

Exploring the benefits of Online Training for Healthcare Professionals in Delhi NCR

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ABSTRACT

Continuous training is an essential investment in human resources because it helps people acquire the skills and information needed to accomplish corporate objectives. The careful planning of three crucial elements—needs assessment, program design and delivery, and training evaluation—is necessary to optimize the efficacy of training programs. These proactive steps are essential to guaranteeing that trainees are satisfied with the training experience. The notion of job training satisfaction (JTS), which was first presented by Schmidt in 2007, concerns how people see the many aspects of workplace-based training. Research demonstrates that training activities that are carefully planned and implemented within a program always result in higher JTS levels. This in turn has a major impact on the views that workers have about their jobs, including job satisfaction (JS).

This function extends beyond merely enhancing business performance; it profoundly affects employee attitudes, key determinants of job performance [1]. Job satisfaction can be defined as "a favorable psychological state resulting from an evaluation of a person's job or work-related experiences" ([2], p. 94). Work satisfaction is a crucial work attitude that influences employee actions and has a strong relationship with other emotional outcomes, such as learning motivation, employee turnover, and overall performance of the firm [3].

This study aims to investigate the advantages of online learning for the Delhi NCR healthcare industry. In order to gather relevant data for the study, healthcare staff members who have taken part in online training programs are surveyed. The study intends to determine whether job performance and online job training satisfaction are related, as well as what obstacles can stand in the way of efficient online training in the healthcare industry. The practical relevance of the research findings for healthcare businesses in Delhi NCR can be observed in the design of online training programs that aim to improve job happiness and performance among employees.

Note: This paper is an extended version of the previously written paper titled "The Impact of Online Training Programs on Employee Job Satisfaction and Job Performance: A Study in the Healthcare Sector in Delhi NCR," authored by Riya Wilson, Dr. Amisha Gupta, Dr. Neha Shukla, Priyesh Pal, Ekta Phartiyal, and Shruti Singh.

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Objectives: to conduct a thorough analysis of nurses' free-text comments in the Delhi NCR healthcare industry in order to identify emerging trends and new information on the effects of online training programs on health professionals' job performance and job satisfaction.

Design: Free-text data from a population-based survey that has been thematically analysed.

Settings and participants: A total of 13 participants who are currently working in the healthcare sector for a few years or working currently.

Main outcome measures: Expressions for free-text themes are coded. Overarching topics are determined using comment categories.

Methods: Thirteen respondents provided free-text comments. To code the data, a multistage process was used: general categories were created from the comments, then subcategories within those categories were coded, then cross-sectional analysis was used to identify themes that cut across categories, and finally, categories and subcategories were mapped to corresponding closed questions.

Results: All free-text responders expressed positivity regarding their stress levels and acknowledged its impact on job performance. Through interviews with employees, we identified recurring themes pertaining to training, the benefits derived from it, its effectiveness, and overall satisfaction levels. Subsequently, constituent subthemes were thoroughly examined within these categories.

Conclusion: This study focuses on specific areas of employee job satisfaction and job performance and discovers several traits that run across the journey. While all replies were positive, further inquiry found that a considerable number of respondents were skeptical. These programs not only empower nurses with the knowledge and skills necessary for their roles but also contribute to a positive work environment and, ultimately, improved patient care and outcomes.

Keywords: Job Performance, Job Satisfaction, Health Care Sector

1. INTRODUCTION

One of the most important industries in the world is healthcare, which needs highly qualified workers including doctors, nurses, and other healthcare staff. In order to guarantee high-quality patient care, the nursing profession is a demanding one that calls for substantial training and education. The need for qualified nurses has increased as a result of the healthcare industry's notable expansion in Delhi NCR in recent years. Nonetheless, healthcare companies are finding it difficult to give their nursing staff the proper training in light of the rising demand.

Healthcare businesses are increasingly using online training programs as a way to get around the drawbacks of more conventional training approaches. A simple and adaptable method for nurses to acquire new skills and knowledge while managing their work and personal obligations is through online training. Additionally, online training programs save money for businesses and allow them to train lots of staff members at once.

Researchers and practitioners have been discussing and debating the effects of online training programs on worker job satisfaction and performance. Online training programs can dramatically increase employee work satisfaction and performance, according to prior study. On the other hand, not much research has been done on how online training programs affect nurses in the healthcare sector in Delhi NCR.

