



# International Journal of Research Publication and Reviews

Journal homepage: [www.ijrpr.com](http://www.ijrpr.com) ISSN 2582-7421

## EFFECTIVENESS OF QUALITY OF WORK LIFE OF EMPLOYEES IN MEDICAL CODING INDUSTRY

*Mr. Shankar V<sup>1</sup> · Mr. Pradhap B<sup>2</sup>*

<sup>1</sup>Final year MBA Student/Department of Management Studies IFET College of Engineering, IFET Road, Gangarampalayam Villupuram-605 108

<sup>2</sup>Assistant Professor/ Department of Management Studies/ IFET College of Engineering, IFET Road, Gangarampalayam Villupuram-605 108

### ABSTRACT

Training and development can improve the effectiveness of an organization, its employees, and the teams within it. Training effectiveness is a measure of how well training supports learning and the transfer of training, and it can also refer to the company's return on investment (ROI). It can be measured by assessing the impact of training on learners' knowledge, skills, and performance. Training and development can have many benefits, including: increased efficiency, improved employee morale, better human relations, reduced supervision, and increased organizational flexibility and liability. Some training and development programs teach new hires to perform a specific job, while others update the skills and knowledge of established employees. Some of the money is spent to provide technology-related training that teaches employees to operate, maintain, or repair equipment used in the work place. Technology training is needed for workers in industries as diverse as construction, manufacturing, health and transportation.

**KEYWORDS :** Human Resource Management , Training and Development

### INTRODUCTION :

Training and development are fundamental components of an organization's strategic approach to enhancing its effectiveness. These processes are designed to improve the knowledge, skills, and competencies of employees, aligning their growth with the company's goals and objectives. The effectiveness of training and development can be gauged through various metrics, including improvements in job performance, increased productivity, enhanced employee morale, and a positive impact on the organization's overall performance.

Effective training supports learning and ensures the transfer of skills from the training environment to the workplace. It is crucial to create programs that are not only informative but also engaging, practical, and relevant to the employees' roles. This relevance boosts retention and application of new skills, directly impacting job performance. Furthermore, the transfer of training is optimized when organizations provide continuous learning opportunities and supportive environments that encourage the application of new skills.

Measuring the effectiveness of training involves assessing the impact on learners' knowledge, skills, and performance. Pre- and post-training assessments, performance metrics, and feedback mechanisms are common methods used to evaluate the effectiveness. A successful training program should demonstrate a tangible return on investment (ROI), where the benefits, such as increased efficiency and productivity, outweigh the costs involved.

The benefits of effective training and development are multifaceted. It leads to increased efficiency as employees perform tasks more accurately and quickly. Improved morale results from employees feeling valued and invested in, which enhances job satisfaction and loyalty. Better human relations are fostered through training in communication and teamwork, reducing conflicts and improving collaboration. Moreover, effective training reduces the need for extensive supervision, allowing managers to focus on strategic initiatives. Lastly, a well-trained workforce enhances organizational flexibility, making it easier to adapt to changes and reducing liability risks through compliance training.

In conclusion, the strategic implementation and continuous evaluation of training and development programs are vital for an organization's growth and success, benefiting both the employees and the overall business performance.

## LITERATURE REVIEW :

### EFFECTIVENESS OF TRAINING AND DEVELOPMENT :

Smith, J., and Brown, A. discuss the relevance of aligning training programs with company goals. They emphasize that specialized training programs considerably boost work performance and employee happiness. (Source: Improving Employee Performance with Strategic Training Programs.)

Goldstein and Ford describe the methodical design, development, and assessment of training programs. They highlight the significance of needs assessment, training design, and evaluation in guaranteeing training efficacy. (Source: Training for Organizations)

Kirkpatrick, D.L., and Kirkpatrick, J.D. (2006). Kirkpatrick and Kirkpatrick define a commonly used model for analysing training success in their book, *Evaluating Training Programs: The Four Levels*, which was published by Berrett-Koehler. Their approach incorporates reaction, learning, behavior, and results, resulting in a comprehensive framework for assessing training outcomes.

Salas, E., and Cannon-Bowers, J.A. (2001). Salas and Cannon-Bowers' essay, *The Science of Training: A Decade of Progress*, published in the *Annual Review of Psychology*, examines advances in training research. They emphasize the significance of developing training that takes into account cognitive, behavioral, and contextual elements in order to optimize efficacy.

Aguinis, H., & Kraiger, K. (2009). "Benefits of training and development for individuals and teams, organizations, and society" in *Annual Review of Psychology*. Although not within the past few years, this seminal work is foundational in understanding the multi-level benefits of training and development. It highlights the direct and indirect impacts on organizational performance.

Blume, B. D., Ford, J. K., Surface, E. A., & Olenick, J. (2019). "A dynamic model of training transfer" in *Human Resource Management Review*. This paper presents a dynamic model illustrating how individual and situational factors interact over time to influence the transfer of training, emphasizing the role of continuous learning opportunities.

### Effectiveness of Training and development

Training and improvement efficacy can be assessed by several metrics, along with improved paintings overall performance and extended manufacturing.

Blessings include progressed abilities and information, better selection-making and hassle-solving, progressed communicate and teamwork, accelerated employee engagement and motivation, decreased turnover and absenteeism, expanded customer satisfaction, extended innovation and creativity, and ROI analysis. effective education and development packages can enhance worker overall performance, adaptability, competitiveness, employee retention, patron satisfaction, and profitability.

