

A Project Report

On the topic

A STUDY ON EFFECTIVENESS OF TRAINING PROGRAMM AT INDIRA GANDI COPERATIVE HOSPITAL, THALASSERY

BY

**Ms. APARNA K.P
1CR18MBA04**

Submitted to
VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI



In partial fulfilment of the requirement for the award of the degree of

MASTER OF BUSINESS ADMINISTRATION

Under Guidance of

Internal guide

Mr. Manjunatha S

Assistant Professor

Department of MBA

CMR Institution of Technology Bangalore

External guide

Mr. SUSEEL

Administrator

Indira Gandhi hospital

Thalasseri, kerala



Department of Management Studies and Research

CMR Institute of Technology

#132, AECS Layout, IT Park Road, Bangalore - 560037

Batch 2018-2020

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CERTIFICATE

This is to certify that **Mrs. APARNA K P** bearing USN 1CR18MBA04 is a bonafide student of Master of Business Administration Programme of the Institute (2018-20 Batch), affiliated to Visvesvaraya Technological University, Belagavi. Project report on "EFFECTIVENESS OF TRAINING PROGRAMME at INDIRAGANDHI COOPERATIVE HOSPITAL" is prepared by her under the guidance of **Mr. MANJUNATHA S**, Assistant Professor, in partial fulfilment of the requirements for the award of the degree of Master of Business Administration of Visvesvaraya Technological University, Belagavi in Karnataka.

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Signature with Date

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Name of internal evaluator

*Affiliated to Visvesvaraya Technological University, Approved by AICTE New Delhi,
Accredited by NBA New Delhi, Recognised by Government of Karnataka*



INDIRA GANDHI CO-OPERATIVE HOSPITAL

(A Unit of Mambaram Co-op. Hospital Society Ltd. No. C. 952)

MANJODI, THALASSERY - 670 103

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12.02.2020

Ref: IGCH - MBA- Pro.Cer.6 /20)

CERTIFICATE

This is to certify that APARNA K P, Reg. No.1CR18MBA04, IVth semester MBA Student of CMRIT College, Bangalore, Visvesaraya Technological University, Belgaum has completed "A Project Report on the Analysis of Training Programme" with special reference to Indira Gandhi Co-operative Hospital, Thalassery for the period from 2nd January 2020 to 12th February 2020.




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Administrative Officer
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DECLARATION

I, **Ms. APARNA K.P** bearing USN **1CR18MBA04** hereby declare that the project report on “A study on A study on effectiveness of training programm at Indira Gandhi cooperative hospital, Thalasseri”, is prepared by me under the guidance of **Mr.MANJUNATHA Asst prof** faculty of M.B.A Department of CMR Institute of Technology, Bengaluru and external assistance by **Mr. SUSEEL** Administrator Thalasseri hospital, kerala.

I also declare that this project work is prepared in partial fulfilment of the university Regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belagavi.

I have undergone a summer project for a period of six weeks. I further declare that this report is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University /Institution.

Place:

Signature of the Student

Date:

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ACKNOWLEDGEMENT

I have been fortunate enough to get good timely advice and support from a host of people to whom I shall remain grateful.

I take the opportunity to express my heartfelt thanks to **Dr. Sanjay Jain**, principal, CMR Institute of Technology, Bangalore, for his support and corporation to the project work.

I am extremely thankful to **Prof. Sandeep Kumar**, head of the department of management studies and Research, CMR Institute of Technology, Bangalore for his advice and support throughout the completion of the project work.

It gives me immense pleasure to record my thanks to my internal guide, **Mr. Manjunatha S, Asst. Prof**, CMR Institute of Technology, Bangalore, for his valuable guidance and untiring support throughout the completion of the projection work.

I acknowledgement the lights provided by my external guide, **Mr. Suseel, Administrator** of Indira Gandhi cooperative hospital, Thalasseri, kerala which helped me to a great extent in completion of the project work. And finally, there is deepest of thanks for the patience and corporation of the family and friends, without whom the endeavour would not have been possible.

APARNA K.P

USN 1CR18MBA04

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EXECUTIVE SUMMARY

On 1952, a unit member of mambaram cooperative societies founded Indira Gandhi Cooperative hospital. The Indira Gandhi cooperative hospital is a mega specialist hospital of 350 bedded people including super specialties such as radio diagnosis, CT, cardiology, rheumatology, paediatric, surgery, neuro surgery, plastic surgery, general surgery, chest and allergy, dental department, trauma care and reconstructive surgery, anaesthesiology, orthopaedics, diabology, physiotherapy department, MIPH for piles surgery.

The study tries to find the effectiveness of training program provided to employees in Indira Gandhi co-operative hospital, Thalasseri. Training is very important and very essential to each and every firm. Training helps to acquire new skill and knowledge, a sample of 100 employees taken for this study.

Employees training have become progressively important in the job became classier and influenced by technological variation. Through the training employees can improve their knowledge, attitude, character of employees, skill and it helps to the growth of the organization. Training program should provide among the employee's better superior subordinate relationship and better understanding about the mission and need of the organization. Training also helps them to handle job operation with relative ease comfort and to work more competently. It enables them to achieve targets and show performance.

CHAPTER-1

INTRODUCTION

A hospital is a healthcare institution providing the formerly place of hospitality was the treatment of patients by dedicated staff and equipment in harmony with the original sense of the word hospital, and the sense is still retained in the name of some organisation such as Royal hospital Chelsea, known in 1681 as a retirement home and nursing home for veterans.

In hospital, welfare services include toilets, washing services/rest and changing facilities, personal securities preparation and refreshment welfare facilities supports in care the resolve and inspiration of workers high in order to hold the representatives aimed at extensive term.

As per the work examination board of trustees (1946) representative government assistance signifies "anything accomplished for the intellection, physical, good and monetary improvement of laborers, climate by businesses by government or by different organizations, far beyond what is set somewhere around law, what is ordinarily expected with respect to the contracted advantage for which laborers may have dealt"

1.1 INDUSTRY PROFILE

A hospital is a community-based facility offering medical care. A hospital's physician, nurses and other staffs work to restore wellbeing of patient who stay and hurt. they also aim to prevent diseases and preserve health in the city, as well as hospital acts as a hub for medical education and study. millions of people at some in their life spent time in hospital as inpatient. And millions of others visit hospital as outpatient. outpatient receive treatment but do not stay in the hospital.

The health care industry is a fragment inside the economy with offers medications, prescriptions and other help for patients with preventive, recuperating, rehabilitative, and mitigating care. Accordingly, we can say that social insurance administration involves the gathering of substantial and intangible aspect where elusive highlights overwhelms the unmistakable angles. Room beds and different stylistic themes are remembering for unmistakable things. The diverse type of administration identified with wellbeing and government assistance are given by human services business. Healthcare has gotten one of the India's biggest part both as far as income and work. Social insurance include emergency clinics, preliminary centres, therapeutic equipment, redistribution, telemedicine, travel industry clinics, healthcare coverage, clinical hardware that the human service division is evolving at an energetic pace due to enhancement, incentives and extension of open as well as private players use . Indian social insurance transference outline is arranged two important parts exposed and secluded.

According to WTO report, India need to add hospitals beds each year for the next 5 years to meet demand for its growing population. New institute properties of many Indian households are prompting demands high quality medical care, transmuting the healthcare industry in india.in October 2018, India's medical tourism sector was assessed to worth US\$ 4 billion. It is projected to grow at CAGR of 200% by 2020, thumping \$9 billion by 2020.

To energize application and facilitate the movement procedure for clinical traveller, the legislature has extended its E-visitor VISA system on February 2019, to incorporate clinical visas. The greatest span remain under this visa is a half year. India's amazing in the field of present-day medication and its antiquated strategy for physical and otherworldly prosperity make it the greatest goal for good wellbeing and quiet living.

To individuals living in most nations of the mechanical world, an emergency clinic is a perfect structure or complex outfitted with present day clinical offices where specialists and attendants utilize something like modern methods to treat patients yet in a couple of developing nations, medical clinics are perhaps minimal in excess of a rough hovels or tents, where specialists and medical attendants work with restricted medications supplies and clinical hardware. In the developing countries however, hospital provision is expanding where financial resources allow. Each year, more hospitals are built to meet the need of the rising population. Experts usually measure the level of hospital in a country in terms of the number of hospital beds it has available for patients' lots of people at the sometimes in their life devote time in hospitals as inpatients. In India the healthcare system is governed mainly by the state. The constitution of India requires each state to provide healthcare to its citizens. To counter the lack of medical care today clinics are usually founded by the open division, by healthcare organization (for profit or non-benefit), or good cause, including by direct charitable donation.

The national government initiated the National Rural Health plan, an average of rural areas, in 2005. The mission focussed money on rural areas, in 2005. The mission focusses money on rural areas and developing states have inadequate health system on hopes of improving healthcare in the poorest region of India. India has a robust healthcare system. With the world health report of the world health organization places India's health-care system in 122 out of 190 nations. India also spend only about 4.2 percent of its national GDP additionally on healthcare products and service. There are large differences in the healthcare system between the rural and urban population that exacerbate the problem.

TYPES OF HOSPITALS

1. Public hospitals

A public hospital or administration hospital is a medical clinic which appealed by the parliament and becomes government supporting. The kinds of clinic give clinical light-hearted of charge. the expense of which is secured by the emergency clinic gets. most clinic overall are open.

2. Private hospital

A private hospital is a medical clinic possessed by a revenue driven organization or a not-for-profit association and secretly financed through instalment for clinical administrations by quiet themselves by guarantees, government through national medical coverage program or by outside international safe havens. this is typical in the US of America.

3. Specialized hospital

Kind of particular clinic incorporate injury place, recovery emergency clinic, kids' clinics, senior's medical clinic and clinics for managing explicit clinical needs. The emergency clinic possibly single structure or various structure on a grounds. Overall most emergency clinics are run on a not-for-profit premise by government or good cause.

4. Technical hospital

An instructing clinic is an emergency clinic or clinical focus that gives clinical training and preparing to future and current wellbeing experts

5. Clinic

A clinical office littler than an emergency clinic is for the most part called centers and regularly is controlled by an administration office for wellbeing administration or a private organization of doctor's facilities by and large give just outpatients administrations.

