

**Summer Training at
Sir Ganga Ram Hospital, New Delhi
(April 3 to June 2, 2017)**

Training and Development

**By
Deepali Gupta**

**Under the guidance of
Dr. Alok Kumar Mathur**

**MBA Hospital & Health Management
2016-2018**


**Institute of Health Management Research
The IIHMR University, Jaipur
2017**

CERTIFICATE

This is to certify that **Ms. Deepali Gupta** has undergone summer training in **(Sir Ganga Ram Hospital, New Delhi)** from 3rd April to 2nd June 2017.

The candidate herself/himself completed the project assign to his/her during summer training. Her approach to the project was sincere and proactive. This summer training is in partial fulfillment of the course requirement recommended for the award of MBA in Hospital and Health Management.

I wish him/her success in all her future endeavors.



Col. (Dr.) Ashok Kaushik

Dean (Academic & Student Affair)

The IIHMR University, Jaipur



Dr. Alok Mathur

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GRIPMER



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This is to certify that

REGISTRATION 1272

Deepali Gupta

has successfully completed his/her internship / Fellowship / Observership / Training

in the Department of Human Resource

Sir Ganga Ram Hospital, New Delhi

w.e.f. April 3, 2017 *to* June 2, 2017

During the above period his/her work & conduct has been found satisfactory.

Date June 2, 2017
Place New Delhi


Head of the Deptt.

Dr. S. NUNDY
Dean,
The Ganga Ram Institute for
Postgraduate Medical Education & Research
(GRIPMER)
Dr. S. Nundy
Dean, GRIPMER

ACKNOWLEDGEMENT

I express my great sense of gratitude to acknowledge the co-operation and support of **SIR GANGA RAM HOSPITAL, NEW DELHI** for giving me this unique privilege of completing my project by visiting its premises for 60 days and providing me an opportunity to interact with its various personnel. It helped in providing me with both, a learning experience as well as a glimpse into the daily managerial level issues of this renowned hospital.

My institute – **Indian Institute of Health Management Research (IIHMR)** Jaipur & its education deserves the foremost appreciation for providing me the opportunity to understand my individual capabilities. I would like to thank **col. (Dr.) Ashok Kaushik** (Dean Academics and Student Affairs, IIHMR, Jaipur) to provide such a great learning opportunity. Of course, entire faculty at IIHMR had facilitated the endeavor. I also acknowledge the contribution of my college mentor, **Mr. A K Mathur** & HR faculty **Tanjul Saxena** ma'am in completion of project.

The collection and my learning would not have been possible without the kind support and help from **Mr. Mohit Gupta (Head- Human Resource Department)**. I would like to extend my thanks for his support and guidance. My heartfelt gratitude goes to **Mr. Siddharth Vaidya (HR Department)** for their constant support and invaluable time to time guidance and kind help in completion of this project.

DECLARATION

I do hereby declare that I am a student of 1st year, MBA in Hospital and Health Management, IIHMR University, Jaipur (Raj.) session 2018-2018.

I would like to state that I have carried out my internship on the topic “Training and Development in Sir Ganga Ram Hospital, New Delhi” under the guidance of Mr. Mohit Gupta (Manager-HR) and Mr. Siddharth Vaidya (Deputy Manager HR) at SGRH, New Delhi for the partial fulfillment for the degree of MBA Hospital and Health Management.

This project work is my own and has not been submitted to any of the Institute or University for the purpose of award of any degree or diploma.

Deepali Gupta

MBA HM-21

2016-2018

IIHMR University

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1. ABBREVIATION

- HR- Human Resource
- MRD- Medical Record Department
- TPA- Third Party Administrator
- DGM- Deputy General Manager
- OPD- Out Patient Department
- OT- Operation Theatre
- IVF- In-vitro Fertilization
- HDU- High Dependency Unit
- SIMCU- Surgical Intermediate Care Unit
- SICU- Surgical ICU
- RTU- Renal Transplant Unit
- CSSD- Central Sterile Supply Department
- UPS- Uninterruptible Power Supplies
- IT- Information Technology
- PTS- Pneumatic Tube System
- UDC- Upper Division Clerk
- CPR- Cardio-Pulmonary Resuscitation

2. INTRODUCTION



3. ABOUT SIR GANGA RAM HOSPITAL

Sir Ganga Ram Hospital, New Delhi is a 675 Bedded multi-specialty state of the art Hospital in India. It provides comprehensive Healthcare Indian Services, and has acquired the status of premier medical institutions. It is the only hospital in the private sector that has maintained nearly 100% bed occupancy due its reputation of providing the highest level of medical services to patients from Delhi and neighboring states.

The hospital was founded initially in **1921 at Lahore** by **Sir Ganga Ram (1851-1927)**, a civil engineer and leading philanthropist of his times. After the partition in 1947, the present hospital was established in New Delhi. The foundation was laid in April 1951 by then Prime Minister of India Shri Jawaharlal Nehru and inaugurated by him on 13 April 1954.

3.1 MISSION

Sir Ganga Ram Hospital is committed to provide world class healthcare, teaching, training and research by a team of highly qualified doctors, dedicated nurses, Para-medical and non-medical staff with the help of state of the art diagnostic, therapeutic services in a comfortable, caring and safe environment at an affordable cost to all sections of society including free treatment to the economically weaker section as per vision of the founder.

