

The Impact of Online Training Programs on Employee Job Satisfaction and Job Performance: A Study in the Healthcare Sector in Delhi NCR

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ABSTRACT

Ongoing training stands as a significant investment in human resources, fostering the development of employee skills and the acquisition of knowledge imperative for attaining organizational objectives. To optimize the efficacy of training initiatives, meticulous preparation of three pivotal components—needs assessment, program design and delivery, and training evaluation—is indispensable. These preparatory measures play an essential part in ensuring the contentment of trainees with the training process. The notion of job training satisfaction, originally put forth by Schmidt in 2007, pertains to individuals' sentiments regarding the dimensions of job-related training imparted within the workplace setting. Empirical evidence underscores that meticulously structured and thoughtfully executed training activities within a program invariably engender elevated levels of job training satisfaction (JTS). This, in turn, significantly influences employees' work-related dispositions, including job satisfaction (JS).

This function is not solely connected to enhancing business performance; it also significantly influences employee attitudes, crucial factors that impact job performance [1]. According to existing literature, It is possible to define job satisfaction. as "a favorable psychological phase arising based on an evaluation of a person's employment or work-related encounters." ([2], p. 94). Job satisfaction stands as a key job attitude that shapes employees' behaviors and exhibits a robust correlation with other emotional outcomes, including motivation to learn, turnover rates, and overall firm performance [3].

This research paper aims to look into the effects of online training programs about employment fulfillment for employees and job performance in the healthcare sector in Delhi NCR. The study has been done by conducting surveys to collect data from healthcare employees who have participated in online training programs. The research will explore how related the online employment satisfaction and training and job performance are, and identify any potential barriers to effective online training in the healthcare sector. This research's conclusions will be helpful. for healthcare organizations in Delhi NCR to design effective online training programs which could improve employee performance satisfaction and job performance.

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Keywords: Job Performance, Job Satisfaction, Health Care Sector

1. INTRODUCTION

The healthcare sector is one of the most critical sectors in the worldwide, which requires highly skilled professionals, including doctors, nurses, and other healthcare staff. The nursing profession, in particular, is a demanding job that requires extensive training and education to ensure high-quality patient care. The healthcare sector in Delhi NCR has witnessed significant growth in recent years, leading to a high demand for skilled nurses. However, with the growing demand, healthcare organizations face challenges in providing adequate training to their nursing staff.

Online training programs have become a popular option for healthcare organizations to overcome the challenges associated with traditional training methods. Online training provides a flexible and convenient way for nurses obtain new information and abilities while balancing their duties and personal lives. Moreover, online training programs are cost-effective and enable organizations to provide training to a large number of employees simultaneously.

The impact of online training programs on employee job satisfaction and job performance has been a subject of much interest and debate among researchers and practitioners. Previous research has shown that online training programs can significantly improve employee job satisfaction and job performance. However, little research has been conducted on the impact of online training programs specifically on nurses in the healthcare sector in Delhi NCR.

Therefore, this study aims to look into the effects of online training programs on employment happiness among employees and job performance in the healthcare sector in Delhi NCR, with a particular focus on nurses. The research will delve into the subsequent questions:

1. What effect does online training programs have on the job satisfaction of nurses in the healthcare sector in Delhi

NCR?

2. What effects does online training programs on the performance of the job of nurses in the healthcare sector in Delhi NCR have?

To answer these research questions, a quantitative research approach will be used. A survey will be conducted among nurses working in different healthcare organizations in Delhi NCR. The survey will collect data on the nurses' perceptions of online training programs and their impact on their job satisfaction and job performance.

Findings from the research are expected to share details about the effectiveness of online training programs in enhancing employee job satisfaction and job performance in the healthcare sector, with a specific focus on nurses. The study's results may help healthcare organizations in Delhi NCR and other regions to develop and implement effective online training programs to improve their nursing staff's skills and knowledge, ultimately leading to improved patient care and outcomes.

2. LITERATURE REVIEW

The process of training is a crucial component of employee development, which enables individuals to enhance their information, expertise, and organizational systems. This has been demonstrated by a number of researchers, including Blanchard and Thacker (1999), Vasudevan (2014), Mozael (2017), Sri Dhurgah et al. (2018), Huang (2019), and Alnawfleh (2020). According to Cole (2002) and Dessler (2010), Training is an educational endeavor focused on acquiring knowledge and skills that enables individuals to obtain the necessary abilities and expertise required to carry out a task, which in turn improves job performance. Furthermore, Engetou (2017) suggests that training can facilitate both both efficiency and safety in organizational activities, as noted by Katz (2020).

However, Lerman et al. (1999) and Billikopf (2003) argue that employees waste time during the training period and struggle to adapt to new job requirements. David et al. (2005) contradicts this discovery and Jenks et al. (2007), discovered that training can improve employees' information, competencies, and capabilities, leading to improved job performance and satisfaction.

