Scientific Paper Entitled: The Importance Of Continuous Training For Health Personnel In Improving The Quality Of Health Care From The Point Of View Of Health Workers In The Government Health Sector In The Kingdom Of Saudi Arabia

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Study summary

The study aimed to identify the impact of training on improving the quality of health care in the health sector in the Kingdom of Saudi Arabia. The study followed the descriptive analytical approach. The questionnaire was applied to a pilot sample of 30 health care workers to ensure internal consistency. The researchers calculated Correlation coefficients To evaluate the internal validity of the study tool, the results of the study concluded that continuous training contributes to improving their skills and knowledge in the field of health care. The study recommended the necessity of providing continuous and diverse training programs to develop the skills and knowledge of health workers in the field of health care. The need to enhance the culture of continuous training and encourage health workers to participate in training programs.

Keywords: Continuous Training- Quality of Health Care - Health Sector in The Kingdom of Saudi Arabia-Infection Control Specialist, Physical Therapist, Nursing Specialties, Social Worker Bio Medical Equipment Technician, X-Ray Technician.

Introduction

Continuous training for health personnel is considered essential to improve the quality of health care in the Kingdom of Saudi Arabia, from the point of view of health workers in the government sector. Continuous training contributes to developing the skills and knowledge of health personnel, and helps them keep pace with modern medical and technical developments. Thanks to continuous training, health workers are able to improve their performance and increase their efficiency in providing better medical services, which reflects positively on the patients' experience and the quality of health care they receive. Continuous training also contributes to enhancing trust between health workers and patients, and contributes to building cooperative relationships based on respect and understanding.

In addition, continuous training is an effective way to motivate health workers and motivate them to achieve their personal and professional goals. It gives them the opportunity to develop their skills and enhance their abilities, which helps them advance their career path and achieve success and excellence in the field of health care.

Training is an effective means of improving the organization's work and the quality of its production and services, and possession of modern technology is not the measure of the organization's success. In the field of health services, its development cannot be measured by the expansion of therapeutic and health facilities, and by supplying them with modern equipment and supplies only, but rather this is complemented by the level of human performance of doctors, technicians, and auxiliary medical teams. This appears as an essential outcome of training and continuing medical education through its effective programs (Jannadi, B., et al., 2008).

The importance of training in health work is increasing for many reasons, the most important of which are: the constant expansion of health services. Every day there is something new in terms of work methods and medical specialties, the constant change in working conditions, and the abundance of problems, as health work is characterized by

vitality and high sensitivity. The percentage of problems encountered by workers in this sector of various categories and types of work may increase, and avoiding these problems lies in training and continuing medical education through which the health team is trained on everything new in the world of health. Based on this, it can be said that continuous training for cadres Healthcare is considered an essential factor in improving the quality of health care in the Kingdom of Saudi Arabia, and contributes to enhancing confidence, efficiency and excellence in providing medical services to patients. (GOMEZ, MEJIA, LR; BALKIN, D. B. CARDY, R. L,2001)

Study Problem

Previous academic studies in this field have demonstrated that lack of training has major negative consequences, such as a low level of service provided and a low cost-effectiveness of technology, in addition to the additional expenses and costs incurred by organizations that are essentially unnecessary, as the low level of health services and related manifestations of lack of Satisfaction, neglect, chaos, and lack of experience are the result of neglecting the training process and not paying attention to its scientific concepts when identifying needs and designing, implementing, and evaluating the training process (Abdul Rahim Abbas Musa, 2019). Therefore, the research came to highlight the importance of continuous training for health personnel in improving the quality of health care from the point of view of health workers. In the government health sector in the Kingdom of Saudi Arabia

Study questions

1. What is the importance of continuous training from the point of view of health workers in improving the quality of health care in the government sector in the Kingdom of Saudi Arabia?
2. How does continuous training affect the efficiency and performance of health workers in providing health services?
3. What programs and training courses do health workers consider useful for improving the quality of health care?
4. What challenges do health workers in the government sector face to participate in continuing training programs?

