

**KARABUK UNIVERSITY
SOCIAL SCIENCES INSTITUTE
DEPARTMENT OF BUSINESS ADMINISTRATION**

**THE IMPACT OF TRAINING ON QUALITY OF HEALTH SERVICES IN A
PUBLIC HOSPITAL IN LIBYA: A CASE STUDY OF CENTRAL TRIPOLI
HOSPITAL**



MASTER'S THESIS

**Prepared
Ali Muhammed Saad EDDİB**

**Advisor
Asst. Prof. Dr. Ozan BÜYÜKYILMAZ**

**Karabuk
May, 2017**

KARABUK UNIVERSITY
SOCIAL SCIENCES INSTITUTE
DEPARTMENT OF BUSINESS ADMINISTRATION

**THE IMPACT OF TRAINING ON QUALITY OF HEALTH SERVICES IN A
PUBLIC HOSPITAL IN LIBYA: A CASE STUDY OF CENTRAL TRIPOLI
HOSPITAL**



MASTER'S THESIS

Prepared
Ali Muhammed Saad EDDİB



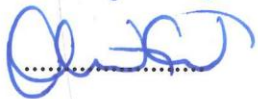
Advisor
Asst. Prof. Dr. Ozan BÜYÜKYILMAZ

Karabuk
May, 2017

THESIS APPROVAL PAGE

Karabuk University Institute of Social Sciences,

We as Thesis Board we approved the “**The Impact of Training on Quality of Health Services in a Public Hospital in Libya: A Case Study of Central Tripoli Hospital**” named Business Administration master thesis which submitted by **Ali Muhammed Saad EDDİB** unanimously / majority of votes.

	Academic Title, Name and Surname	Signature
Chairman of the Board	: Assoc. Prof. Dr. Fatma Zehra TAN 
Advisor	: Asst. Prof. Dr. Ozan BÜYÜKYILMAZ 
Member	: Assoc. Prof. Dr. Ahmet F. ÇAKMAK 

Thesis Exam Date: 26/05/2017

DECLARATION AND COPYRIGHT

I declare that I did not apply to any way or support against scientific ethic and traditions in this work which I submitted as master degree thesis, I mentioned all thing I write myself or I benefit from other in the reference section and also I mention all treatises in every place was used.

I declare that I am responsible to all ethic and legal results regarding anything against my attestation find out by institution in any time.

26/05/2017

Ali Muhammed Saad EDDiB



THANKS AND APPRECIATION

First, I would like to say thank you to my wife to help me, also, I would like to say thank you for each of the gave me support from friends or others.

Finally, I would like to say a special thank you to my supervisor Dr. Ozan BUYUKYILMAZ, I am very grateful for his guidelines and help for identifying problems. Also, thanks go to the discussion committee.

Ali Muhammed Saad EDDİB

CONTENTS

	<u>Page</u>
THESIS APPROVAL PAGE.....	iii
DECLARATION AND COPYRIGHT	iv
THANKS AND APPRECIATION	v
CONTENTS	vi
TABLE OF LIST	ix
INTRODUCTION	1

CHAPTER ONE THE TRAINING

1.1. THE CONCEPT OF TRAINING	3
1.2. IMPORTANCE OF TRAINING.....	5
1.3. TRAINING OBJECTIVES.....	6
1.4. TRAINING STRATEGY	8
1.5. METHODS OF THE TRAINING.....	9
1.5.1. On- The- Job of Training	9
1.5.2. Off-The-Job Training	9
1.6. TRAINING NEEDS.....	10
1.6.1. The Importance of Determining Training Needs.....	11
1.6.2. Determining Stage of Training Needs	11
1.7. TRAINEES SELECTION.....	11
1.8. TRAINERS SELECTION	13
1.9. TRAINING COURSES DESIGNING	14
1.10. IMPLEMENTATION OF THE TRAINING PROGRAM.....	15

1.11. TRAINING EVALUATION	16
1.11.1. Reasons for Evaluating Training	18
1.11.2. Benefits of Training	19
1.12. FACTORS AFFECTING ON THE TRAINING	19
1.13. EFFECTIVE TRAINING ON ORGANIZATION	22
1.14. PROBLEMS THAT TRAINING CAN SOLVE IN AN ORGANIZATION	23