6. Super claim to fame medical clinic

Super claim to fame medical clinic offers exceptionally particular treatment alongside a staff that has gotten broad instruction and preparing in confined conditions.

7. Small clinic

As the name suggests, these are commonly little scope activities with less than 100beds. A significant number of them are situated in country networks with no other clinic or clinical focus inside short driving extent or offer profoundly particular treatment alternatives.

8. Trust hospital

These are either altruistic emergency clinic or semi beneficent, with numerous charges supported however trust. Some trust emergency clinics, broadly utilized by working class patients, are alluded to as "no benefit, no misfortune "medical clinics and they gave sponsored treatment administrations.

2.2 COMPANY PROFILE

INDIRA GANDHI HOSPITAL CO-OPRATIVES In MANJODY, THIRUVANGAD, Indira Gandhi cooperative hospital (MAMBARAM CO-OPRATIVE HOSPITAL LTD C.952) Indira Gandhi co-operative hospital is furnished with very latest infrastructural support and equipment, the hospital is definite, Kannur's most highly qualified and experienced doctors in the city, supported by dedicated nursing staff, Indira Gandhi co-operative hospital and research centre is geared to handle and extensive range of medical and surgical problem. Indira Gandhi co-operative hospital is a mega specialist hospital of 350 bedded people including super specialties such as radio diagnosis, CT, cardiology, rheumatology, paediatric, surgery, neuro surgery, plastic surgery, general surgery, chest and allergy, dental department, trauma care and reconstructive surgery, anaesthesiology, orthopaedics, diabology, physiotherapy department, MIPH for piles surgery.

The hospital presumed with their magnificent works and clinical master, doctoring, nursing great nature of indicative administrations. The emergency clinic has earned an awesome acknowledgment as a pioneer in giving world class medicinal services to common man fat a reasonable expense. The emergency clinic is ceaselessly in time with the most recent innovation. The ability of want of our kin is basic to our prosperity and we cultivate cooperation and supports open correspondence. Cooperation, demonstrable

skill, centre around clinical phenomenal and objective of proceeds with clinical development, and pledge to advance make APPOLO emergency clinics and perfect condition for specialists to rehearse medication, investigate new outskirts and direct way breaking research.

BOARD OF DIRECTORS

Being a cooperative society, this cooperative hospital's overall management is also in the hands of the 12-member board of directors. The present board that came to power on 08.01.2017 took control of 5 years term. The board of directors are led by a renowned social worker, and even more by a SRI politician. MAMBARAM DIVAKARAN assisted by the director below.

LIST OF DIRECTOS

1. Sri VK Divakaran - president
2. Sri P K Abdulla - vice president

DIRECTORS

3. Dr P V Ranjith
4. Sri kandoth Gopi
5. Sri p Kumaran
6. Sri P Mustafa Haji
7. Sri V K Baskaran master
8. Sri A Pavithran
9. Sri Mohammed Ashraf
10. Dr Prasanna Bhai
11. Dr Sheela pathmakshan

12. Smt. Sakkeena nizar

13. Dr K P A sidheek

14. Sri P K Aris

The daily management of medical clinic, which is strongly affected by the directorate, is handled by a department led by general manager sri. O Damodharan. Named administration sri C.H Suseel and associate.

MISSION

Indira Gandhi cooperative is a medical organisation committed to delivering quality patient care with unremitting dedication to clinical excellences, patient protection and unprecedented devotion and commitment to ensuring the very best healthcare for those we represent.

VISION

To be the hospital of choice for patients, doctors and staff, and to be well known as a technology pioneer due to our pre-eminent patient care and teaching programme.

QUALITY POLICY

Providing value added, advanced reliable and consistently enhancing health and medical service to maintain and further improve clinical quality, patient safety and satisfaction.

INFRASTRUCTURE FACILITIES

- Laundry services
- storage areas
- waiting rooms
- patients' room
- kitchens
- information technologies
- Management and use of medical devices

COMPETITORS

- Tele medical centre
- Hnc hospital
- Hahnemann Homeo
- Royal Malabar
- Christuraj

AWARD AND ACHIEVEMENTS

- 5 major operating theatre and 3 smaller theatre
- Owing to the devoted work of esteemed exporters and completely qualified nursing staff, it has earned its incomparable renown.
- It is 350 bedded multispecialty hospital with 24 hours diagnosis pharmacy, accident emergency, ICU, ICCU, NICU, CT scan spiral, x-ray unit, ultra sound.

SWOT ANALYSIS

SWOT Analysis is a critical arrangement methodology used to determine the consistency defects, opening and hazards associated with a role in an undertaking or enterprises, and to discern the internal and exterior elements that the kindness and unfavoured to achieve this purpose

STRNGTH

- The training objective and organization goals are achieved through training
- The training program existing in the organization enhances superior- subordinate relationship
- The existing training program provided by the Indira Gandhi Co-operative hospital enhancing the performance of employis.
- The existing trianing programm provided by the IGCH, Thalessery improves the existing condition of the employees; there by enhance the goodwill of the hospital.
- The training program provided at IGCH Thalasseri, improves self-confidence of the employees

WEEKNESS

- Some of the employees do not satisfied with the experience and qualification of the trainer. So, it will affect the employees
- Hospital gives more consideration on the job technique of training program, so it uses more working time of employees.
- The cost of conducting the training program is expensive.
- Lack of technology advancement in trianing programme

OPPURTUNITIES

1. The training program helps the employees of the organization to reduce stress, conflict and tension
2. self-confidence and job fulfilment of employees is one of strength of the hospital achieved through training
3. Decision making, problem solving and communication skill are achieved by the employees through training.
4. Training program provided by the IGCH, helps the employees to attempt the tasks self-confidence

THREATS

1. The hospital does not provide advanced training program; it creates dissatisfaction among employees.
2. No such stipend is provided to employees for attending the training program, so they are dissatisfied.
3. Personality development program followed by the hospital is comparatively less.

PRODUCT AND SERVICES

- Cardiovascular and cardiopulmonary equipment
- cleaning and disinfection management
- laboratory equipment
- medical clothing
- surgical equipment
- electrosurgical equipment
- communication and telemedicine
- furniture and fitting

SERVICE

- Dialysis
- emergency room service
- blood service
- surgical service
- laboratory service
- emergency room service
- Healthcare courses, training and events
- mental health and addiction treatment orthopaedic

FINANCIAL STATEMENT

IGCH EARNINGS

	%chg (quarterly)	% (Yearly)	Dec 2019
Sales	11.54	15.82	26.60
Other income	0.00	0.00	5.59
Operating profits	-9.59	16.6	0.32
EBITDA	-0.83	-17.27	5.91
Interest	-4.34	28.93	0.22
Depreciation	12.3	44.84	1.31
Tax	14.80	14.58	1.43
Net profit	-11	4.46	2.95
EPS	-15	0.00	0.17

IGCH FINANCIAL COMPARISON

Profitability & growth	IGCH	Peer average
Gross profit margin (%)	14.33	-78.75
Operating profit margin (%)	19.43	-53.76
Net profit margin (%)	10.46	-67.68
Financial strength		
Liquidity		
Quick ratio (X)	1.52	3.86
Current ratio (X)	1.84	4.03
Cash ratio (X)	0.50	0.27

CHAPTER-2

CONCEPTUAL BACKGROUND AND REVIEW

LITERATURE

BAGROUND OF THE STUDY

Training system should give consideration on corporate arranging. Ceaseless happen in the inward and outside degrees of specialty units it is necessary of the association to redesign and fortify the assessment and it relies upon accuracy. It is of fundamental significance to any association to make progress toward the advancement of its representatives as regarded individual from the authoritative supervisory group. "Training" becomes the foundation for the advancement of human capital, training is the instrument for the accomplishment of individual authoritative needs identified with the operation attempted and also predictable to enhance the gathering work culture associated with a gathering task.

NEEDS FOR TRAINING

- Higher efficiency

Building efficiency is important, and reducing the cost of production to meet market rivalry. Viable training will help improve worker's profitability by having the requisite skills

- Enhancing consistency

Costumers may gain knowledge of quality and their prerequisites continue to change. In order to serve the customers, the quality of the products must be continuously enhanced by preparing staffs

- Reduction of learning time

To decrease the training time period, organised preparation is necessary by trained teachers. If the staff learn through experimenting, they will take more time off and will not even be able to learn the best work technique.

- Industrial security

The health of the system can be dealt with by trained expert. They also know about the use of various safety devices in manufacturing facilities. These are less susceptible to typical mishaps in this way

- Reduction of turnover and non-attendance:

Preparing helps the employees psyches feels a sense of confidence. It gives them work environment protection. Job turnover and truancy rates are declining as a result

- Technology update

Innovation is developing at a rapid rate. Staff need to learn new techniques to move innovation forward. Preparing in this way should be viewed as an unceasing practice to refresh the workers in the latest techniques and method

Training Strategies

1. On - the-work preparing (OJT) strategies:

This is the most well-known training strategy in which a learner is placed on a specific occupation and the taught the skill and knowledge that are necessary for carrying it out. Hands on method of planning are as follows.

- Coaching

Under this technique the learner is placed under a particular chief who practice as a mentor and criticises to the pupil. The students can a get a chance to express their thoughts here and there.

- job directions:

Otherwise called by bit training in which the tutor clarifies the method of performing the student's duties and where mix-up can occur; the leaner correct.

- Committee task

A meeting of learners is approached by talking about the problem to take care of a given hierarchical question. That serves to enhance cooperation.

2. Off the – work techniques

Hands on preparing strategies have their own impediments, and so as to have the general improvement of worker's off-the – work preparing can likewise be bestowed. The strategies for preparing which are received for the improvement of representatives from the field of the activity are known as off-the-work techniques.

- Case study strategy:

Normally contextual inquiry approaches any problems encountered by an organization which a worker may understand. Students are given a chance to break down the case and follow every plan they can imagine. The technique can upgrade a representative's systematic and clear thinking.

- Role play:

Equally for this scenario a tough condition is mimicked calling for the worker in the condition to accept the job of a particular person. The member interacts with numerous members who accept different

- In-container strategy:

Representatives are provided with information about a fanciful organisation, its activities and HR products used, and all information associated with the company within a specified period, the students must make notes, assign tasks and get ready calendars.