3.3 AWARDS

- 2013- NABH Accreditation for blood bank transfusion services.
- 2012- Adjusted among top 10 hospitals of India: 'The Week'.
- 2011- C II- Exim bank award for Business Excellence, adjusted among the best hospitals in the NCT of Delhi by The Week.
- 2010- Adjusted among the top 10 hospitals of the country by the week magazine; Amity Leadership award for business excellence for leveraging IT in healthcare sector by Amity University, Noida for its IT services.
- 2009- Best Information and Communication Technology (ICT) hospital award.
- 2008- Overall best hospital- Non corporate by Express Healthcare Excellence Awards.
- 2006- Asia hospital management award by Singapore Government.

3.4 LAYOUT (FLOOR WISE FACILITY DISTRIBUTION)

EMERGENCY BUILDING

GROUND FLOOR

- Triage Area
- Pediatric Emergency
- Stoma Clinic
- Minor OT

1st FLOOR

- Private OPD
- Department of Vascular & Endo-Vascular Surgery
- Diabetic Foot care
- Endocrinology & Metabolism
- Institute of Minimal Access, Metabolism & Bariatric Surgery

2nd FLOOR

- Surgical Oncology Research Department

3rd FLOOR

- Emergency Ward

4th FLOOR

- Department of Orthopedic

5th FLOOR

- Dharma Vira Heart Centre
- Cath Lab
- Vascular Lab

6th FLOOR

- Academic Block

OLD BUILDING

GROUND FLOOR

- Govt. O.P.D (G1, G2, G3, G4)
- Ultrasound, X-Ray, Bank, Blood bank
- Child Development Clinic
- Kitchen Department
- Bill Department
- Echo Lab
- Urology Lab
- Cashier
- TPA
- PET
- MRI, CT
- Diet Department
- DGM Office
- Housekeeping Desk
- Linen Department

1st FLOOR

- OPD
- Department of Medical Oncology
- Department of Neurophysiology
- Department of Clinical Microbiology
- Dental Clinic
- Fetal Medicine
- Institute of Liver Gastrology & Endoscopy Immunology
- Pediatric Echo
- I.V.F.
- E.T Lab

2nd FLOOR

- Research Department
- 2nd B, OPD
- Discharge cell
- Department of Orthopedic
- Vascular HDU
- Labor Room

3rd FLOOR

- Bronchoscopy Department
- Liver HDU
- Stem Cell Centre

4th FLOOR

- Department of Internal Medicine
- IMAS Office
- Replacement Joint Unit

5th FLOOR

- Cath Lab Recovery
- Surgical Intermediate Care Unit (SIMCU)
- Surgical Intensive Care Unit (SICU)
- Pediatric Cardiac Surgical Intensive Care Unit (PCSICU)

SPECIAL WARD BUILDING (SWB)

GROUND FLOOR

- CIC
- Physiotherapy

1st FLOOR

- Pediatric Intensive Care Unit (PICU)
- Neonatal Intensive Care Unit (NICU)

2nd FLOOR

- Dialysis
- Renal Transplant Unit (RTU)

3rd FLOOR

- ICU (General Ward)
- Critical Care HDU
- Respiratory HDU

SUPER SPECIALITY RESEARCH BUILDING (SSRB)

BASEMENT

- Purchase
- Pharmacy
- CSSD
- Gas Manifold
- U.P.S
- Maintenance
- I.T. Small Room
- PTS Control Room
- Housekeeping Central
- Parking

GROUND FLOOR

- Administration Block
- I.C.U. Waiting Area
- OT Waiting Area
- Fire Control Office
- Camera Control Room
- Cafeteria
- Reception

1st FLOOR

- Cytogenetic Lab
- Biochemistry Genetic Lab
- Molecular Genetic Lab
- Hematology Lab
- Biochemistry Lab
- Pathology Histopathology Lab
- Lab Report
- Fine Needle Aspiration Cytology (FNAC) Room

2nd FLOOR

- Surgical Gastroenterology & Liver Transplantation
- Rheumatology & Clinical Immunology
- Ophthalmology
- Rotary Central Eye Bank
- Urology

3rd FLOOR

- Orthopedic
- Institute of Robotic Surgery
- Laparoscopic & General Surgery
- Thoracic Surgery HDU
- Plastic & Cosmetic Surgery
- Neurosurgery

4th FLOOR

- Arterial Blood Gas Lab
- I.C.U.

5th FLOOR

- Organ Transplant
- Post Daycare
- Post I.C.U.

6th FLOOR

- O.T.

7th FLOOR

- O.T.

