

TRAINING NEED ANALYSIS FOR FRONT OFFICE DEPARTMENT

At
ASIAN HEART INSTITUTE, MUMBAI

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Introduction

- In this competitive world, training plays an important role in the competent and challenging format of business. Training is the nerve that suffices the need of fluent and smooth functioning of work which helps in enhancing the quality of work life of employees and organizational development too. Development is a process that leads to qualitative as well as quantitative advancements in the organization, especially at the managerial level, it is less considered with physical skills and is more concerned with knowledge, values, attitudes and behavior in addition to specific skills. Hence, development can be said as a continuous process whereas training has specific areas and objectives. So, every organization needs to study the role, importance and advantages of training and its positive impact on development for the growth of the organization.
- Thus, employee training and development programs are important aspects which are needed to be studied and focused on. This paper focuses and analyses the literature findings on importance of training and development and its relation with the employees' quality of work life

- **AIM OF THE STUDY**
- To do training gap analysis for the Front office employees.

OBJECTIVES:-

General

To determine the training need for the Front office employees.

Specific

To observe the dimension and level of training need of the employees

To Prioritize the need of training of the employees of the front office.

METHODOLOGY:

STUDY AREA – Billing, EHC, Front office & OPD Department of Asian Heart Institute, BKC, Mumbai.

STUDY DESIGN – Observational and Descriptive

STUDY PERIOD - 15th February- 06th May, 2017.

STUDY POPULATION – Employees of Billing, EHC, Front office & OPD Department

SAMPLE SIZE – 15

10 Front office+ 1 EHC +1 OPD + 3 Billing (100% population covered)

SAMPLING METHOD – Non-probability convenience sampling

DATA COLLECTION – Observation and Interview method

DATA ANALYSIS – Using Microsoft Excel.

NATURE OF DATA:-Quantitative and Qualitative data collected through survey questionnaire technique.

SCALE OF PRIORTIZE RATING-

1 to 10 (1 is the highest priority and 10 is the lowest Priority)

TYPE OF DATA:-

Collected through direct observations.

Interacting with the employees in the hospital.

Information obtained through Hospital records.

Information gathered through internet.

STUDY TECHNIQUE USED:-Questionnaire technique was used including both open ended and closed-ended questions.

STUDY TOOLS USED:-

Training need analysis questionare

Observation sheets

Assesment form

- **FINDINGS THROUGH OPEN ENDED QUESTION: -**
- As per the data collected, it was found that from last year no proper training is being provided not even induction are being provided to the new employees in the organization through the HR Department. There was a shortage of manpower in all the department of front office due to which employees are not getting time for even interdepartmental training. Because of lack in training and development employees are less aligned with the mission, vision of the organization which results in the high attrition rate of the organization. The employees in the organization are doing hard work, not smart work.

