

# The Role of Distance Training in Improving the Performance of Hospital Workers in Jeddah Governorate: Systematic Review

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## Abstracts

This study aimed to identify the impact of e-training in its dimensions (e-training planning, e-training design, e-training implementation, e-training evaluation) on job performance using the Hakim Program in Jordanian governmental hospitals. The study community consisted of (5648) employees in Jordanian governmental hospitals, and a simple random sample of (358) employees was used. The study relied on the descriptive analytical approach to achieve its objectives, and used the questionnaire to collect data, and the study relied on the statistical program (SPSS) to analyze the data. The results of the study concluded that there is a statistically significant impact of e-training on job performance in Jordanian governmental hospitals.

**Keywords:** e-training, hospital workers.

## Introduction

Previous studies:

1/2: Arab studies:

-1/1/2: Study (Abdullah, 2020) entitled: The impact of e-training on job performance using the Hakim Program: An applied study in Jordanian governmental hospitals.

This study aimed to identify the impact of e-training in its dimensions (e-training planning, e-training design, e-training implementation, e-training evaluation) on job performance using the Hakim Program in Jordanian governmental hospitals. The study community consisted of (5648) employees in Jordanian governmental hospitals, and a simple random sample of (358) employees was used. The study relied on the descriptive analytical approach to achieve its objectives, and used the questionnaire to collect data, and the study relied on the statistical program (SPSS) to analyze the data.

The results of the study concluded that there is a statistically significant impact of e-training on job performance in Jordanian governmental hospitals.

The study recommended that the management of Jordanian governmental hospitals - the study sample - should increase e-training in Jordanian governmental hospitals, which affects the job performance of employees on the Hakim Program, within the strategic plan of Jordanian governmental hospitals, and give it importance and priority in line with the rapid technological developments. In addition, financial allocations should be increased to develop the e-training process according to a strategic financial plan through which the e-training process is developed and advanced to ensure effective job performance in Jordanian governmental hospitals, and adopt a long-term vision that ensures the continuity of the e-training program and its development to include all meetings, workshops, and e-training courses for employees during service within hospitals for all dimensions of training on job performance.

-2/1/2: Study (Mousa, 2019) entitled: The impact of training on improving the quality of health services in hospitals in the Kingdom of Saudi Arabia: An applied study on King Abdullah Hospital in Bisha Governorate.

The study aimed to identify the impact of training on improving the quality of health services in hospitals in the Kingdom of Saudi Arabia - King Abdullah Hospital in Bisha Governorate as an example. The study was applied to a sample consisting of doctors, department managers and assistant medical staff. The descriptive analytical approach was used, as a questionnaire was designed to collect study data from its community. (70) Questionnaires were distributed; (65) valid questionnaires were retrieved for analysis. A number of statistical methods were also used in the study, such as the arithmetic mean, standard deviation, Cronbach's Alpha coefficient, Pearson's correlation coefficient and regression analysis.

The results of the analysis proved that the application of innovation and development in training activities and methods was not taken into account, and that the necessary medical specialties were not available on the quality of medical services, and that the quality of training is positively reflected in the services provided in the hospital. The trainers and trainees confirmed that the training led to improving the quality of the services they provide in the hospital. The study also showed that the prevailing training methods in the hospital are diverse and modern.

The study also recommended paying attention to identifying training needs in a scientific manner, preparing training and educational programs on the concepts of quality and Comprehensive quality, and conducting more scientific research related to training in other service sectors due to their importance in the effectiveness and quality of services provided in hospitals, and linking the training process to material and moral motivational factors.

-3/1/2: Study (Al-Zamel, 2015) entitled: The impact of training strategy on the performance of workers in governmental health organizations: An applied study on King Fahd General Hospital in Jeddah Governorate.

This study aims to identify the training strategy in effect at King Fahd General Hospital in Jeddah Governorate; In addition to identifying the impact of this strategy on the performance of workers. In order to achieve the objectives of the study, the researcher used the descriptive analytical approach, and the questionnaire was used as a tool to collect data that was prepared and statistically analyzed for this purpose. The simple random sample method was adopted in selecting the study sample, which consisted of (333) out of (2794) male and female employees (doctor-nurse-pharmacist-technical professional-administrative). The number of returned questionnaires was (176) questionnaires with a response rate of 52.8%.