HUMAN RESOURCE BUILDING

GROUND FLOOR

- Maintenance
- Receiving
- Store
- Complaint Cell

1st FLOOR

- Human Resource Department (HRD)

- Medical Record Department (MRD)
- IT Training

2nd FLOOR

- MRD Store
- Staff Canteen

3.5 HUMAN RESOURCE DEPARTMENT OVERVIEW

Head of the Department: Col. Manmohan Jaiswal

HR Manager: Mr. Mohit Gupta

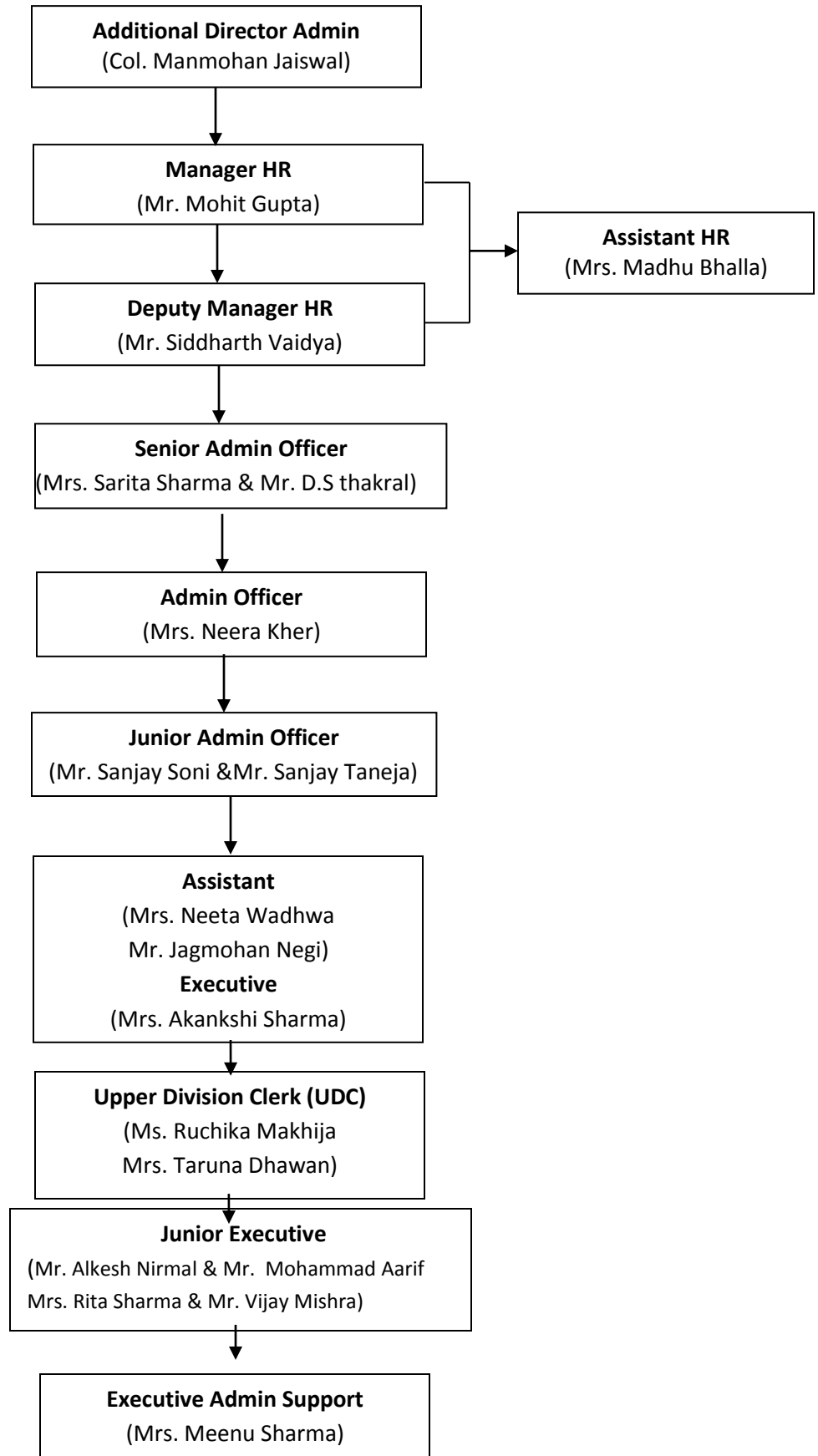
Deputy HR Manager: Mr. Siddharth Vaidya

Goal: To implement plans & procedures to attract and retain the talented employees to meet the organization goals and objectives. The Implementation of training of employees depends upon the purpose of specific jobs and overall growth and development of employee's orientation and functional training.

Scope of Services:

- Manpower Planning
- Recruitment Process
- Trainings
- Internal job posting process
- Attendance & leave management
- Appraisal & Promotion Process
- Statutory compliance
- Employee Welfare Programs
- Disciplinary Action
- Grievance Handling
- Payroll Management
- Budgeting

3.6 ORGANOGRAM OF HR DEPARTMENT



4. TRAINING AND DEVELOPMENT

IMPLEMENTATION AND IMPACT OF TRAINING

4.1 INTRODUCTION

It is a capacity worried with authoritative action gone for bettering the occupation execution of people and gatherings in hierarchical settings. It includes the honing of aptitudes, ideas, changing of mentality and increasing more information to upgrade the execution of representatives. Projects might be centered around enhancing a person's level of mindfulness, expanding a person's ability, or expanding a person's inspiration to play out the employment well. Preparing is movement prompting talented conduct.

- It is not what you need, but rather it knows how to achieve it.
- It may not be a remarkable result you were going for, yet it will be a result.
- Training is about knowing where you remain at introduce, and where you will be after some purpose of time. It is about the securing of information, aptitudes and capacities (KSA) through expert improvement.