- Grid preparing

It is a lengthy posting of nonstop and planned programmes. It includes cycles of development, implementation and appraisal arrangement. The lattice thinks about parameters such as person worries.

LITERATURE REVIEW

The organization's effectiveness depends on the proper utilisation of available human assets within the organization. Only he may add all other assets to human properties. In order to improve human capital and cope with changes both internal and external, the company needs to focus on improving its workforce's capacity, knowledge and skill.

Rama & viashnav (2012) established that an organization needs to use ongoing evaluation to determine learning outcome and relative those outcomes to success plan to improve or optimise the efficiency of the training program. To get the most of it, these should be running an examination of a training programme.

Fischer & Ronald (2011) said open mindedness is also a critical moderator of training effectiveness. Training has been found to become more effective of the ISSN management and social science member and international journal of Advance Researched.

MOOI's (2010) analysis on teacher education and effectiveness suggested that the participant's understanding of the teacher training programme's effectiveness is very much dependent on research based.

Aguinis & Kraiger (2009) reviewed individuals and team, organization and community on the value of training and development.

Lobanovo (2009) relies on the significant of source and management skill when developing a knowledge- based society and economy that are pf particular interest in human resource management. Organization and individual should concurrently establish and strive for their survival and shared goal attempts. Thus any modern management has to improve the company through the growth and resource.

CHAPTER-3

RESEARCH DESIGN

3.1 RESEARCH PROBLEM

The study tries to find the effectiveness of training program provided to employees in Indira Gandhi co-operative hospital, Thalasseri. Training is very important and very essential to each and every firm. Training helps to acquire new skill and knowledge. training assistances to find need and efficiency of training program provided to employees in Indira Gandhi co-operative hospital Thalasseri. This study will assistance assessing the helpfulness for remaining training program provided to employees in Indira Gandhi co-operative hospital. It is evaluating the gratification level of workers on the training program. The study tries to evaluate

“effectiveness of training program provided to the employees in Indira Gandhi hospital”

3.2 NEED OF STUDY

- The analysis helps to explain how successful training programme
- It helps to know the level of employee satisfaction in the training
- It helps to find that the training programm helps to increase working efficiencies or not

3.3 OBJECTIVES OF THE STUDY

Primary objective

- To learn about the efficiency of the training programme provided to Indira Gandhi cooperative hospital employees

Secondary objective

- To identify need of training program.
- To find the effectiveness of trainer who conduct the training programme
- To know the satisfaction of workers on the training programm conducting in hospital.
- To find out whether the training program helps to improve the work and personal development

3.4 SCOPE OF THE STUDY

Indira Gandhi co-operative hospital, Thalasseri is a main performer in the medicinal services division of Malabar on account of its incredible ability, nursing care nature of symptomatic help. The single most asset of any organization is people and like of any other asset it has to be protected and retained as they had contribution a lot of any other asset it has to be protected and retained as they had contribution a lot which made Indira Gandhi co-operative hospital Thalasseri one of the major player in the health care sector.

Training and advancement helps in expanding the profitability of the worker that causes the association further to accomplish its drawn out objective. The examination is led with a view to investigation the viability of preparing. The investigation will assist the association with knowing the viability of preparing program gave to the representatives.

3.4 RESEARCH METHODOLOGY

people are worried to acquire data from various source. Research is the procedure of precise inside and out examination or a specific theme, subject and zone of examination, sponsored by the assortment, introduction and translation of related subtleties of information.

Research technique is a framework approach to take care of research issue. Specialist needs to structure his strategy manages inquire about techniques and contemplates the rationale behind the strategies. It manages the goal of research study, the techniques for characterizing the issue, kind of information assortment and the strategies utilized for gathering the information. Research is a quest for information, or a frameworks examination, with a receptive outlook, to build up novel actuality, typically utilizing a logical strategy. The basic role for applied research is finding, deciphering and the improvement of strategies and the headway of human information on wide assortment of logical matters of our reality and universe. Noteworthy research is typified in the logical technique. The expression my exploration is additionally utilized freely to depict an individual's whole assortment of data about a specific activity.

RESEARCH DESIGN

Research design is the precise method to take care of the examination issue and it is significant segment to consolidate different parts of research for the investigation without which scientist will most likely be unable to get the organization. It is the logical framework in which research is driven that it establishes the blue print for assortment, effectively taking care of method selected by an analysis problem, It other bits of information on “how” to guide the look into using a particular theory of system.

Research design can be classified in to different group

Exploratory research

Exploratory analysis, as the name implies, means just exploring the questions of the review and is not intended to provide the last and compelling answer to existing questions. Normally, this kind of study is led to consider a challenging on that at this stage has not clearly been characterised. Guided to evaluate the concept of the matter.

Experimental research

The easiest case of a trial investigate is directing a research facility test. For whatever length of time that exploration is being led under deductively satisfactory conditions – it qualifies as an exploratory research.

Descriptive research

This includes numerous forms of enquiry and survey elements. The principal function of this research is to define the current state of affairs. The key features of this study is that the researcher cannot monitor the variable and that the researcher can only disclose what is happening and what is happened.

SAMPLING DESIGN

This method is collecting data. this method has definite preplant for gaining a sample from a given sample frame.

POPULATION

All items constitute a community in every area of enquiry. It is the sum of all units with certain defined characteristics that the sample attempt to draw inferences on employee population at IGCH.

SAMPLE UNIT

Sample unit is the fundamental unit containing the components of target populace. The testing for the current investigation is the representatives of IGCH.

SAMPLING TECHNIQUE

This is used for the study of RANDOM SAMPLING. In this the population is clearly defined. under this method every item has same level of chance of addition in the sample.

HYPOTHESIS

Following hypothesis are formed to achieve the research

objective: Hypothesis 1

H0: Null hypothesis

There is no relationship among training program increase job satisfaction and experience and qualification of trainer

H1: alternative hypothesis

There is an important relationship amongst training program increase job satisfaction, experience and qualification.

Hypothesis 2

H0: Null hypothesis

There is no important relationship amid duration of training programm and performance levels of employees

H1: alternative hypothesis

There is substantial relationship amongst duration of training program and performance levels of employees.

CHI-SQUARE TEST

The chi-square test is applied to exam whether there is no criticalness contrast between the watched number of respondents in every class and anticipated number of such classification under the presumption of invalid theory. in different manners the targets are discover by what method will the dispersions of the watched frequencies "O" fit the appropriation of expected frequencies "E". Thus, is additionally called goodness to fit test

PERIOD OF THE STUDY

January 2 to February 16

SOURCE OF DATA

The project work depends heavily on the data collected. Knowledge may not be appropriate without sufficient information. Data source are mainly divided into: Primary data from the essential source the essential information is gathered. The investigation is relying upon the essential information that are gathered from the essential source. Through the questionnaire the data are collected. The questionnaire is in the form of limited number of respondents are given the respondents from the limited choice.

ANALYTICAL TOOL

The various tools which have been used from conduction the study are follows: -

1. Bar diagram Pie
2. diagram Percentage analysis
3. Chi-squire test
4. SWOT analysis

3.7 LIMITATIONS OF THE STUDY

1. Time allocated for the research is a main constraint; due to time restrictions it was hard to conduct an exclusive survey.
2. The findings do not represent the total population.
3. The employees were a bit reluctant while responding to the officials as they are busy with their work.
4. The limitations of the tools used may affect the results.
5. The results of the study are based on an assumption that the respondents have expressed their true values.

3.8 CHAPTER SCHEME

In this study, chapter 1 states the introduction of the study, industry profile, company profile, mission and vision, quality, products and services, infrastructure facilities, SWOT analysis, and financial statements. Chapter 2 includes the theoretical background of the firm and literature review. Chapter 3 states the research methodology, scope of the study, need of the study, objectives, hypotheses, and limitations.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

Table No: 1

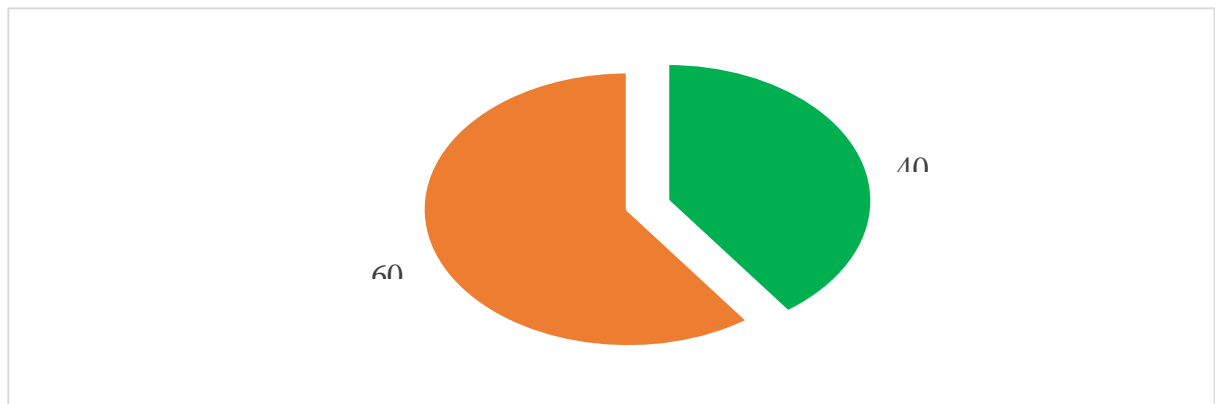
Table showing the respondent's gender

Gender	No of respondents	Percentage
Male	40	40
Female	60	60
Total	100	100%

Source: primary data

Chart no: 1

Chart showing the gender of the respondents



Interpretation:

The table and chart above show that 60 percent of the workers are female, and the remaining are male.