The study reached a number of conclusions, the most important of which are: the low efficiency of trainers responsible for implementing training course programs in transferring information to trainees and explaining its benefits, which consequently indicates the absence of a positive moral relationship between trainers and workers' performance. The training courses held at King Fahd General Hospital in Jeddah do not serve all working groups in the expected manner, which indicates the absence of a positive moral relationship between the diversity of programs and the performance of employees. The time allocated for the courses is sufficient, and the information provided is close to the reality of work, which indicates the existence of a positive moral relationship between training curricula and employee performance.

The study concluded with a number of recommendations in light of its conclusions, the most prominent are: To reconsider the policy followed for selecting trainers by setting criteria that must be met by the trainer, and this can be done by asking trainees about the missing qualities in current trainers in order to achieve the required goals of the future training process. The trainee must be motivated to join the training courses materially and morally by providing facilitation methods for the trainee to attend the training courses. The level of technology used in the training process must be maintained and continuously developed.

- 4/1/2: A study (Abu Saada, 2013) entitled: Medical errors and the role of remote e-training in reducing them: An applied study on the General Authority for Health Insurance.

The study aimed to identify the role of remote training using modern information technology in reducing medical errors by doctors. The study used the descriptive analytical approach. The study community consists of doctors working in the General Authority for Insurance in Egypt.

The study relied on a simple random sample and applied statistical tests appropriate to the nature of the data and study hypotheses.

The study reached a set of results, the most important are: the existence of a set of professional medical errors that doctors make that affect the efficiency of the medical service provided, and these errors are due to several reasons. It also showed that remote e-training has a role in reducing professional errors in the health institutions under study, and it also faces a set of obstacles that prevent its application and benefit from it.

Based on the results, the study concluded with several recommendations, the most important are: working towards establishing a remote training network at the Ministry of Health to prepare and train its workforce to acquire new skills, and moving towards working to increase awareness of what can be achieved through the use of modern information technology in remote training.

-5/1/2: A study (Al-Rabie, 2011) entitled: The impact of nursing education and training on performance in health institutions.

It aimed to know the reality of nursing performance of nursing cadres through the desired ambitious education and training, as most hospitals still follow traditional methods in training and developing nursing skills with shortcomings in educational curricula and the lack of availability of scientific and practical references.

After statistical analysis, the study came out with several conclusions, the most important were: There is a weakness in implementing the training activity, although there is planning and design for training, which means that this stage does not receive the importance that is commensurate with its seriousness.

The most important recommendations: Providing financial and moral incentives to nursing students, in order to increase the demand for university nursing, and developing a curriculum for a continuing education program within health units, especially surgery departments, regarding care for the recovery phase after surgical operations.

- 6/1/2: A study (Saleh, 2009) entitled: The impact of evaluating training programs on the performance of health organizations (an applied study in the Karbalaa Health Department/Iraq).

The study aimed to determine the scientific weakness of training needs in the department under study due to the lack of objective evidence, as training programs are primarily directed towards actual training needs. The study used the descriptive analytical approach and used the questionnaire tool that was distributed to the study sample.

The most important conclusions: There is no qualitative identification of training needs. There is also no homogeneity among trainees in terms of service, age, and previous courses, which reflects different degrees of acceptance of training and ability to absorb; which is reflected in the contribution of training to raising the efficiency of trainees.

The study came out with a number of recommendations, the most important are: the necessity of conducting periodic field surveys of workers at the level of the Karbalaa Health Department to know and determine training needs in order to direct training towards actual needs, make training courses homogeneous, and clarify the intended goals of training based on the fact that trainees' awareness of the training purposes from the beginning, works to prepare them and push them towards it in a better way, and the necessity of adopting modern training methods that work to develop trainees' thinking and work to use audio and visual training tools and aids.

-7/1/2: Study of (Barhoum et al., 2007) entitled: The impact of training on improving the quality of health services in the hospitals of the Ministry of Higher Education.

The aim is to evaluate the scientific principles on which the training process is based, which takes place in the hospitals of the Ministry of Higher Education, where medical and nursing staff

are trained and qualified, and the extent to which the quality of the training process reflects the quality of medical services provided therein. The research also aims to clarify the concept of comprehensive quality management and the extent to which it can be adopted in the work of teaching hospitals.

The researcher used the descriptive analytical approach. After statistical analysis, the study came out with several results, the most important of which are: The training needs of workers were not determined with the required accuracy, and the number of trainers with sufficient experience was not available, and there is a decline in training programs.

