



ORIGINAL ARTICLE

Effectiveness of early job training on knowledge and satisfaction of nurses of public hospitals of the Karaj city

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ABSTRACT

Educating and empowering employees is one of the most complex tasks in the administration of any organization, especially in human resource management. The present study aimed to investigate the impact of early job training courses on knowledge and satisfaction of nurses in public hospitals of Karaj city. This was a quasi-experimental study. The population consisted of 350 nurses in public hospitals of Karaj. The sample was selected by random class sampling method (n=160). A researcher made questionnaire was used for evaluating the knowledge of nurses and their satisfaction of training quality. The content and face validity was determined by experts in medical education organization. The spss version 18 software, descriptive statistics parameters (frequency distribution, mean, and standard deviation), inferential tests (Paired t-test and independent t-test) and, analysis of covariance ANCOVA were used for analyzing the data. The results showed that early job training increased knowledge of employees. Also, there was a relationship between satisfaction of training and gender; men were more satisfied than women. However, there were no relationship between satisfaction, age, experience period, and place of employment. To increase knowledge and performance of the organization, managers of organizations should consider early job training more seriously to enhance organizational knowledge. In jobs requiring high skills, early job training should be done more widely by professional trainers. To increase the satisfaction of female personnel, the early job training should be done with higher quality.

Key words: early job training, knowledge, satisfaction, nurse's knowledge, nurse's satisfaction.

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INTRODUCTION

Today, the effectiveness and training of human resources is one of the main strategies for positive adjustments with changes as competitive advantage of organizations. Therefore, its strategic position and importance is undeniable in the survival and development of the organization. Training is a key factor in the development. If it be properly planned and implemented, it may have significant economic returns. The training of staff is a strategic action. It increases knowledge at individual level, develops organization at organizational level, and increases effectiveness at national level. Therefore, it is the most fundamental action that initiates change in organizations (1). Training means change in knowledge, attitude, and interaction with colleagues (2). The infrastructure development of countries and organizations is associated with creativity and innovation of human resource. The appropriate training courses aim to maximize the effectiveness and efficiency of the organization's members. To maximize the effectiveness and efficiency of organization's members, appropriate training courses must be developed, the environment should be introduced, and they should be justified based on the needs. The effectiveness depends on the knowledge, skills, and attitudes of the workforce. It can be said that skill plays an important role in achieving organizational effectiveness and flexibility. The workforce Training can modify them, prepare them to adapt to new processes and techniques, and allow the effectiveness to grow rapidly (3). In the past it was thought that the learning time, working time, and living time are separate. Therefore, it was important to train people before the task was given to them. According to this idea, man learns for a time, lives and works in a productive and profitable manner, and when work and

life begins again, there is no considerable need for training. Now, this idea is not valid anymore and training is associated with human life (4). The officials of organizational units must think about the situation and success of their organization. One option for increasing the scientific development of organization is staffs' participation in early job training courses. Administrators believe that early job training courses may improve the employee's knowledge, skills, and attitude capabilities. However, they sometimes ignore the factors of change in staff behavior. Such ignorance may fail them in trying to improve the organization. Therefore, training and empowerment is an ongoing and planned effort by the management to improve the level of employees' and organizational performance (5). The employees' training includes programs designed to improve performance at individual, group, or organizational level. Training is a learning process that leads to gaining new knowledge and skills to achieve organizational goals. In particular, training provides the staff with identified knowledge and skills for using in existing job. The empowerment of nurses with early job training courses is one of the effective techniques to improve their effectiveness and their optimal use from their capacities and capabilities in the field of organizational goals. The early job training refers to the training is provided at the beginning of the service to new employed staffs. The purpose of this training is to familiarize new employees with the objectives and tasks of the job, employment laws and regulations, personal and professional rights and duties, work environment, administrative system, and the constitution of the Islamic Republic of Iran.

MATERIALS AND METHODS

This is a quasi-experimental study. A researcher made questionnaire was used for evaluating the knowledge of nurses and their satisfaction of training quality. A researcher made questionnaire containing 30 questions was used to evaluate the knowledge in early job training. The content validity was determined by experts in medical education organization. The total score of the individuals was computed to obtain the pre-training and post-training scores for each individual. Since the questions were in dual mode, the Kuder-Richardson coefficient was used for evaluating the reliability. The reliability of knowledge questionnaire was obtained 0.74. This was a good reliability for the questionnaire.