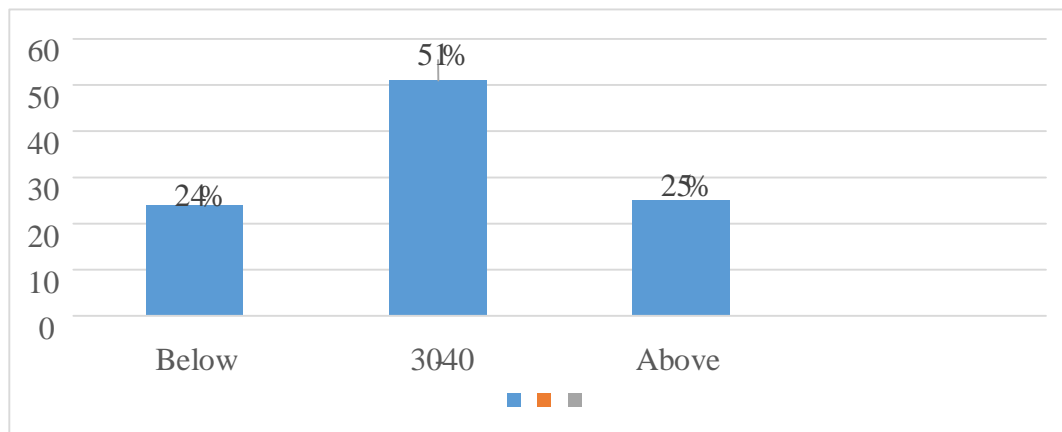
Table no: 2

Table showing age of employees

Age in (year)	No of respondents	percentage
Below 30	24	24
30-40	51	51
Above 40	25	25
Total	100	100%

Source: primary data

Chart no: 2



Interpretation:

The above table showing to the respondent's age .24% of respondents are under the below 30 years old, 51% of the employee's age groups are coming under the age group of age 30-40 and 25% of the employee's age group are coming under the group of above 40 years.

Table no:3

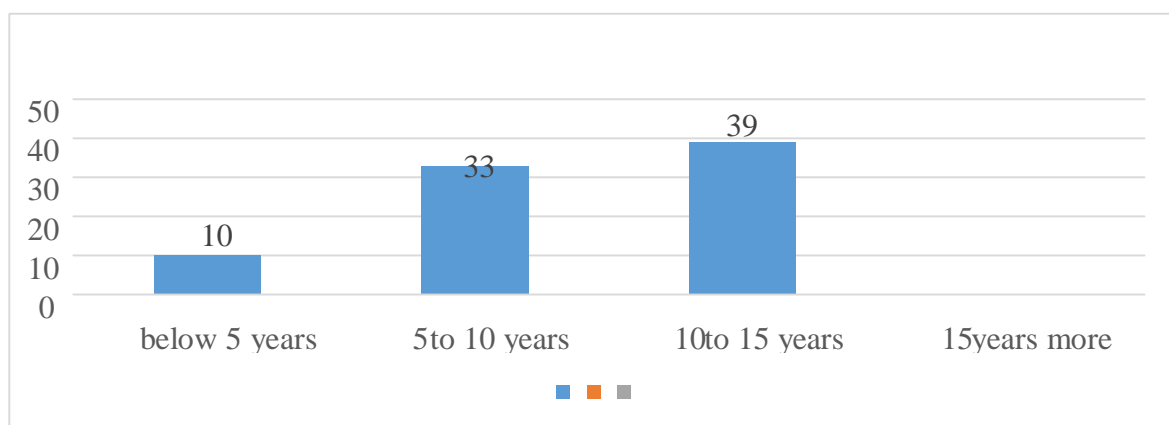
Table are presenting years of service of employee

years	No of respondents	Percentage
Below 5 years	10	10
5 to 10 years	33	33
10 to 15 years	39	39
15 years more	18	18
Total	100	100

Source: primary data

Chart no: 3

Chart showing years of service of employee



Interpretation:

The experience of the employee services is showing in the above table. 10% of the employees have experience in below 5 years and 33% are experienced with 5 to 10 years. 39% of workers are under 10 to 15 years experienced. 18 % are under 15 years more experienced.

Table no:4

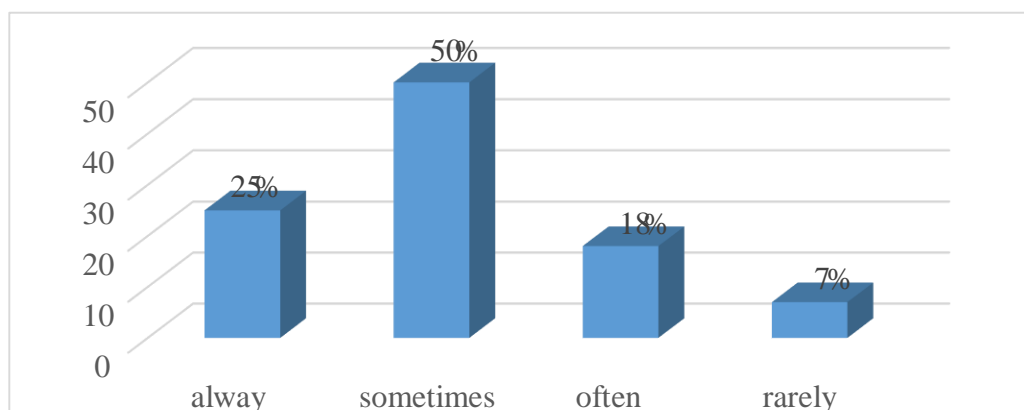
Table showing whether the hospital conduct any training program

Opinion	No of respondents	Percentage
Always	25	25%
Sometimes	50	50%
Often	18	18%
Rarely	7	7%
Total	100	100%

Source: primary data

Chart no: 4

Chart showing whether the hospital conduct any training program



Interpretation:

The above table shows the conducting of training program by the hospital. 25% of the respondents said that they get training program, 50% of the respondents said that they sometime get the training program 18% said that they often get and 7% of the respondents have said that they rarely.

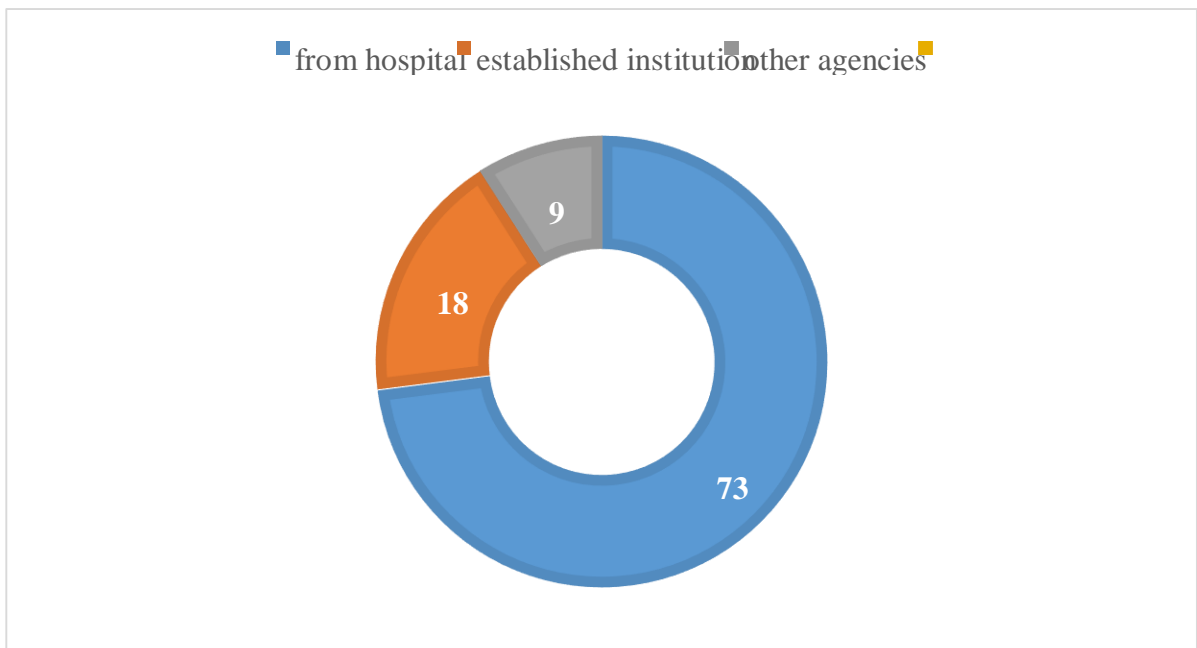
Table no: 5

Table showing place of providing training to the employees

Place of getting training	No of respondents	Percentage
From hospital	73	73
Established institution	18	18
Other agencies	9	9
Total	100	100%

source: primary data

chart no:5



Interpretation:

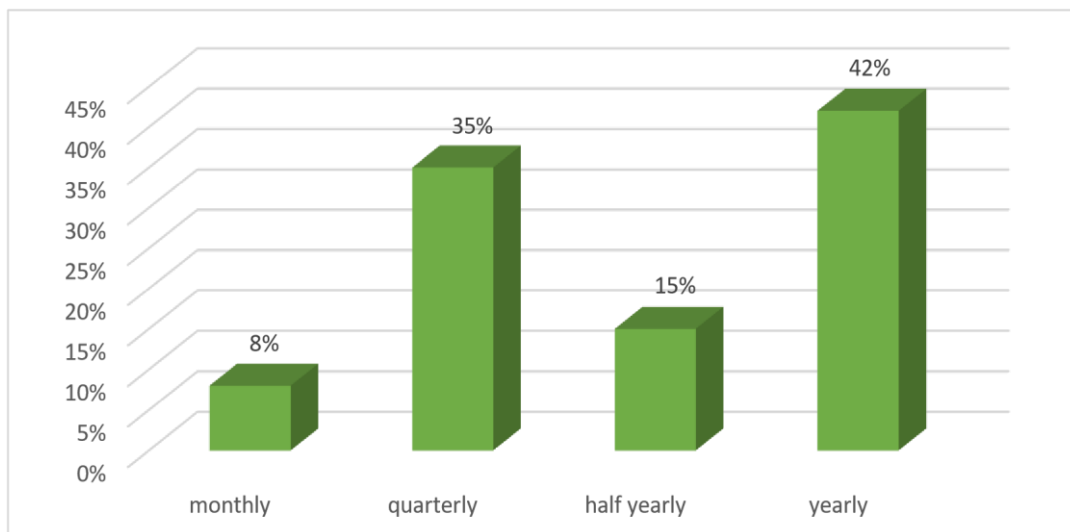
In the above table showing that 73% of respondents are getting training from hospital and 18% of respondents are getting from established institution, 9% are from other agencies.