The study indicated a number of recommendations, the most important are: Paying attention to determining training needs in a scientific manner. Preparing training and educational programs on the concepts of quality and comprehensive quality. Carrying out transformations aimed at adopting the comprehensive quality management approach in the hospital.

- 8/1/2 Study of (Issa, 2007) entitled: The impact of training individuals on improving the comprehensive health quality in Algerian hospitals: A case study of a sample of Algerian hospitals.

This study aims to analyze the impact of training on improving the overall health quality in the Algerian hospitals under study. To achieve this goal, a questionnaire was designed and distributed to a sample of workers (doctors, paramedics, administrators) who were selected according to the proportional stratified random sample method in hospitals. The study used the descriptive analytical approach. The study found a statistically significant impact between the training variables (identifying training needs, designing training programs and courses, implementing the training process, evaluating the training process, evaluating the internal work environment) and the dimensions of the overall health quality variable (level of job satisfaction, level of operational efficiency, level of continuous improvement of the relationship with patients).

Based on the results of the study, a number of recommendations and proposals were presented, including consolidating the conviction of the hospital management and employees at all organizational levels regarding the importance of training and the benefits resulting from its application, working to provide qualified human resources capable of implementing the training process, and providing training and educational programs related to comprehensive quality management for all employees and those concerned with quality, conducting scientific studies to identify the needs of employees, their weaknesses and their efficiency, preparing annual training plans for training according to training needs with the participation of employees from various administrative and medical levels, evaluating training programs on an ongoing basis and benefiting from local and foreign expertise.

- 9/1/2: A study of (Balfaqih, 2006) entitled: Distance training as an approach to qualifying and developing human resources, which was applied to female employees of King Abdul Aziz University in Jeddah, which included administrative and academic employees who had previously undertaken administrative tasks.

It reached a number of results, the most important is the awareness of the majority of female employees of the development in means of communication, computers and their networks, which makes educational and training institutions move towards electronic training, and that the advantages of distance training include flexibility and suitability to the beneficiary's schedule, in addition to saving time and money, especially travel and accommodation expenses. There is also a fear that the trainee may fall victim to fictitious centers, which is one of the negatives of distance training. This training is also not suitable for courses that rely on practical application and require direct interaction between participants.

It was found that there is a negative relationship between age and years of experience and enrollment in training courses in the field of management. The less the age or years of experience, the less the possibility of enrolling in training programs; while the results confirm that one of the most important advantages of distance training is not being bound by the ages of trainees or their scientific or practical experience as is the case in traditional training.

- 2/1/10: A study of (Fattani, 1988) entitled: Distance training for human resources development: An applied study on the hospitals of the city of Makkah.

The objectives of the study were to reveal the extent of benefit from distance training to develop the hospitals of the city of Makkah in general and the health sector in particular, and to know the reality of the use of the hospitals of the city of Makkah for distance training, as well as to identify the need to activate the mechanism of distance training in the hospitals of the city of Makkah, and to identify the obstacles to distance training in the hospitals of the city of Makkah. The method used was the descriptive method; because it is more appropriate to know the reality of the aspects of the study.

The study sample consisted of workers in eight hospitals in the city of Makkah: The researcher used a questionnaire prepared by her as a tool for the study.

The most important results of the study are that there is awareness among the members of the study sample of the concept of distance training and its basic dimensions. There is a role for distance training compared to traditional training, and there is a possibility that distance training replaces traditional training. The study also indicated that there is a consensus among the members of the study sample on the expected benefit from modern technical methods in distance training.

## 2-2 : Foreign Studies:

-1/2/2: A Study of (Al-Gawhary, 2022) entitled:

Titled: Requirements for the development of the electronic training system for teachers.

The current study aimed to identify the nature of electronic training for teachers, its objectives and importance, in addition to identifying the characteristics of electronic training in order to reach a set of requirements necessary to develop the electronic training system for teachers, and the researcher used the descriptive approach in its analytical and critical dimensions.

