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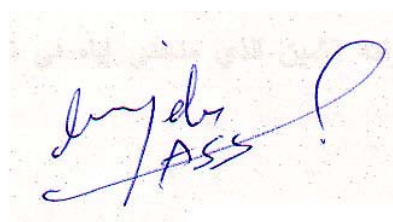
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# **Perspectives of Trained Hospitals Staff towards Reality of Human Resources Training in Ministry of Health Hospitals and the Possibility of Enhancing it Through Distance Learning Techniques.**

**Student name: Najeh Abdallah Abdelmo'ty Assi**

**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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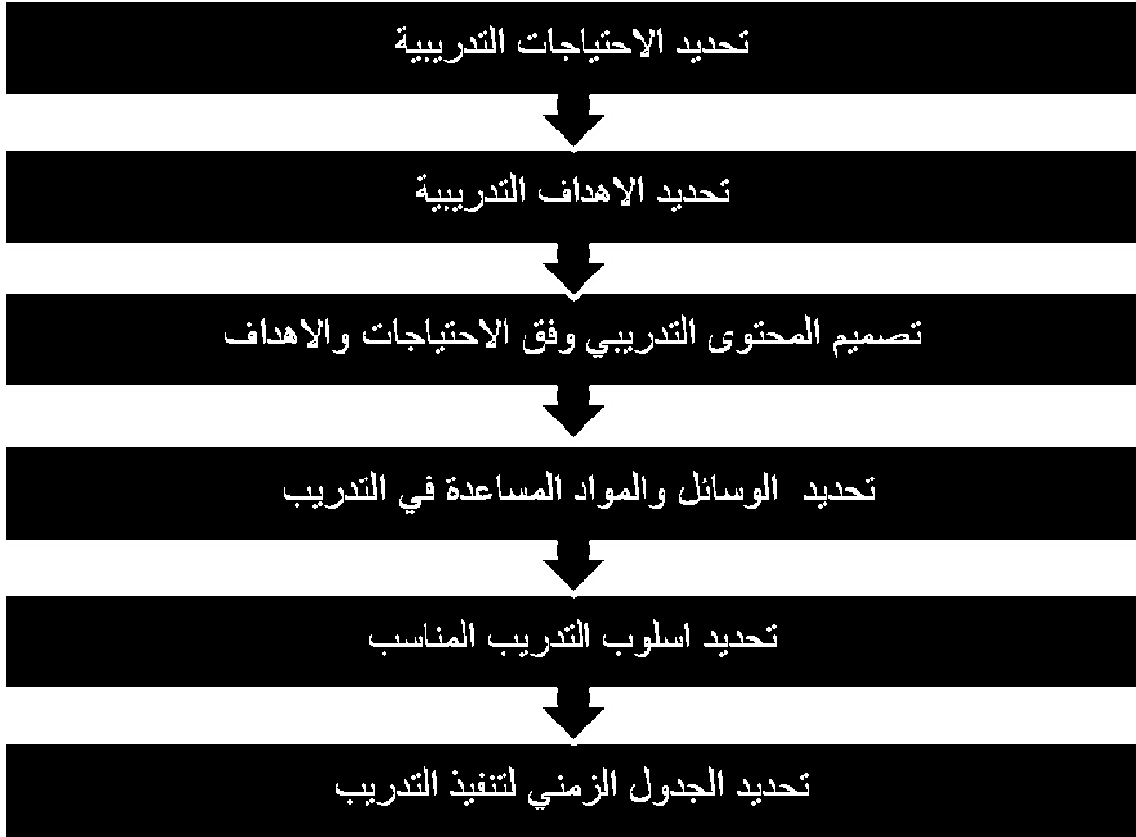
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متوسط	61.3	0.95	2.45		5	5
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متوسط	66.5	0.93	2.66		3	9
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متوسط	66.8	0.79	2.67		4	17
متوسط	65.5	0.89	2.62		5	18
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	69.3	0.69	2.77		6	23
	66.3	0.85	2.65		12	24
	68.5	0.73	2.74		10	25
	67.3	0.79	2.69		11	26
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	72.5	0.74	2.90		2	28
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متوسط	74.3	0.64	2.97		5	54
	75.8	0.66	3.03		4	55
	77.8	0.68	3.11		1	56
	77	0.68	3.08		2	57
	76.8	0.68	3.07		3	58
متوسط	74	0.70	2.96		6	59
متوسط	73.5	0.66	2.94		7	60
متوسط	69.5	0.85	2.78		9	61
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.(2.94) " .(2.90)