Table no: 6

Table showing time interval between training program

interval	No of respondents	Percentage
Monthly	8	8
Quarterly	35	35
Half yearly	15	15
Yearly	42	42
Total	100	100%

source: primary data chart no: 6 chart showing time interval between training program



Interpretation:

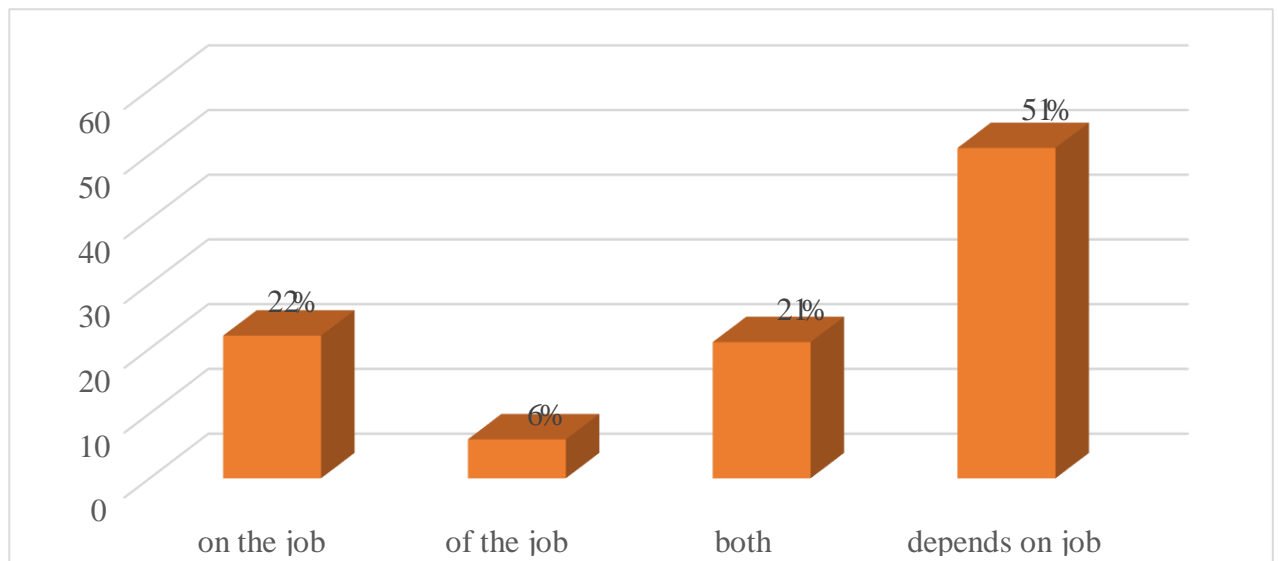
The above chart showing that the employees attending training that 42% of employees are attended training in yearly 35% of employees are attended training in quarterly and 15% of employees are attended for training half yearly and the respondents says that 8% of employees are attended training monthly.

Table no: 7

Table showing technique of training program

technique	No of respondents	Percentage
On the job	22	22
Of the job	6	6
Both	21	21
Depends on job	51	51
Total	100	100%

Source: primary data chart no: 7 chart showing technique of training program



Interpretation:

In the chart and table, we can find 51% the employees opined the hospital adopts technique of training which is depends on job, 22% of employees opined the hospital adopted on the job training, 21% of employees opined the training is conducted in the hospital both (on the job and depends on job) only 6% of the employees opined he hospital conducted off the job training

Table no: 8

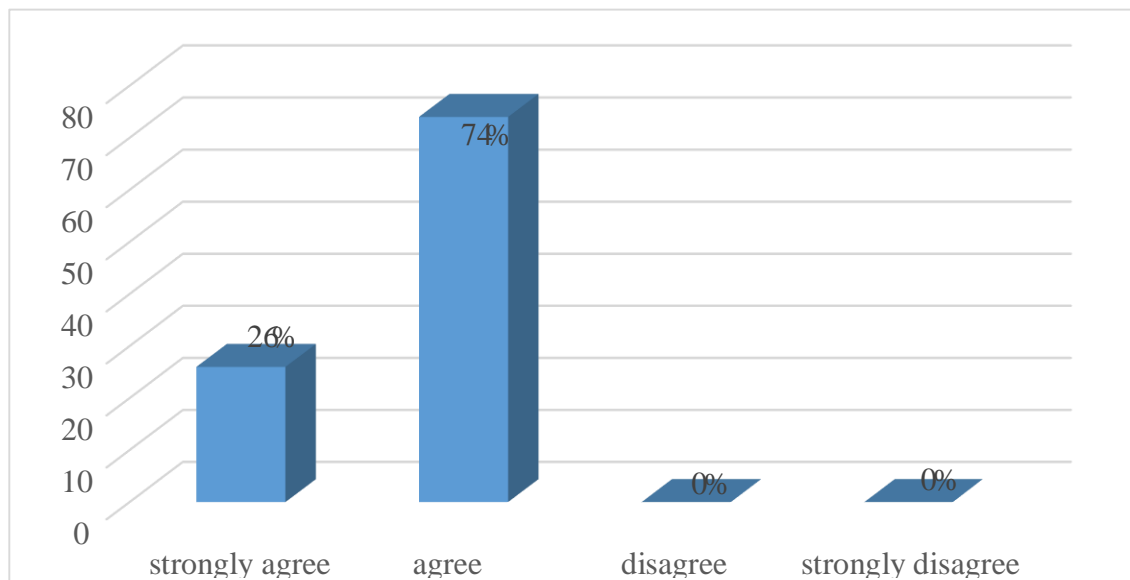
table showing training is well-planned exercise

Opinion	No of respondents	Percentage
Strongly agree	26	26
Agree	74	74
Disagree	0	0
Strongly disagree	0	0
total	100	100%

source: primary data

chart no: 8

chart showing training is well-planned exercise



Interpretation:

We can find from the above chart and table that, 74% of the respondents agree with the statement training is a well-planned exercise, and 26% of the respondents strongly agreed this statement.

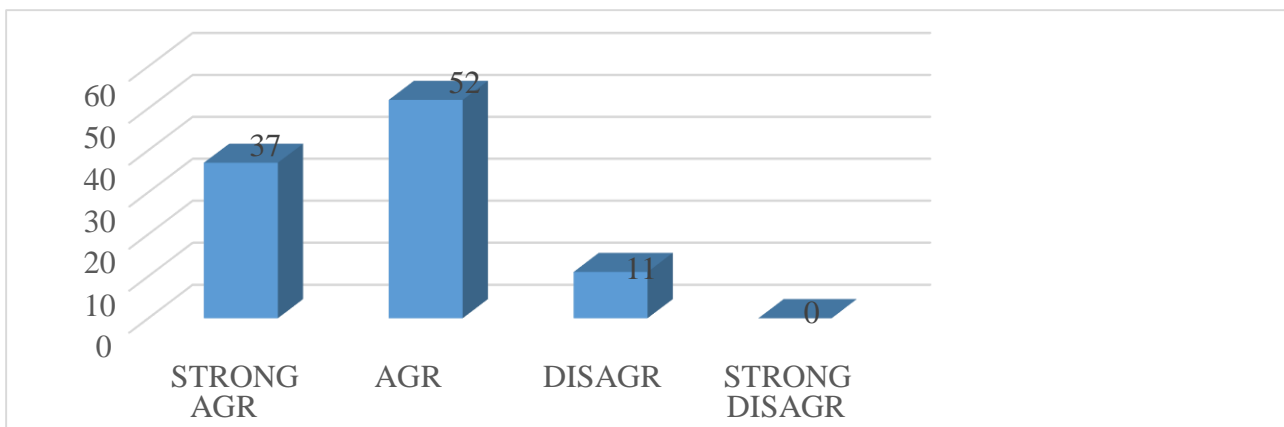
Table no: 9

table showing training plays a vital role

opinion	No of respondents	Percentage
Strongly agree	37	37
Agree	52	52
Disagree	11	11
Strongly disagree	0	0
Total	100	100%

source: primary data chart

chart showing training plays a vital role



Interpretation:

37 employees are strongly agree responding that the training have a vital role in the % 52 are agree for this and 11% are disagree this statement.

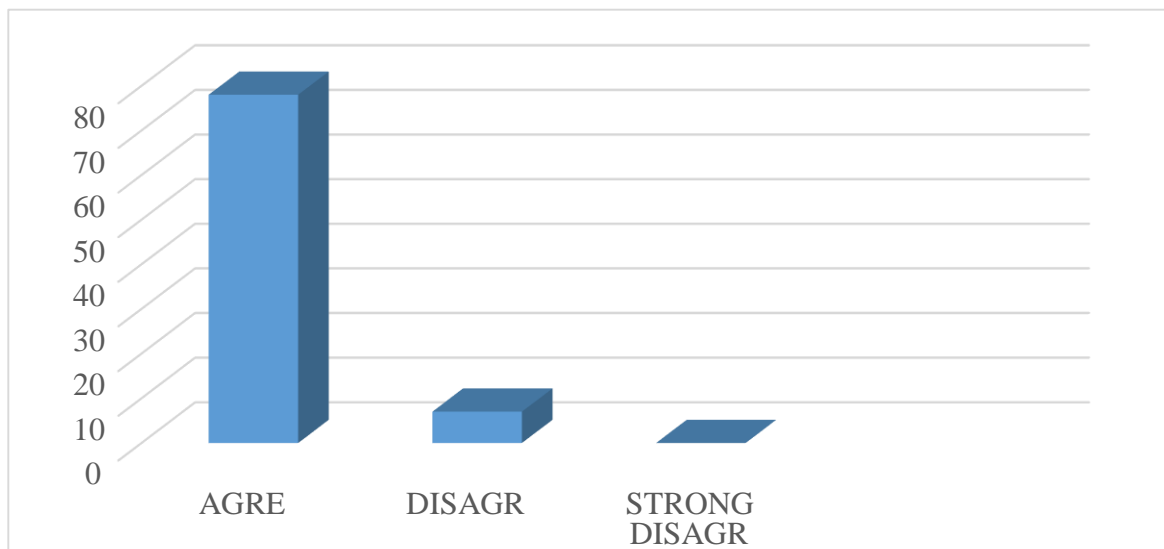
Table no:10

Table showing significance of training program to enhance productivity

Opinion	No of respondents	Percentage
Strongly agree	15	15
Agree	78	78
Disagree	7	7
Strongly disagree	0	0
total	100	100%

source: primary data chart no: 10

chart showing significance of training program to enhance productivity



Interpretation:

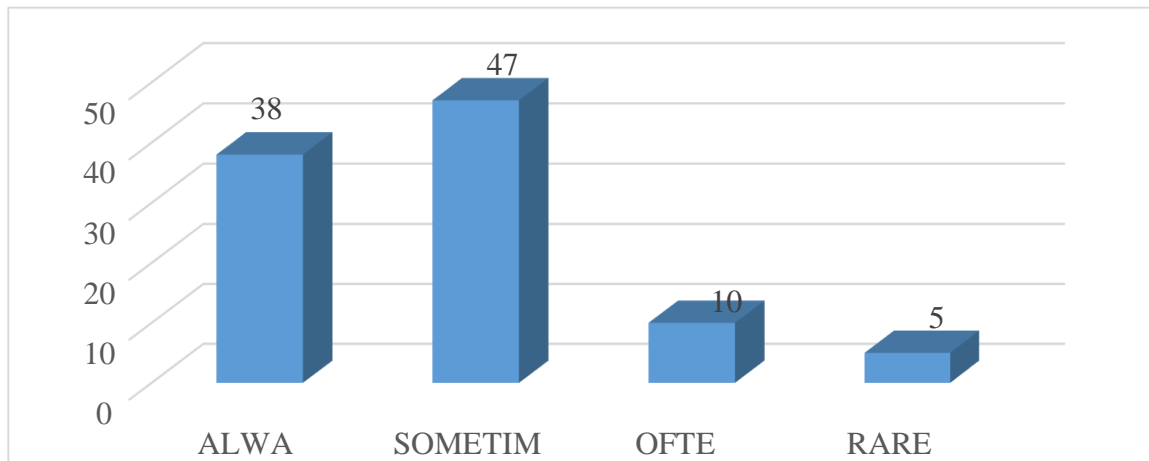
from the above table and chart, we can find that training has a significant role to enhance productivity in the organization. 78% of the respondents agree with this, 15% of respondents are strongly agreed and 7% of respondents are disagreeing.

Table no:11

Table showing training help to reduce stress and tension

opinion	No of respondents	Percentage
Always	38	38
Sometimes	47	47
Often	10	10
Rarely	5	5
Total	100	100%

source: primary data chart no: 11 chart showing training helps to reduce stress and tension



interpretation:

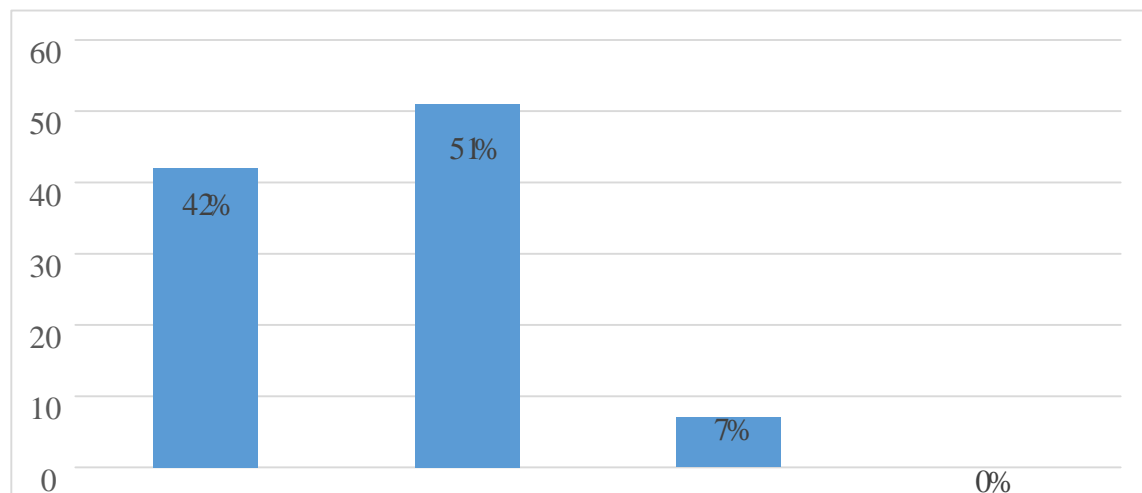
The above table and chart, can find a definite conclusion that 47% of respondents says the opinion that, sometimes training helps to reduce their stress and tension, 38% have the opinion that the training always helps them to reduce stress and tension remaining 5% the opinion that the training rarely helps to reduce stress and tension.

Table no: 12

Table showing training program increase self confidence

Opinion	No of respondents	Percentage
Strongly agree	42	42
Agree	51	51
Disagree	7	7
Strongly disagree	0	0
Total	100	100%

source: primary data chart no: 12 chart showing training program increase self confidence



interpretation:

51% of respondents believe that the training programme helps to improve self-confidence from the above table and map , 42% respondents are strongly agreeing with this, and 7% of respondents are disagree with this statements.

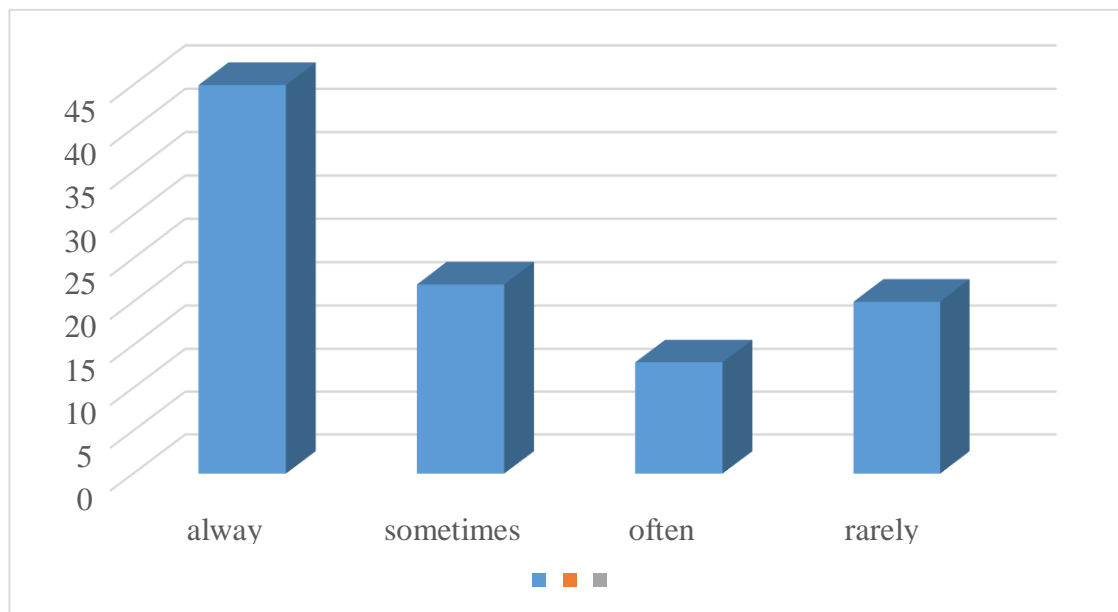
Table no: 13

Table showing training program to improve superior subordinate relationship

Opinion	No of respondents	Percentage
Always	45	45
Sometimes	22	22
Often	13	13
Rarely	20	20
Total	100	100%

source: primary data

chart no: 13 chart showing training program to improve superior subordinate relationship



Interpretation:

the above chart, it is clear that 45% of respondents opines that training always helps increase superior subordinate relationship 22% of the respondent said that some time training helps to this relationship, 13% of respondent are opines training often helps to increase subordinate relationship and 20% of respondents opines that rarely training helps to improve superior subordinate relationship.

table no: 14

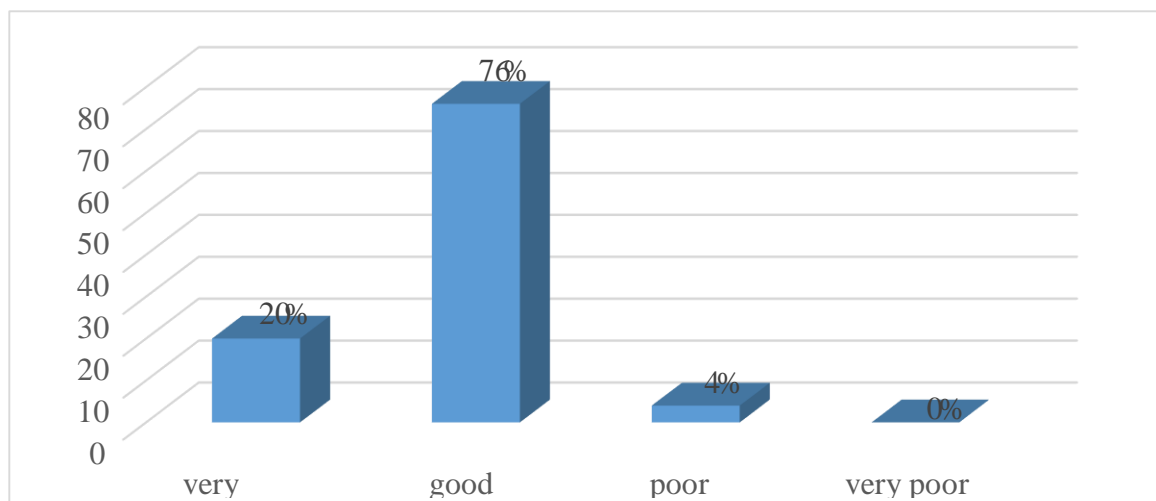
table showing rate of existing training program

opinion	No of respondents	Percentage
Very good	20	20
Good	76	76
Poor	4	4
Very poor	0	0
Total	100	100%

source: primary data

chart no: 14

chart showing success evaluation program conducted by the hospital



Interpretation:

20% of employees responded existing training programme are very good. 76% are responded that good and 4% are poor.