Analysis

Fig. 1 Training need priority for TELEOPS

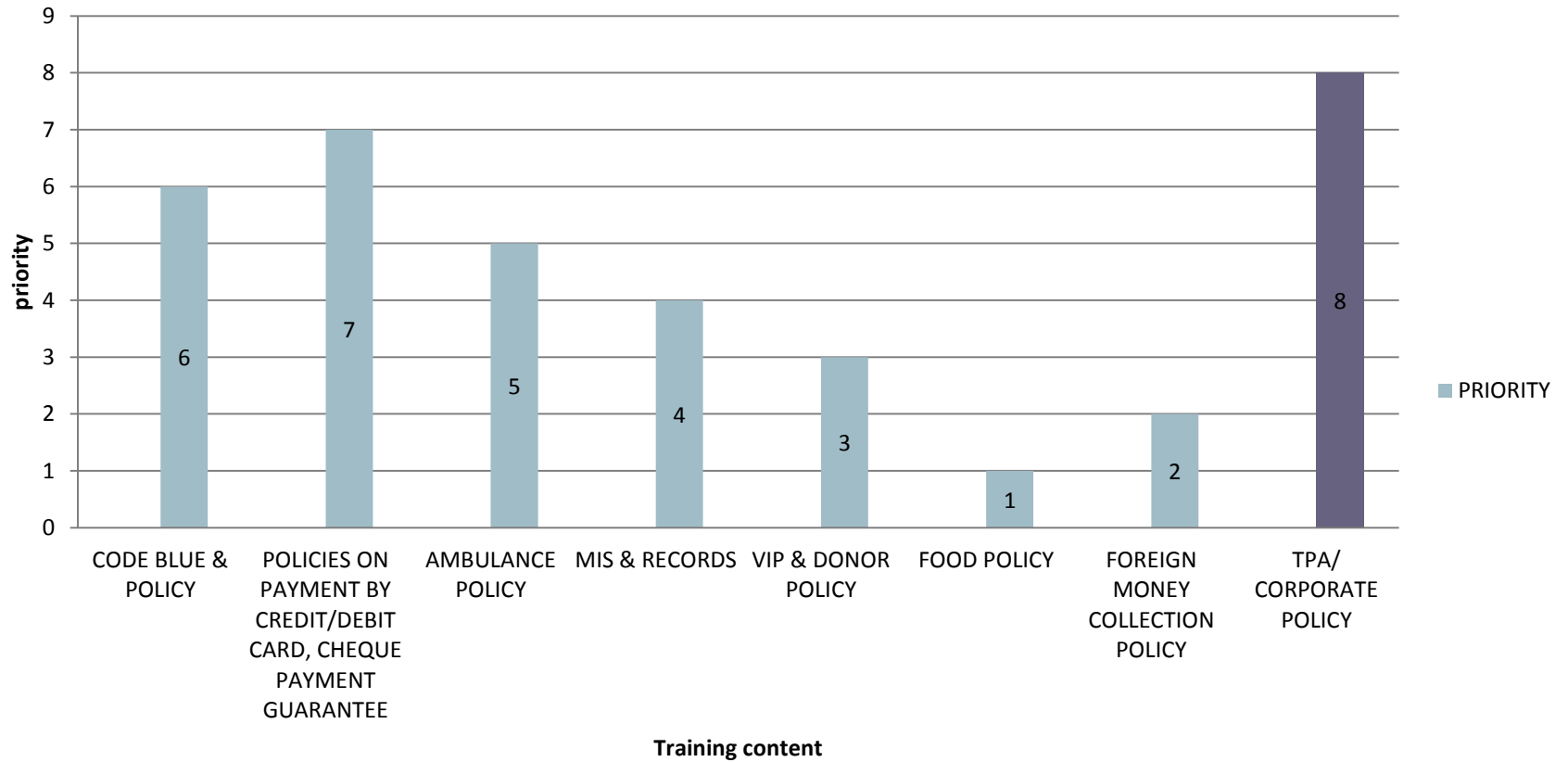
