



# A STUDY ON EFFECTIVENESS OF INDUCTION TRAINING PROGRAMME IN A TERTIARY CARE HOSPITAL, BANGALORE

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**Abstract:** Induction training is the first encounter for newly joined employees in a healthcare organization. Employees who join the organizations for the first time have no experience and sometimes their expectations don't match what they actually do. Training begins to play an important role in developing theoretical and practical skills and knowledge that enable you to work specifically to achieve your goals. This study aims to evaluate the effectiveness of induction training and to suggest ways to improve the effectiveness of Induction training. Data was collected from different demographics and post-training questionnaires. The post-test mean value (35.49/50) is expected to be greater than the pre-test mean value (25.28/50) and to be significant at  $p < 0.001$ . The results of this study therefore pave the way for future researchers.

**Keywords:** Induction Training, New Employees, Job roles, Healthcare organization

## I. INTRODUCTION

### *“A Good Staff Education Programme begins with a well-planned Induction Programme”*

Induction training is the process of introducing new employees to their Job role, rules and regulations of the organization in order to familiarize them with the workplace in which they will work. Its goal is to help newly joined employees to be productive, instead of being "thrown to the end" without knowing how to do their job role and to fit into the organization. Induction training plays an important role in developing theoretical as well as practical skills to help them to perform their Job nature. Induction training is also known as "Orientation", is type of training provided by organizations to acclimate them to the culture, policies, operations, business objectives, etc of the company. Such training helps new employees adjust to their new job and get used to the new workplace and the people around them.

### 1.1. DEFINITION

“According to **Michael Armstrong**, “Induction is the process of receiving and welcoming an employee when he first joins a company and giving him the basic information he needs to settle down quickly and start work”.

### 1.2. OBJECTIVES

- To study the effectiveness of Induction training Programme among employees
- To measure the effectiveness of pre- and post-assessment test.
- To recommend measures to improve the effectiveness of induction training among the employees.

## II. REVIEW OF LITERATURE

1. According to **Dr.V. Uma, R. Tharani (2020)**, “The induction training program is the first interaction and orientation for new employees. The initial interaction and relationship between the organization that develops the employee determines the achievement of future success and responsibility. The induction training program must be systematically planned to suit the new employees in the organization”.
2. According to **Bharthvajan R.S, Fabiyala Kavitha (2019)**, "Training plays a good part in this cutthroat globe in the certified and business design. Training is the foundation for functioning job smoothly and efficiently, it's also helps to improvement and enhance the quality working of employee and organization”.
3. According to **Rajan (2015)**, analyzed *Effectiveness of training among nurses* qualified with Diploma in GNM and B.Sc. Nursing. The result shows that the training had low effect on the factors influence in self-motivation, positive attitude, ability to carried out multiple works at the same time and abilities for expand their knowledge and to perform the work.

## III. RESEARCH METHODOLOGY

### 3.1. RESEARCH DESIGN:

According to **Green and Tull**, “Research design is the specification of methods and procedures for obtaining the necessary information. It is a general operating pattern or project structure that outlines what information is collected from sources and by what methods”.

### 3.2. RESEARCH METHODOLOGY:

The research method used in this study is descriptive method using pre-test and post-test. This study was conducted in tertiary care hospitals in Bangalore, Karnataka. The Samples included 82 newly joined employees using a purposive sampling technique as well as employees hired in month of January, February, and March 2023. Data were collected through demographic variables and a structured questionnaire through online surveys. A structured questionnaire consists of 50 items based on safety objectives, hospital orientation, BLS, infection control, policy and documentation with scores of 0 and 1 based on their responses. So the total score will be 0-50. Demographic data is used to collect data such as age, gender, qualifications, years of experience.

### 3.3. DATA COLLECTION:

Primary Data is used in this study to collect the Data.

#### 3.3.1. PRIMARY DATA:

The Survey was done to collect the questionnaire and to analysis the effectiveness of Induction Training and Questionnaires filled by the respondents by using Primary data.