Table no: 15

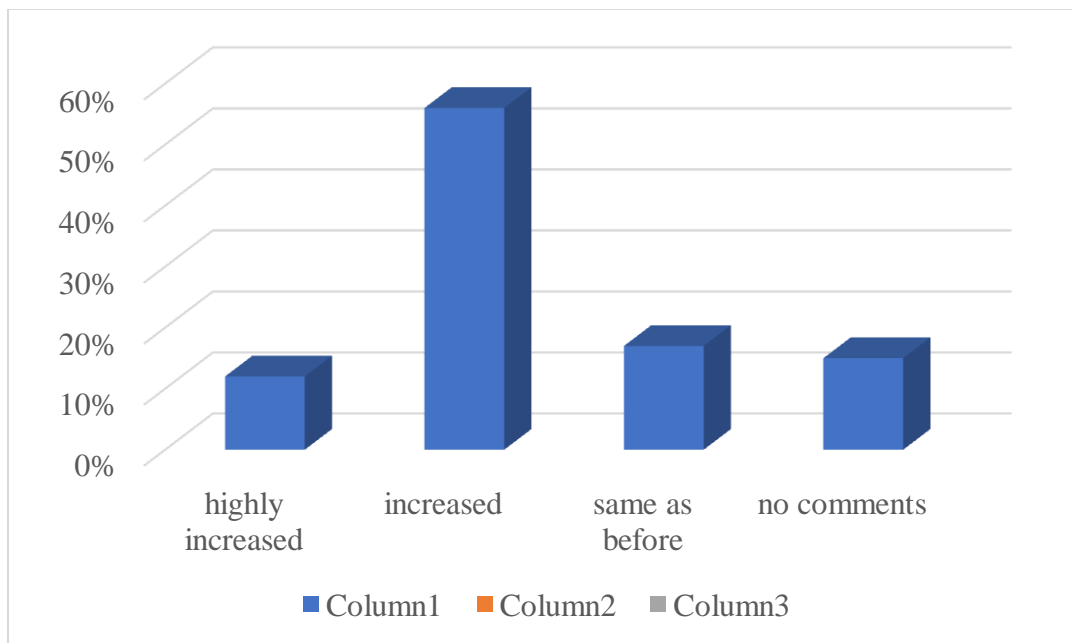
Table showing difference in level of performance

Opinion	No of respondents	percentage
Highly increased	12	12
Increased	56	56
Same as before	17	17
No comments	15	15
Total	100	100%

source: primary data

chart no: 15

chart showing difference in level of performance



Interpretation:

56% of employees told that performance level of workers increased by the training. 12% are highly increased opinion. 17% are told same as before and 15% no comments for question.

Table no:16

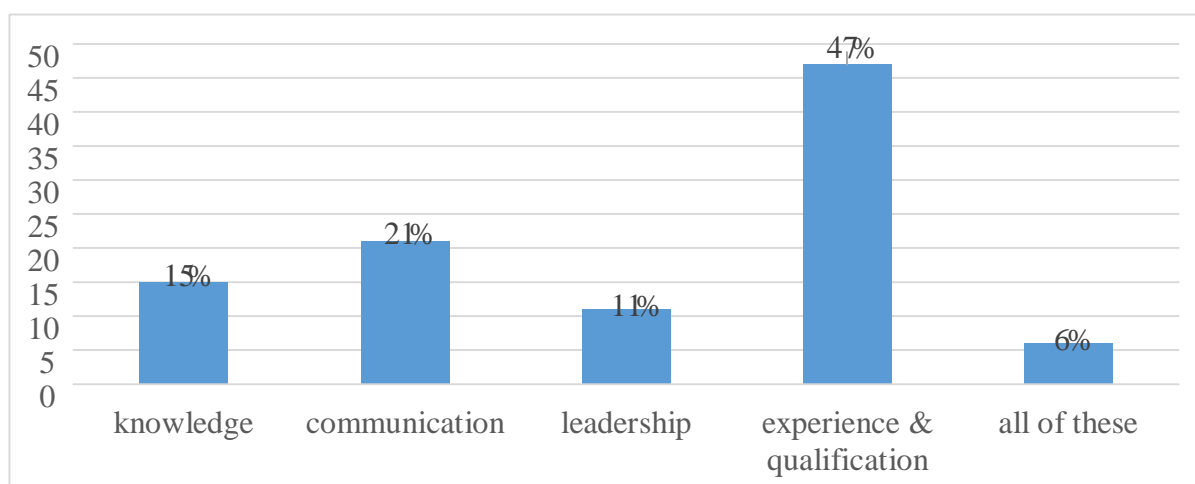
Table showing areas of improvement needed to the trainer

opinion	No of respondents	Percentage
Knowledge	15	15
Communication	21	21
Leadership	11	11
Experience and qualification	47	47
All of these	6	6
Total	100	100%

source: primary data

chart no: 16

chart showing area of improvement needed to the trainer



interpretation:

The table helps to make a decision that 47% of respondents say that the trainer needs development in his experience and skills and qualifications, 21% of respondents are responding that should be improved in communication, 15% of respondents are said that improvement in knowledge, 11% of respondents said improvement in leadership, and 6% of respondents said that improvements needed in all of these.

Table no: 17

table showing training helps the organization to maintain employee retention

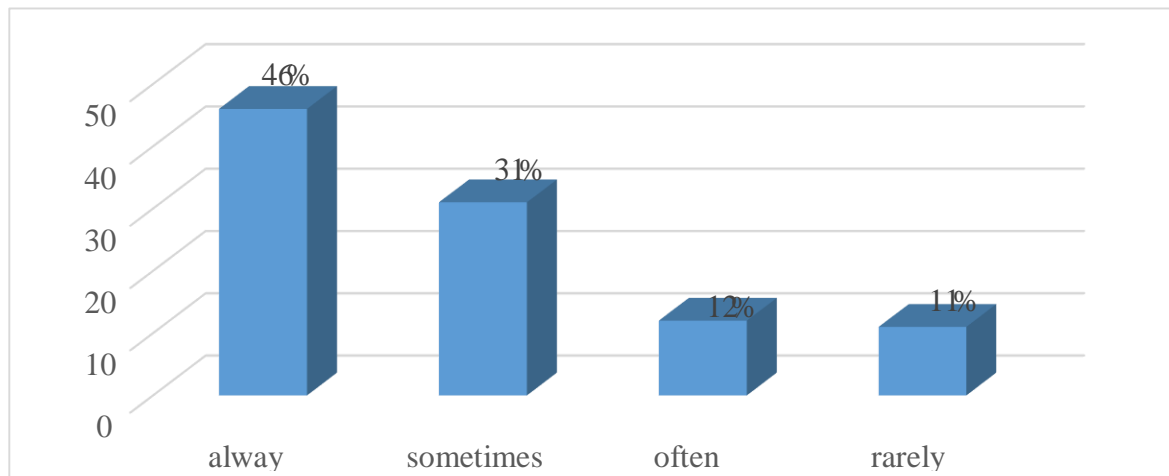
rate

Opinion	No of respondents	Percentage
Always		46
Sometimes		31
Often		12
Rarely		11
Total		100%

source: primary

data chart no: 17

chart showing training help employee retention rate



interpretation:

Table helps to found that for 46% of employees training help organization employee retention rate, 31% said same time help the training the organization employee retention rate, 12% of respondents opined that often helps the training to employee's retention rate and 11% telling rarely help the training organization employee retention

Table no: 18

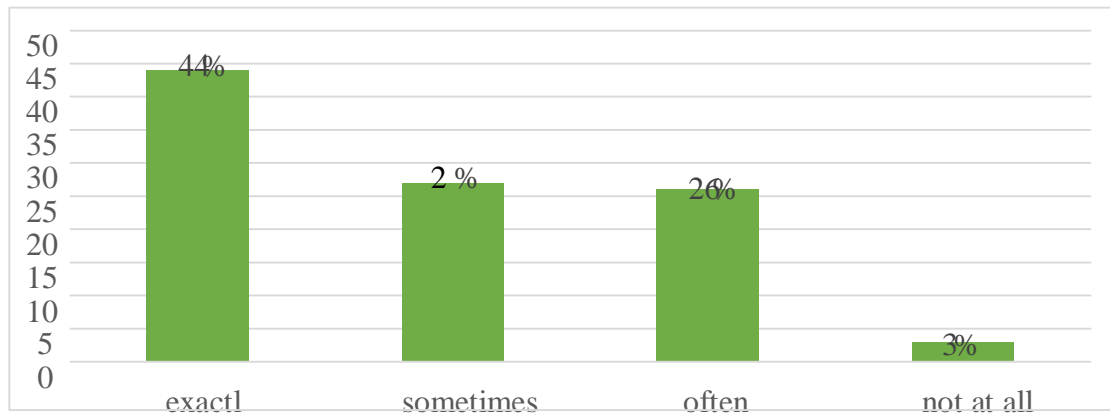
table showing whether learning occurs without a formal training

Opinion	No of respondents	Percentage
Exactly	44	44
Sometimes	27	27
Often	26	26
Not at all	3	3
Total	100	100

source: primary data

chart no: 18

chart showing whether learning occur without a formal training



interpretation:

the above chart showing that 44% of respondents are exactly agree, 27% are sometimes agreed and 26% often, not at all 3% agreed this statement.

CHI-SQUARE TEST

Table no: 19

1. THE RELATION BETWEEN TRAINING PROGRAMME INCREASE JOB SATISFACTION AND EXPERIENCE AND QUALIFICATION OF TRAINER

OPINION	HIGHLY SATISFIED	SATISFIED	DISSATISFIED	HIGHLY DISSATISFIED	TOTAL
STRONGLY AGREE	4	18	13	0	35
AGREE	7	51	2	0	60
DISAGREE	2	1	2	0	5
STRONGLY DISAGREE	0	0	0	0	0
TOTAL	13	70	17	0	100

HO: Null Hypothesis

Between training program increase job satisfaction and experience and qualification of trainer are no any important relationship.