Thus, the purpose of this study is to investigate how online training programs affect job satisfaction and performance in the healthcare industry in Delhi NCR, specifically with regard to nurses. The study will investigate the following queries:

1. How do online training programs affect nurses' job satisfaction in Delhi NCR's healthcare industry?
2. How do online training programs affect the way nurses in Delhi NCR's healthcare system do their jobs?

A quantitative research methodology will be applied to address these study topics. Nurses employed by various healthcare institutions in Delhi NCR will be surveyed. Data regarding the nurses' opinions of online training programs and how they affect their performance and job satisfaction will be gathered through the survey.

The research's conclusions should provide information on how well online training programs might improve workers' job satisfaction and productivity in the healthcare industry, with a particular emphasis on nurses. The study's findings might aid healthcare institutions in Delhi NCR and other areas in creating and implementing efficient online training programs to raise the expertise and knowledge of their nursing staff, which would ultimately improve patient outcomes and care.

2. LITERATURE REVIEW

The process of employee training holds significant importance in the realm of professional development, offering individuals the opportunity to augment their knowledge, skills, and familiarity with organizational systems. This assertion finds support in various research works by esteemed scholars such as 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 represents an educational endeavor that centers on the acquisition of knowledge and competencies, enabling individuals to cultivate the essential proficiencies required for effective task execution, thus fostering improved job performance. Moreover, as posited by Engetou (2017) and underscored by Katz (2020), training serves as a catalyst for enhancing both efficiency and safety within organizational activities, though, it is crucial to acknowledge dissenting viewpoints. Lerman et al. (1999) and Billikopf (2003) contend that employees may expend time ineffectively during the

training period and encounter challenges in adapting to new job demands. In contrast, David et al. (2005) counter this argument, with the research findings of Jenks et al. (2007) supporting the notion that training can indeed enhance employees' knowledge, competencies, and capabilities, thereby translating into improved job performance and satisfaction.

It is clear from the works of Asim (2013), Rodriguez and Walters (2017), Sandamali et al. (2018), Karim et al. (2019), Mahadevan and Yap (2019), and Alnawfleh (2020) that the quality of training received has a considerable impact on job performance. The definition of job performance is a complex idea that includes an employee's general attitude toward their obligations as well as their efficacy and efficiency in carrying out their activities (Brown, 2008; Baldwin, 2008; Sila, 2014). Furthermore, as noted by Nassazi (2013), Huang (2019), Gridwichai et al. (2020), and Alnawfleh (2020), individual approaches, results, applicability, and successes contribute significantly to total work performance. According to Halawi and Haydar (2018), training acts as a catalyst to mold employee behavior and improve their capacity to carry out their responsibilities effectively and efficiently. Furthermore, as noted by Diamantidis and Chatzoglou (2018), Mahadevan and Yap (2019), and Alnawfleh (2020), training gives people the essential abilities they need to perform a variety of roles inside the company successfully.

According to Latif (2012), Sharma and Chandra (2013), and Varshney (2019), job satisfaction is the culmination of an employee's positive and negative feelings toward their employment. It is critical to acknowledge that characteristics that contribute to job satisfaction are subjective in nature and differ amongst individuals (Rowden and Conine, 2005). Maurer and Lippstreu (2008) and Cherif (2020) have argued that, nevertheless, management's encouragement of personal growth can have a major positive impact on worker satisfaction. Moreover, it is noteworthy that training is another significant component influencing employee happiness, as explained by Gazioglu and Tansel (2006), Garcia-Bernal et al. (2005), Vasudevan (2014), Tzafirir (2016), Huang (2019), and Garcia-Bernal et al. (2005). According to Fontova-Almato et al. (2020), training is essential for companies looking to achieve peak employee performance because of its significant impact on improving job satisfaction. According to a research by Community Banker (2001) in the USA, employees' job satisfaction increased as a result of training that markedly increased knowledge and skill. Furthermore, Vasudevan (2014) discovered empirical data to bolster the idea that employee work satisfaction was positively impacted by training activities. Therefore, companies that undervalue training programs run the danger of not attaining the maximum levels of job satisfaction from their workforce, which could lead to lower morale, more dissatisfaction, and eventually higher turnover rates.