CHAPTER TWO
HEALTH SERVICE QUALITY

2.1. CONCEPT OF THE QUALITY	25
2.1.1. Importance of Quality	27
2.1.2. Quality Goals	27
2.1.3. Dimensions of Quality	28
2.1.4. The Benefits of Quality	29
2.1.5. Quality Principles	29
2.1.6. The Cost of Quality	30
2.1.7. Effective Quality Standards	31
2.1.8. Aspects of Quality Improvement	32
2.1.8.1. Planning of Quality	32
2.1.8.2. Assurance of Quality	32
2.1.8.3. Quality Control	33
2.2. THE SERVICE CONCEPT	33
2.2.1. Important Characteristics of Service	34
2.2.2. Classification of Service	36
2.3. THE SERVICE QUALITY	34
2.3.1. Concept of Service Quality	37
2.3.2. The Importance of Service Quality	39
2.3.3. Achieve Quality in Customer Service	37
2.3.4. The Dimensions of Quality of Service	40
2.3.5. Assess The Quality of Service	41
2.3.5.1. Indicators Assess the Quality of Service	41

2.4. QUALITY OF HEALTH SERVICES	40
2.4.1. The Concept of Health Services Quality	43
2.4.2. Goals of Quality Health Services	41

CHAPTER THREE

EFFECT OF TRAINING ON HEALTH SERVICES QUALITY AT THE HOSPITALS PUBLIC IN LIBYA

3.1. PREVIOUS STUDIES.....	45
3.2. METHODOLOGY	50
3.2.1. Purpose of Survey	50
3.2.2. Research Question.....	53
3.2.3. Research Problem	53
3.2.4. Research Goals	51
3.2.5. Research Importance	54
3.2.6. Research Hypothesis	52
3.2.7. Research Method.....	55
3.2.7.1. Society and the Research Sample.....	56
3.2.7.2. The Preparation of the Questionnaire	53
3.3. RESEARCH FINDINGS.....	56
CONCLUSION AND RECOMMENDATION	66
REFERENCES	70
APPENDIX: QUESTIONNAIRE	78
ÖZET	80
ABSTRACT.....	81
AUTOBIOGRAPHY	82

TABLE OF LIST

	<u>Page</u>
Table 3.1. Gender of Participants	56
Table 3.2. Age of Participants	57
Table 3.3. Marital Status of Participants.....	54
Table 3.4. Year's Experience of Participants	57
Table 3.5. Opinions of Participants About Training Medical Staff Contributes to Improving Quality of Health Services in Hospitals.....	58
Table 3.6. Training Reduces the Stress of the Employees.....	55
Table 3.7. Trainees Are Selected, Based on the Annual Performance Reports.....	58
Table 3.8. Competency Level of Employees Increases After the Training	59
Table 3.9. Follow-Up to the Trainees After the Training Program Ends	56
Table 3.10. Opinions of Participants About Continuous Training Leads to Improve the Quality for A Patient's Health Services.....	60
Table 3.11. Our Hospital Conducts Extensive Training Programs for Its Employees on Services Quality	57
Table 3.12. Opinions of Participants About Training Reduces Consumption of Time and Cost and Increase Performance.....	60
Table 3.13. Training Helps Staff on Adapting with New Technological Expansion, And Invent a New Method of Working to Improve Service Quality.	57
Table 3.14. The Hospital Depends On the Modern Methods of Continuous Training	58
Table 3.15. Opinions of Participants About Training Courses Are Evaluated Through a Reflection On the Performance of the Trainees.....	62
Table 3.16. Training A Temporary Solution to The Problem of Emergency.....	59
Table 3.17. Opinions of Participants About There Is Not Balanced Between Theoretical and Practical Content of the Training Program.....	62
Table 3.18. Training Should Be Linked with A Particular Incentive	63
Table 3.19. Opinions of Participants About: Identification of Training Needs Through a Formal Performance Appraisal Mechanism.....	60