### TYPES OF TRAINING AND DEVELOPMENT PROGRAMS WHICH ARE PROVIDED TO THE EMPLOYEE:

Training Program Type	Objective	Training Methods
Basic Medical Coding Training	Introduce fundamental coding principles and guidelines.	Classroom training, online courses, self-study manuals.
Advanced Medical Coding Training	Develop expertise in complex coding scenarios.	Workshops, seminars, online advanced courses.
Certification Preparation	Prepare for certification exams like CPC, CCS, etc.	Exam prep courses, practice exams, study groups.
ICD-10 Training	Educate coders on ICD-10 coding standards and practices.	Interactive e-learning, webinars, hands-on practice.
HIPAA Compliance Training	Ensure understanding of HIPAA regulations and compliance.	Online modules, compliance seminars, case studies.
EHR (Electronic Health Records) Training	Train on the use of EHR systems for accurate coding.	Software simulations, hands-on labs, user manuals.
Specialty Coding Training	Focus on coding for specific medical specialties.	Specialty-specific workshops, online modules.

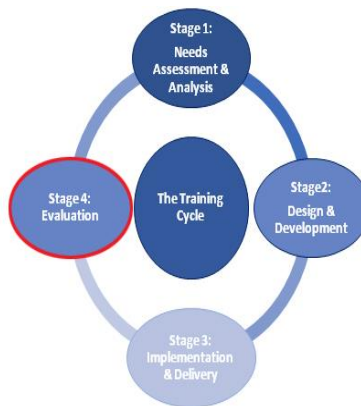
<b>Auditing and Compliance Training</b>	<b>Teach auditing skills and compliance with coding standards.</b>	<b>Case studies, audit simulations, compliance courses.</b>
<b>Continuing Education</b>	<b>Keep coders updated with latest coding changes and trends.</b>	<b>Webinars, professional conferences, online CE courses.</b>
<b>Clinical Documentation Improvement (CDI) Training</b>	<b>Improve accuracy and completeness of clinical documentation.</b>	<b>Seminars, interactive workshops, role-playing.</b>
<b>On-the-Job Training</b>	<b>Provide practical experience and mentorship.</b>	<b>Mentorship programs, supervised coding sessions.</b>
<b>Soft Skills Training</b>	<b>Enhance communication, teamwork, and problem-solving skills.</b>	<b>Interactive workshops, role-playing exercises, e-learning.</b>

**STAGES OF TRAINING AND DEVELOPMENT**

Training should be conducted in a systematic order so as to derive expected benefits from it. The training system involves four stages, namely:

- a. Assessment of training and development programs needs.
- b. Designing the training and development programs.
- c. Implementation of the training program
- d. Evaluation of the training program

**STAGES IN TRAINING AND DEVELOPMENT PROGRAMS**



**DEVELOPMENT**

Employee development programs are designed to meet specific goals that contribute to both employees and organizational effectiveness. The management development process has several steps. These includes a review of organizational goals, an assessment of the organization's current management resources, determination of individual needs, design and implementation of development programs and evaluation the effectiveness of these programs and measuring the impact of the training on the quality of the working life of the participants. In a simple way, it can be denoted according to the following formula.

$$\text{Training Program} = \text{Needs Assessment} + \text{Objective Setting} + \text{Program Design} + \text{Implementation} + \text{Evaluation and Feedback} + \text{Follow-Up}$$

There are various authors who shared their views regarding the role of training and development in different aspects. The following Table 1 provides the opinions of different authors regarding the view of training and development.

Authors	Year	Key Suggestions
Peter Cappelli	2021	Emphasizes the importance of aligning training programs with organizational strategy and employee career paths to maximize effectiveness.
Josh Bersin	2020	Advocates for a continuous learning culture supported by technology, such as AI and machine learning, to personalize and enhance the learning experience.
Jeanne Meister	2019	Recommends integrating learning into the flow of work using digital platforms and focusing on experiential and collaborative learning methods.
Nick van Dam	2018	Highlights the significance of blended learning approaches combining online and offline methods and the need for leadership development at all organizational levels.
Eduardo Salas	2021	Suggests incorporating evidence-based training practices and rigorous evaluation methods to ensure training effectiveness and return on investment (ROI).
Patti Shank	2019	Stresses the need for designing training programs based on cognitive science principles, ensuring that they are engaging and promote long-term retention of knowledge.
David Kolb	2020	Reaffirms the importance of experiential learning, advocating for hands-on, reflective practices that allow employees to apply concepts in real-world scenarios.
Brandon Hall Group	2022	Emphasizes the role of analytics in training, suggesting the use of data to drive decision-making and measure the impact of training programs.
Brene Brown	2019	Focuses on developing soft skills such as empathy, vulnerability, and leadership through training, which are essential for building resilient and effective teams.
Herminia Ibarra	2020	Encourages the development of adaptable leaders who can navigate complex environments, emphasizing real-life challenges and peer learning in leadership training.

## REFERENCE

1. Salas, E., and Cannon-Bowers, J.A. (2001). Salas and Cannon-Bowers' essay, "The Science of Training" A Decade of Progress, published in the Annual Review of Psychology.
2. Aguinis, H., & Kraiger, K. (2009). "Benefits of training and development for individuals and teams, organizations, and society" in Annual Review of Psychology.
3. Blume, B. D., Ford, J. K., Surface, E. A., & Olenick, J. (2019). "A dynamic model of training transfer" in Human Resource Management Review.