3. Materials & Methods

3.1 Study Design

Following a thorough analysis of the pertinent literature, it was determined that staff training has a significant impact on both job performance and job satisfaction. The current study aims to examine the substantive relevance of training as an independent variable in connection to employee job performance and job happiness as dependent variables, taking these findings into account. The resulting conceptual framework has been painstakingly built with this purpose in mind, utilizing the subtle insights extracted from the body of existing literature.

3.2 Research Methodology Explanation

The purpose of this study was to compile feedback from healthcare workers who took part in training courses held in Delhi NCR. This study's main goal was to improve knowledge of the variables affecting workers' job happiness and performance. The purpose of the study was to investigate the relationships between the dependent variables (work performance and job satisfaction) and the independent variable (online training program). The study uses a pre-structured questionnaire that was created using the "The Impact of Employee Training Programs on Job Performance and Job Satisfaction in Telecommunication Companies in Malaysia" model as a model for survey methodology (2020).

The study used a hybrid qualitative and quantitative techniques approach for the following reasons:

- **Limited sample size:** The study has a relatively small sample size of 50 nurses. Quantitative methods might not be as reliable with such a small sample.
- **Need for in-depth understanding:** The study aims to understand the factors influencing employees' job performance and job satisfaction beyond just numbers. Qualitative methods like thematic analysis can provide richer insights into employees' experiences and perspectives.

- **Complementarity of methods:** Quantitative data can provide a general overview of trends and relationships, while qualitative data can help explain and contextualize these findings.

Thus, it is better to use both quantitative and qualitative methodologies in this study rather than just one because it enables a deeper comprehension of the research topic. It's crucial to keep in mind that each type of research—qualitative and quantitative—has advantages and disadvantages of its own, and the most appropriate strategy is frequently determined by the particular study question and setting.

Owing to the study's concentration on a small population sample of trained personnel, which yielded a comparatively small dataset, post-positivism is the most appropriate philosophical paradigm to address the pursuit of research inquiries and the achievement of research aims. According to Pham (2018), this paradigm makes it easier to anticipate results, conduct theoretical research, and investigate correlations between various variables in this study.

3.3 Population and Sampling

The population includes all of the significant datasets in a study, while the target population is the group of persons from which a sample is drawn (Saunders et al., 2003). A representative sample of healthcare industry personnel was chosen in light of the practical difficulties involved in gathering data from the complete statistical population. As a result, the target group for this study consisted of fifty full-time nurses employed in the healthcare industry in Delhi NCR.

4. DATA ANALYSIS

In the conducted survey, participants were queried about “The Impact of Online Training Programs on Employee Job Satisfaction and Job Performance: A Study in the Healthcare Sector in Delhi NCR”, and their responses were categorized into distinct themes.

Questions	Ker words
Q1) Which was the training program?	The majority of respondents, comprising 8 Nurses , identified the training program as being centered around the technicalities and nursing work associated with Intensive Care Units (ICUs). Additionally, 2 Nurses highlighted Non-Communicable Diseases as the primary focus, while an equal number of respondents, 2 Nurses , indicated that the training program specifically addressed After Treatment Care. Furthermore, one Nurse noted that the training program's emphasis lay in the administration of immunization for children.
Q2) Do you feel that these Training programs have a significant impact on your personal satisfaction of the work you do?	Results revealed that 6 Nurses attributed their satisfaction to the programs maintaining personal hygiene, suggesting a correlation between workplace training and self-care practices. Additionally, 3 Nurses highlighted the importance of practical knowledge acquired through training, emphasizing the role of skill development in job satisfaction. Surprisingly, 4 Nurses associated their contentment with work as a form of treatment for family and friends, indicating a potential link between workplace training and improved interpersonal relationships.
Q3) Has it increased your overall satisfaction towards your work?	Among the respondents, a notable 3 Nurses expressed that the intervention contributed to the creation of a positive work environment. Additionally, a substantial 9 Nurses attributed their increased satisfaction to a broadened experience and enhanced knowledge resulting from the intervention. Furthermore, a singular nurse highlighted that the benefits of the intervention became more apparent after patient treatment.
Q4) In what way do you feel that you are more satisfied at workplace?	A notable finding was that a significant majority of nurses (9 out of 13) expressed heightened satisfaction when able to execute their responsibilities with precision, emphasizing the importance of accomplishing tasks proficiently. Furthermore, 2 Nurses who highlighted the significance of appreciation from both senior colleagues and patients. Additionally, 2 Nurses expressed profound satisfaction in the transformative aspect of their profession, citing the fulfilment derived from positively impacting and changing the lives of others.
Q5) what was the mode of the training provided?	Out of the surveyed nurses, a notable 11 Nurses reported undergoing traditional offline training sessions, suggesting a substantial preference for in-person learning experiences. In contrast, only 2 Nurses indicated participating in online training sessions. Surprisingly, none of the nurses reported receiving a combination of both online and offline training.
Q6) Which training have you attended?	Notably, the majority of respondents, comprising 9 Nurses , reported engagement in General Nursing & ICU Handlings training. 2 Nurses emphasized their involvement in Vaccination training, underlining the significance of immunization protocols. Additionally, 1 Nurse

