



THE IMPACT OF TRAINING AND DEVELOPMENT IN KALBA HOSPITAL NURSES' PERFORMANCE AND PRODUCTIVITY

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Introduction

The Success or failure of organizations depends on the quality of their human resources.

Well trained and highly developed employees are considered as corner stone for such success. Hence the purpose of the study was to investigate the relationship between, training and education and performance and productivity among Kalba Hospital Nurses. The main aim of this study was to investigate the impact of training and education on nurse's performance and productivity in Kalba Hospital. A well-structured questionnaire will be administered to 200 nurses working at Kalba hospital. The data will be analysed using SPSS

Keywords: Training, Education, Nurses, Performance, Productivity, Kalba Hospital.

Introduction

Training is one of the necessary and vital functions that impact the performance of an organization. Therefore, it must be able to achieve its primary goal, which is impacting skills and knowledge. To train effectively, there is a need to know who you are training and how you can best increase their knowledge. Training helps the employees improve their job performance in their current positions as it helps them obtain skills and knowledge that relate to the job requirement. However, the importance of training in the hospital can only be appreciated with a clear understanding of how it impacts their productivity and performance. Training is a systematic process whereby, the nurses acquire the skills, abilities, right behaviors and attitudes and behaviors aimed at meeting their job requirements"¹.

Employees can develop their future responsibilities and career through participating in the training programs where they are able to perform their tasks with efficiency and effectiveness. A competent and skilled workforce is termed as a valuable resource that helps the organization gain a competitive advantage in the market, they are ventured in. the organizations can often create these types of employees through effective procedures of workforce training and development programs² There are many researchers who have looked into the relationship between training and how it affects the performance of employees. This study will pay attention to the gap between training and education and how they influence performance and productivity.

Research Question

1. What is the impact of continuous education and clinical training on nurses in Kalba hospital?
2. Do continuous education and clinical training has impact the productivity and performance of nurses in Kalba hospital?

Methodology

This part will describe the method adopted in conducting the study.

Study design

The design used in this study is quantitative research design. It sought to measure the effect of Training and education to the productivity and performance of nurses in Kalba Hospital. A quantitative approach was adopted to evaluate the role of Training & Development in nurses' work performance. Pre-determined number of nurses will be invited to participate in the study and will come from all the departments. Research instruments to be used for data collection in this study will be questionnaires. This study will be helpful in ascertaining some convictions of nurses about training and education and the shortcomings that keep them from participating in training and at the same time, give insights on these issues and concerns and help avoid negative consequences that may come as a result of not training nurses and following finally give recommendations.

Sample and setting

The study is limited to be collected from 170 Nurses in Kalba Hospital. The 170 nurses were randomly selected to participate in the study, and from this sample, primary data was collected and analysed for the purposes of this study. Primary data is the information explicitly collected from first-hand involvement. The inclusion criteria were to be a nurse aged 18 years and above and be an employee of Kalba hospital. Therefore, all nurses in Kalba hospital who are involved in patient care were eligible for participation.

Validity

This is the extent to which proof and theory provide using trials to interpret test tallies entailed. It is also the correctness and significance of implications which are founded on research outcomes⁹ (Mugenda and Mugenda, 1999). The research tools which will be legalised in the context of contented face legitimacy.

Reliability.

This is the potential displayed by the research tools to continually measure features of interests over a period and the extent to which research instrument yield positive outcomes or data after recurring trials. The examiner will measure reliability/dependability/steadiness of the set questionnaire using tests retest procedures which will involve governing identical test twice to the similar group of respondents who had been spotted for the investigation.

Instrument of Data Collection

Questionnaires

These are systematically prepared forms with a set of questions deliberately planned to elicit information from respondents. In this research, both structured and unstructured questionnaires will be used. Electronic questionnaires will be used in this case since the researcher wants to reach a wider population. In this case, the questionnaires will be accessed online and some nurses will receive their questionnaires using emails is the best method to when it is harder to access the online surveys.

Data Collection

The researcher asked for permission to collect data from the relevant authority at the Kalba hospital. After the permission was granted, the researcher formulated the questionnaires for the purposes of data collection and printed about 180 copies. The researcher approached the nursing team and the Kalba hospital during the weekly meeting and explained the purpose of the survey. The researcher also explained to them that their responses would remain anonymous, and no one will be forced to participate without his consent. After this, the questionnaires were distributed to all nurses working at the hospital for the purposes of collecting data from them.

