



Introduction: Training and development is essential to organizations which seek to gain a competitive advantage through a highly skilled and flexible workforce, and are seen as a major element to high productivity and quality performance. A skilled workforce can increase productivity by producing a higher level of work with greater value.

Service Excellence: The Training Program is conducted in Fortis to enhance the behavioral skills of nurses so that every patient feel the interaction to be a moment of magic. In it, two modules covered; Patient First and LEAP.



Objective: The objective of the research was to study the impact of training program ; Service Excellence on Employees.



Methodology:

Descriptive Analytical Study
Close ended Questionnaire
Sample Size – 170
Trainees- 50
Supervisors- 20
Patients - 100



Data Collection:

In the study, three cohorts were targeted.

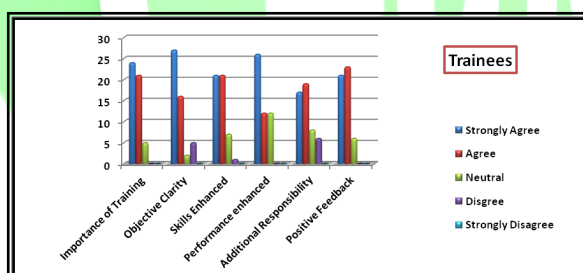
- Participants who attended the training
- Immediate Supervisors of those participants.
- Patients

Sample Size:-

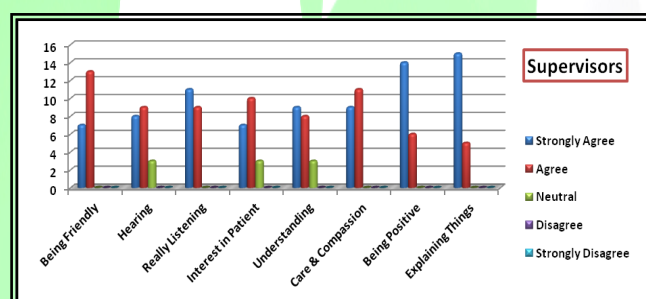
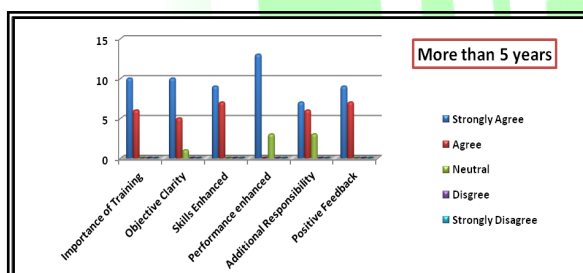
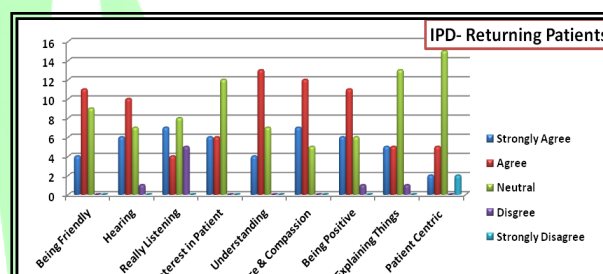
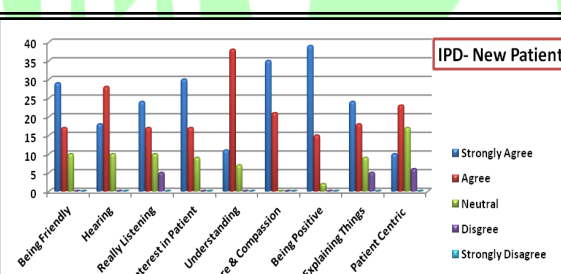
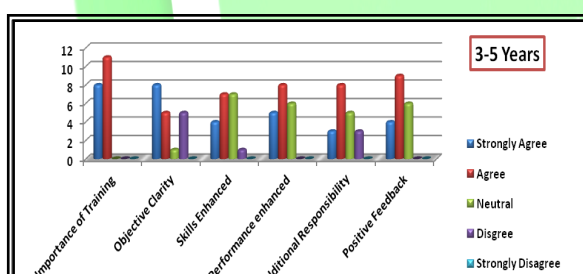
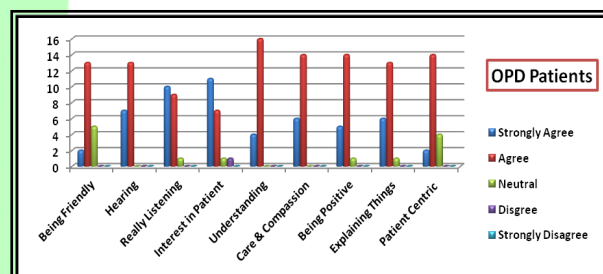
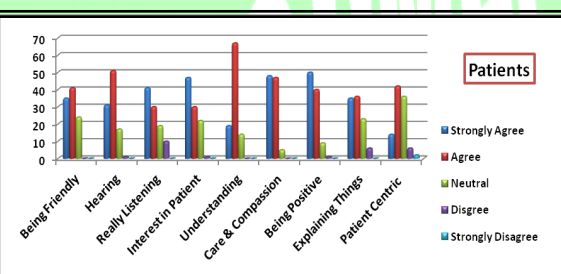
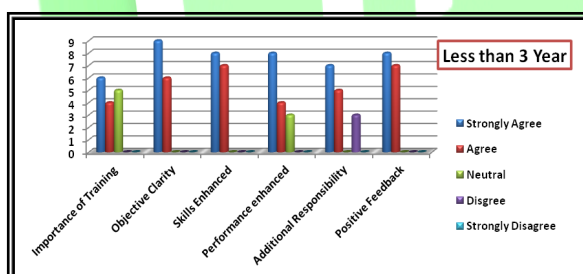
Trainees – 50
Worked less than 3 years in Fortis 15
Worked 3-5 years in Fortis 9
Worked more than 5 years in Fortis 16

Supervisors - 20
Patients - 100
OPD Patients 20
IPD Patients 80
New Patients- 56

Findings:



- Trainees or participants who worked less than 3 year & more than 5 year were more serious about the training needs. Comparatively trainees who worked between 3 to 5 years.
- There was lack of clarity about training objective among the nurses.
- Returning patients were neutral & dissatisfied in comparison to new patients.
- OPD Patients were mostly neutral about all the services.
- Care & Positive Attitude were two factors which were considered to be important.
- Listening & Explaining things (LEAP Objectives) were the two factors which needed to be improved.



Recommendation:

- Better communication and co-ordination system among nursing staff and Nursing In charge.
- More activities to make training interesting.
- Objective of the training should made clear to the participants.
- Reward system for the trainees who attend maximum number of trainings.

By: Sneha Swami
MBA Human Resource Management-01
Roll No. 0011