	specialized in Non-communicable Disease training, reflecting a focus on addressing prevalent health issues beyond infectious diseases. Another Nurse contributed to Routine Immunization (RI) Training, indicating a dedication to maintaining vaccination schedules.
Q7) What was its duration?	The majority of Nurses underwent training for varying durations, with one group participating for 1 hour daily over 3 days, another for 1.5 years, and a third for 1.5 hours daily across 3 days. Additionally, some nurses engaged in more extended training, such as 5 days of 3-hour sessions, while others committed to more extended periods, ranging from 2 years to 6 months.
Q8) My last Question is which kind of training was provided more frequently (soft skills or hard skills)?	The survey findings indicate a predominant focus on hard skills training among the surveyed nurses, with 8 Nurses affirming its frequency. Strikingly, none of the Nurse reported a prevalence of soft skills training. However, a noteworthy subset of 5 Nurses acknowledged receiving both hard and soft skills training.

5. FINDINGS

In this qualitative interview study, we embarked on a comprehensive exploration of the multifaceted experiences and nuanced perceptions of nurses actively engaged in diverse training programs within the dynamic healthcare sector of Delhi National Capital Region (NCR). Our primary objective was to delve deeply into the intricate tapestry of these nurses' experiences and gain profound insights into how these training programs have influenced two fundamental aspects of their professional lives: job satisfaction and job performance.

Delhi NCR, a bustling and rapidly evolving healthcare hub, provided the ideal backdrop for our research. Against the backdrop of this dynamic healthcare landscape, we sought to unravel the complex interplay between training interventions and the nurses' overall sense of job satisfaction and their tangible contributions to job performance.

Our exploration extended beyond surface-level analysis. We engaged in in-depth conversations with nurses who had actively participated in a wide array of training programs. These programs spanned a broad spectrum of healthcare domains, from vaccination protocols to managing non-communicable diseases, routine immunization, and even patient relations (IPR). Such diversity in training content allowed us to comprehensively capture the multifaceted nature of these programs and their potential impact.

Through these qualitative interviews, we aimed to peel back the layers of perception and experience. Our line of inquiry probed the intricacies of their journeys, seeking to understand how these training programs had influenced their professional lives. We examined the moments of transformation, the newfound confidence, and the acquisition of both hard and soft skills that had become integral to their roles as healthcare professionals.

In essence, this research endeavor sought to bridge the gap between theory and practice. We endeavored to bring to the forefront the lived experiences of nurses and how these experiences resonate within the broader context of the healthcare sector in Delhi NCR. Through their narratives, we aimed to illuminate the pathways through which training programs contribute not only to individual job satisfaction but also to the enhancement of job performance, ultimately making a profound impact on patient care and outcomes. Through the rich insights shared by the interviewed nurses, several key themes emerged, shedding light on the significance of these training programs in their professional lives.

The Analysis concluded common Themes. Each of them is discussed below in detail-

Diverse Training Programs: The nurses in our study had undergone a diverse range of training programs, encompassing topics such as vaccination, non-communicable diseases, routine immunization, and patient relations (IPR). These programs were designed to equip them with a combination of hard and soft skills.

Positive Impact on Job Satisfaction: Across all interviews, a prevailing theme was the positive impact of training programs on job satisfaction. Nurses reported feeling more confident, competent, and motivated in their roles because of these programs. The acquisition of practical knowledge and skills led to enhanced job satisfaction.

Enhanced Job Performance: The training programs were consistently linked to improved job performance. Nurses expressed how these programs provided them with the necessary tools to excel in their responsibilities, resulting in better patient care and more efficient work processes.

Positive Work Environment: The training programs played a role in creating a positive work environment. Nurses felt motivated and purposeful, knowing that they were better equipped to make a positive impact on patient outcomes. Positive feedback from patients and colleagues contributed to their job satisfaction.