It is additionally alluded to as building up an authoritative culture where predominant subordinate relationship, cooperation, and coordinated effort among various sub units are solid and add to hierarchical riches, dynamism and pride to the representatives.

Worker training is the obligation of the association. Representative improvement is a common duty of administration and the individual worker. The obligation of administration is to give the correct assets and a domain that backings the development and improvement needs of the individual worker. For worker preparing and advancement to be fruitful, administration should:

- Provide an all-around created set of working responsibilities
- To meet the essential abilities for the employment.
- Develop the great comprehension of the information, aptitudes and capacities that the association will require later on.

Training and Development are utilized together to achieve the general acclimation, change, and training of an association's representatives. By and large, training programs have particular and quantifiable objectives, understanding a particular procedure, or playing out specific methodology with extraordinary exactness. Then again, formative projects focus on more extensive abilities that are material to more extensive assortment of circumstances, for example, basic leadership, administration aptitudes, and objective settings. Once an association executes a preparation program, it must assess the program's

prosperity; even it has delivered coveted outcomes for different associations. Associations initially should decide whether students are obtaining the coveted aptitudes and information. If not, at that point they should learn why not and they should make sense of if the students are neglecting to procure these aptitudes due to their own failure or on account of ineffectual training programs.

The achievement of any association relies on the nature of the work drive, however so as to keep up the nature of the work constrain, numerous associations gone over various snags. Training ends up being a parameter for upgrading the capacity of the workforce for accomplishing the hierarchical destinations. It enhances the capacity of the worker to play out the occupation proficiently and with greatness. Training and Development programs are the essential auxiliary and utilitarian establishments for the improvement of the representatives. Training confers learning to the workers with respect to various issues in the association and the correct execution of these projects result in number of advantages, for example, improvement of gainful, versatile and additionally productive association and mollified representatives.

4.2 TRAINING CALENDAR

S.No	TRAINING PROGRAMMES	DURATION	RELEVANCE	TARGET
1	Performance appraisal.	1 hour	It provides the performance feedback OF the Employees.	Employees
2	Workplace Harassment prevention Training	2 hours	Helps in preventing the sexual assault at workplace.	Employees
3	Critical Thinking Skills	45 minutes	Helps in understanding logical connections between ideas.	Employees
4	Emergency Colour Codes	1 hour	Convey essential information quickly to staff in the hospital.	Employees
5	Health & Hygiene Training	30 minutes	Good health & Proper hygiene provides infectious free life to patients.	Staff
6	Spill management	1 hour	Helps to control and prevent the transmission of infectious diseases.	Staff
7	Time/Skills Management	30 minutes	Less stress, more free time, more	Employees

			opportunities, less effort.	
8	Patient transfer procedure	1 hour	Maintains low accident rate and injury to minimum.	Nurses
9	Biomedical Waste Management	25- 40 minutes	Helps in decreasing the risk of infection and hazardous substances.	Doctors
10	Cardio Pulmonary Resuscitation (CPR)	1:30 hours	Saves life, can help in assisting.	Doctors
11	Workshop on Team Management	1 hour	Tasks are accomplished at a faster pace when done by a team.	Employees / Staff
12	Communication skills	30 minute	Help to reduce barriers generated because of language and cultural differences.	Employees & nurses
13	Motivation	30 minute	Improves level of efficiency and leads to stability of work force.	Employees
14	Telephone etiquettes	30 minute	Enhancement of communication skills and first impression.	Staff
15	Personality development	1 hour	Confidence, the ability to hold your own, is out going and well spoken.	Staff
16	Employee and patients' rights and responsibilities	1:30 hour	Rights & responsibilities helps in a safe working environment.	Employee/ Patients
17	leadership	1 hour	Provide vision, make hard decision, and expand the world view.	Senior employee
18	Grievance handling	1 hour	Encourages employees to raise concerns without fear.	Nurses
19	Disaster management	2 hours	To achieve the level of health for the people & the community in disaster.	Nurses
20	Ethic And Confidentiality Management	1:30 hours	It helps in maintaining the patient's privacy in certain cases.	Doctors
21	Customer Services Management	1:30 hours	Helps in reduced searching and correlating customer needs.	Employees

22	Personal And Professional Life Management	2 hours	Enhances effectiveness in every part of professional life.	Patients/ Employees
23	Human Resource Induction	2 hours	Helps in establishing relationship with the colleagues.	Employees
24	Fire Management	45 minutes	Can save lives by providing with an early warning.	Staff & security
25	Security And Services Skills	45 minutes	Helps in dealing with the risks.	Security

Here is a training calendar of 25 trainings that were given in **Sir Ganga Ram Hospital, New Delhi**. These trainings were performed during the training and development sessions. Training in an organization has their different duration of conduction. Each training has certain relevance and is important for employees. These programs have specific and quantifiable goals. The training programs will help in improving the self-awareness among the employees. Different employees of different departments were appointed for these training programs.