5. What directions can be taken to enhance continuous training and improve the quality of health care in the government sector?

Objectives of the study

1. Learn about the concept of training and its components
2. Recognizing the importance of continuous training for health personnel
3. Identify the impact of training on improving the quality of health care in the health sector in the Kingdom of Saudi Arabia
4. Learn about the concept of quality health care

Study Limitations

Challenges include lack of time for training due to practical pressures, lack of resources allocated to training, weak coordination between stakeholders, in addition to technical challenges and rapid updates in the field of health care.

Previous studies

{1} Abdul Rahim Ali Musa's study (2019) addressed the impact of training on improving the quality of health services in hospitals in the Kingdom of Saudi Arabia, and targeted King Abdullah Hospital in Bisha Governorate as a model. The study was applied to a sample of doctors, department directors, and assistant medical staff, and used a descriptive analytical methodology with the distribution of a questionnaire and analysis of data. The results showed that development in training activities and the lack of medical specializations were not taken into account, but they confirmed that the quality of training positively affects the quality of health services. The study recommended identifying training needs scientifically, preparing training and educational programs on quality concepts, and linking the training process to material and moral motivational factors.

{2} Nofal Abdel Rahman Anwar's study, 2020, entitled The role of training in improving the quality of health services in educational hospitals, an applied study on Al-Jumhuriya Teaching Hospital in Aden Governorate. This research aims to identify the role of training in improving the quality of health services in Al-Jumhuriya Teaching Hospital, and the extent to which it reflects the quality of the process. Training on the quality of services provided, where the researcher followed the descriptive analytical approach in collecting and tabulating

data, and relied on a sample of 80 questionnaires, 70 of which were retrieved, and were divided into three categories (15 questionnaires for trainers, 30 questionnaires for nurses, and 25 questionnaires for administrators). The focus of this research was on the category of nurses and administrative staff in the hospital. The research concluded that those in charge of the training process do not take into account some of the scientific principles of the training process, with regard to continuity in training, innovation and development in training activities and methods, and the quality of training is reflected positively. On the quality of medical services provided in the hospital and the lack of training programs for spreading the culture of quality and comprehensive quality in medical services, and the evaluation process for trainees is incomplete as it is limited to post-evaluation. The research also found that there is a difference in the opinions of trainees in general about the training items, and recommended the importance of training in health institutions.

{3} Mariners of Maryam study, 2016, the role of training in developing individuals and ensuring continuous improvement of the health service, a case study of the public hospital institution, Mohamed Boudiaf "Oum El Bouaghi". This study aimed to clarify the concept of training as one of the topics that achieves the development of individuals and contributes to ensuring the continuous improvement of the health service, as The study population consisted of some individuals from the Mohammed Boudiaf Oum El Bouaghi health institution. For the purpose of achieving the objectives of this study, a questionnaire was designed and appropriate statistical methods were used, relying on the statistical program (SPSS). The study concluded that the development of individuals is an urgent necessity in contemporary health institutions as a result of the developments taking place at the time. Currently, this requirement is achieved through training this element as the only means to develop its performance and improve its services.

The limits of the study

- Spatial limits: The study will be applied in the Kingdom of Saudi Arabia.
- Time limits: The study will be implemented in 2022.
- Human limits: The study will be applied to a sample of health personnel in the government health sector in the Kingdom of Saudi Arabia.

- Objective limits: limited to studying the "The importance of continuous training for health personnel in improving the quality of health care from the point of view of health workers in the government health sector in the Kingdom of Saudi Arabia"

Study methodology

The descriptive analytical approach was followed, which is concerned with clarifying and describing the phenomena involved in the study in detail and then analyzing and interpreting them based on the collected data.

Study participants

1.Doctors, nurses and health technicians working in hospitals and government health centers in the Kingdom of Saudi Arabia.
2. Managers and administrative supervisors in the government health sector.
3. Officials in the Ministry of Health or relevant regulatory authorities.
4. Leaders of medical and administrative teams in government health institutions.
5. Workers in the field of training and development in the government health sector.

