

ASSESSMENT OF LEVELS OF EDUCATION AND TRAINING AND FUTURE TRAINING NEEDS OF EMPLOYEES AT LEHURUSHE/ZEERUST HOSPITAL COMPLEX

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ABSTRACT

Background:

Education, training and development plays a critical role in the socio-economic development of any nation. South Africa as a country is faced with ever growing challenges to produce the human resources (HR) that will contribute meaningfully to its economic stability and prosperity. In addition, for the Public Service to succeed in its mandate of providing effective and efficient service delivery for the citizens of the country, it needs to invest in training and development of its employees. For example, in terms of health services, a hospital is supposed to be comprised of multi skilled personnel so that it is able to deliver a package of health services to its population. In the Lehurutshe/Zeerust District Hospital Complex it is necessary to assess the skills of employees and develop them where necessary.

Aims:

To describe the levels of education and training of employees working in Lehurutshe/Zeerust Hospital Complex in 2011 and their future training needs to inform the skills development plan (SDP) for the Hospital Complex

Methodology:

A cross sectional study design based on a retrospective record review was used for this study. The setting of this study was Lehurutshe/Zeerust Hospital Complex in Ngaka Modiri Molema District in the North West Province. The study populations were the employees employed at the hospital complex at the time that the skills audit was conducted. This audit of hospital complex employees was conducted by the Human Resources Department (HRD) in April 2011. The data related to the study was retrieved

from the skills audit documentation using a data collection tool. Data on the following variables was collected: profile of employees, their formal and informal education and their training needs. The collected, validated data was analysed using the Epi- Info 8 software.

Results:

Out of three hundred and fourteen (314) employees working at the hospital complex, only one hundred and twenty two (39%) completed the skills audit survey from the HRD. The data provided an overview of current training and education of employees and their future needs. Out of 122 employees who responded to the skills audit, sixty-two had post matric qualifications. Most of the post matric qualifications were in nursing field. Eleven employees (9%) are currently registered for post matric qualifications. Most of the employees completed grade twelve at 64.2 percent and only 1 (0.8%) was registered to advance their schooling. Twenty (16.4%) employees received informal training outside of the hospital whilst 52 (43%) employees received training that was inside the hospital, and training outside the hospital occurred less frequently. Sixty-two employees (51%) wanted to have more training and specified the type or types of training they wanted to have. Clinical type of training was at 65%, academic type of training was at 55% and management and communication types of trainings were at 60% each.

Conclusion:

The study did not only provide the hospital and provincial management with input in relation to the training and development of its staff, but will also serve as a basis for the department's SDP. The SDP is meant to assist employees of the Hospital Complex, through training and education, to optimally provide patient care and ultimately improve services.

The information and the recommendations made from the research will assist the health planners at various levels like the district, provincial and national level, in prioritizing training and development for health employees.