Data Analysis

After data collection, the analysis was made using Microsoft excel software and SPSS software. The analysis of data was done by a couple of experienced professionals to ensure that there was little to no errors made. After the analysis, the data was reported, discussed and a conclusion was made.

The limitations of the study

Limitation is anything the researcher has no control over and that may affect the validity of the study. The limitations may include the fact that the researcher may lack the desired cooperation from the respondents and especially if the topic under study is sensitive and therefore the respondent may fear taking part in the study for reasons best known to him or to her. The respondent may also give false information for fear that the right information may paint a negative image of the company or the organization. There may also be limitations to access of some facts that may be needed in this study. Incorrect, imperfect and untrustworthy information may be collected that will affect the conclusion and the recommendation. This would have very negative consequences in research and in the implementation phase¹⁰. In this study, not all respondents filled the questionnaires while others did not pay much attention to the answers. The nurse who did not answer the questionnaires were not included among the 170 who completed. The number of participants was also large and this made the data collection and data analysis tiresome. This study was also limited to the nurses working at Kalba hospital and therefore the findings cannot be generalized over a wide area¹¹.

Data Analysis

This chapter looks at the analysis carried out using the data collected, the results, findings discussion and conclusion on the study topic. Descriptive analysis was carried out to determine the frequency of various responses given by the participants. Inferential statistics such as correlation was conducted to find out the level and direction of relationship between variables. Chi-square test was also carried out to determine any significant association that might be existing between the dependent and the independent variables. The inferential analysis was conducted in response to the research questions and hypothesis, considering the objectives of the study.

Descriptive Analysis

The questionnaire began by finding out whether the respondents were ready to undergo that would enhance their job skills. According to Figure 1, up to 99.42% out of all the 171 respondents were ready to undergo a training that would enhance their job skills.

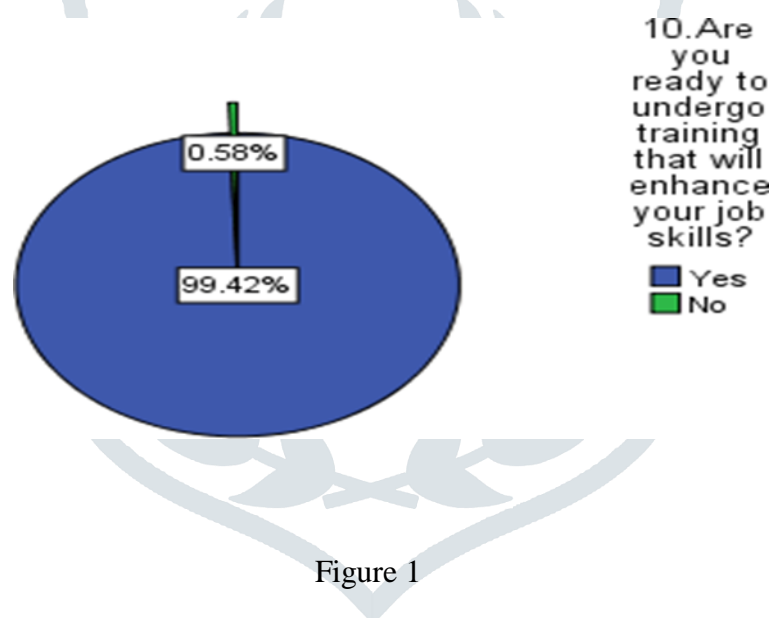


Figure 1

Table 1 below gives further frequencies of the responses given by the participants on various questions relating to how education and training affect productivity and performance of nurses at Kalba hospital. As to whether the hospital considered training as part of organizational strategy, up to 63.7% of the respondents agreed that the hospital considered training as an organizational strategy while 2.9% disagreed. Another 2.9% remained neutral on the question, 19.3% strongly agreed while 11.1% strongly disagreed with the fact that the hospital considered training as an organizational strategy. This is further illustrated on Figure 2.

Additionally, 58.5% of the respondents agreed that training program helped to increase both the quality and quantity of their productivity. 4.1% remained neutral while 37.4% strongly agreed that training program helped them increase productivity both in quality and quantity.