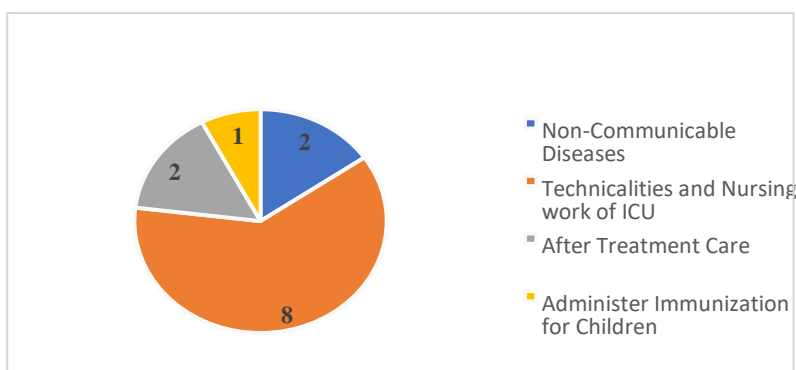
Varied Training Modes and Durations: Training modes varied, with some programs being delivered online and others offline. The duration of training ranged from a few days to several years, depending on the complexity of the subject matter. This diversity in training delivery allowed for a comprehensive learning experience.

Comprehensive Skill Development: Nurses highlighted that both hard and soft skills were frequently addressed in training programs. These comprehensive programs not only improved their clinical skills but also their ability to communicate effectively with patients and colleagues.

Graphical Representation:

Source: Compiled by author using bar graphs and pie charts.

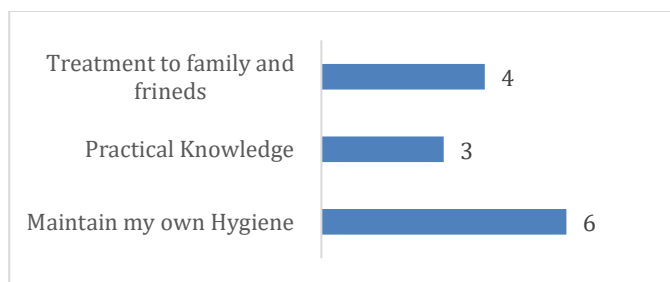
1. **Name of the training program**



(Figure 5.1)

The majority of respondents, comprising **8 Nurses**, identified the training program as being centred around the technicalities and nursing work associated with Intensive Care Units (ICUs). Additionally, **2 Nurses** highlighted Non-Communicable Diseases as the primary focus, while an equal number of respondents, **2 Nurses**, indicated that the training program specifically addressed After Treatment Care. Furthermore, **one Nurse** noted that the training program's emphasis lay in the administration of immunization for children.

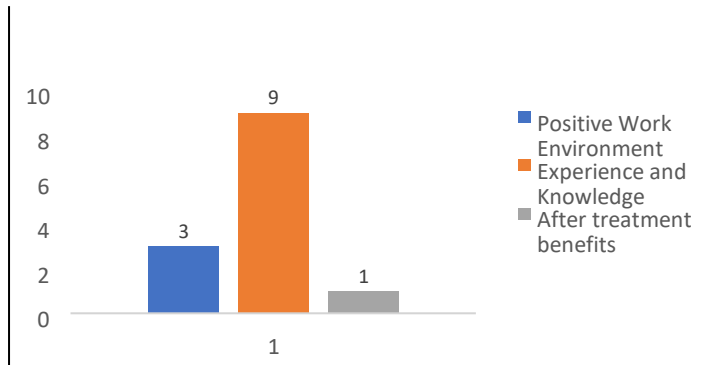
2. **Impact of training programs on personal satisfaction.**



(Figure 5.2)

Results revealed that **6 Nurses** attributed their satisfaction to the programs maintaining personal hygiene, suggesting a correlation between workplace training and self-care practices. Additionally, **3 Nurses** highlighted the importance of practical knowledge acquired through training, emphasizing the role of skill development in job satisfaction. Surprisingly, **4 Nurses** associated their contentment with work as a form of treatment for family and friends, indicating a potential link between workplace training and improved interpersonal relationships.