However, a researcher made questionnaire was used to evaluate the satisfaction from early job training and 50 items were designed to preserve the internal validity of the questionnaire. It was distributed among 100 professors in Medical Sciences University of Alborz. After collection and analysis, 20 questions which 80% of the professors believed they lacked the necessary validity were removed from the questionnaire. Finally, a questionnaire with 30 questions and 5 point Likert scale was developed. The reliability of this questionnaire was obtained 0.93. This was a good reliability for evaluating the satisfaction.

The study included an intervention group and a control group. The sample was selected by random class sampling method (n=160). They matched with the test group in terms of three variables of education, previous employment history, and gender. The spss version 18 software, descriptive statistics parameters (frequency distribution, mean, and standard deviation), inferential tests (Paired t-test and independent t-test) and, analysis of covariance ANCOVA were used for analyzing the data.

FINDINGS

BASED ON THE results, 125 nurses (78.13%) are female and 35 nurses (21.88%) are male. Accordingly, the mean and median of participants' age is 27.63 and 27 years, respectively with a standard deviation of 2.09. The minimum and maximum age was 24 to 36 years. Based on results, the mean of participants' nursing experience 2.71 years, with a standard deviation of 0.87. The minimum and maximum experience period was 1 to 4 years. Accordingly, Kamali, Rajai, Shariati, Bahonar, and Madani hospitals and 115 Emergency have the following frequency and percentage. The results of covariance analysis shows the significant impact of training on enhancing knowledge. There is a significant relationship between the hospital and age impact on knowledge score (P-value<0.05). However, there is no significant relationship between the impact of gender and work experience on knowledge score (P-value>0.05).

DISCUSSION

Based on the results, it can be said that early job training increases the knowledge of nursing staff. Also, it has a significant relationship with gender, age, work experience, and the hospital. It is consistent with the results of Mohammadi et al study who considered the in-service training as the factor of improvement in job knowledge. Also, it is consistent with the findings of Morris (7) who explored the role of early job training work on the development of staff. He found no significant difference between those who have and those who have not completed this training course. The results also showed a significant difference between the mean scores of knowledge in two groups before intervention (P>0.05). However, the mean

of knowledge scores before intervention in the two groups is the same. The above findings are consistent with the results of Hosseini et al (8). He found that training impacts on the continuous quality improvement of knowledge, attitude, and performance. The results showed that there is a relationship between satisfaction of training and gender ($P < 0.05$); men were more satisfied than women. The results of this study are consistent with the study of Shirzad et al. They studied the satisfaction of the interns and externs medical students from the quality of clinical education. It showed that there is no significant relationship between the level of satisfaction of clinical education, age, sex, and educational level. Also according to the results, the correlation coefficient between two variables including satisfaction of training and age was $\rho = 0.03$ and $P\text{-value} = 0.79 > 0.05$. This implies the independence of two variables and it can be said that there is no relationship between age and satisfaction from the quality of training. The results of this study is consistent with the results of Shirzad et al (9). They showed there is no relationship between satisfaction of clinical education, sex, age, and educational degree. Also, it is not consistent with the results of Hadavand et al (10) who reported that the courses are optimal according to the view of all participants. Based on the results, it can be said that the satisfaction of training has a significant relationship with work experience and workplace. The results of the study are consistent with the study of Alavi et al (11). They showed that the demographic variables including gender, work experience, employment status, and educational level has no impact on the satisfaction of the staff who participated in e-learning courses.

CONCLUSION

The empowerment of employees with early job training courses is one of the effective techniques to improve their effectiveness and their optimal use from their capacities and capabilities in the field of organizational goals. The officials of organizational units must think about the situation and success of their organization. One option for increasing the scientific development of organization is staffs' participation in early job training courses. The early job training courses may improve the employee's knowledge, skills, and attitude capabilities. Based on the findings, early job training increases the knowledge of employees in both the intervention and control groups. However, another study is needed; because there is difference in the impact of education on knowledge of nurses in both Shariati and Madani hospitals. Also, there is no significant relationship between satisfaction of training quality, age, work experience, and workplace; but, men were more satisfied than women and this require an independent study with an emphasis on gender. According to the results of the study, it is suggested that in jobs requiring high skills, early job training should be done more widely by professional trainers.

Key points

To increase knowledge and performance of the organization, managers of organizations should consider early job training more seriously to enhance organizational knowledge.

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