

Abstract

Training Need Identification of Front Office Executives of Rajiv Gandhi Cancer Institute & Research Centre

by

Silki Anand

Introduction

Front office staff is the First point of contact between the hospital and the community and can make or mar the reputation of the hospital. Any job requires a person to meet certain standards. Standards are levels of expertise or skills one has to comply with to do a job properly. The front office staff have prescribed guidelines of job description given to them. From literature review it is found that, patients are not satisfied with rude and ignorant behaviour of front office staff (1) and HODs has recommended some areas where training is required

The present study aimed to identify training needs of front office staff in order to satisfy patients and increase job efficiency of the employee which will directly lead to the growth of the Organization.

Methodology

All the 55 front office executives of Rajiv Gandhi Cancer Institute and Research centre were included in the study. The study is descriptive in nature with both aspects of Qualitative and Quantitative research methodology. Questionnaire and Observational approach were used to identify training needs of front office staff.

Results and Findings

From the perception of front office staff, it is found that Immediate training is required for Interpersonal skills specially focusing on irritation which they gets by Query raised by number

of patients together. Subsequent training is required for financial and other Counseling , Stress Management and no training is required for rapport building, Interdepartmental Co-ordination, Crisis management, Team work, Job Knowledge However the researcher Observation is saying that immediate training is required for personal grooming, Interpersonal relations. Subsequent training is required for financial counseling, Inter departmental co-ordination and no training is required for job knowledge (except financial counseling)

Conclusion

Training need identification is important from both the organizational point of view as well as from an individual's point of view. In this study it is found that immediate training is required for Interpersonal skills and Personal grooming. Subsequent training is required for Inter departmental co-ordination, Communication skills, Job Knowledge and Stress Management. However training is not required for Team Work.