The study sample

A random sample was distributed to a group of 100 health personnel and workers in the health sector in the Kingdom of Saudi Arabia

Study tool and design stages

The questionnaire was used as a tool to collect information and data in the study

Results

- **Validity and Reliability Tests:**

Internal Consistency Reliability Calculation:

After building the study tool and ensuring its apparent validity by presenting it to a group of specialized and experienced arbitrators, Pearson's Coefficient Correlation was calculated to verify the validity of the internal consistency between the statements of each goal and the total score for the belonging axis.

The questionnaire was administered to a pilot sample of 30 healthcare staff to confirm internal reliability, with researchers

calculating correlation coefficients to assess the internal validity of the study tool, as the following tables show:

Table (1): Correlation coefficients of each items in the total score of the level importance of continuous training for health personnel in improving the quality of health care

Statement number	R
1	0.656**
2	0.744**
3	0.786**
4	0.757**
5	0.891**
6	0.734**
7	0.910**
8	0.568**
9	0.651**
10	0.874**

****: p value <0.001**

It is clear from the previous table that all of the statements are significant at the 0.01 level, as the values of the dimensional correlation coefficients ranged between (0.568 - 0.910), which are good correlation coefficients, and this gives an indication of high internal consistency coefficients as well. It indicates high validity indicators that can be trusted in applying the current study tool.

- **Reliability of the study tool:**

As for measuring the reliability of the questionnaire, we used Cronbach's alpha coefficient, and the following table shows the reliability axes of the study tool as follows:

Table (2): Cronbach's alpha coefficient reliability coefficient for the total score of the questionnaire

	No. of statements	Cronbach's alpha
Total score	10	0.895

The table showed that the Cronbach's alpha reliability coefficient for the total score of the questionnaire was (0.895), which is a high reliability coefficient suitable for the study.

Application Method of the Study Tool:

After collecting the study data, the researchers reviewed it in preparation for inputting it into the computer for statistical

analysis. Subsequently, they transcribed it onto appropriate tables, provided commentary, and linked it to previous studies. Responses were given five levels: strongly agree (5 points), agree (4 points), neutral (3 points), disagree (2 points), and strongly disagree (1 point). To determine the length of the pentavalent scale cells used in the study Phrases, the range (5-1=4) was calculated and divided by the number of questionnaire cells to obtain the correct cell length (4/5=0.80). This value was then added to the lowest value on the scale (or the beginning of the scale, which is one) to determine the upper limit of the cell. The following table illustrates the method for correcting the Likert pentavalent scale.

Table (3): Method for correcting the scale.

Scale	The weight	The average arithmetic mean value ranges
Strongly Disagree	1	From 1 to less than 1.80
Disagree	2	From 1.81 to less than 2.60
Neutral	3	From 2.61 to less than 3.40
Agree	4	From 3.41 to 4.20
Strongly agree	5	From 4.21 to 5.

Table (4): Socio demographic characteristics of the studied participants

Sociodemographic variables	Cases (n=600)	
	No.	%
Age category (years)		
Less than 25 years	234	39%
From 26 to 35 years	150	25%
From 36 to 47 years	84	14%
More than 47 years	132	22 %
Gander		
Male	372	62%
Female	228	38%
Marital status		
single	420	70%
married	180	30%
Job		
doctor	162	27%
pharmaceutical	72	12%

specialist	36	6%
Technical	42	7%
nurse	222	37%
Administrative	66	11%
Educational status		
Diploma or less	219	36.5%
Bachelor's	315	52.5%
Postgraduate studies (PhD - Master)	66	11%
Years of experience		
1 – 5 years	201	33.5%
6 – 10 years	252	42%
11 - 15 years	96	16%
16 – 25 years	51	8.5%