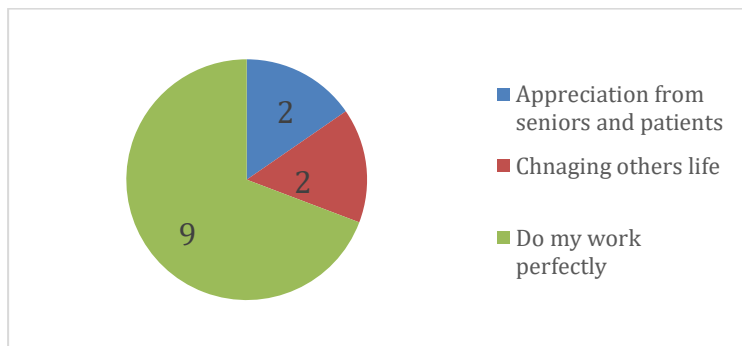
3. Overall Satisfaction towards work



(Figure 5.3)

Among the respondents, a notable **3 Nurses** expressed that the intervention contributed to the creation of a positive work environment. Additionally, a substantial **9 Nurses** attributed their increased satisfaction to a broadened experience and enhanced knowledge resulting from the intervention. Furthermore, a **singular nurse** highlighted that the benefits of the intervention became more apparent after patient treatment.

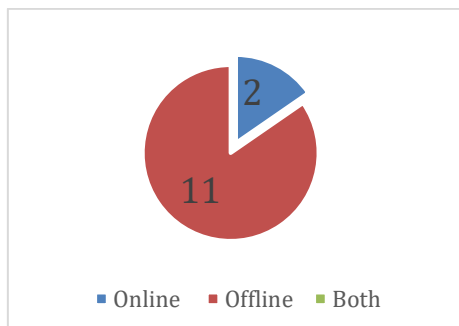
4. Satisfaction at workplace



(Figure 5.4)

A notable finding was that a significant **majority of nurses (9 out of 13)** expressed heightened satisfaction when able to execute their responsibilities with precision, emphasizing the importance of accomplishing tasks proficiently. Furthermore, **2 Nurses** who highlighted the significance of appreciation from both senior colleagues and patients. Additionally, **2 Nurses** expressed profound satisfaction in the transformative aspect of their profession, citing the fulfilment derived from positively impacting and changing the lives of others.

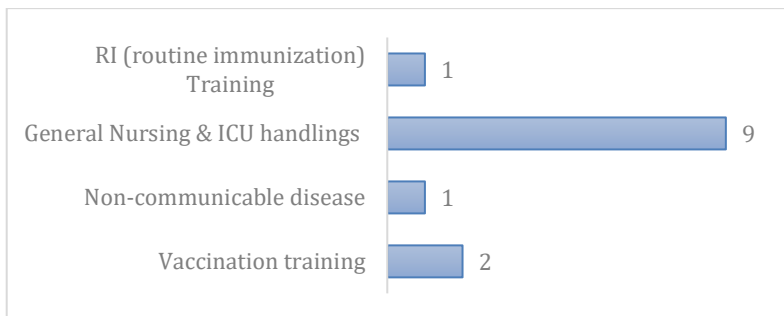
5. Mode of the training.



(Figure 5.5)

Out of the surveyed nurses, a notable **11 Nurses** reported undergoing traditional offline training sessions, suggesting a substantial preference for in-person learning experiences. In contrast, only **2 Nurses** indicated participating in online training sessions. Surprisingly, none of the nurses reported receiving a combination of both online and offline training.

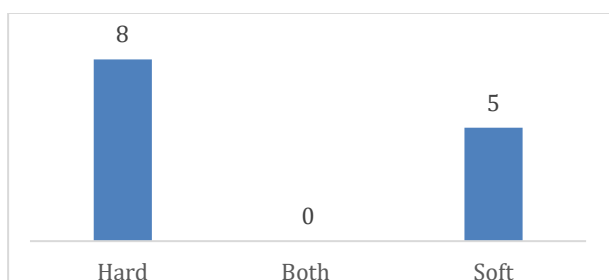
6. Training Attended



(Figure 5.6)

Notably, the majority of respondents, comprising **9 Nurses**, reported engagement in General Nursing & ICU Handlings training. **2 Nurses** emphasized their involvement in Vaccination training, underlining the significance of immunization protocols. Additionally, **1 Nurse** specialized in Noncommunicable Disease training, reflecting a focus on addressing prevalent health issues beyond infectious diseases. **Another Nurse** contributed to Routine Immunization (RI) Training, indicating a dedication to maintaining vaccination schedules.