The study concluded that there are a set of requirements necessary to develop the e-training system for teachers at the level of e-training inputs, processes and outputs. These requirements

include: the existence of a specialized department for e-training, digitization of administrative processes, planning for training, providing the necessary infrastructure to deliver e-training such as Internet connection lines, computers and their interactive accessories, Internet browsing programs, and providing training program content to suit the nature and type of training, whether synchronous or asynchronous, selecting a head of the training team who has the ability and competence to manage such a system, and the ability to prepare the general vision for training in light of the training message according to its objectives, providing a system for interactive electronic tests, and providing requirements for using digital learning resources. This requires the responsible authorities to adopt these requirements and work to achieve them, support from civil society and businessmen, and the use of international expertise in this field.

-2/2/2: Yalmaz's study (Yalmaz, 2021) entitled:

DISTANCE AND FACE-TO-FACE STUDENT'S PERCEPTIONSEDUCATION DISTANCE.

Study title: Student perceptions of face-to-face educational distance.

The study indicated that the distance learning process does not put the learner in a classroom environment and does not give him the feeling that he is a student as in the face-to-face learning method, in addition to the fact that distance learning makes the learner feel bored and does not meet his expectations. The results also indicated that the value of the distance learning process varies from one person to another. It may mean a lot to some people because they need it and because they want to get something from it, while for other people it may not mean anything to them. Therefore, some students resort to distance learning because of their need and that once this need ends, they will eliminate it from their lives.

-3/2/2: A Study of (Shafiq, Hamza, 2017) entitled:

The impact of training and development on the performance of employees in a private company in Malaysia.

Title of the study: The impact of training and development on the performance of employees in a private company in Malaysia.

Which was conducted on (105) employees, the impact of the following independent variables (on-the-job training - training in training centers - job enrichment - job rotation) on employee performance was studied. It was found that there is a positive correlation between training in its dimensions (on-the-job training, training in training centers, job enrichment, and job rotation) and performance, but it is stronger in the case of job enrichment.

The most important recommendations of the study:

- The company needs to implement advanced human resources policies and programs to achieve its goal, and to build high-performing employees in the organization and adopt a comfortable workplace, where employees have to and need to work.
- Moreover, the organization must provide training and development with technological changes and provide the necessary culture to develop appropriate training, and the organization must innovate many training and development activities to improve employee performance by

improving their information about the company and improving employee skills, in addition to that the organization must build an effective communication network among its employees.

- This study was applied to a private company in Malaysia, other studies should focus on other business sectors and explore employee performance based on training and development in different scenarios.

-4/2/2: A study of (Ramaya, 2016) entitled:

The impact of training on employee performance.

Which was conducted on (22) managers and employees at the Mangalore Pipe Factory in India. It studied the relationship between training programs as an independent variable and employee performance as a dependent variable. It showed that training plays an important role in building and improving the competencies of both new and old employees, which helps them perform their jobs effectively and overcome weaknesses in any area of the job. The researcher also concluded that the main goal of each training course is to add value to the employees' performance, and therefore each type of company develops training and development programs according to its activity.

The most important recommendations of the study:

- Training should be designed based on the specific needs and goals of the company.
- The industry should give greater opportunities to female workers.
- Current technology should be updated to reduce pressure and stress on employees.
- The industry should take specific steps to improve the employees' performance.

-5/2/2: A Study of (Hafeez, Akbar, 2015) entitled:

The effect of training on the performance of workers in the pharmaceutical industry in Karachi, Pakistan.

Where training was considered as an independent variable (training content - training objectives - trainer information), and employee performance as a dependent variable and units of performance areas (enhancing team spirit, communication skills, customer service, personal relationships, and reducing absenteeism) and development areas (job satisfaction, employee motivation, use of technology and modern methods, and efficiency in performance).

Four pharmaceutical companies were selected in a survey of (356) employees in pharmaceutical manufacturing companies in Pakistan, and the study showed that the training given to employees contributes to a large extent in various areas of performance and development. The most important recommendations of the study are:

- That pharmaceutical companies conduct administrative training programs on a regular basis, and evaluate these programs to ensure that they simulate the requirements of employees, and this is of great importance because it helps ensure the success of the training course, and that managers must analyze the need for training in order to achieve its goal.



- It is suggested for future studies to conduct a similar study on a larger sample size and other sectors in Pakistan and elsewhere, in the same areas of training and performance or others.

-6/2/2: A Study of (Tahir et al, 2014).

Title: The impact of training and development on employee performance and productivity: a case study of United Banks Ltd. in Peshawar, Pakistan.

The study was conducted on (76) employees of United Banks Ltd. in Peshawar, where questionnaires were distributed in eight branches.