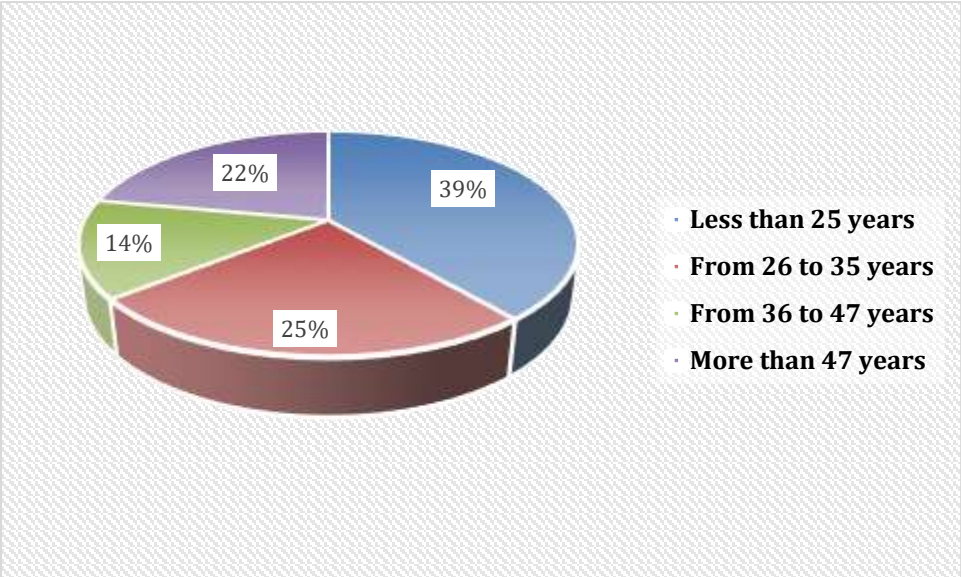

Fig (1): Age distribution among the studied participants

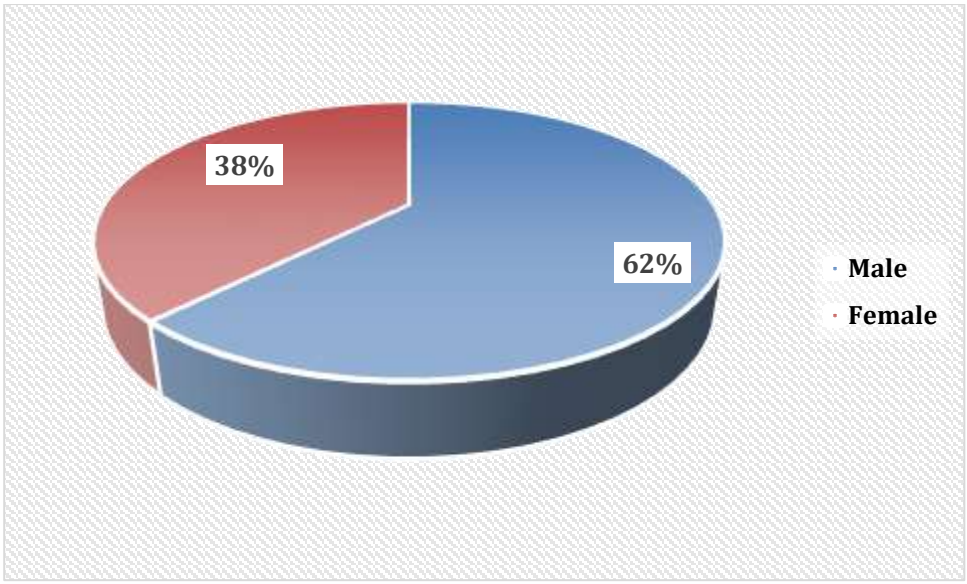

Fig (2): gander distribution among the studied participants

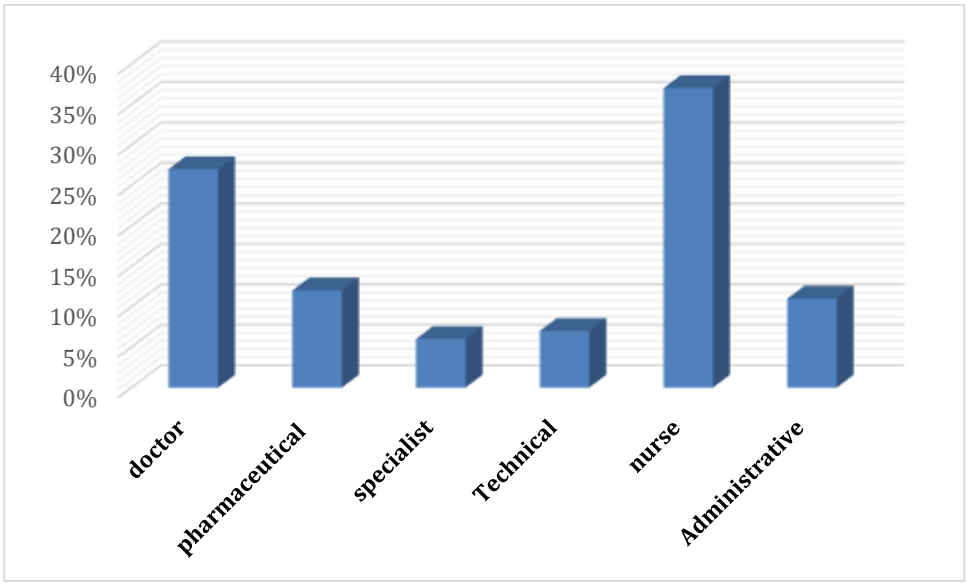

Fig (3): job distribution among the studied participants

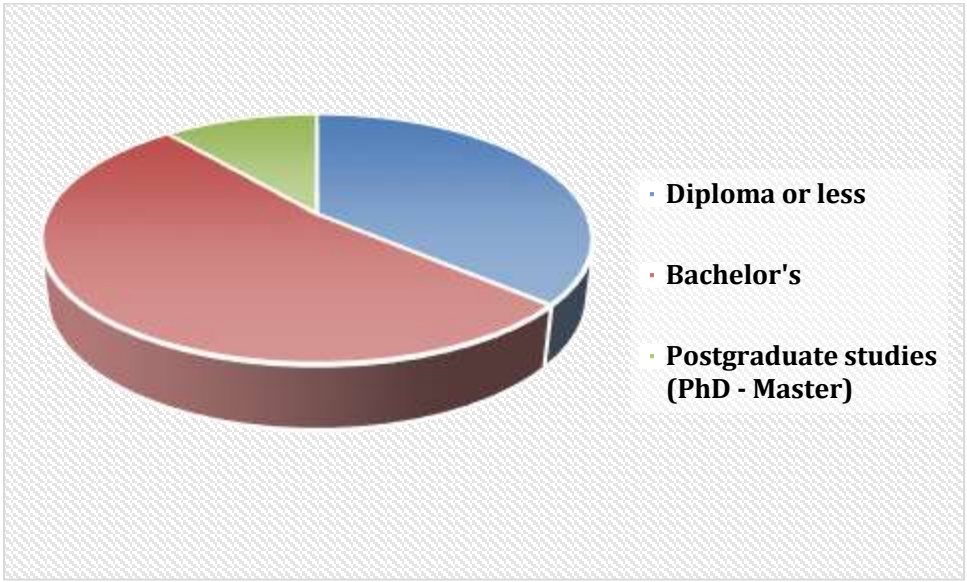

Fig (4): educational level distribution among the studied participants

Table (5) & Figure (1-4) showed that 39% and 25 % of the studied participants were aged less than 25 years and 26-35 years respectively. Regarding to the gander, near to two-third (62%) were males and 38% were females. 52.5% of the studied participants were bachelor's while only 36.5% had diploma or less. As regard to years of experience, 42% of the studied participants worked from 6 – 10 years

Secondly: Results Related to The importance of continuous training for health personnel in improving the quality of health care from the point of view of health workers in the government health sector in the Kingdom of Saudi Arabia