Table 3.20. Place of Hospital Appropriate to Achieve a Quality in The Health Service	64
Table 3.21. Opinions of Participants About Determining the Objectives of Training in The Hospital, According to The Actual Needs of the Trainees.....	61
Table 3.22. Opinions of Participants About Training Methods That Available in The Hospital a Variety and Modern.....	64
Table 3.23. Opinions of Participants About the Cooperation Between the Cadres of Working in The Hospital for Achieving Quality in Services	65
Table 3.24. Opinions of Participants About Choose the Trainers On the Basis of Scientific and Practical Knowledge	62
Table 3.25. Opinions of Participants About Training Method Used in The Hospital to Achievement of General Training Purposes	66
Table 3.26. Opinions of Participants About That Training Is an Ongoing Process for All the Hospital Staff	63
Table 3.27. Opinions of Participants About That the Evaluation of the Training Process Takes Place in All Stages of Training	66
Table 3.28. Opinions of The Participants About That the Training Contributes in Reducing Medical Errors	67
Table 3.29. Opinions of Participants About Training Effects On Improving the Quality of Medical Services	64
Table 3.30. Opinions of Participants About the Qualifications Have a Preference for The Selection of Individuals to Training Courses	68
Table 3.31. Opinions of The Participants About Seniority Have an Advantage in The Selection of Individuals to Training Courses	65

INTRODUCTION

Training is of great importance to many organizations, whether for-profit or not, and to improve the skills of workers and employees in those institutions, where the curriculum and academic qualifications do not cover aspects specialized of modern requirements for many jobs, because it changed due to the tremendous development in the technology and communications and information, and the emergence of international companies, and the diversity of the needs of individuals, and the rapid demand on goods and services were not known, the rapid growth and development of many of services and goods confirms the importance of training for the advancement of the skills of staff and graduates, and training specialized skills in various fields of work, to develop their skills, knowledge and behavior, constantly and enhance their abilities to adapt to new and urgent changes in the business world and the revolution in communications and information. Training is needed at every stage of the labor and all individuals at labor. To keep itself updated with the rapid evolution of technologies and values and concepts and the environment, and training plays a pivotal role, for training programmers is also essential in any institution to improve the quality of the work of staff at all levels. It is also necessary, when an employee moves from task to task by another of another kind. Given this context, this study is intended to provide insight into the concept and the methods of training, as well, assess fields of training, retraining and the dimensions of organizational learning. Training includes the time, effort and money of the institution, thus, the institution needs to be very careful when designing a training program, Objectives and need to training should be clearly defined and should choose the method or type of training according to the needs and specific targets, Once this is done carefully, an institution must take a feedbacks on a training program of the trainees in the shape of

a questionnaire also, to know whether the amount and time invested in training has turned into an investment or it was total expenses to the institution.



CHAPTER ONE

THE TRAINING

1.1. THE CONCEPT OF TRAINING

It is an action organized, planned and continually, aims to increase the individual competence and capacities (Syed, 2000: 250). Training is an effective way that enables an individual to exploit its capabilities and its potential, a planned activity and continuously aims to bring about changes in the information and expertise and methods, opinions, behavior and attitudes of the individual and groups, including makes them qualified for conduct their business in a systematic manner as well high productivity are the key factor in achieving the goals devices in which they work (Fawzi,1991:288).

Training is "providing individuals with certain skills help to correct weak performance (Mejla, 2001: 260.). Explanation of training as a "learning experience, in that it aims at a relatively permanent change in the individuals that will improve their abilities to perform at work (Decenzo and Robbins,2000). Suppose as well that the process of training and education is an ongoing process (Akinpelu, 1999). The need to perform an effective function and need to know how to conduct others sufficient grounds for training and learning and the desire to achieve the goals of increased productivity of the organization makes it mandatory for all, and therefore the training of the planned program consists of improving the performance of the individual level group or levels of organizations (Cascio, 1992). Teaching or activities that are based on the fundamental aim of helping individuals of the

institution on the acquisition and application of the knowledge, skills, capacities and attitudes required by that institution.

Is it an act to grow the knowledge and skills employed to do some work (Monappa and Saiyadain, 2008).