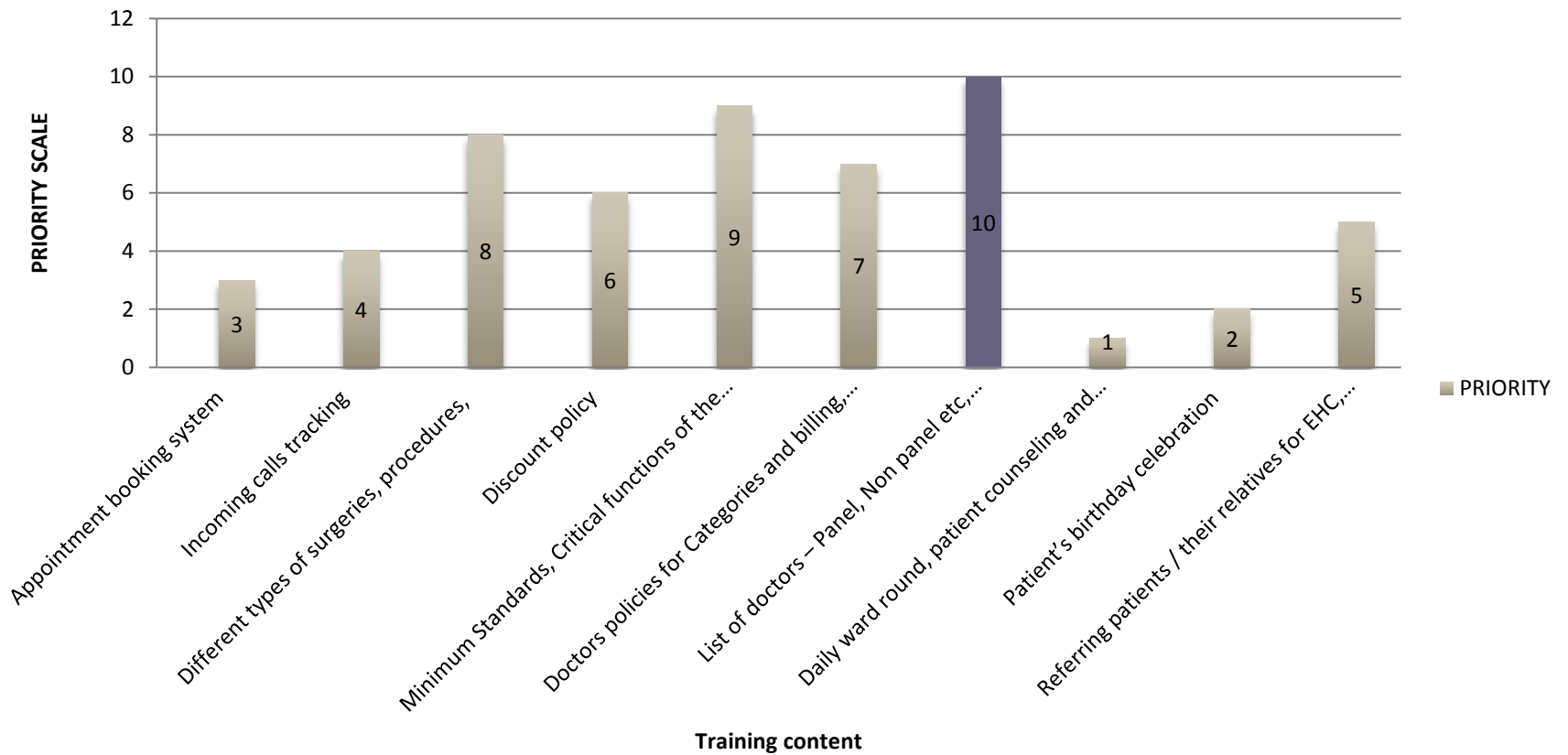
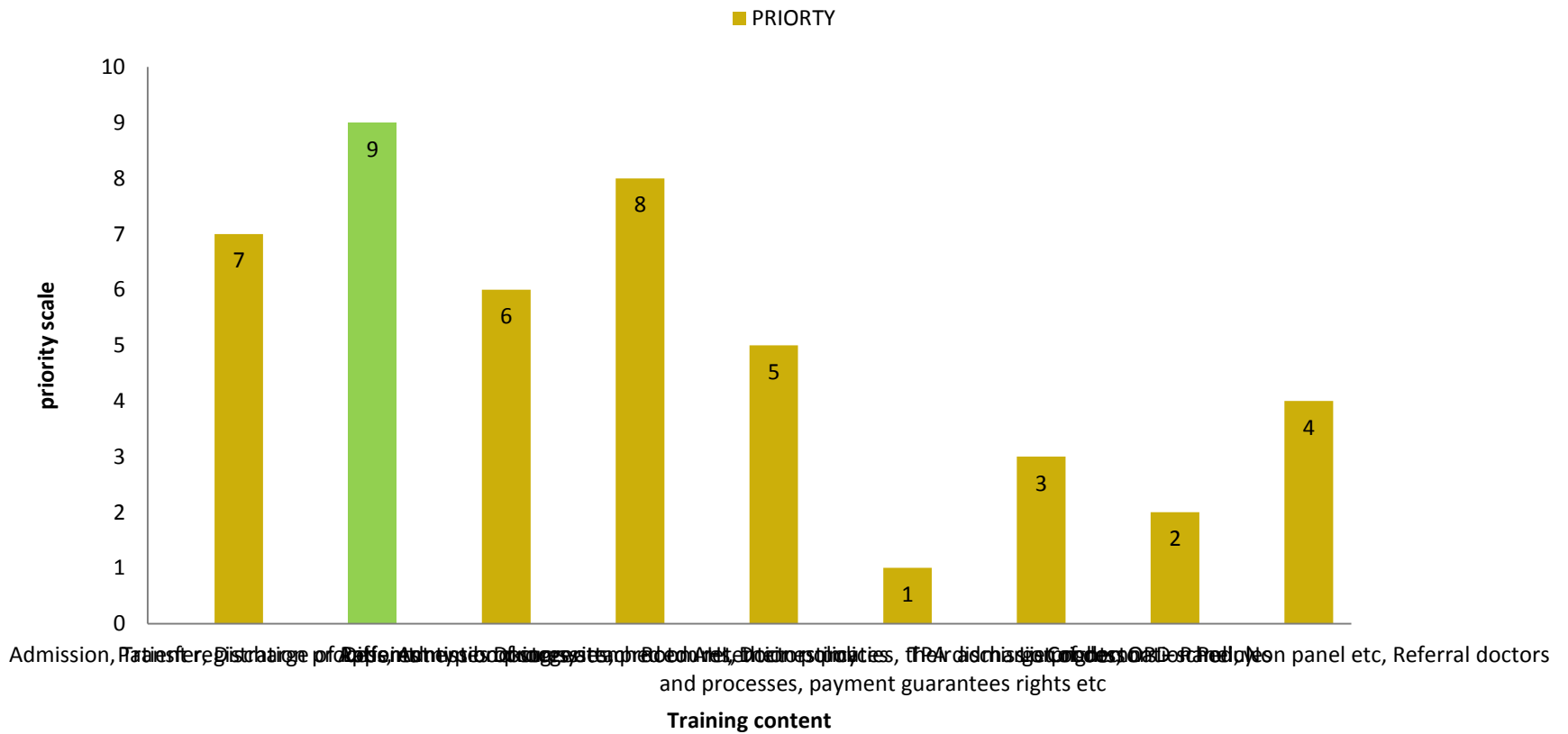