Job performance is influenced by the training an employee receives, as shown by Asim (2013), Rodriguez and Walters (2017), Sandamali et al. (2018), Karim et al. (2019), Mahadevan and Yap (2019), and Alnawfleh (2020). Job performance is defined by the effectiveness and efficiency with which a worker completes tasks, as well as their attitude towards the tasks (Brown, 2008; Baldwin, 2008; Sila, 2014). The methods, outcomes, applicability, and achievements of an individual also contribute to job performance, as noted by Nassazi (2013), Huang (2019), Gridwichai et al. (2020), and Alnawfleh (2020). Halawi and Haydar (2018) uncover that training stimulates employee behavior and improves their capability by which they perform their job efficiently and productively. Diamantidis and Chatzoglou (2018), Mahadevan and Yap (2019), and Alnawfleh (2020) suggest that training equips individuals with essential skills necessary for the effective execution of diverse roles within the organization.

Job satisfaction encapsulates the positive or negative emotions that an employee harbors in relation to their job., as noted by Latif (2012), Sharma and Chandra (2013), and Varshney (2019). Job satisfaction is subjective, as factors that satisfy one individual may not satisfy another (Rowden and Conine, 2005). However, personal development support by management can lead to employee satisfaction, as suggested by Maurer and Lippstreu (2008) and Cherif (2020). Training is another factor that influences satisfaction of the employees, according to Garcia-Bernal et al. (2005), Vasudevan (2014), Tzafrir (2016), Huang (2019), and Gazioglu and Tansel (2006). Fontova-Almato et al. (2020) note that improving job satisfaction through training is necessary for organizations to achieve optimal employee performance. Community Banker (2001) found that training improved expertise and aptitude, leading to increased job satisfaction among employees in the USA. Vasudevan (2014) additionally discovered that training was beneficial for enhancing employee job satisfaction. Consequently, organizations neglecting training initiatives might miss out on attaining the highest echelons of employee job satisfaction, which could result in diminished morale, heightened discontent, and ultimately elevated turnover rates.

3. RESEARCH METHODOLOGY

3.1 Conceptual Framework

After conducting a thorough review of the relevant literature, it was identified that a crucial influence is played by employee training in determining both job performance and job satisfaction. In consideration of these findings, the present study endeavors to scrutinize the substantive significance of training as an independent variable in its relation to employee job performance and job satisfaction as dependent variables. In pursuit of this goal, the ensuing conceptual framework has been meticulously developed, drawing upon the nuanced insights distilled from the existing body of literature.

INDEPENDENT VARIABLE	DEPENDENT VARIABLE
<ul style="list-style-type: none"> ● Online Training Programs → Content → Duration → Trainer Knowledge → Soft skill and technical skill 	<ul style="list-style-type: none"> ● Job Satisfaction ● Job Performance

Figure 1: Proposed Conceptual Framework

3.2 Research Hypothesis

Hypothesis testing assumes critical significance in the present study owing to its potential to either accept or reject the formulated hypothesis. The outcome of this process offers a clear indication of the research variables' importance. Thus, by amalgamating the outcomes derived from the comprehensive analysis of existing literature with the conceptual framework illustrated in Figure 1, the hypothesis for this research is formulated as follows:

3.2.1 First Set of Hypothesis

(H0a): The online training program conducted has no statistically significant relationship with employees' job performance in the healthcare sector within Delhi NCR.

(H1a): The online training program conducted holds a statistically significant relationship with employees' job performance in the healthcare sector within Delhi NCR.

3.2.2 Second Set of Hypothesis

(H0b): The online training program conducted does not exhibit a statistically significant relationship with employees' job satisfaction in the healthcare sector within Delhi NCR.

(H1b): The online training program conducted demonstrates a statistically significant relationship with employees' job satisfaction in the healthcare sector within Delhi NCR.

3.3 Research Methodology Explanation

This research aimed at gathering employee's responses within the healthcare sector who participated in training programs located in Delhi NCR. The primary objective of this research was to enhance the understanding of factors that influence employees' job performance and job satisfaction. The research sought to examine the connections between the independent variable (online training program) and the dependent variables (job performance and job satisfaction) utilizing a survey methodology, the study employes a pre-structured questionnaire designed in accordance with model after "The Impact of Employee Training Programs on Job Performance and Job Satisfaction in Telecommunication Companies in Malaysia" (2020).

Due to the study's focus on a limited population sample of trained employees, resulting in a relatively modest dataset, the most suitable philosophical paradigm for addressing the pursuit of research inquiries and the realization of the research objectives align with post – positivist paradigm. As Pham (2018) suggests, this paradigm facilitates the anticipation of outcomes, theoretical analysis, and the exploration of relationships among variables in this study.

Survey research was employed as the chosen methodology for data collection. A total of 50 Google Forms were distributed to employees in the healthcare sector of Delhi NCR. The research's specific objective guided the data analysis and presentation, aimed at responding to the research questions. Data coding and processing were executed using Microsoft Excel 2019.

Regression analysis was executed to evaluate the correlation between the two quantitative variables: training and job performance and training and job satisfaction. This analysis aimed to ascertain the presence of a theoretical basis for a casual relationship between these variables. Additionally, the correlation procedure was employes to assess the magnitude of the relationship among the two quantitative variables: training and job performance, and the training and job satisfaction, within the specific cohort of employees in the healthcare sector.