This study aimed to study the impact of training and development as independent variables on the employees' performance and productivity as dependent variables.

It concluded that there is a positive impact of training and development on the employees' performance and productivity.

The most important recommendation of the study: that banks administrations interested in their efficiency and productivity rely on training and development as their first choice.

-7/2/2: A Study of (Abdelgadir & Elbadri: 2011) :

Study title: Training Practices of Polish Hospitals: An Appraisal and Agenda for improvement.

This study aims to identify training practices and activities in Polish hospitals. The descriptive analytical approach was used, and the researchers collected data on (30) hospitals. The training activities studied included: identifying training needs, developing training programs, and evaluating the effectiveness of these programs.

The study concluded that many of these hospitals ignore the process of identifying training needs and the absence of the process of evaluating training programs and the reflection of this on the performance of employees.

The study recommended the importance of identifying the training needs of employees before starting the training process.

-8/2/2: A Study of (AbdussattarNiazi, 2011):

Study title: Training and development strategies and their role in job performance in FMCG companies in Pakistan.

It was conducted on (77) employees in fast transport companies, and training and development were considered the independent variable (learning organizations and their strategies for training and development - managers' interest in Training Need Assessment TNA - implementing and evaluating training) and its impact on the employees' performance as an intermediary variable and thus on the organization's performance as a dependent variable.

It confirmed that the application of training and development strategies directly enhances the employees' performance and work goals, thus improving the organization's performance.

The most important recommendations of the study:

- Organizations should focus on continuing education and on-the-job training.
- Executive managers should be involved in decisions to determine training needs and policies related to training.
- Increase employee performance through competitive advantage.

-9/2/2: A Study of (Appiah, 2010):

Study title: The impact of training on employee performance: a case study of HFC Bank in Ghana.

The study was conducted on (30) employees from senior and middle management at HFC Bank in Ghana. The study aimed to determine the relationship between its training programs and its success, as the questionnaire was distributed to human resources managers and financial managers. It was found that the training programs provided by the bank satisfied the employees, and the goal of these programs was to improve the performance of the employees and the organization, and that every employee, regardless of his background or educational level, benefited from the bank's training programs, but it is the only form of training in the bank, so it is recommended to conduct external training courses as well, and it showed that training has a moderate positive impact on performance.

The most important recommendations of the study:

- The current training program in HFC Banks is effective, but the company should consider enabling employees to continue their studies to improve their qualifications.
- HFC should also continue its internal program with periodic analysis of the program to ensure its effectiveness, and ensure that the program meets the specific needs of its employees, and that the program is in line with the time developments.
- HFC Bank should increase transparency to inform the public about their contribution to the Ghanaian economy in terms of employment.

-10/2/2: A Study of (Teresa Brannick, et. Al: 2009):

Study title: Service Management practice performance Model: A focus on Training practices.

The study aims to know the impact of training on the level of providing health service, and the researchers collected data from and using the descriptive analytical approach and with the help of a questionnaire tool that was distributed to workers in (143) health organizations in Ireland. The study concluded that providing intensive and properly planned programs contribute significantly to improving the ability of workers to provide health services with a high level of skill and increasing the satisfaction of patients and visitors.

2-3 The relationship of the current study to previous studies:

The current study agreed with previous studies in terms of studying the subject of training and its relationship to performance in health organizations in general, and this current study differed from previous studies in its specification in the subject of distance training and its role in improving the employees' performance, as well as in the field of application and sample size.

- What distinguishes the current study from previous studies:

The current study is distinguished from previous studies in that it will be applied in four health organizations concerned with providing health services to citizens, which are the hospitals of Jeddah Governorate, and thus it differs from previous studies, most of which were applied in one of the hospitals or health centers, which makes the current study distinct and unique in terms of modernity, and it is likely that studies will be few in this vital and important health field.

The most important thing that distinguishes this study from previous studies is that it sheds light on distance training and its importance, and the study seeks to identify the role of distance training in improving the level of the employees' performance, and to analyze the relationship between distance training and employee performance in Jeddah Governorate hospitals.

### **The survey study:**

With regard to this survey study; The researcher conducted a survey study; On a random sample of hospital workers in Jeddah Governorate hospitals, males and females, with different job titles of doctors, administrators, technicians, etc., and the sample size is (50) individuals working in Jeddah Governorate hospitals.