### 3.4. ANALYSIS AND TOOLS

Analysis used carried out by using

1. **Simple Percentage analysis**
2. **Mean, Standard deviation and “T” Test**
3. **Anova.**

#### 3.4.1. SIMPLE PERCENTAGE ANALYSIS

- A percentage is a special type of ratio or ratio. The percentage method is used for comparative analysis between two or more data. Percentage analysis is used to describe the relationship and compare the distribution conditions of two or more data series.
- The researcher used in this study is a simple percentage analysis to calculate the percentage of the demographic variables and the new hire assessment test scores for each reason.

$$\text{Sample percentage} = \frac{\text{number of employees}}{\text{total number of employees}} * 100$$

#### 3.4.2. IBM SPSS STATISTICS

- SPSS Statistics is a Statistical software used for fast and powerful analysis solution that propels research analysis in numerous organizations. It's also helps to analysis in education, Market research, healthcare, government and retail throughout the entire analytics Process, from planning and data collection to analysis, reporting and deployment.
- The Researcher used in this study is IBM SPSS STATISTICS for entering and analysing the collected data (Pre and Post – Test Assessment) for appropriate analysis and inferential statistics based on the study. IBM SPSS Statistics tools used in this study is **T-test** and **One-way Anova Method**.

#### IV. RESULTS AND DISCUSSION:

**Table 4.1. Frequency and Percentage Distribution of Demographic Variables of Newly Joined Employees.**

Demographic variables	Frequency (f)	Percentage (%)
<b>Age</b>		
18- 24	48	59%
25- 34	26	32%
35-44	7	8%
Above 44	1	1%
<b>Gender</b>		
Male	31	38%
Female	51	62%
<b>Qualification</b>		
Graduate	61	74%
Post Graduate	4	5%
GNM	10	12%
Diploma	7	9%
<b>Years of experience</b>		
Freshers (<1)	34	42%
1-5 years	33	40%
5- 10 years	10	12%
Above 10 Years	5	6%

**Table 4.1.**

In the following Interpretation reveals that the majority of the employees were aged between 18-24 years (59%) with the mean age of 21 years, female (62%) had been graduated (74%) with the experience less than 1 year (42%).

**Table: 4.2**

**Comparison of Mean and Standard Deviation of Pre -Test and Post Test Scores of Newly Joined Nurses.**

(N =82)

Group	Mean	Std. Deviation	"t" Value
Pre - Score	25.28	5.427	-12.4987
Post - Score	35.49	4.96	

\*\*P<0.001

**Table:4.2**

In the following Interpretation reveals that the Posttest Mean value (35.49) was higher than the Pretest mean value (25.28) which was significant at  $p < 0.001$ .

#### HYPOTHESIS:

**H<sub>01</sub>** There will be no significant difference between Pre and Post test scores of newly joined nurses.

**H<sub>02</sub>** There will be no significant association between demographic data and Structured questionnaire among newly hired employees after completion of Induction training programme.

**Table: 4.3**

#### ANOVA

Showing the difference between the year of experience and test score of the employees

ANOVA					
Showing the difference between the year of experience and test score of the employees					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	0.399	3	0.133	0.111	0.954
Within Groups	93.504	78	1.199		
Total	93.902	81			

**Table: 4.3**

In the following interpretation, H denotes "Hypothesis"

H<sub>0</sub>: There is no difference between experience and test score of employees.

H<sub>1</sub>: There is a difference between experience and overall performance of test score of employees.

From the above table, the significant value is 0.954, which is greater than .05, hence we accept H<sub>0</sub> and reject H<sub>1</sub>. Thus, we prove that there is no difference between experience and test score of employees.

Here by comparing the experience with the test score of employees, it shows that there is no significance between the experience and Test score of employees.

#### V. FINDINGS AND SUGGESTIONS

- The majority of the employees who participated in this study were employees aged between 18-24 years (59%) with the mean age of 21 years, female (62%) had been graduated (74%) with the experience less than 1 year (42%).
- The employees had clear Knowledge about Organisation which is more evident from the Post assessment test scores.
- The employees agreed that induction training programme helps them to understand the policies and procedures of the healthcare organisation.
- The employees suggested to make the induction training be interactive.
- New joinees must inform their confirmation for participate in Induction Training.
- Induction training must take place after the first day of work and before the end of the first week.
- Newly updated policies, laws should be included according to the respective introductory sessions.

#### VI. CONCLUSION

An induction training program can be effectively used for newly joined employees to introduce the values and goals of the Healthcare organization so that employees feel part of the team as soon as possible. It also provides basic information on safety and risk management, provides mandatory basic training and provides nurses with the practical information they need to start their new job.

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