

# Analysing Competencies of Health Care Workers of Private Multispecialty Hospital toward Responsibility of Job the Training Need Analysis Approach

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## ABSTRACT

The healthcare and hospital industry in India has grown rapidly. People are conscious about their health and well-being. Multi-specialty and super-specialty hospitals have been established in many urban and semi-urban areas of our country. Several and super hospitals offer quality medical and technological services. There is no doubt that these hospitals have highly qualified doctors, but the support staff has been neglected. Nursing plays a key role in this hospital industry. The need for training, which is the skills of the employee and the required training skills, has never been evaluated for nursing staff. A Training Needs Analysis (TNA) is a job needs analysis that aims to identify which training needs are truly a priority. Roles and responsibilities must be considered when assessing these training needs. Communicating these needs helps the organization use resources effectively and efficiently. It also helps to avoid unnecessary exercise. Analysis of training needs can also mean a systematic and comprehensive study of various problems to accurately identify the dimensions of any organizational problem. Therefore, the organization will determine whether the problem will be solved through a training program or in some other way. Organizational problems refer to a lack of skills or knowledge when normal results cannot be achieved; the above explanation explains the difference between real and situational performance.

**Keywords**— Health Care Workers, Training, Multispecialty Hospital

## I. INTRODUCTION

The process by which the business determines the training and development needs of its personnel so that they can do their jobs successfully is known as training need analysis. It entails a thorough study of the training requirements needed at every level of the organisation. Training is meant to help employees with their knowledge and technical abilities, whereas development is meant to help managers with their conceptual thinking, decision-making, and human relations skills. A fundamental idea in the development of human resources is training. It is

involved with teaching and practicing certain skills until they reach the appropriate level. The technique of determining the discrepancy between employee training and the requirement for training is known as training need analysis. The first step in the training process is the analysis of training needs, which involves a technique to see if training will actually solve the problem that has been recognized. The purpose of a training need analysis, or TNA, is to identify the top training priorities in the workplace. Information on needs will assist organizations in using resources efficiently as well as in avoiding pointless training activities. TNA may also refer to a methodical, thorough research of several different situations in order to precisely pinpoint particular problem dimensions. As a result, the organization will determine if the issue can be resolved through a training programme or not. training needs assessment

## II. OBJECTIVES OF STUDY

- 1) To evaluate the necessity for training.
- 2) To determine the nursing staff's training needs in accordance with their responsibilities.

## III. RESEARCH METHODOLOGY

The primary data a collected have been used extensively for the research.

Primary data is collected through Questionnaire consisting of 27 close ended questions with five point Likert scale ranging from strongly disagree to strongly agree.

### *Sampling Methods*

In this study we chose a private multispecialty hospital therefore finite population by using complete enumeration method.