The questionnaire tool was chosen to be applied to this study, due to the ease of contacting the research sample and knowing their opinions on the study questions and reaching results that benefit the topic of the role of distance training in improving the performance of hospital workers.

### **Framework of the research problem:**

There is no doubt that distance training has gained great importance for many institutions, whether non-profit or for-profit, in order to raise the level of skills the workers and employees have in these institutions, as educational curricula and academic qualifications do not cover specialized aspects of the modern requirements of many jobs, because they are created by the tremendous development in technology, communications and information, in addition to management requirements, the emergence of global companies, the diversity of individuals' needs, and the rapid fluctuation in demand for services and goods that were not known before.

The rapid growth and development of many services and goods that are created on a daily basis and the above confirms the importance of training to improve the skills of the employees, graduates and workers to train them in specialized skills in different fields of work in order to continuously develop their skills, knowledge, attitudes and behavior and enhance their ability to adapt to new and emerging changes in the business world and the communications and information revolution. (Al-Naimi, 2010)

For the training process to succeed, a clear and precise concept of training must be available to the parties involved in the training process, from trainer, trainee and training officer; Because of its impact on the correct preparation and proper implementation of training programs, and

following modern methods in the training process that meet the needs of human resources working in the hospital and develop their knowledge and skills, and adopting the comprehensive quality system in training in particular, which transforms work in the hospital into a comprehensive quality system that would raise the level of health services provided in teaching hospitals. (Fattani, 2007)

And that distance training as an activity and a main function of contemporary health organizations seeks to improve the performance of its employees and provide employees with the necessary skills that enable them to confront the various changes in the internal and external environment, so that the training strategy must focus on analyzing the strengths and weaknesses in the current performance and behavior of employees and identifying the necessary training needs and then developing effective training programs in order to reach expected behavior and performance that contributes to improving the performance of employees in their work with the best efficiency and effectiveness, and this in turn leads to introducing technological changes to the methods and techniques of work and increasing the efficiency of employees in performing their work as a result of having new technical and scientific skills that are compatible with the various changes and development in the external environment of the organization. Accordingly, the problem of the study lies in the following main question:

What is the role of distance training in improving the performance of hospital workers by applying to hospitals in Jeddah Governorate?

The intellectual framework of the research:

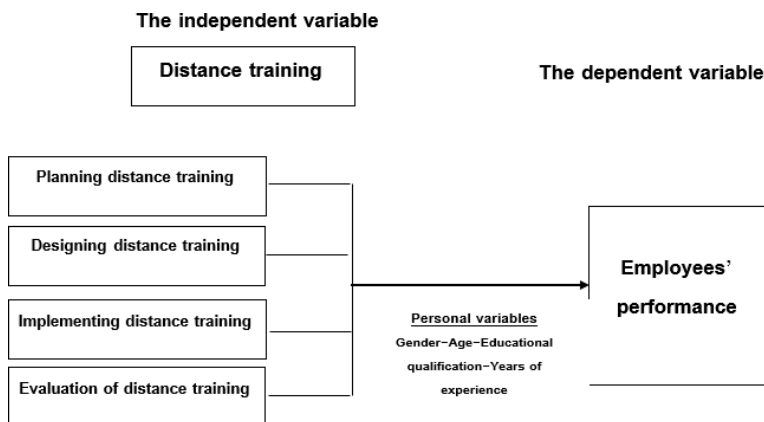
This framework includes the intellectual aspects of the research, as it relies on the literature imposed by the changes that institutions are experiencing at the present time, and the necessity of matching the capabilities of workers with what is new in these developments in order to achieve what they aspire to. It also relies on research and scientific journals in the field of training in general and distance training in particular.

The researcher relies in forming this framework on modern references represented in books, references, periodicals, magazines, articles, scientific reports and Internet sources related to the subject of the study; in order to benefit from them in forming the theoretical scientific material for the study, and the most important theoretical axes around which the research revolves are the following:

- ☐ The concept of training and distance training.
- ☐ Variables of distance training.
- ☐ The importance of distance training.
- ☐ General principles of distance training.
- ☐ Stages of the training process.
- ☐ Components of distance training.
- ☐ The concept of employees' performance.

- ☐ Elements of employees' performance.
- ☐ The importance of employees' performance.
- ☐ Characteristics of employees' performance.
- ☐ The impact of distance training on improving employees' performance.