In relation to whether the training program helped the nurses to become more productive, up to 91.2% agreed, 1.2% disagreed while 7.6% of the respondents were not sure whether the training had enabled them to be more productive or not.

Table 1: Descriptive Statistics

Variable Frequency

(%)

Your Hospital considers Training as a part of organizational strategy

Agree 109 (63.7%)

Disagree 5 (2.9%)

Neutral 5 (2.9%)

Strongly agree 33 (19.3%)

Strongly disagree 19 (11.1%)

Total 171 (100.0%)

Training program helped to increase the productivity of both quality and quantity?

Agree 100 (58.5%)

Neutral 7 (4.1%)

Strongly Agree 64 (37.4%)

Total 171 (100.0%)

Does Training enable employees to be more productive?

Maybe 13 (7.6%)

No 2 (1.2%)

Yes 156 (91.2%)

Total 171 (100.0%)

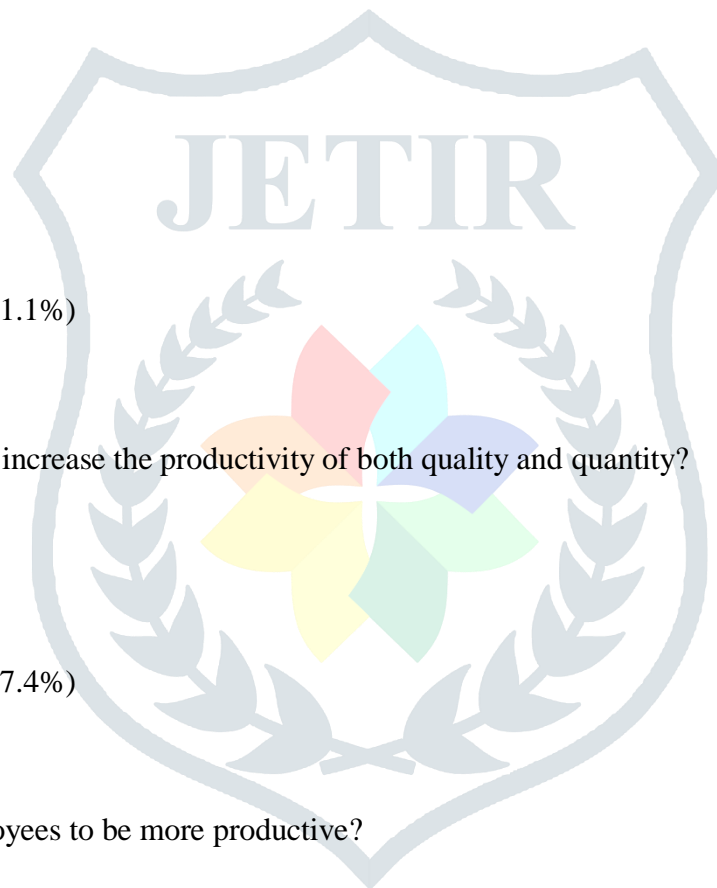
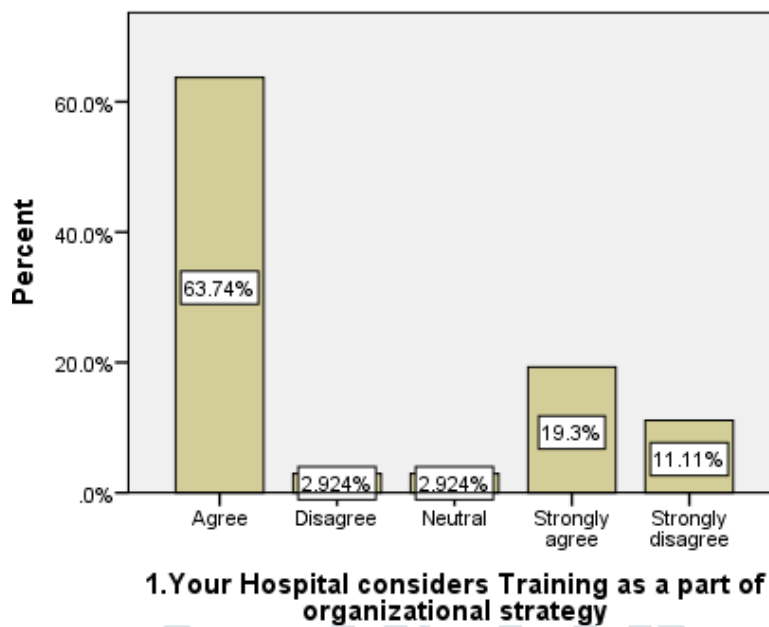