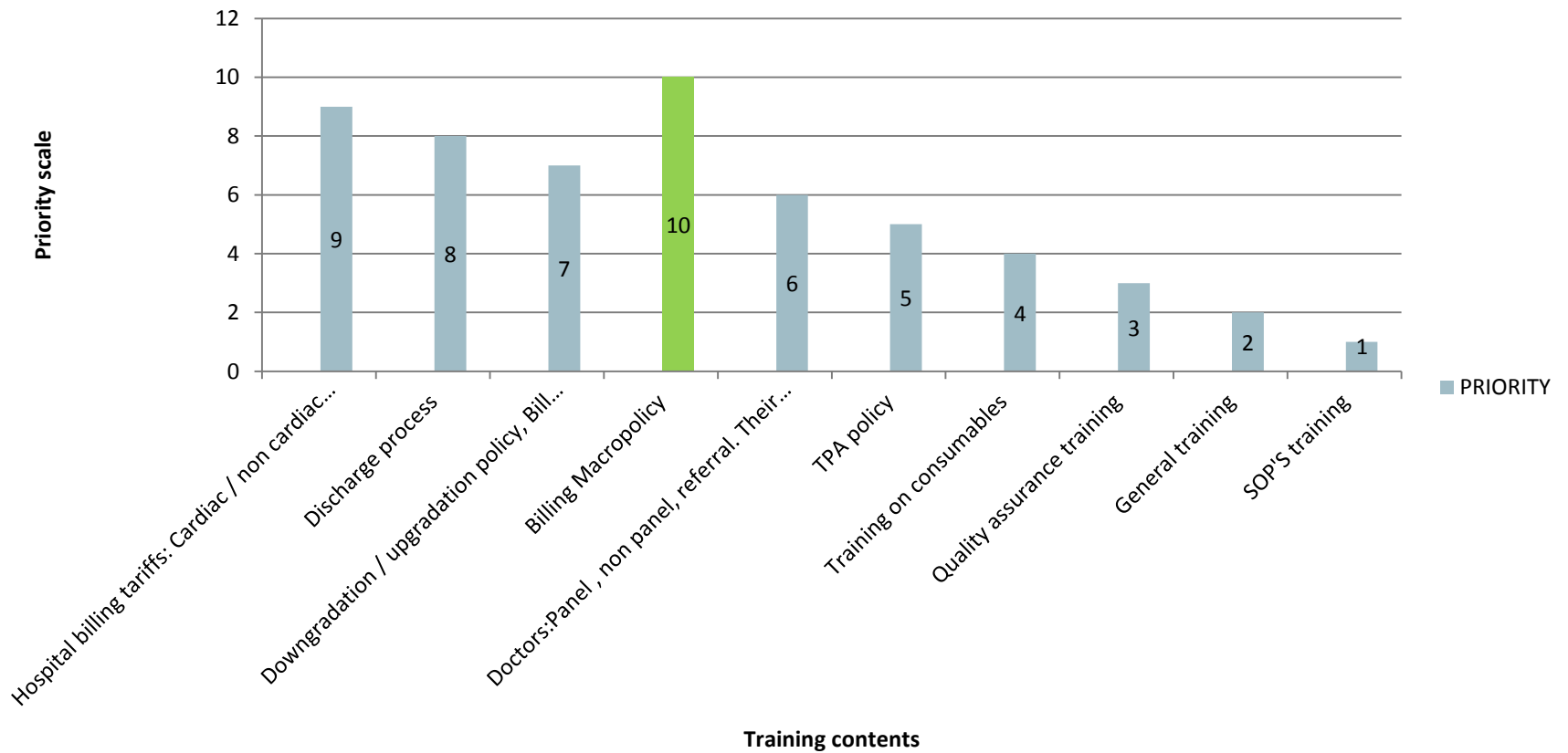
Fig. 2- Training need priority of EHC /OPD