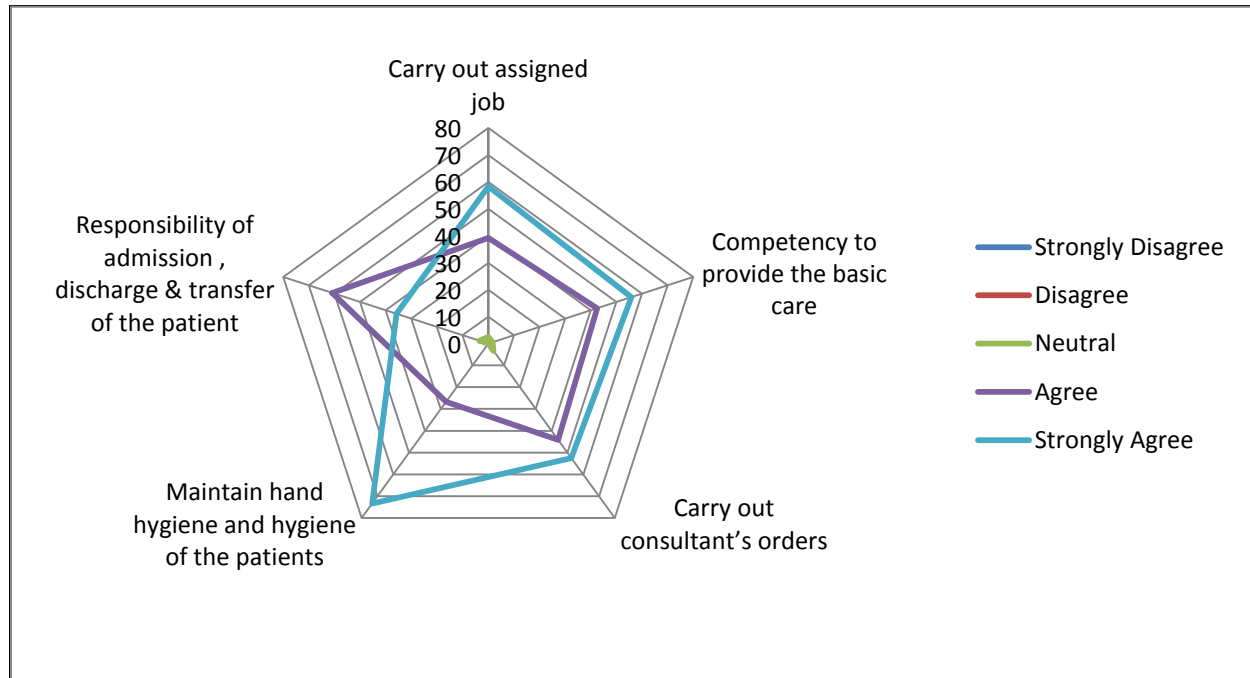
Population : 120

Sample size : 120

Percentage : 100%

#### IV. DATA ANALYSIS AND INTERPRETATION

Graph 1



From the graph 1 it is observed that 58.33% nursing staff strongly agreed for that they are carry out assigned job given by nursing supervisor, and 39.17% nursing staff agreed with this statement. From the above analysis it is interpreted that nursing staff able to carry out their job given by nursing supervisor based on their experience and training program given by the hospital.

From the graph above it is observed that 56% nursing staff are strongly agree with statement to, provide the basic care according to the priority needs of the patients, and 43% nursing staff are agree with this statement, and 2% Employee's are neutral about this statement. This analysis it is interpreted that nursing staff is competent to provide the basic needs to the patients, because of hospital facility towards the patients.

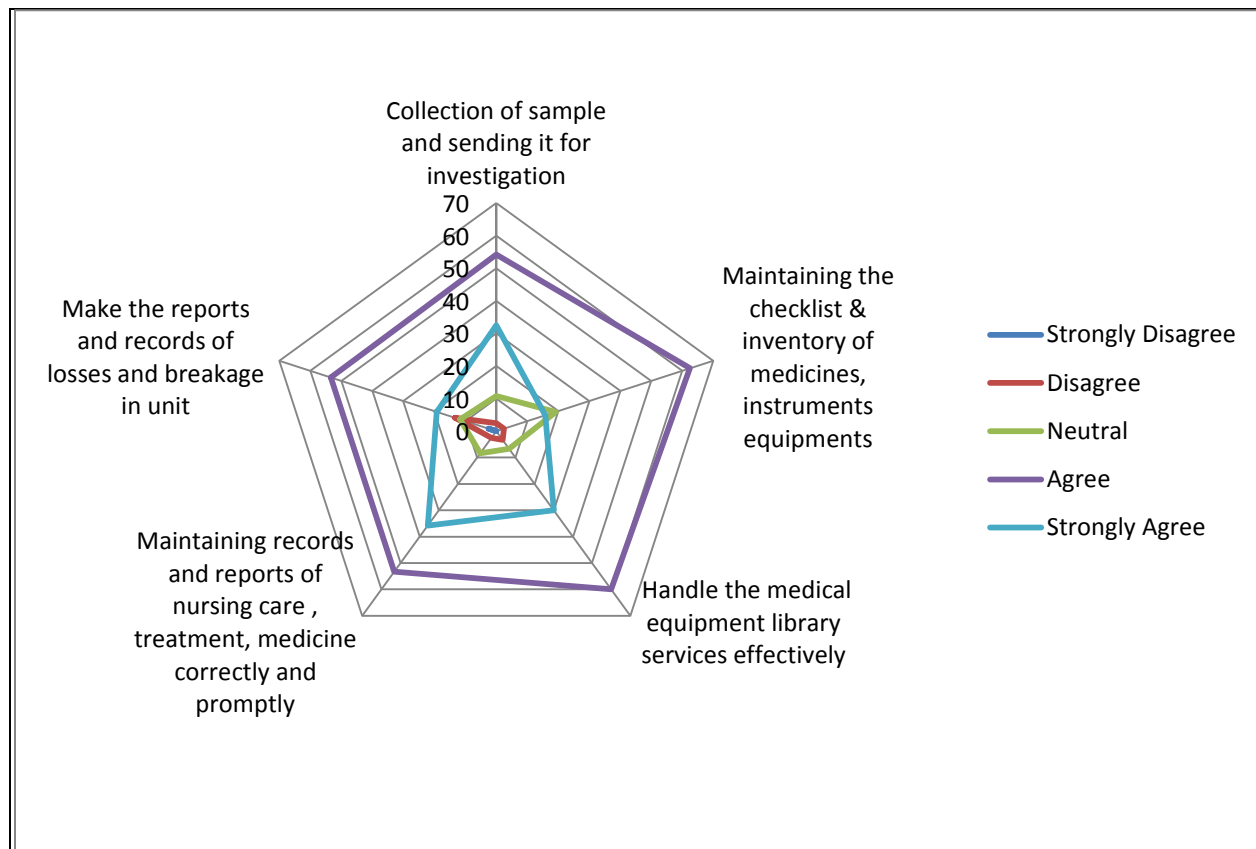
Graph 1 help us to analyze that, 52.5% of Employee's are strongly agree and 44.17% Employee's are agree with the statement that they can carry out

consultant's orders appropriately. We could infer From the above analysis it shows that nursing staff are able to carry out their responsibility given by the consultant.