Moreover, training as a way to give a new or existing employee the skills they need to perform various jobs. Next, he believes that training is the mark of good management, and therefore ignored while training cadres, they do is a great benefit to the organizations they manage. Indeed, there is a strong potential employee always ensuring that they will happen on the function. This is the reason why every employee needs to know what you want him to do management and how he needs to do it. Thus has had an impressive amount of training to some extent the impact on an organizational efficiency (Dessler, 2008). Training – means preparation for an occupation or particular skills. It thus narrower in conception than one of these two education or development, it is job oriented from personality (Cole, 2004).

In addition, training has been defined in different ways, it includes the following: the planning process for the adjustment of position, knowledge or behavior skills through the learning experience to achieve effective performance in Any activity or group of activities. Its aim in the case of work is to develop the capacity of the individual and the needs of the current and future workforce of the organization (MSC), (U.K., 1981: 62). Training efforts to transfer the knowledge and skills needed to perform work-related tasks and attitudes. The program aims to improve the functionality directly (Truelove, 1992: 273). Training is "each activity or course, whether formal or informal (e.g on - work), helping you to acquire the knowledge and skills needed to do your job (McLeod and King,1996: 25). The Training is characterized as an instructor-led, content-based interference leading to desired changes in behavior (Sloman, 2005: 2).

The Training has been defined, and the systematic development of knowledge, skills and attitudes required of a person of a task or a specific function to be performed adequately (Armstrong, 1997).

1.2. IMPORTANCE OF TRAINING

Training become occupied the forefront in the priorities of a large number of developers and developments in the world alike, also the Training of the most important elements of the administrative process, and development work in all institutions. The training process of any private organization or publicly, a main cause in the development of employees and develop their abilities. In addition to being a factor contributing to adapt the institution with its environment, as well as training contributes to the survival of the institution able to compete, where is one of the areas that achieve social harmony and the coordinated worker between the social and economic aspects, where he plays a key role in achieving job satisfaction for individuals and improving the economic competence of the organization (Jean and Pierre, 1994:11). The success of the institutions necessarily linked to individuals training, is it a way to achieve economic development and social prosperity and unemployment insurance, old age and loss of job opportunities and individual insufficient for his work, (Lakhdar, 1990: 293). Since 1987, ISO standards have emerged (ISO) 9001, 9002,9003, training is one of elements twenty-one that are taken into account, (Alain et al, 2001:222). The Training and is considered one of many possible solutions to improve performance. Other solutions include procedures such as changing work patterns or increasing employee motivation through wages and incentives. Today, there is a great emphasis on: (Noe, 2009: 6)

- Provide educational chances for all workers, individuals. It can include these educational chances and training programs, as well includes support for taking courses offered outside the institution, self-learning, and learning through the rotation functions.
- Improved performance as a continuous process that can be measured directly instead of a training course for once.
- Explained for executives, managers, and intern benefits of training.
- Education as a lifelong event that senior administration and managers of the coach, and workers have ownership.

- The Training used to help achieve the business objectives of the strategy, that helps institutions gain a competitive advantage.

The Training is an effective method to advance the work of the institutions and the quality of production and services, and the ownership of modern technology is not the true measure of the institution's success, in the field of services cannot measure progress in expanding health facilities, as well providing them with instruments and modern equipment only, but must complete That the level of performance of doctors, technicians, and cadres' medical assistance (Bahauddin, 2005). Training, the most simplistic definition, is an activity which changes people's behavior. Productivity is often said to be the most important reason for training. But it is only one of the advantages. Training is necessary not only to increase productivity but also to motivate and inspire employees by allowing them to know how much their work and giving them all the information they need to performance their duties (McClelland, 2002:7).

1.3. TRAINING OBJECTIVES

For every specific objective a training program, and are categorized into general objectives, behavioral objectives, and is linked to the success of any training program with clear and precise objectives and also after the end of the training can these objective measures to evaluate the results Training, which is one of the most important aspects of human resource development. The effectiveness of the institution depends on the ability to achieve the following objectives: (Argyris,1971)

- To realize these goals.
- To remain at the international level.
- To adjust to its environment.