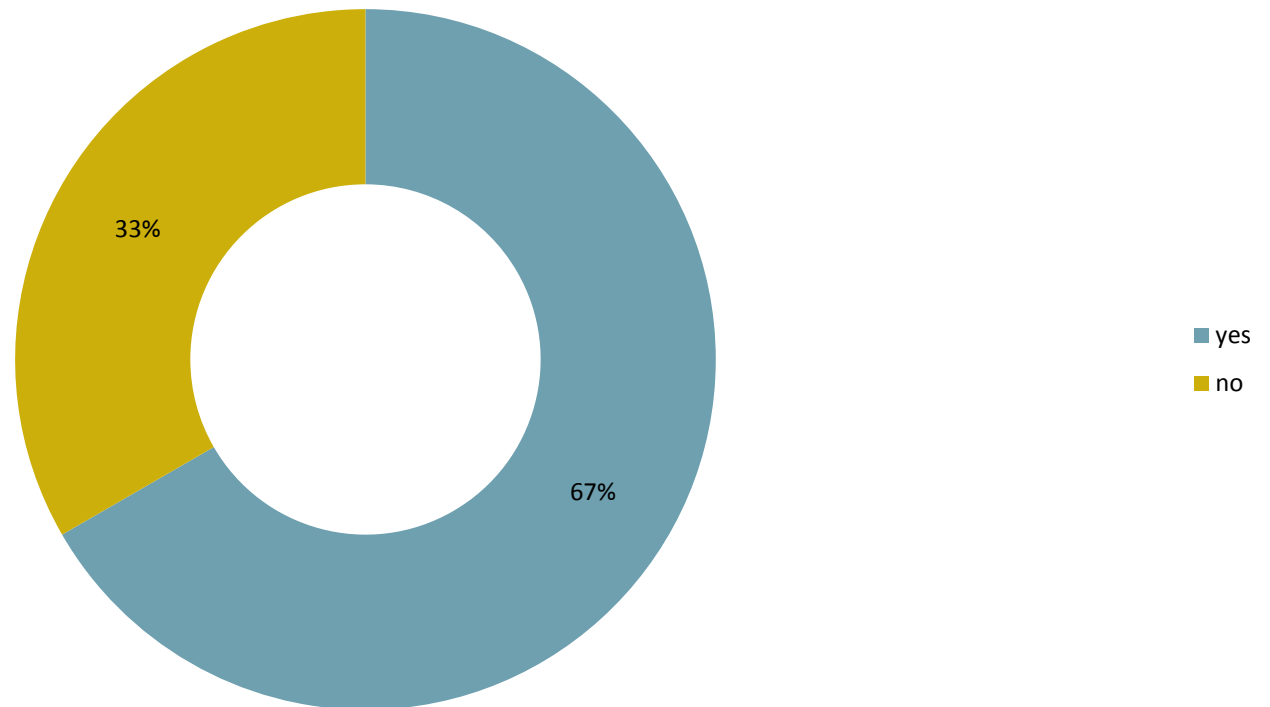
Training need priorities for FO Department



