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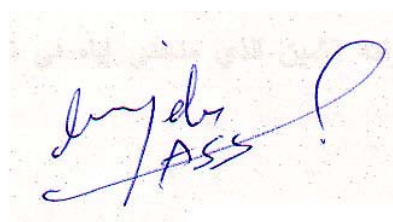
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# **Perspectives of Trained Hospitals Staff towards Reality of Human Resources Training in Ministry of Health Hospitals and the Possibility of Enhancing it Through Distance Learning Techniques.**

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**Supervisor: Dr. Asma Imam**

## **Abstract**

**BACKGROUND:** The health sector, like other sectors in Palestine, has suffered from marginalization and many difficulties as a result of the occupation in the past decades. In 1994, the Palestinian Authority took over the health sector which was lacking development and training for its human resources. The Palestinian Ministry of Health (PMoH) carried out reform activities in the health sector but human resources training did not receive great attention due to limited resources.

**OBJECTIVES:** The study aimed at assessing the reality of human resources training, and identifying the needs, factors and conditions which affect the degree of effectiveness of training and its impact on the performance. It also identified how beneficial the health information available on the internet as well as the employees' attitudes toward enhancing the training through distance learning. Moreover, it identified the most important obstacles and difficulties faced by the employees in the process of distance learning.

**METHODOLOGY:** In this study, a descriptive analytical method had been used, and the data were collected by a self-administered questionnaire. The sample consisted of all the employees who participated in training courses during the year (2009) whether in PMoH or outside organizations. Annual hospitals reports showed that the participants were (250). The questionnaire was distributed to (230) employees because 20 employees were either on vacation or resigned. The response rate in this study was (87%). Data entry and analysis were done by (SPSS version 15).

**Findings:** The study results showed that the PMoH needs to develop a clear strategic plan for human resources development and training and there were neither financial incentives nor promotions for the employees with S.D (1.56). In Addition, the study revealed that the training was not considered as a priority in the PMoH hospitals and the employees were not participating sufficiently in making and developing the training plans. Moreover, it showed that there were no statistical correlation between personal characteristics of the participants such as (age, educational qualification, years of experience, occupation, monthly salary and place of residence) and the reality of human resources training in PMoH hospitals and the possibility of its enhancement through distance learning techniques, the P-value > 0.05 between ( 0.053-0.876). Results also indicated that training had good impact on the capabilities, skills and attitudes of the staff.

**Conclusions and Recommendations:** A training policy should be adopted in order to have organized, directed and continuous training. In addition, to raising awareness to the importance of strategic planning for human resources development, and to have continuous assessment of training needs and encouragement of staff participations in training. The study also pointed out the need to create a periodical and comprehensive training reporting system as well as the necessity to assess, promote and motivate the trained employees especially through enhancing the technique of distance learning and encouraging more studies and researches about training and learning strategies in PMoH hospitals.



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