### Research variables:



### Research Questions:

This research seeks to answer the following main question:

What is the role of distance training in improving the performance of hospital workers?

Then, from this goal, the following sub-objectives emerge:

- 1- What are the requirements for distance training in training hospital workers?
- 2- What is the opinion of hospital workers and the evaluation of the role of distance training in improving their performance?
- 3- What is the concept of distance training and its importance in hospitals, and to what extent does it contribute to improving the performance of workers as a modern method of human resources development?
- 4- What are the obstacles to using distance training in training hospital workers?
- 5- What are the recommendations and suggestions that help hospital administration adopt distance training effectively?

## **Research Objectives:**

The main objective of this research is as follows:

To identify the role of distance training in improving the performance of hospital workers, and then, from this goal, the following sub-objectives emerge:

- 1- Identifying the requirements for distance training in training hospital workers.
- 2- Identifying the opinion of hospital workers and evaluating the role of distance training in improving their performance.
- 3- Shedding light on the concept of distance training, its importance in hospitals and its dimensions, and the extent of its contribution to improving the performance of workers as a modern method of human resources development.
- 4- Identifying the obstacles to using distance training in training hospital workers.
- 5- Providing recommendations and suggestions that help hospital administration adopt distance training effectively.

## **Importance of the research:**

The importance of the research is represented in two main aspects: scientific importance and practical importance.

First: Scientific importance:

- The importance of this research comes from the importance of the studied sector, which is the health sector; especially teaching hospitals in which medical cadres are trained and prepared in their various categories including doctors, nurses, technicians and laboratory technicians. This does not mean that training is limited to students in medical and nursing faculties and the like, but rather training must continue in all stages of medical work, which is called continuing medical education. On the other hand, the training process is likely to improve the quality of services provided in the hospital, and therefore a quality system must be adopted in the training process that is reflected in the performance of health services.
- Defining distance training as a new and contemporary concept.
- Contributing to enriching Saudi libraries with the concept of distance training, its dimensions and importance.
- Motivating researchers to conduct other research and studies that address various aspects of distance training.

Second: Practical importance:

- Identifying the possibility of a relationship between distance training and the performance of workers in Saudi hospitals.

- Knowing the extent to which distance training contributes to improving the performance of workers in Saudi hospitals.
- Encouraging hospitals to adopt the concept of distance training for the continuous development of their human resources and keeping pace with technical developments in order to improve their performance.

### **Research hypotheses:**

The research hypotheses are represented in the following hypotheses:

- 1- There are statistically significant differences in the attitudes of the study sample members regarding the level of distance training in Jeddah Governorate hospitals (subject of the study) attributed to demographic variables (gender, age, educational qualification, years of experience).
- 2- There are statistically significant differences in the attitudes of the study sample members regarding the level of performance of workers in Jeddah Governorate hospitals (subject of the study) attributed to demographic variables (gender, age, educational qualification, years of experience)
- 3- There is a statistically significant relationship for distance training in improving the performance of workers in Jeddah Governorate hospitals (subject of the study), and the following sub-hypotheses fall under this hypothesis:
  - A- There is a statistically significant relationship of distance training planning in improving the performance of workers in Jeddah Governorate hospitals (subject of the study).
  - B- There is a statistically significant relationship of distance training design in improving the performance of workers in Jeddah Governorate hospitals (subject of the study).
  - C- There is a statistically significant relationship of implementing distance training in improving the performance of workers in Jeddah Governorate hospitals (subject of the study).
  - D- There is a statistically significant relationship of evaluating distance training in improving the performance of workers in Jeddah Governorate hospitals (subject of the study).

### **Research Limits:**

The research is limited to the following limits:

Objective limits: The role of distance training in improving the performance of hospital workers.

Spatial limits: Jeddah Governorate hospitals (Al-Thagher Hospital - East Jeddah Hospital - King Abdul Aziz University Hospital - King Fahd for Armed Forces Hospital in Jeddah).

Time limits: Academic year: 1444 AH / 2023 AD.

### **Research methodology:**

To achieve the research objectives and test the validity of the hypotheses; it was relied upon the descriptive analytical approach; which expresses the accurate and detailed description of the social phenomenon to be studied in a qualitative or quantitative numerical form. This approach does not stop at collecting information to describe the phenomenon, but rather seeks to analyze the phenomenon and reveal the relationships between its various dimensions in order to interpret it and reach conclusions that contribute to improving and developing reality (Gharaiba et al., 2015). In this research, it is used to reveal the role of distance training in improving the performance of workers in Jeddah Governorate hospitals.