Figure 2



Correlation Analysis

Correlation analysis was conducted to determine to test on how reliable the data collected was. It was also used to determine the direction and the strength of the relation between the random variables. The dependent variable was Training Importance and the corresponding independent variables were obtained as shown on the following function.

$$\text{Training Importance} = f(Q4, Q5, Q6, Q7, Q8, Q9)$$

The correlation results were as shown on Table 3 below. There exists a weakly positive correlation of .202 between the dependent variable (Training Importance) and improving employer-employee relationship, a weakly positive correlation of .213 between the dependent variable and developing team work and leadership skills, and a weakly positive correlation of .382 between Training Importance and maintaining employee relation by the organization. Based on the corresponding p-values, the correlation coefficients stated are statistically significant at 95% level of confidence since the p-values are all less than 0.05. Additionally, the p-values indicates that the random variables are highly reliable. This implies that there is a significant positive relationship between the random variables however weak the correlation coefficient is.

Table 3: Correlation Results

Correlations

		Training_Importance	3.Does Training helps to improve employee - employer relationship	8.Does the Training method focus on developing team work and leadership skills?	9. Does Training and developmental activities helps the organization to maintain employee relation rate?
Training_Importance	Pearson Correlation	1	.202**	.213**	.382**
	Sig. (2-tailed)		.009	.006	.000
	N	168	168	168	168
3.Does Training helps to improve employee - employer relationship	Pearson Correlation	.202**	1	-.021	.371**
	Sig. (2-tailed)	.009		.786	.000
	N	168	171	168	171
8.Does the Training method focus on developing team work and leadership skills?	Pearson Correlation	.213**	-.021	1	.219**
	Sig. (2-tailed)	.006	.786		.004
	N	168	168	168	168
9. Does Training and developmental activities helps the organization to maintain employee relation rate?	Pearson Correlation	.382**	.371**	.219**	1
	Sig. (2-tailed)	.000	.000	.004	
	N	168	171	168	171

** . Correlation is significant at the 0.01 level (2-tailed).

Chi-square test

Chi-square tests were also conducted to determine the existence of a significant association between the dependent and the dependent variables. Furthermore, the chi-square findings would provide responses to the research questions and research hypothesis. It tested for a null hypothesis which stated that there is no significant association between Training Importance and the corresponding predictor variables. The conclusion was based on the p-values at 95% significance level. If the p-value is greater than 0.05, the null hypothesis holds, otherwise we reject the hypothesis.

According to results on Table 4, since all the corresponding p-values are less than 0.05, we reject the null

Table 4: Chi-square test results

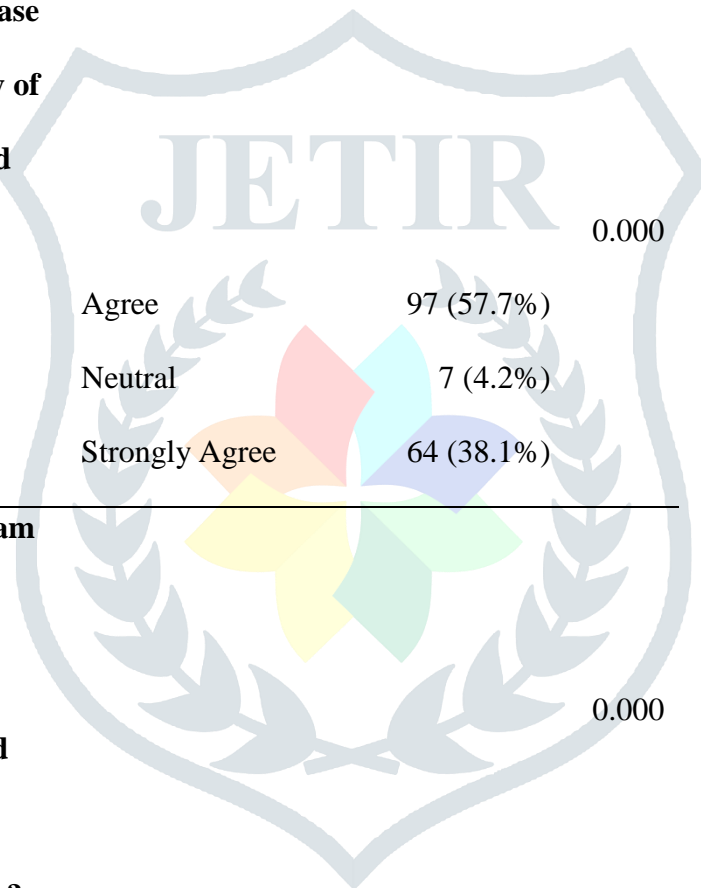
Variable	Frequency (%)	p-value
Does Training helps to increase the motivation level of employees?		0.000
Maybe	7 (4.2%)	
No	1 (0.6%)	
Yes	160 (95.2%)	
Does Training enable employees to be more productive?		0.000