Importance of training goals, has made it work in this area, researchers still insist on formulating these objectives clearly, and the most important steps in the training process, and in any area of life. Training and is considered one of the many possible solutions to improve performance. An Other solutions including procedures

such as work alteration patterns or increasing motivation to workers, through wages and incentives. Today, there is a greater assurance on: providing educational chances to all employees. They may include these educational opportunities and training programs, but also includes backing for taking courses given outside the institution, self-learning, and learning through function rotation. Improved performance as a continuous process that can be measured directly instead of a training course for once. Suggesting that executives and managers and trainees benefit from training. Learning the event for life by senior management, managers of the coach, and employees have ownership. Training used to help achieve the business objectives of the strategy, which helps institutions an acquisition, competitive advantage (Noe, 2009: 6).

General goals and indirect consequences envisaged of training in general: (Tawfiq, 1994)

- Raising the level of production and improvement of quantitative and qualitative terms, reducing the rate of employee absence from labor.
- Decrease labor costs and preserve the equipment and maintenance.
- Development Employee feeling of belonging to the Organization.
- Increase level of job satisfaction between employee, responding to physical needs and alleviating the psychological pressure on them.
- Self-realization for workers who have the element of ambition. Adaptation to technical changes in the field of management, and even the institution to maintain a level of performance to fulfill the satisfaction of the beneficiaries from its services. The use of training as a means of motivation, promotion and merit.
- Achieving organization's Needs of the workforce, and shorten the time needed to perform the job effectively.
- Staff awareness of importance a training, as well, giving them the capability to new research.

It can be summarized in general goals of training through a following elements: (Tawfiq, 1994)

- Methods: through provision of suitable scientific modes.

- Experience: means supply a trainee with expertise intensive Related to the development of his performance.
- Trends: modification the trends and assumptions and behavioral inclinations and humanitarian to trainee.
- Skills: through acquisition the trainee new job skills.
- Knowledge: through the help of trainee to acquire the knowledge and the scientific foundations.

According to that, researcher sees that the most important objectives of training in the health field, especially a public hospital to develop health services are: Enable medical staff of keeping up with medical and technological advances.

1.4. TRAINING STRATEGY

Training strategy has a significant impact on the kind and amount of training which happen and if whether the resources (time and money instructors, program development) must be devoted to a training. As well, strategy effect the kind and level and the blend of skills required in the institution strategy has an especially strong effect on the define: (Noe, 2009: 55)

- The amount of the training dedicated to existing or futuristic labor dexterity.
- An extent to which a training is customized to meet the specific needs of the employee or developed according to the needs of the group, unit or section.
- Training is limited to specific categories of workers (such as those who consider the presence of management talent) or open for all employees.
- Whether it is the intention to training and manage by a systematic method, provided just when problems arise, or develop spontaneously in reaction to what the competitors doing.
- The placed importance to training by comparison, with other human resource management practices, such as the choices and reparations.

1.5. METHODS OF THE TRAINING

Success any training programs depend how suitable the method employed. There is various kinds of a training, and can be divided to kinds according to place of training.

1.5.1. On- The- Job of Training

This kind of training depends on the old idea of the idea of learning period, which basically means that employees receive new instructions and trends that show them the job style of the boss in working through the first period shows him right and wrong and tasks, rights. on job training is one of the oldest and most widely used kinds of unofficial learning (Graham and Bennett,1992). On a job training is given in the ordinary labor situation the intern using the actual instruments and equipment, documents or materials which he/she will use while completely trained. It is considered unofficial because it does not necessarily occur as a portion of a training program, because managers, peers and mentors act as coaches (Noe, 2009: 263).

Training in job place usually is the most effective and cost, efficient kind of training efforts should be made for increased the share of knowledge among senior and junior employees and create a better basis for the exchange of knowledge among different areas inside the institution. Learn to most staff comes from this type of training (Hansen, 2013:72).