4.3 RESEARCH DESIGN

- Descriptive Study
- Close ended Questionnaire
- Sample Size - 100

4.4 REVIEW OF LITERATURE

David Pollitt in the year (2008) has done his exploration in the point "Preparing ACCOUNTS FOR BIG IMPROVEMENTS AT FAIRBAIRN PRIVATE BANK and he has evaluated that a bank "shop window"- its client benefit focus (CSC) was changed by a preparation activity that changed staff dispositions and conduct inserted another customer focused approach in the authoritative culture. Toward the finish of 1999, Fairbairn Private Bank (FPB) presented a five year program of progress, with a solid preparing center. The foremost points were to enhance worker resolve, improve utilization of new innovation or more all, "to benefit customers superior to some other budgetary administrations association." Dramatic decreases have been seen over all these new regions and records are being opened at a rate twice that seen in 1999. The preparation has likewise empowered new guidelines of administration to be presented. At last, the client benefit focus (CSC) has advanced into a focal point of brilliance, setting exclusive expectations of administration without a doubt as a result of the bespoke edge of the training program.

D.A. Olaniyan and Lucas B. Ojo in the year (2008) has done their examination in the subject "STAFF TRAINING AND DEVELOPMENT: a crucial instrument for hierarchical adequacy" and has checked on that this paper depends on staff training and development. This paper is essentially a calculated paper. The creator says that the requirement for enhanced profitability has turned out to be all around acknowledged and that it relies on upon productive and compelling training is not less evident. It has additionally turned out to be important in perspective of progression in the present day world to put resources into preparing. Staff training and development depend on the start that staff aptitudes should be enhanced for associations to develop.

As indicated by Michel Armstrong, "Training and Development of the learning, aptitudes and states of mind required by a person to perform sufficiently a given assignment or occupation".

Greenberg, D.H. in the year (1980) has done his examination in the subject "Workers and Manpower Training Programs" and he says that this paper covers framework investigation as connected to labor programs, with a view towards building up a sane, exhaustive reason for assessing continuous and proposed programs, and giving direction to the plan of future projects. The reminder uses information gathered specifically from the employees records of 16 organizations which contracted alumni from four labor training programs.

4.5 OBJECTIVE:-

The specific objectives of the study are as follows:

- To examine the effectiveness of training in overall development of skills of workforce.
- To study the changes in behavioral pattern due to training.
- To know the satisfaction level of employees towards training programmes.

4.6 RESEARCH METHODOLOGY:-

Primary data was collected through:

- Questionnaires
- Personal observations

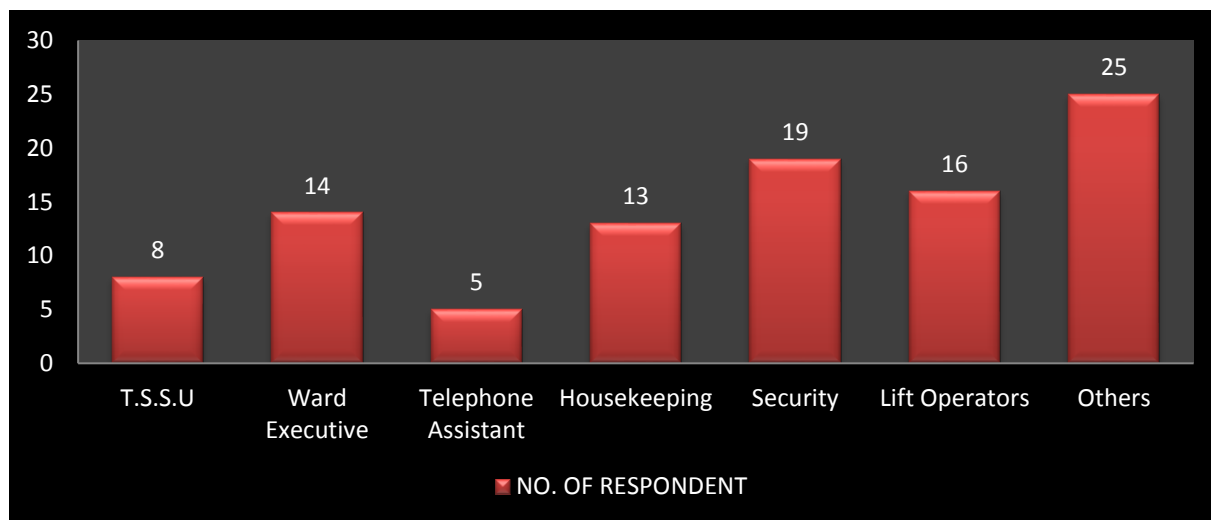
Secondary data was collected through:

- Magazines
- Internet

4.7 DATA ANALYSIS INTERPRETATION:-

Table 1: Which Department are you working?