### **Research Method:**

The deductive approach will be used as a study method, i.e. converting the relationship between training and performance into specific testable hypotheses, then choosing a method to test the hypotheses and collect the necessary data. If the data supports the hypothesis, the conclusion will be reached that the relationship is correct.

#### **Research Tool:**

The questionnaire was used as a tool for this study; to collect information and data related to it, due to its nature in terms of its objectives, methodology, and community, as it is considered one of the most common and widely used research tools in the field of humanities, as it is more effective in terms of time and cost, and the possibility of collecting data on a larger number of individuals compared to other means, and the study tool was based in its preparation on:

Theoretical literature on the subject of training in general and its effect on performance in particular.

Previous studies were used in the fields of study.

### **Research Community:**

The study community is defined as: the group of elements or individuals who are the focus of interest in a specific study, and in other words, it is all the elements related to the research problem.

The researcher will select a sample of workers in some hospitals in Jeddah Governorate, which will be applied randomly.

Four hospitals were selected from Jeddah Governorate hospitals.

A- Al-Thagher Hospital in Jeddah.

B- East Jeddah Hospital.

C- King Abdul Aziz University Hospital.



D- King Fahd for Armed Forces Hospital in Jeddah.

### Research sample:

Due to the large size of the research community, the size of the community is estimated at approximately (1600) employees. The size of the research sample can be determined from a limited community according to the law of determining the sample size and in a way that ensures full representation of this community and so that the error in the estimate does not exceed 5%. The researcher relied on the following law in determining the sample size.

$$N = \frac{P(1-P)}{\frac{P(1-P)}{n} + A}$$

Where N: sample size

P: maximum percentage of availability of the characteristics required to be studied in any community, and the researcher considered it 50% = 0.05

A: (square of the permissible error rate), and the researcher considered it 5% over (square of the standard degree corresponding to the confidence coefficient) that the researcher chose, which is 95%, and thus the corresponding standard degree = 1.96.

$$A = (0.05 \times 0.05) / (1.96 \times 1.96) = 0.0025 / 3.84 = 0.00065$$

n: Study population size = (1600) number of workers in Jeddah hospitals under study

By applying the previous law, the sample size becomes = 310 individuals

(Uma Sekaran (2003)) mentioned and (Fouad, 2011) also explained the following points that can be used as a guide to determine the sample size:

- 300 - 500 individuals are appropriate for most research and studies.
- The number of individuals for each stratum should not be less than 30 individuals in stratified samples.
- It is preferable that the sample individuals not be less than ten times the number of study variables.
- A sample size of 10-20 may be acceptable if the research is experimental and the level of control and supervision is high and justified by the researcher.

- Accordingly, a sample of 400 individuals will be taken to benefit from increasing the sample size in order to study the role of distance training in improving the performance of hospital workers by applying it to hospitals in Jeddah Governorate.

### **Statistical analysis methods:**

The data will be subjected to statistical analysis using the computer through some statistical methods that will be provided by the Statistical Package for Social Sciences (SPSS), which are:

#### **1/15 Descriptive statistical methods**

- Arithmetic averages.
- Standard deviations.

#### **1/15 Inferential statistical methods:**

- One-sided analysis of variance
- Pearson correlation coefficient.
- Simple regression analysis.

### **Research contents and timeline:**

#### **1/16 Proposed research contents:**

The researcher divides the research as follows:

Chapter One: Introduction to the research (general framework of the research); It includes:

)Introduction - Research problem - Research objectives - Research importance - Research questions - Research hypotheses - Research terms - Research limits).

Chapter Two: Research literature; It includes:

)Intellectual framework of the research (Research axes) - and previous studies)

Chapter Three: Research methodology; It includes:

)Research methodology - Research community - Research sample - Data collection sources - Research tool(

Chapter Four: Data analysis and discussion of results.

Chapter Five: Summary of the most important results and recommendations.

#### **2/16 Proposed timeline:**

- Chapter One: Two months.
- Chapter Two: Three months.

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- Chapter Three: Two months.
- Chapter Four: Four months.
- Chapter Five: Two months.