(9.2.4)

:(9.2.4)

77	0.63	3.08		2	62
64.3	0.85	2.57		7	63
72.5	0.75	2.90		6	64
78.3	0.70	3.13		1	65
73.3	0.77	2.93		5	66
75	0.72	3.00		67	67
76.3	0.66	3.05		3	68
73.8	0.55	2.95			

(73.8) (0.55) (9.2.4)  
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" (3.13-2.57)  
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 .(2.57) " "  
 .(2.90) " "

(10.2.4)

:(10.2.4)

	67.5	0.64	2.70		5	1
	64.8	0.66	2.59		7	2
	67.5	0.65	2.70		6	3
	69.3	0.53	2.77		4	4
	46.3	0.95	1.85		9	5
	49.8	0.87	1.99		8	6
	70.3	0.70	2.81		3	7
	74.5	0.55	2.98		1	8
	73.8	0.55	2.95		2	9
	<b>63.5</b>	<b>0.44</b>	<b>2.54</b>			

			(10.2.4)
(0.44)		(2.54)	
			(63.5)
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"	.(2.95)		"
		.(2.77)	"
.(1.85)	"	"	
	(1.99)	"	"

2.2.4

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(11.2.4)



: (11.2.4)

متوسط	69.5	0.72	2.78		2	1
متوسط	67.5	0.79	2.70		6	2
متوسط	71	0.75	2.84		1	3
متوسط	69.3	0.80	2.77		3	4
متوسط	68.5	0.75	2.74		4	5
متوسط	66.8	0.78	2.67		7	6
متوسط	68	0.71	2.72		5	7
	68.5	0.58	2.74			

(11.2.4)

(0.58)

(2.74)

(68.5)

(2.84-2.67)

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(12.2.4)

:(12.2.4)

	74	0.72	2.96		1	8
متوسط	73	0.70	2.92		2	9
متوسط	73	0.77	2.92		3	10
متوسط	66.5	0.81	2.66		6	11
متوسط	64.5	0.89	2.58		7	12
متوسط	70	0.78	2.80		4	13
	68.3	0.81	2.73		5	14
	69.8	0.62	2.79			

(12.2.4)

(2.79)

(69.8)

(0.62)

" (2.96-2.58) "

.(2.96) "

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.(2.73)

(13.2.4)

:(13.2.4)

	64.5	0.94	2.58		8	15
	73.3	0.65	2.93		1	16
	71.3	0.70	2.85		2	17
	66.5	0.79	2.66		6	18
	68.3	0.68	2.73		4	19
	66.5	0.77	2.66		7	20
	68	0.75	2.72		5	21
	69.8	0.75	2.79		3	22
	68.5	0.57	2.74			

(13.2.4)

(2.74)

(68.5)

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(2.93-2.58 )

.(2.93)

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(14.2.4)

:(14.2.4)

متوسط	71.8	0.71	2.87		1	23
متوسط	65	0.76	2.60		5	24
متوسط	68.5	0.77	2.74		3	25
متوسط	64.8	0.86	2.59		6	26
متوسط	67.8	0.73	2.71		4	27
متوسط	69.5	0.74	2.78	( )	2	28
	67.8	0.59	2.71			

(14.2.4)

(2.71)

(67.8)

(0.59)

(2.87-2.59)

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 (15.2.4) .(2.71) "

:(15.2.4)

متوسط	68.5	0.58	2.74		1	1
متوسط	69.8	0.62	2.79		4	2
متوسط	68.5	0.57	2.74		2	3
متوسط	67.8	0.59	2.71		3	4
	<b>68.8</b>	<b>0.50</b>	<b>2.75</b>			

(15.2.4)

(0.50)

(2.75)

(68.8)

(2.79-2.71)

.(2.79)

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3.2.4

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:(16.2.4)

متوسط	61.8	0.91	2.47		6	1
متوسط	69.3	0.88	2.77		1	2
متوسط	67.5	0.78	2.70		3	3
متوسط	53.8	1.08	2.15		8	4
متوسط	68.3	0.83	2.73		2	5
متوسط	63.8	0.87	2.55		4	6
متوسط	62.8	0.92	2.51		5	7
	57	1.00	2.28		7	8
	<b>63</b>	<b>0.62</b>	<b>2.52</b>			:

(0.62) (2.52) (16.2.4)

(63)

" (2.77-2.15)