Fig. 1:

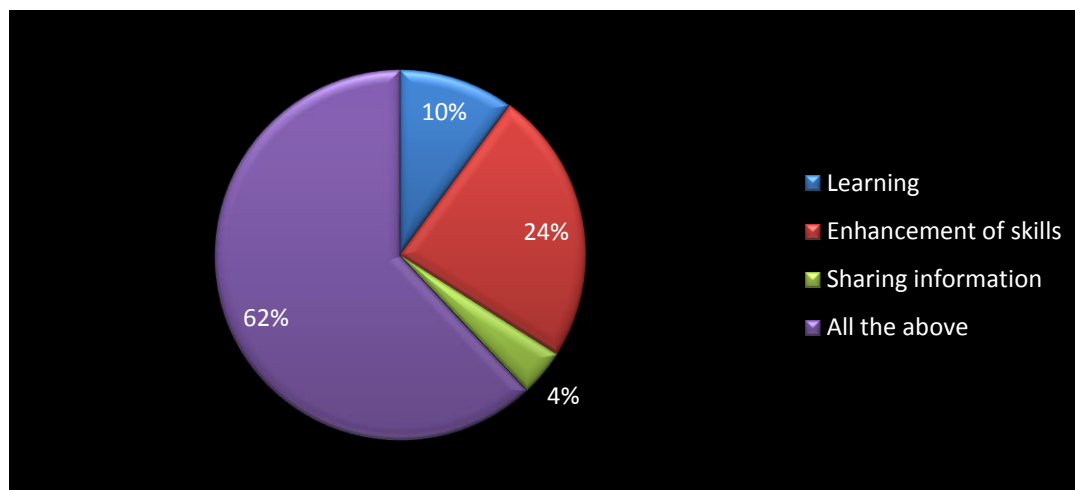


INTERPRETATION:

The above figure shows that higher number of participants was in Security Department that is of 19% and lowest no. was of Telephone Assistants (5%).

Table 2: What do you understand by training?

Fig. 2:



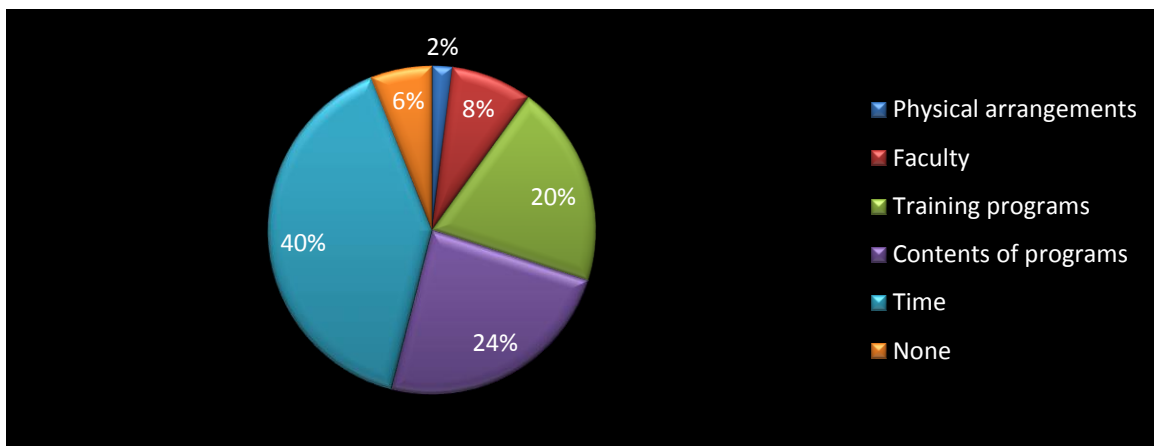
INTERPRETATION:

4% of the respondents think that training is only for sharing information. 24% of respondents support for enhancing skills whereas 10% opted training for learning. Mostly i.e., 62% opted for all the above.

This explains how basically employees/employers are aware on the conduction & its importance in their present jobs. This shows that most of the employees are aware and know the purpose of learning.

Table 3: Identify the short comings in training programmes if any, in the following?

Fig. 3:



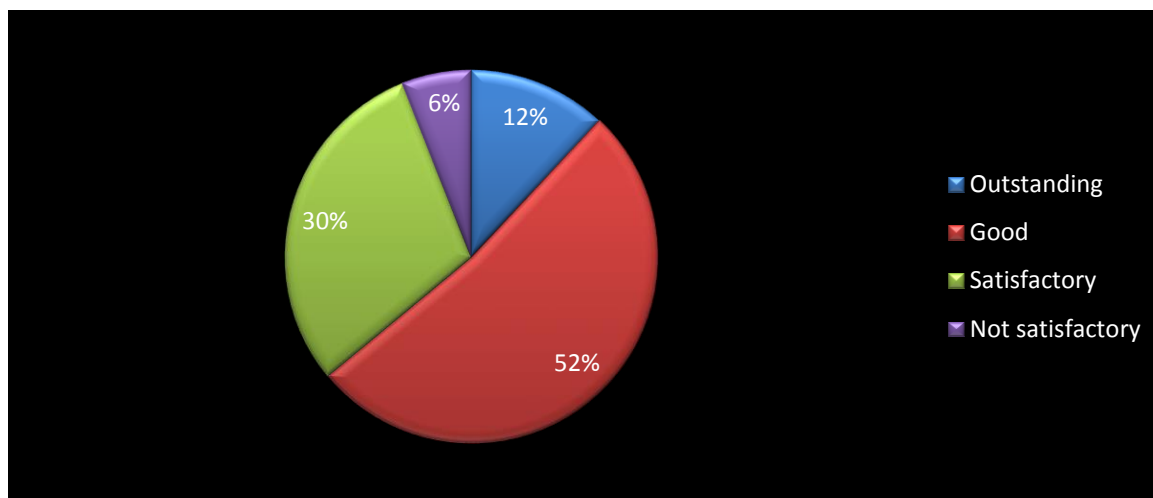
INTERPRETATION:

20% feel that training programmes need to be conducted more. 24% of them feel contents of program need to be revised. 40% feel that training period timings should be extended. 8% feel that they need better faculty having good knowledge. 2% feel physical arrangements should be more and 6% feelings are nil.