7. Soft Skills or hard skills



(Figure 5.7)

The survey findings indicate a predominant focus on hard skills training among the surveyed nurses, with **8 Nurses** affirming its frequency. Strikingly, **none of the Nurse** reported a prevalence of soft skills training. However, a noteworthy subset of **5 Nurses** acknowledged receiving both hard and soft skills training.

6. DISCUSSION

In our qualitative research study, we embarked on a thorough exploration of the experiences and perceptions of nurses who actively participated in a diverse array of training programs within the bustling healthcare sector of Delhi National Capital Region (NCR). Our primary focus was to delve deeply into how these training programs have left an indelible mark on two fundamental facets of their professional lives: job satisfaction and job performance.

Delhi NCR, as an ever-evolving healthcare hub, provided the ideal backdrop for our research endeavors. This dynamic setting allowed us to uncover the intricate interplay between these training interventions and their profound influence on nurses' overall job satisfaction and their tangible contributions to job performance.

Our inquiry extended beyond surface-level analysis, encompassing in-depth conversations with nurses who had been actively engaged in a diverse range of training programs. These programs covered a wide spectrum of healthcare domains, ranging from vaccination protocols and non-communicable disease management to routine immunization and patient relations (IPR). This diversity in training content allowed us to comprehensively capture the multifaceted nature of these programs and the potential implications they held.

Through these qualitative interviews, our intention was to peel back the layers of perception and experience, seeking to gain insights into how these training programs had not only bolstered the confidence and competence of nurses but also equipped them with the practical knowledge and soft skills necessary for their roles as healthcare professionals.

Ultimately, this research sought to bridge the gap between theoretical understanding and practical application. By bringing to the forefront the lived experiences of nurses, we aimed to illuminate the pathways through which these training programs contribute not only to individual job satisfaction but also to the enhancement of job performance. In doing so, these programs play a pivotal role in shaping the healthcare landscape of Delhi NCR.

The emergence of key themes, as discussed in the findings section, underscores the significance of these training programs. Whether it be the diverse array of training programs available, the positive impact on job satisfaction and performance, or the comprehensive skill development they offer, the implications are clear – training programs are an essential component of the healthcare sector in Delhi NCR.

7. LIMITATIONS

Participants provided their data in an unstructured manner, without adhering to a preplanned, organized list of subjects. This approach may introduce recall and response biases. Furthermore, the format of the responses, often presented in handwritten boxes, may limit the richness of the empirical content compared to other forms of qualitative data, such as semi-structured interviews or longitudinal diaries.

The study had a relatively small number of participants, and we necessitated telephonic interviews instead of in-person ones. The information presented in the comments is constrained by the response format and may lack in-depth empirical richness. Notably, positive comments tended to exhibit a broader range and higher overall quality compared to negative remarks.

8. SCOPE OF FUTURE RESEARCH

Looking ahead, future research could delve deeper into specific aspects of these training programs, exploring their effectiveness, long-term impacts on career development, and the perspectives of other healthcare professionals and stakeholders. Such endeavors will undoubtedly provide a more comprehensive understanding of the holistic impact of training in the healthcare sector, reaffirming its pivotal role in nurturing a skilled, motivated, and satisfied healthcare workforce for the benefit of both professionals and the patients they serve.

9. CONCLUSION

This research has highlighted the significant potential of online training for healthcare professionals in Delhi NCR. By offering flexible, convenient, and cost-effective access to skill development and knowledge acquisition, online training programs can empower healthcare professionals to stay up-to-date with the latest medical advancements and enhance their overall job performance. Furthermore, by improving job satisfaction and reducing stress and anxiety, online training can contribute to a more engaged and productive healthcare workforce in Delhi NCR.

It's crucial to recognize that there could be certain obstacles standing in the way of the successful adoption of online training in the healthcare industry. These include issues with data security and privacy, a lack of digital literacy, and restricted access to technology. Healthcare companies must make investments to give staff members the technology tools and training they need to overcome these obstacles, as well as make sure that strong data security procedures are followed.

Overall, the findings of this research suggest that online training has the potential to revolutionize the way healthcare professionals in Delhi NCR learn and grow. By embracing online training and addressing the associated challenges, healthcare organizations can create a more skilled, satisfied, and effective workforce, ultimately leading to better patient care and improved health outcomes for the people of Delhi NCR.

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