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1.3.4

$(\alpha \leq 0.05)$

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:(1.3.4)

0.013	198	-2.508	0.47	2.48	124		
			0.36	2.64	76		
0.053	198	-1.94	0.41	2.58	124		
			0.44	2.70	76		

(p<0.05)

(1.3.4)

(2.64)

(2.48)

(0.05 < p)

.(2.70)

(2.58)

### 2.3.4

( $\alpha \leq 0.05$ )



.( 50 50-41 40-31 30- 20 )

(2.3.4)

:(2.3.4)

0.47	2.52	52	30 -20	
0.46	2.49	90	40-31	
0.36	2.66	47	50- 41	
0.38	2.55	11	51	
0.43	2.60	52	30 -20	
0.46	2.64	90	40-31	
0.37	2.66	47	50- 41	
0.32	2.47	11	51	

(2.3.4)

(2.52)

(2.66)

(2.49)

.(2.55)

(2.60)

(2.66)

(2.64)

.(2.47)

(3.3.4)

:(3.3.4)

0.187	1.62	0.31	3	0.93		
		0.19	196	37.52		
			199	38.45		
0.574	0.67	0.12	3	0.37		
		0.18	196	36.06		
			199	36.43		

$(0.05 < p)$

(3.3.4)

3.2.1

$(\alpha \leq 0.05)$

(4.3.4)

:(4.3.4)

0.45	2.57	44		
0.46	2.52	106		
0.32	2.53	33		
0.45	2.65	17		
0.44	2.62	44		
0.46	2.60	106		
0.37	2.68	33		
0.31	2.69	17		

(4.3.4)

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(2.68)

.(2.69)

(5.3.4)

:(5.3.4)

0.676	0.51	0.10	3	0.30		
		0.19	196	38.15		
			199	38.45		
0.730	0.43	0.08	3	0.24		
		0.18	196	36.19		
			199	36.43		

$(0.05 < p)$

(5.3.4)

4.3.4

$(\alpha \leq 0.05)$

(6.3.4)

:(6.3.4)

0.50	2.49	55	6 - 1	
0.44	2.46	58	12 - 7	
0.39	2.58	47	18 - 13	
0.34	2.67	27	24 - 19	
0.45	2.73	13	30 - 25	
0.42	2.68	55	6 - 1	
0.42	2.60	58	12 - 7	
0.49	2.62	47	18 - 13	
0.41	2.61	27	24 - 19	
0.36	2.57	13	30 - 25	

(6.3.4)

(12-7) (6-1) (2.49)  
 (18-13) (2.46)  
 (2.67) (25-19) (2.58)  
 (2.73) (30-25)  
 (6-1)  
 (12-7) (2.68)  
 (2.62) (18-13) (2.60)  
 (30-25) (2.61) (25-19)  
 (2.57)

(7.3.4)

:(7.3.4)

0.106	1.94	0.37	4	1.47		
		0.19	195	36.98		
			199	38.45		
0.822	0.38	0.07	4	0.28		
		0.19	195	36.15		
			199	36.43		

(0.05 < p)

(7.3.4)

5.3.4

( $\alpha \leq 0.05$ )

(8.3.4)

:(8.3.4)

0.53	2.54	39	
0.45	2.58	108	
0.33	2.46	53	
0.36	2.65	39	
0.49	2.63	108	
0.33	2.59	53	

(8.3.4)

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(9.3.4)

:(9.3.4)

0.261	1.35	0.26	2	0.52		
		0.19	197	37.93		
			199	38.45		
0.791	0.24	0.04	2	0.09		
		0.18	197	36.34		
			199	36.43		

$(0.05 < p)$

(9.3.4)

6.3.4

$(\alpha \leq 0.05)$

(10.3.4)



:(10.3.4)

				n
0.61	2.72	6	2000	
0.43	2.49	116	3500 -2000	
0.46	2.59	56	5000 - 3501	
0.39	2.65	22	5000	
0.82	2.61	6	2000	
0.45	2.61	116	3500 -2000	
0.36	2.66	56	5000 - 3501	
0.33	2.66	22	5000	

(10.3.4)

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(11.3.4)

:(11.3.4)

0.187	1.62	0.31	3	0.93		
		0.19	196	37.52		
			199	38.45		
0.876	0.23	0.04	3	0.13		
		0.19	196	36.30		
			199	36.43		

(0.05 < p)

(11.3.4)

7.3.4

( $\alpha \leq 0.05$ )

(12.3.4)

:(12.3.4)