Table (5): response of the studied participants regarding to The importance of continuous training for health personnel in improving the quality of health care

No.	importance of continuous training for health personnel	Cases (n=200)			
		Mean	SD	Category	Rank
1-	The training programs available to health workers adequately meet their needs	4.54	0.74	**Strongly Agree**	**2**
2-	There is an improvement in your job performance after participating in continuous training programs	3.87	0.85	**Agree**	**7**
3-	She believes that continuous training contributes to reducing medical error incidents	4.33	0.80	**Strongly Agree**	**3**
4-	The health institution where you work pays enough attention to providing ongoing training opportunities	3.94	0.57	**Agree**	**6**
5-	There are obstacles that stand in the way of taking full advantage of ongoing training opportunities	4.04	0.71	**Agree**	**5**
6-	Administrative support provided for ongoing training programs is sufficient	2.98	1.05	**Neutral**	**9**
7-	There is a need to develop continuous training programs to suit developments in the health field	4.58	0.35	**Strongly Agree**	**1**
8-	Continuous training contributes to raising the level of patient satisfaction	3.45	0.89	**Agree**	**8**
9-	Continuous training contributes to improving the quality of health care	4.10	0.76	**Agree**	**4**
10-	Continuous training plays an important role in developing your health skills and knowledge	2.97	0.69	**Neutral**	**10**
Total score		3.92	0.61	**Agree**	

Table (6): revealed the response of the studied participants regarding to The importance of continuous training for health personnel in improving the quality of health care. It was found that the mean value of statement (7): There is a need to develop continuous training programs to suit developments in the health field came at the highest level was 4.58 (meaning strongly agree) and this represent the first rank. Statement (1) (The training programs available to health workers adequately meet their needs came in the second rank with a mean value of (4.54). additionally, statement (3): She believes that continuous training contributes to reducing medical error incidents came in the third rank with a mean value of 4.33, Statement (9): Continuous training contributes to improving the quality of health care

came in the fourth rank with a mean value of 4.10. Statement (5): There are obstacles that stand in the way of taking full advantage of ongoing training opportunities came in the fifth rank with a mean value of 4.04. Statement (4): The health institution where you work pays enough attention to providing ongoing training opportunities came in the sixth rank with a mean value of 3.94, statement (2): There is an improvement in your job performance after participating in continuous training programs came in the seventh rank with a mean value of 3.87, statement (8): Continuous training contributes to raising the level of patient satisfaction came in the eighth rank with a mean value of 3.45. finally, statement (6): Administrative support provided for ongoing training programs is sufficient came in the ninth rank with a mean value of 2.98 and statement (10) Continuous training plays an important role in developing your health skills and knowledge in the last rank with a mean value of 2.97

Discuss the results

- By reviewing previous studies and distributing the questionnaire to the research sample, then arriving at the conclusion that continuous training enables the development and improvement of health workers' skills, leading to the provision of better and more effective health services.
- Continuous training helps keep pace with medical and technical developments, which contributes to improving health care and providing modern treatments to patients.

- By improving skills and increasing awareness, ongoing training can reduce the incidence of medical errors, improving the quality of health care and protecting patient safety.

Results:

1. Continuous training plays an important role in improving the quality of health care from the point of view of health workers in the government health sector in the Kingdom of Saudi Arabia.

2. Continuous training contributes to improving the skills and knowledge of health workers in the field of health care.

3. Continuous training increases health workers' involvement in their work and enhances their desire to provide high-quality health services.

4. Investing in continuous training benefits patients and contributes to improving their experience in hospitals and health centers.

Recommendations:

1. Providing continuous and diverse training programs to develop the skills and knowledge of health workers in the field of health care.
2. Promoting a culture of continuous training and encouraging health workers to participate in training programs.
3. Allocate sufficient resources to implement continuous training programs and ensure their quality and effectiveness.
4. Encouraging cooperation and knowledge exchange between health workers through workshops and training seminars.

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