Training priority for Billing Department

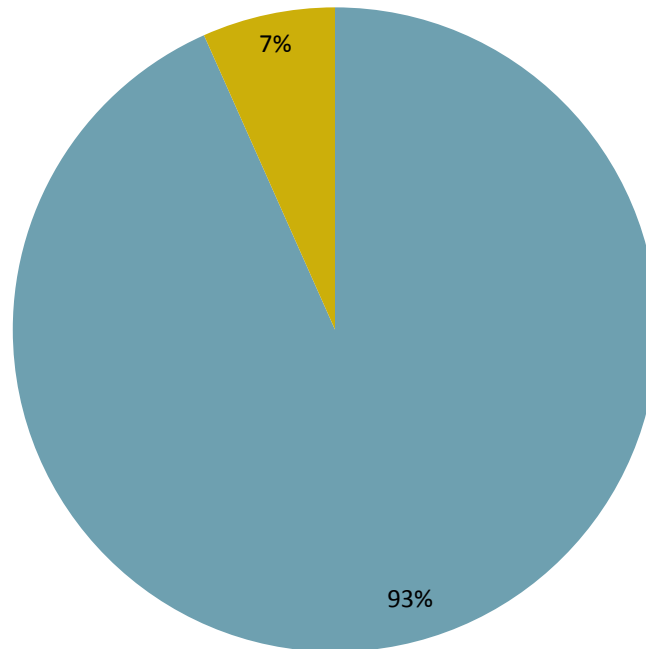


Does the Hospital have an education training program?



Are the departmental programs regularly evaluated?

■ yes ■ no



Recommendations

- *Introducing a Formal Appraisal Process*
- *Comprehensiveness of TNA*
- *Emphasis of On-the-Job Training*
- *Motivation to Apply Learning from Training*
- *Using Best Methods:*
- *Training programs should Link between Training and the Job Requirement*
- *Selection of TRAINERS*
- *Introducing Rewarding System*
- *Effective Communication with the Stakeholders*

CONCLUSION:

- Training and development programs play a vital role in every organization. These programs improve Employee Performance at workplace, it updates Employee Knowledge and enhances their personal Skills and it helps in avoiding Managerial Obsolescence.
- Training enhances the overall performance of an organization in various ways. The major areas where employees are normally trained in an organization are Soft- skill Development, Personality Development, Interpersonal Relationship, Problem solving techniques, Managerial and Supervisory Training Program, quality improvement programs, technical processes, quality circle programs, Time management skills, employee efficiency development programs, violence prevention programs, regulatory compliances, goal setting and implementation of programs, workplace safety management, workplace communication, and so on. Training enables the employees to develop their skills within the organization and hence naturally helps to increase the organization's market value, earning power of the employees and job security of the employees.
- Training moulds the employee's attitude and helps them to achieve a better cooperation within the organization. Training and Development programs improve the quality of work-life by creating an employee supportive workplace.