Graph 1 lead us to the information 73.33% nursing staff strongly agree for, they maintain the hand hygiene and hygiene of the patients, and 26.67% nursing staff agree with this statement. It is interpreted that all the nursing staff acquire the efficient training of hygiene, Maintaining the hygiene is prime responsibility of nursing staff, hence they carry out their responsibilities more effectively.

Graph 1 depicts that Employee's opinion about to take the responsibility of admission, discharge and transfer of the patient as 35.83% Employee's strongly agree about this statement where as 60.83% are Agree and 3.33% neutral about this statement. From the above analysis it is interpreted that the nursing staff well known about the process of admission & discharge.

**Graph 2**



From the graph 2 it shows that 54.17% and 32.5% nursing staff take the responsibility of collection of sample, but 2.5% nursing staff disagree to take this responsibility, and 11% nursing staff neutral with this statement. From the above analysis it is interpreted that most of the nursing staff are able to take the responsibility of collection of sample and sending it for investigation.

From the above Graph 2 shows Employee's opinion about they maintaining the checklist & inventory of medicines, According to the data 62.5% of the nursing staff are agree for this opinion, While 19.17% nursing staff are neutral, 2.5% are disagree with this statement. The above analysis interprets that nursing staff of hospital take this responsibility of maintaining the checklist and inventory of medicines, and instruments equipments.

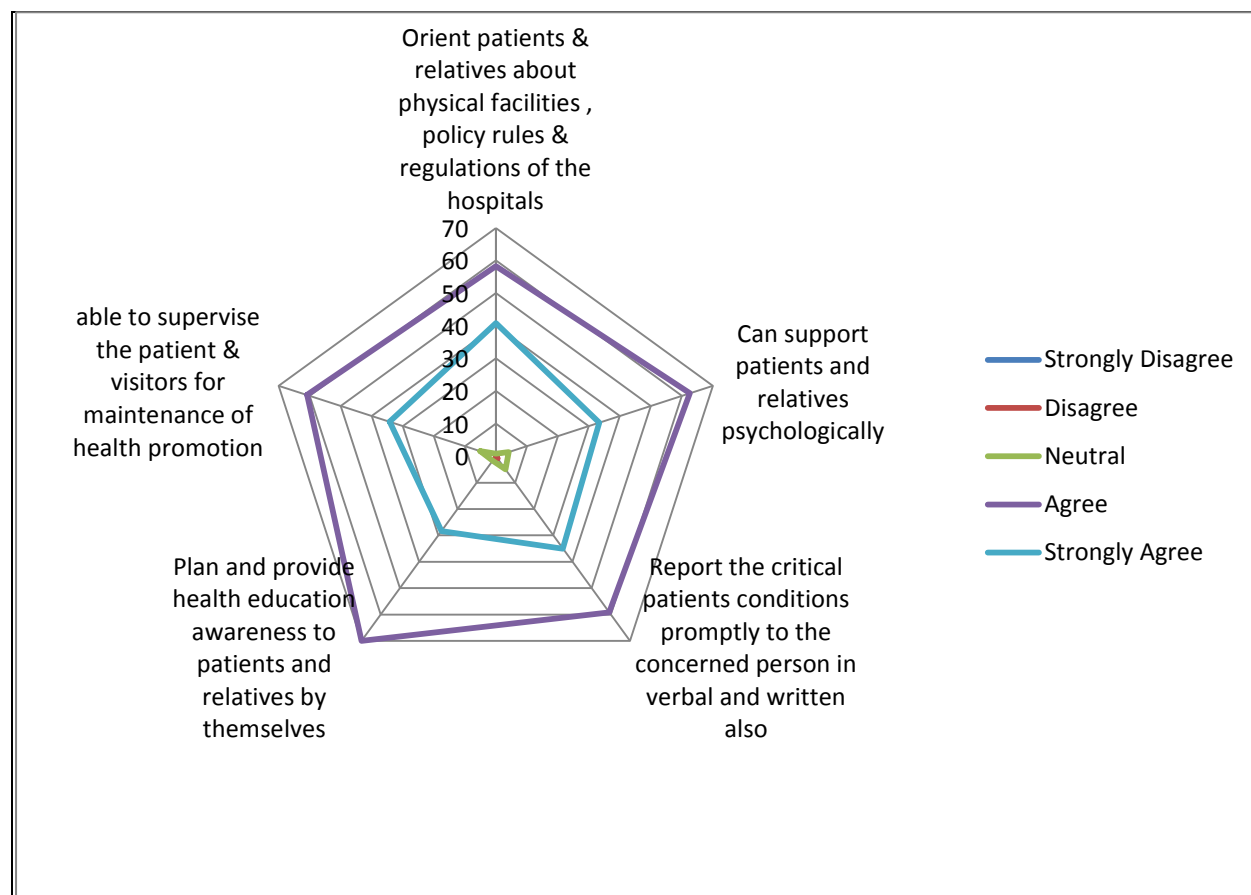
It is opined that from graph 2, 30% Employee's are strongly agreed for that they are handle the medical equipment library services effectively, where as 60% of agree and neutral 6.67% of employed. From the above analysis it is interpreted that experienced nursing staff