3.4 Population and Sampling

The populace encompasses the complete dataset that holds significance within a study, whereas the target population comprises among people, from which a sample is selected (Saunders et al., 2003). Considering the logistical challenges associated with collecting data from the entire statistical population, a representative sample was selected from the pool of employees within the healthcare sector. Consequently, the focus of this study was directed towards a target population comprising 50 full-time nurses working within the healthcare sector located in Delhi NCR.

FINDINGS AND INTERPRETATION

Table 1: Employee Profile

Demographics	Number	Demographic Percentage
Gender		
Male	0	0
Female	52	100%
Designation		
Nurse	21	40%
Head Nurse	12	23%
Nursing Assistant	8	15%
Nurse Practitioner	11	21%

Table 1 displays the demographic composition of the employees who participated in the healthcare sector training programs under investigation. In relation to gender, the entirety of respondents identified as female (100%). Regarding employee designations, the distribution was as follows: Nurses constituted 40%, Head Nurses accounted for 23%, Nursing Assistants represented 15%, and Nurse Practitioners comprised 11% of the participants.

The Correlation between the Predictor variable of conducted Training Programs and the Dependent variable of Employee Job Performance

Table 2: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of Estimate
1	0.91	0.844	0.79	0.52862

Model	ds	ss	MS	F	Significance F
1. Regression	13	57.719499 17	4.439961475	15.73947035	2.75463E-11
2. Residual	37	10.437363 58	0.282090907		
3. Total	50	68.156862 75			

Table 3: ANOVA

Upon conducting a one-way analysis of variance (ANOVA) based on the data presented in the above Table 3, the "F" statistic was computed to evaluate the hypothesis for the sampled population (N = 50). The calculated F statistic was determined as $F(13, 37) = 15.739$, with a corresponding p-value exceeding 0.05. The tabulated F statistic is 4.742159. Comparing the calculated F statistic (15.739) with the tabulated F statistic, it is evident that the calculated value surpasses the tabulated value. Consequently, the null hypothesis H_0 is rejected, and the alternative hypothesis H_1 is accepted. The result indicates a quantitatively important correlation between the implemented training program and employees' job performance.

CONCLUSION AND MANAGERIAL IMPLICATIONS

The healthcare industry is witnessing changes due to emerging business models, government regulations, and evolving patient expectations. In order to keep pace with these constant disruption's hospitals are required to adapt to emerging trends and practices. One of the significant ways to manage this is by revamping hospital training and development programs such that it empowers the personnel with the skills and capabilities required to improve patient care and provide better healthcare services. This study has shown that the implementation of an online training program in the healthcare sector can have a significant impact on healthcare practices, education, and outcomes. The researcher has discovered that online training exerted and impact on job performance and job satisfaction among the healthcare sector employees, that aligns with the outcomes of Asim (2013), Rodriguez and Walters (2017), Sandamali et al. (2018), Karim et al. (2019), Mahadevan and Yap (2019), and Alnawfleh (2020).

Job performance is defined by the effectiveness and efficiency with which a worker completes tasks, as well as their attitude towards the tasks (Brown, 2008; Baldwin, 2008; Sila, 2014). The methods, outcomes, applicability, and achievements of an individual also contribute to job performance, as noted by Nassazi (2013), Huang (2019), Gridwichai et al. (2020), and Alnawfleh (2020). Halawi and Haydar (2018) discovered that training stimulates employee behavior and improves their ability to perform their job efficiently and productively. Diamantidis and Chatzoglou (2018), Mahadevan and Yap (2019), and Alnawfleh (2020) suggest that training provides individuals with crucial skills required to perform various jobs within the company. This highlights the necessity for comprehensive training for all employees, equipping them with the required skills, knowledge, and attitudes to achieve and elevate job performance and job satisfaction. Which supports the finding of Latif (2012), Sharma and Chandra (2013), and Varshney (2019). Job satisfaction is subjective, as factors that satisfy one individual may not satisfy another (Rowden and Conine, 2005). However, personal development support by management can lead to employee satisfaction, as suggested by Maurer and Lippstreu (2008) and Cherif (2020). Training is another factor that influences employee satisfaction, according to Garcia-Bernal et al. (2005), Vasudevan (2014), Tzafirir (2016), Huang (2019), and Gazioglu and Tansel (2006). Fontova-Almato et al. (2020) note that improving job satisfaction through training is necessary for organizations to achieve optimal employee performance. The implications of this study for the healthcare sector are significant. By implementing online training programs, healthcare organizations can provide flexible, cost-effective, and accessible training to their workforce. This can help address the current shortage of healthcare professionals and improve the quality of care provided to patients. The implications of this study are significant for the healthcare sector. HR practitioners must realize that in order to provide high-quality patient care, increase staff efficiency, expand services and maintain compliance and accreditation, they should plan and invest in staff training and development initiatives.

By investing in online training programs, healthcare organizations can provide their employees with the abilities and information required to deliver top-notch care. Moreover, online training can help address the shortage of healthcare professionals by providing access to training for professionals in remote areas. In conclusion, this study highlights the importance of investing in online training programs for healthcare professionals.

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