This tells us that after training programs conduction, we need to take feedbacks on how the trainees are feeling about the sessions conducted. Identifying the shortcomings and rectifying them, so that no resources are wasted we can provide best training for trainees.

Table 4: How satisfied you are with the effectiveness of training programs?

Fig. 4:



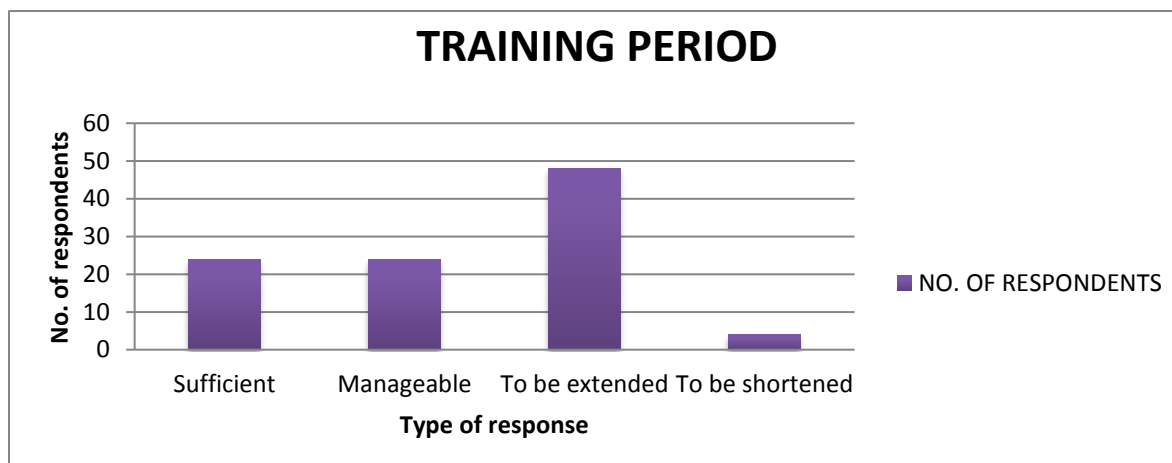
INTERPRETATION:

12% of respondents have outstanding satisfaction with the effectiveness of training programs, 52% of respondents have good satisfaction with the effectiveness of training programs. 30% were only satisfied and 6% were not satisfied with effectiveness of training sessions conducted.

This explains that after conducting training sessions, it is good to know about satisfaction levels of employees & employers. This helps in involvement of employers & employees in jobs and other organizational activities.

Table 5: The time given for the training period is?

Fig. 5:



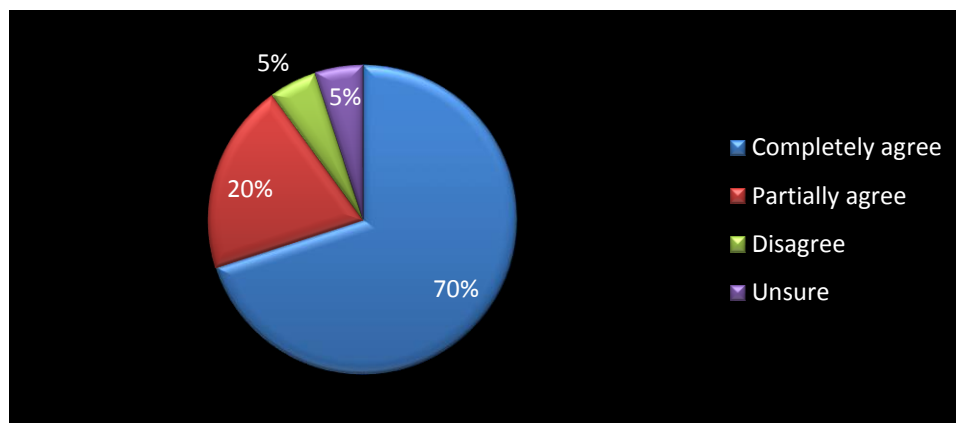
INTERPRETATION:

24% of respondents are satisfied with training period provided by the company. 24% felt that they can manage the training period, 48% need more training period & 4% wants the training period to be shortened.

This explains that each and every one are different from others and take different times. Some require less time to grasp more from training period and some take more, some can manage the things. The time duration given for training period should be evaluated correctly, if not leads to expenditure.

Table 6: Training is must for enhancing productivity & performance. Do you agree with this statement?

Fig. 6:



INTERPRETATION:

70% of respondents agree completely that training enhances productivity & performance whereas 20% of respondents partially agree for this statement. 10% of respondents disagree and are unsure of this statement respectively.

This shows that employees and employers are aware of benefits provided by the training & tells that training is must for enhancing performance of an employee which in turn leads to change in good organizational culture, which helps in improving productivity of the company.