handle the responsibility of medical equipment library services more effectively.

From graph2 portray that Employee's opinion about maintaining records and reports of nursing care , treatments , medicine correctly and promptly , 53.33% of Employee's have maintain the records , While 35.83% of Employee's, who are found to be from all the departments, strongly agree that they maintain the records. From the analysis it is interpreted that, most of the nursing staff maintain the records & reports of the medicine correctly and promptly.

From the graph 2 observed that 53.33% of Employee's agreed for that they are report and record of losses and breakage unit , and 19.17% Employee's are strongly agree , here 13.33% Employee's are disagree to making the reports of losses and breakage in unit .From the analysis it is interpreted that few of the nursing staff disagree with this statement, because their nursing supervisor and coordinator report of the breakage unit to the HR departments.

**Graph 3**



From the graph 3 it is observed that 99% of the nursing staff can orient patients & relatives about physical facilities, policy rules & regulation of the hospital correctly. From the above analysis it is interpreted that nursing staff, well known about the policy rules and regulations of the hospital, and they also known about different facility provided by hospital for patients.

The above graph 3 shows that Employee's opinion about supporting patients and relatives psychologically, Maximum number of nursing staff that is 96% agree with above statement. From the above analysis it is interpreted that, the nursing staff support and guide the patients and relatives psychologically in the critical conditions more efficiently by verbally because organization has give training to their nursing staff.

From graph 3 it could be noticed that 94% nursing staff are efficiently report the critical patients condition to the concerned person, and 5% nursing staff has neutral with this statement. Nursing staff report the critical patient condition correctly to the concerned person by their knowledge improved by experience.

From the graph3 observed that 70% nursing staff support to providing health education awareness to patients

& relatives, and 28.33% nursing staff strongly support to this opinion. From the above analysis it is interpreted that nursing staff provides the health education awareness program to patients and relatives more efficiently, Nursing staff know about importance of health education awareness, hence they strongly support to this statement.

From the graph 3 it is observed that 60.83% nursing staff agree to supervise the patient & visitors for maintenance of health promotion, whereas 34.17% strongly agree with this statements. Nursing staff know, about their patients health conditions, hence they guide them for maintaining the health and health promotion.

## V. FINDINGS

Nursing staff of hospital are able to carry out assigned job given by nursing supervisor and nursing coordinator.

It is found that, the nursing staff of hospital are competent to provide the basic care according to the priority needs of the patients.

The nursing staff are able to carry out their responsibility given by consultant.

All the nursing staff acquire the training of hygiene and they maintain efficiently hand hygiene of patients.

The nursing staff well known about the process of admission and discharge. It is found that nursing staff are able to collect the sample and send it to the lab for investigation.

The nursing staff of hospital are able to maintain the checklist of inventory of medicines and instruments.

Most of the nursing staff of hospital handle the responsibility of medical equipment library services more effectively.

Most of the nursing staff maintain the records and reports of the medicine correctly and promptly.

The nursing staff of hospital are able to make the report and record of losses and breakage in unit.

It is found that, the nursing staff support and guide the patients and relatives psychologically in the critical conditions more efficiently.

Nursing staff of hospital, has ability to report of critical condition of patient to the concerned person correctly.

All nursing staff of hospital are able to orient the patients and their relatives about hospital's physical facilities, policy rules and regulation.

The nursing staff of hospital maintain the good interpersonal relationship with patients and department staff.

## VI. CONCLUSION

The nursing team of Hospital participates in ongoing training and development programmes through a variety of seminars, lectures, and on-the-job training activities. Employees that receive training are better equipped with knowledge and abilities. The nurses' training requirements must be accurately determined, and they should be informed of any new developments in medical technology. Employees need to coordinate better with other departments. It is necessary to assume responsibility for keeping track of the instruments and medication inventories. Since more employees are participating in training development programmes, businesses must offer more options for their staff to further their education.

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