HO: Alternative Hypothesis

Between training program increase job satisfaction and experience and qualification of trainer, here is an important relationship

Table no: 19.1

calculation

OBSERVED VALUE(Oij)	EXPECTETED VALUE(Eij)	(Oij-Eij)	(Oij-Eij) ²	(Oij-Eij) ² /Eij
4	4.55	-0.55	0.303	0.066
7	7.8	-0.8	0.640	0.082
2	0.65	1.35	1.823	2.804
0	0	0	0.000	0.000
18	24.5	-6.5	42.250	1.724
51	42	9	81.000	1.929
1	3.5	-2.5	6.250	1.786
0	0	0	0.000	0.000
13	5.95	7.05	49.703	8.353
2	10.2	-8.2	67.240	6.592
2	0.85	1.15	1.323	1.556
0	0	0	0.000	0.000
0	0	0	0.000	0.000
0	0	0	0.000	0.000
0	0	0	0.000	0.000
0	0	0	0.000	0.000
0	0	0	0.000	0.000
				24.893

calculated value = 24.893 table value for 9% of freedom with
significance, 0.05= 16.9

Interpretation:

The table are saying that we should reject null hypothesis and admit alternative hypothesis. There is exist relationship between training program increase job satisfaction of a trainer.

Oij	Eij	(Oij-Eij)	(Oij-Eij)	(Oij-Eij) ² /Eij
2	0.96	1.04		
2	4.2	-2.2		
3	1.8	1.2		1.12
5	5.04	-0.04		1.15
6	4.48	1.52		0.003
22	19.6	2.4		0.51
10	8.4	1.6		0.29
18	23.52	-5.52		0.30
0	1.36	-1.36		1.29
8	5.75	2.05		1.35
1	2.55	-1.55		0.70
8	7.14	0.86		0.94
0	1.2	-1.2		0.10
3	5.25	-2.25		1.2
1	2.25	-1.25		0.69
11	6.3	4.7	22.09	3.54
Total				14.903

table no: 20

2. relationship between duration of training program and performance level of employees

opinion	monthly	Quarterly	Half yearly	yearly	total
Highly increased	2	2	3	5	12
Increased	6	22	10	18	56
Same as before	0	8	1	8	17
No comments	0	3	1	11	15
total	8	35	15	42	100

HO: Null Hypothesis

Here no important relationship between duration of training program and performance level of employees.

HI: Alternative Hypothesis Here is the significant relationship amongst duration of training program and performance level of employee

Calculation:

calculated value =

14.903 level of

significance = 5%

degree of freedom =

$(r-1) (c-1)$

$$= (4-1) (4-1)$$

$$= 3*3$$

$$= 9$$

table value = 16.919

Interpretation: The null hypothesis is accepted and the alternative hypothesis is rejected because the table value is more than the calculated value. We can say that there is no connection between the duration of the training program and the performance level of the employee.

CHAPTER 5

FINDINGS, SUGGESTION AND COCLUSION

5.1 FINDING

1. 60% of the respondents working at IGCH, Thalasseri are female and 40% are male (majority of employee are female)
2. majority of employees of Indira Gandhi co-operative hospital the age between 30-40
3. It is found that most of employees working at IGCH Thalasseri have 5 to 15 years' experience in the hospital
4. majority of the employees get training from the hospital itself
5. the time interval between training from the hospital itself
6. is found that technique of training program delivered to the employees of IGCH hospital which is depends on job
7. majority of employees opined that training is well-planned exercise in organization
8. We found that training programme made a vital role in the development of IGCH
9. most of employees showing that training program is more significance to enhance productivity in the organization
10. employees of IGCH feel that training program helps to reduce stress and tension
11. It is found that training helps the employees to increase self-confidence
12. it is found that training helped the employees to increase performance level and productivity
13. this is taught that 76% of workers are fulfilled with the existing training program

14. most of the employees said that the hospital conducting training success evaluation program
15. the existing training program provided by the IGCH, enhancing the performance level of employees
16. most of employees working at ICGH are satisfied with the qualification and performance of the trainer
17. 47% of the respondents are showing that the trainer need improvements in experience
18. training program conducted by the trainer helps the employees to achieve the training objective
19. the training program is very good in the hospital
20. maximum of respondents feel that training program helps to keep employee retention rate
21. Training programme has a vital role in the developing of employees career
22. The chi-square helps to find that the duration of training program and performance level of employees are important role.
23. from SWOT analysis the main strength is training enhance the performance of employees and weakness is few of the employees are not satisfied with the experience and qualification of the trainer.

5.2 SUGGESTIONS

1. few of employees do not happy with experience and qualification of the trainer, so it should be considering that select a trainer who has better knowledge and experience in the field and also trainer must be social to the employees
2. the hospital can try to makes some modification in their training method which would make the training program more effective
3. the hospital should conduct training program to entire employees at the regular intervals
4. the hospital should make necessary modification in the existing training system to motivates the employees to do his work in the effective manner
5. positive mind and attitude of the achievement of the institutional objective not only the training program
6. the hospital should provide personally development program
7. hospital can develop standard measurs before and afr each trianing program on level of knwoledge, skills, approach and behaviuor will help to measures its effectivness more correctly
8. hospital can ask the employees to suggest type of training method which are suitable for achieving their targets
9. hospital can provide training in the areas of recent technological development
10. conduct work evaluation of employee monthly, quarterly, or yearly

5.3 CONCLUSION

The study conducted to identify the effectiveness of training program provided to employees of Indira Gandhi co-operative hospital, Thalasseri. Training aids employees to increase their knowledge is enables to remain up to date. Training also helps them to handle job operation with relative ease and comfort and to work more competently. It enables them with limited supervision.

Employees training have become progressively important in the job became classier and influenced by technological variation. Through the training employees can improve their knowledge, attitude, character of employees, skill and it helps to the growth of the organization. Training program should provide among the employee's better superior subordinate relationship and better understanding about the mission and need of the organization. Employees are agreed that training plays an important role in the hospital. They agreed that it will help in better performance, job satisfaction, helps to reduce stress and conflict. Effective training helps them to do their work perfectly. Hence the organisation has to pay more consideration in training for Its competitive future. Training also helps them to handle job operation with relative ease comfort and to work more competently. It enables them to achieve targets and show performance. The suggestions given to the hospital, based on finding of the study will be helpful progress in its performance.

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2. SubbaRao p: Administration of human capital, first edition,2004

Website

1. www.igch.in
2. www.google.com
3. www.wkkipedia.co

ANNEXURE

QUESTIONNAIRE

Respected sir / madam, As a part of MBA, I am doing my HR project on the topic, a study about “the effectiveness of training programme provided to employees of Indira Gandhi cooperative hospital, Thalasseri “For the completion of my project I need your opinion and suggestions it will helps to reach a successful completion.

Thank you

PERSONAL QUESTIONS

Name :

Age :

Gender : Male
female

Marital status: married
unmarried

Year of experience: below-5 years
5-10 years
10-15 years
above 15 years

Salary : below – 10000
10000-15000
Above 15000

Education qualification: SSLC

Plus, two
Graduation
post-graduation

TOPIC RELATED QUESTIONS

1. Any training programme is conduct in your hospital

- a) Always
- b) Sometimes
- c) Often
- d) Rarely

2. your working experience in the hospital

- a) below 5 years
- b) 5 to 10 years
- c) 10 to 15 years
- d) More than 15 years

3. Where did you get training?
 - a) From the hospital
 - b) Established institution
 - c) Other agencies

4. Are need the training assessment programme conducting in your hospital
 - a) Always
 - b) Sometimes
 - c) Often
 - d) Rarely

5. how is the training programme are conducting in your hospital
 - a) Monthly
 - b) Quarterly
 - c) half yearly
 - d) yearly

6. does training is a well-organized activity in your institute

- a) strongly agree
- b) agree
- c) disagree
- d) strongly disagree

7. "Training plays a vital role in your organization Do you agree this statement?"

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Strongly disagree

8. The training programme enables you to become more productive, Can you agree this?

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Strongly disagree

9. Training programme helps to reduce stress and tension

- a) always
- b) sometimes
- c) often
- d) rarely

10. Training programme helps to increase job satisfaction, are you agree this

- a) Agree
- b) strongly disagree
- c) disagree
- d) strongly disagree

11. whether training programme helps to increase self-confidence

- a) strongly agree
- b) agree
- c) disagree
- d) strongly disagree

12 . does training help you to improve superior subordinate relationship

- a) always
- b) sometimes
- c) often
- d) rarely

13. how do you rate the existing training programme

- a) very good
- b) good
- c) poor
- d) very poor

14 . have you found any difference in the level of performance of employees who have undergone training?

- a highly increased
- b increased
- c same as before
- d no comments

15. how do you rate the existing training

a very good

b good

c poor

d very poor

16. are you satisfied with the experience and qualification of the trainer?

a highly satisfied

b satisfied

c dissatisfied

d highly dissatisfied

17. "the training helps the employees to achieve the training objectives"

do you agree

a) strongly agree

b) agree

c) disagree

d) strongly disagree

18. whether programme helps you to enhance organizational effectiveness

- a) strongly agree
- b) agree
- c) disagree
- d) strongly disagree

19 How much are you satisfied or not with the experience and qualification of the trainer

- a highly satisfied
- b satisfied
- c dissatisfied
- d highly dissatisfied

20. Do you think whether learning occurs without a formal training?

- a) Exactly
- b) Sometimes
- c) Often
- d) not at all

21. Why you need training in the organisation

Motivation

improvement work style

Reduce retention

better understanding of work



CMR INSTITUTE OF TECHNOLOGY
DEPARTMENT OF MANAGEMENT STUDIES
WEEKLY PROGRESS REPORT

Title : "A STUDY ON EFFECTIVENESS OF TRAINING PROGRAMM AT INDIRA GANDHI COPERATIVE HOSPITAL, THALASSERY"

Name of the company: INDIRA GANDHI CO-OPRATIVE HOSPPTITAL

Name of the student: APARNA K.P

USN Number: 1CR18MBA04

ACTIVITY CHART

Sl. No.	Activity	Activity Details	Duration
1	Activity1	Understanding Structure, Culture and functions of the organization/identification of business problem from the Industry from the literature study	Week-1 02/01/2020-09/01/2020
2	Activity2	Discussion with the guide for finalization of research design and instrument and presenting the same to the guide.	Week-2 10/01/2020-16/02/2020
3	Activity3	Collection of data, editing of the collected data, coding, tabulating and presenting to the guide for suggestions for analysis.	Week-3 17/01/2020-23/01/2020
4	Activity4	Analysis and finalization of report and making presentation to the guide	Week-4 24/01/2020-30/01/2020
5	Activity5	Submission of final Report to the University before one week of the commencement of theory examination	Week-5& week6 31/01/2020-16/02/2020

Name of the student: Apama k.p

Aparna