hypothesis and conclude that there is a significant association between Training Importance and increasing the motivation level of employees, employees becoming more productive, increasing both quality and quantity of productivity, and the employees being more accountable and authoritative when making decisions. This implies that education and training have a positive impact on the nurses’ productivity and performance at Kalba Hospital.

Maybe	12 (7.1%)
No	2 (1.2%)
Yes	154 (91.7%)

Training program

**helped to increase
the productivity of
both quality and
quantity?**



Training program

**enable the
employees to be
accountable and
authoritative in
making decision?**

Agree	107 (63.7%)
Disagree	2 (1.2%)
Neutral	15 (8.9%)
Strongly Agree	44 (26.2%)

Discussion

Based on the results and findings from the analysis, educational training is essential when it comes to performance and productivity of employees. From the results, majority of up to 90% of the respondents have agreed that they would like to take part in any training that can improve their working skills. Additionally, the respondents have agreed that educational training helps them in improving their relation with the organization as well as their relationship with their employer.

The correlation results have indicated that there is a significant positive relationship between training and developing team work and leadership skills. This is in accordance to Smith et. al, 1999 which states that employee training is an essential determinant of human resource for an organization. This enables the organization to expand its access in the market.

A study by (Byrne, 1999) had shown that training programs equip the employees with enough technical skills they need for better performance. Similarly, according to our study results, training programs enable the nurses to improve on both the quality and quantity of their productivity. The two findings are an indication that in deed, employee training program is significant in determining the quality and quantity of productivity. This is also in accordance to Raja (2016), where the author stated that training programs create an opportunity for larger returns to both the organization and the workers.

Conclusion and Recommendation

From the results and findings of this study, it can be concluded that employee training program plays a positive role on the performance and productivity of employees. Other than improving employer-employee relationship, training helps in developing team work and leadership skills, enables employees to be more productive, it also helps improving the quality and quantity of employees' productivity. It therefore means that training program has a positive impact on the performance and productivity of nurses at Kalba Hospital.

The researcher recommends that Kalba hospital management should adopt training and development programs for all nurses and other employees. The researcher also recommends that future researchers look at the role of education and development on the direct impact it has upon patients' outcomes.

The limitations of the study

Limitation is anything the researcher has no control over and that may affect the validity of the study. The limitations may include the fact that the researcher may lack the desired cooperation from the respondents and especially if the topic under study is sensitive and therefore the respondent may fear taking part in the study for reasons best known to him or to her. The respondent may also give false information for fear that the right information may paint a negative image of the company or the organization. There may also be limitations to access of some facts that may be needed in this study. Incorrect, imperfect and untrustworthy information may be collected that will affect the conclusion and the recommendation. This would have very negative consequences in research and in the implementation phase¹⁰. In this study, not all respondents filled the questionnaires while others did not pay much attention to the answers. The nurse who did not answer the questionnaires were not included among the 170 who completed. The number of participants was also large and this made the data collection and data analysis tiresome. This study was also limited to the nurses working at Kalba hospital and therefore the findings cannot be generalized over a wide area¹¹.

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