATTRIBUTING THE MEAN AND STANDARD DEVIATION FOR FACTORS THAT CONTRIBUTE TRAINING PROCESS

FACTORS	MEAN	STANDARD DEVIATION	RANK
TRAINING CURRICULUM	4.35	1.088	1
INSTRUCTORS AND MENTORS	4.21	1.014	2
TECHNOLOGY ADVANCEMENTS	4.19	1.095	3
INTER PROFESSIONAL EDUCATION	4.06	1.105	4
SIMULATION TRAINING	3.91	1.315	5

INTERPRETATION

The training curriculum has an average rating of 4.35, which is quite high. This suggests that most respondents thought the curriculum played a big and helpful role in the training experience. The majority of evaluations are high, although there is some variation in the responses, as indicated by the standard deviation of 1.088. The average rating for mentors and instructors was a high 4.21. The standard deviation of 1.014 indicates that this feature is seen as an essential part of the training process, with ratings that are generally consistent. The rating of technology advancements is favourable, with a mean score of 4.19. This implies that people see technology as a valuable tool for teaching. With an average rating of 4.06, interprofessional education is valued, however not as much as the previously listed qualities. The 1.105 standard deviation indicates some variation in opinions regarding this factor. simulation training received an average rating of 3.91, which is the lowest among the factors considered. Although it remains important, it isn't rated as highly as other factors. The higher standard deviation of 1.315 indicates greater disagreement among respondents regarding the effectiveness of simulation training.

TABLE ATTRIBUTING THE FRIEDMAN TEST FOR FACTORS THAT AFFECT TRAINING PROCESS RANKS

FACTORS	MEAN RANKS
WORK LOAD	3.19
ACCESSIBILITY OF TRAINING RESOURCES	2.94
WORK-LIFE BALANCE	2.93
ORGANIZATIONAL CULTURE	2.63
FINANCIAL SUPPORT	3.31

Test Statistics

N	108
CHI-SQUARE	21.689
DF	4
Asymp. Sig.	.000

INTERPRETATION

Financial Support has the highest mean rank 3.31, indicating that, on average, it was rated as the impact factor affecting the training process. Work Load has the second highest mean rank 3.19, suggesting it is also perceived as a significant factor, but slightly less than financial support. Accessibility of Training Resources is in the middle with 2.94 indicating a moderate impact on the training process. Work-life Balance is very close with 2.93 to ranking

accessibility of training resources, indicating a similar perceived impact. Supportive Organizational Culture has the lowest mean rank 2.63, suggesting it is perceived as the least impact among the factors considered. The chi-square value represents the test statistics obtained from the Friedman test.

FINDINGS, SUGGESTION AND CONCLUSION

FINDINGS

1. According to the analysis, it has been clearly seen that the training curriculum is the most significant factor in the training process with a 4.35 mean and 1.088 standard deviation. This means that it is very much related to the training process. Instructors and mentors are also important factors in this process, having been rated highly by the respondents with a 4.21 mean (SD 1.014). Technology advancements as an aspect have been viewed positively having an average of 4.19 although there is some variation (SD 1.095). Interprofessional education has been valued at a mean of 4.06 but not as much as other factors which bear higher ratings (SD 1.105). Simulated training takes the least rating of 3.91
2. The Friedman test results demonstrate significant differences in respondents' perceptions about several factors influencing the training process, showing Chi-Square value of 21.689, degrees of freedom (df) 4 and an asymptotic significance (p-value) of 0.000. Given that p-value is less than 0.05, we reject the null hypothesis and conclude that not all factors are rated equally. According to mean ranking, financial support emerges as the most critical factor at 3.31 followed by workload at 3.19 which implies that it has considerable influence on training processes. Accessibility of training resources (mean rank 2.94) and work-life balance (mean rank 2.93) have moderate effects while supportive organizational culture has the least mean rank (2.63) suggesting it is taken as the least important factor.

SUGGESTIONS

1. It is important to invest in the training of instructors and mentors because they always have a positive influence. The emphasis should be on using technology, while trainers and trainees undergo constant training. Interprofessional education through joint
2. training sessions will showcase its advantages. Finally, enhancing simulation training approaches through evaluation systems and extensive feedback should be done to make this section more interesting and efficient.

3. In order to increase financial support, scholarships, grants or financial incentives should be offered to reduce burden on trainees' finances by ensuring proper funding for training programs. For effective use of training materials and avoiding burnout among trainee practitioners therefore they must be given resources for stress management as well as managing their workload. Investing on digital platforms should enhance training resource accessibility. Flexible schedules, mental health resources, and wellness programs that can help them manage personal and work life balance. In conclusion, policies should be put up which promote inclusivity, recognition and support for professional growth while at the same time creating an environment that facilitates collaboration between trainers and trainees as well as good relationships among them.

CONCLUSION

This study provides significant insights into the training needs of women nurses in private hospitals in Chennai. Findings indicate a demand for specialized training in advanced clinical skills, patient management, and stress management. Statistical analysis revealed significant differences in training needs based on age, experience, and roles, with younger and less experienced nurses needing foundational skills, and experienced nurses seeking leadership training.

Continuous professional development emerged as crucial for job satisfaction and performance, with regularly trained nurses reporting higher satisfaction and confidence. However, barriers such as time constraints, lack of resources, and insufficient support hinder effective training. Addressing these barriers with flexible schedules, adequate funding, and supportive policies is essential.

In conclusion, training programs are vital for enhancing the skills of women nurses in Chennai's private hospitals. By addressing specific needs and overcoming barriers, administrators can foster a skilled and satisfied nursing workforce, improving patient care outcomes. Future research should explore the long-term impact of targeted training and additional influencing factors.

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