1.00	2.59	2		
0.43	2.58	17		
0.39	2.66	11		
0.46	2.44	43		
0.34	2.44	28		
0.44	2.69	28		
0.50	2.52	22		
0.42	2.60	42		
0.44	2.44	7		
0.37	3.03	2		
0.38	2.79	17		
0.31	2.70	11		
0.46	2.60	43		
0.29	2.66	28		
0.43	2.64	28		
0.49	2.49	22		
0.44	2.63	42		
0.63	2.35	7		

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(13.3.4)

:(13.3.4)

0.344	1.13	0.22	8	1.74	
		0.19	191	36.71	
			199	38.45	
0.275	1.25	0.23	8	1.81	
		0.18	191	34.63	
			199	36.43	

(0.05 < p)

(13.3.4)

(14.3.4)

(14.3.4)

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0.574			.4
0.676			.5
0.730			.6
0.106			.7
0.822			.8
0.261			.9
0.791			.10
0.187			.11
0.876			.12
0.344			.13
0.275			.14

(14.3.4)

(0.013)

( $p < 0.05$ )

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**Palestinian National Authority**  
**Ministry of Health - Nablus**  
**General Directorate of Higher & Continuing Education**



السلطة الوطنية الفلسطينية  
 وزارة الصحة - نابلس  
 الإدارة العامة للتعليم الصحي

Ref: .....  
 Date: .....

رقم: 10/01/2010  
 تاريخ: 10/01/2010

الأخ مدير عام الإدارة العامة للمستشفيات المحترم...  
 تحية واحترام...

**الموضوع: تسهيل مهمة طلاب.**

تماثياً مع سياسة وزارة الصحة المتعلقة بتعزيز التعاون مع الجامعات  
 والمؤسسات الأكاديمية بإتاحة فرص التدريب أمام الطلبة والخريجين والباحثين في  
 المؤسسات الوطنية وإسهاماً في تنمية قدراتهم.

يرجى التكريم بالسماح للطلاب تاجع عبد الله دار عاصي - ماجستير الصحة العامة -  
 مسار إدارة صحية/ جامعة القدس، لتوزيع استبانته لاجراء بحث التخرج بعنوان " واقع  
 تدريب الموارد البشرية في مستشفيات وزارة الصحة الفلسطينية وسبل معالجة  
 المشكلات من خلال تقنيات التعليم عن بعد"

• على ان يزودنا بنسخة من نتيجة الدراسة بعد الانتهاء منها.

مع الاحترام...

الدكتور سعيد الهوز  
 مدير عام التعليم الصحي

/ نسخة صيغة كلية الصحة العامة المحفزة/ جامعة القدس.  
 ص.ب. 14

 mail: @palnet.com

P.O .Box: 14

Nablus  
 TelFax : 09-384740  
 384773-384774-385956  
 P.O : 14

وزارة الصحة  
 الإدارة العامة للمستشفيات في  
 محافظات الضفة الغربية / نابلس  
 هاتف : 09-385956  
 384773-384774-384740  
 ص.ب : 14

الرقم : 385-18/2010  
 التاريخ : 2010/6/30

المحترم  
 الأخ مدير مستشفى  
 تحية فلسطينية وبعد ،،

**الموضوع : تسهيل مهمة طلاب**

يرجى العلم بالموافقة على السماح للطلاب ناجح عبد الله عاصي/ ماجستير الصحة العامة - مسار ادارة صحية / جامعة القدس لتوزيع استبانة لإجراء بحث التخرج بعنوان " واقع تدريب الموارد البشرية في مستشفيات وزارة الصحة الفلسطينية وسبل معالجة المشكلات من خلال تقنيات التعليم عن بعد " .  
 على ان يزودنا بنسخة من نتيجة الدراسة بعد الانتهاء منها .

يرجى تسهيل مهمته  
 مع الاحترام ،،

مدير عام الإدارة العامة للمستشفيات  
 د. نعيم صبيح

نسخة / الأخ مدير عام التعليم الصحي المحترم  
 2010/6/30

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70	.1.1.4
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72	3.1.4
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120	1.1
131	2.1
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14	1.2.2
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20	4.2.2
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28	8.2.2
30	9.2.2
31	10.2.2
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43	3.2
43	1.3.2
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49	1.4.2
57	2.4.2
59	3.4.2
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61	:	.3
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	:	2.2.4
83		
89	:	3.2.4
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93		3.3.4
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110	:	5
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113		2.5
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115		4.5
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