4.8 RECOMMENDATION:-

- The goal of the training must to be clear to the members.
- Better correspondence and co-appointment framework among nursing staff and nursing in control.
- More exercises to make training intriguing.
- The association may use both subjective and objective approach for the training programs.
- The association may consider deputing every worker to go to no less than one training programs.
- The in-house training projects will be useful to the association and in addition representatives since it will help workers to go to their official work while experiencing the training.
- Suppose, a representative's expertise level has not been enhanced over some stretch of time, his quick chief should direct him and attempt to know the issue.
- An representative can be compensated on the off chance that he achieves an expertise level rating, so that the co-workers would be propelled to play out their employment successfully.
- The training might be given to administrative staff atleast refreshment training once a year to them.

4.9 CONCLUSION:-

Investigation of the considerable number of statistical data points, the perceptions and the experience amid the preparation time frame gives an exceptionally positive impression in regards to the preparation bestowed by the Human Resource Department of Sir Ganga Ram Hospital to its representatives. The representatives appreciate the preparation granted particularly the truth learning and recreation.

The preparation conferred meets the targets like:

- Effectiveness of the training and its resultant in the execution of the representatives.
- Assists the representatives to get aptitudes, learning and capacities and furthermore upgrade the same.
- Helps to inspire representatives and aides in maintaining a strategic distance.

It turns out to be very certain that there is no other option or easy route to the advancement of HR. On the off chance that we need to address the difficulties of innovation, social and monetary we need to prepare the representatives regardless to their class at which they work in the association.

Overall the impact was positive on Employee's Performance.

5. ANNEXURE 1

QUESTIONNAIRE

Please fill the questionnaire, the information provided will be kept confidential and will be used for analysis only.

- Name –
- Age –
- Gender:- Male ☐
 Female ☐

- Department –

➤ **Please tick the option you agree upon:-**

Q1. Which of the following best describe your role in organization?

- ☐ Doctor
- ☐ Nurse
- ☐ Support function
- ☐ Paramedical

Q2. How long have you worked for organization?

- ☐ 0-5 year
- ☐ 5-10 years
- ☐ 10-15 years
- ☐ More than 15 years

Q3. Which method is most suitable for training you?

- ☐ On the job training
- ☐ In-house training
- ☐ Induction/basic training
- ☐ All of the above

Q4. How many training programmes have you attended in your entire service?

- Less than 3
- 3-5
- Above 7
- Nil/self-training

Q5. What do you understand by training?

- Learning
- Enhancement of skills
- Sharing information
- All the above

Q6. Trainings are must for enhancing productivity and performance. Do you agree with this statement?

- Completely agree
- Partially agree
- Disagree
- Unsure

Q7. How satisfied you are with the effectiveness of training programmes?

- Outstanding
- Good
- Satisfactory
- Not satisfactory

Q8. Identify the short comings in training programmes if any, in the following?

- Physical arrangements
- Faculty
- Training methods
- Contents of the program
- Time
- None

Q9. The time for the training period is?

- Sufficient
- Manageable
- To be extended
- To be shortened

Q10. What do you expect from the training programme?

- Theoretical guidance
- Practical knowledge
- Vocational guidance
- Technical skills
- All of the above

Q11. How much learning experience you have obtained in your present job by attending training programmes?

- Lot
- Average
- Little
- None

ANNEXURE 2

Table 1: Which Department are you working?

WORKING DEPARTMENT	NO. OF RESPONDENT	PERCENTAGE
T.S.S.U	8	8%
Ward Executive	14	14%
Telephone Assistant	5	5%
Housekeeping	13	13%
Security	19	19%
Lift Operators	16	16%
Others	25	25%
Total	100	100%

Table 2: What do you understand by training?

S.NO.	TYPE OF RESPONSE	NO. OF RESPONDENTS	PERCENTAGE (%)
1	Learning	10	10%
2	Enhancement of skills	24	24%
3	Sharing information	4	4%
4	All the above	62	62%
	Total	100	100%

Table 3: Identify the short comings in training programmes if any, in the following?

S.NO.	TYPE OF RESPONSE	NO. OF RESPONDENTS	PERCENTAGE (%)
1	Physical arrangements	2	2%
2	Faculty	8	8%
3	Training programs	20	20%
4	Contents of programs	24	24%
5	Time	40	40%
6	None	6	6%
	Total	100	100%

Table 4: How satisfied you are with the effectiveness of training programs?

S.NO.	TYPE OF RESPONSE	NO. OF RESPONDENTS	PERCENTAGE (%)
1	Outstanding	12	12%
2	Good	52	52%
3	Satisfactory	30	30%
4	Not satisfactory	6	6%
	Total	100	100%

Table 5: The time given for the training period is?

S.NO.	TYPE OF RESPONSE	NO. OF RESPONDENTS	PERCENTAGE (%)
1	Sufficient	24	24%
2	Manageable	24	24%
3	To be extended	48	48%
4	To be shortened	4	4%
	Total	100	100%

Table 6: Training is must for enhancing productivity & performance. Do you agree with this statement?

S.NO.	TYPE OF RESPONSE	NO. OF RESPONDENTS	PERCENTAGE (%)
1	Completely agree	70	70%
2	Partially agree	20	20%
3	Disagree	5	5%
4	Unsure	5	5%
	Total	100	100%