1.5.2. Off-The-Job Training

Generally, it is hiring an outside institution to train and evaluation the performance of staff and institutions, which will be on measurement result. In this system employees who perform according to high standards will be rewarded or compensated on the basis of what management has set up to become an effective tool

to the bias not present through the assessment operation (Cheng. Et al, 2009). The sensibility, training process include techniques such as lab and t-group training, workshops, and foreign trips. The objective of sensibility, training is for made staff more conscious of their behavior, and how their understand behavior by others. As well increasing the awareness and admission of the variation between the participants. According to this kind of training, small groups of 8-14 people who are alien to each other and are usually grouped with each other and helped by the coach. Through the discussion, the officials debate themselves, their feelings, and the group operation (Grobler. Et al, 2006:130).

1.6. TRAINING NEEDS

Means training need to have a deficiency in the performance of human resources, where There is a variation, or gap, among the actual performance on the job, also Desirable performance, and this gap as a result of a lack of knowledge or skills, individual. That the determination of training needs can provide to the organization of information and data to adjust the training process and control of the training process better also it serves to provide the first warning about system performance problems (Hassanein, 2005)

And that the need for training appear in one of two ways, either be a deficit in the current performance or the emergence of new needs as a result of the changes planned or unplanned, both from the organization or from external forces that imposed the need for change (Faulkner, 2004)

Training needs: Training needs: there is variation among the required level of performance as well the level of the real performance of the individuals (Awda, 1994: 250). This step is considered a cornerstone in the planning for the training process, as they help in identifying the training program and its content, goals and training methods, also determining the right time and place, and methods of evaluating training programs. Training needs analysis, must be done according commensurate together the objectives and strategies of the institution.

1.6.1. The Importance of Determining Training Needs

Determining the training needs the most important of elements of the training process, which depends the success and effectiveness of the training process. So any defect or deficiency is happening in this element effect on the training steps. Determining of training needs helps to assessment the training and improve performance and achieve the desired goals of the training process. Also identify training needs are basic step to reach into the whole training process success, so to put a training plan to meet the actual needs of the organization should be first identified the training needs through an appropriate scientific method. So need any organization or institution for training it means there is a gap in a particular part of the organization and Planned training covers that gap (Naaman,2008: 26).

1.6.2. Determining Stage of Training Needs

Determining of training needs is the basis which adoption it the parts of the training process, so at this stage it should be a focus on the own specifications for the individual, also must involve the trainee in the training process in the early stages, to encourage him and his sense that he is responsible. There is fixed fact, in the training that the effectiveness and the planning, design and Implementation and valuation of training program It depends on effectiveness the process of identifying the training needs, Because the determining of training needs consequent select the desired diversity of the training and who needs to it and the level of performance required (Fadhli, 1995:672-673).

1.7. TRAINEES SELECTION

The human element is the main source of the energies and success and achievement, So it became a lot of researchers are turning to the study of human

behavior, training basically aims to bring about positive change in individuals' skills and abilities and Develop behavior patterns followed in the performance of their duties, Accordingly the training process focus on the trainee and not on other factors of production (Naaman,2008: 29).

That the selection process of the trainees takes into consideration two main points (Yagi, 2003).

- Methods used in the selected of trainees, like initiatives and examination and personal interviews, foreign nominations from training centers
- The conditions which must that available to individuals the required training them such:
 - Conviction the trainee of the importance of training.
 - Minimum availability of specialized experience to the trainee to enable him to effective participation in the training program.
 - Availability the scientific level of the trainee to be able to assimilation topics the training program.
 - To be a trainee aware of the existence of a problem afflicting and he needs to learn new skills.

To that achieves the homogenization between of the required persons trained takes two directions: (Yagi, 2003)

- The necessity of forming the diverse training group (heads and subordinates) where this type of training to achieve an intellectual affinity between trainees.
- Formation homogeneous training group to be a specialty, or the functional basis, or educational qualification is the basis for the compilation of the trainees, Which creates a more homogeneous groups and allow each participant to express his opinion honestly.

Must be taken many of the measures to reduce the impact of these differences on the training results such as: Trying to create a democratic atmosphere where expresses all of them about its trends, The involvement of trainees in the training activity by providing them the opportunity in debate and expression, procedure personal interviews before the start of the training program with the

candidates, choose individuals more rapprochement in terms of tendencies and the level of intelligence to form a homogenous group (Al salmi,1970).

1.8. TRAINERS SELECTION

Of the significant columns in the success of the training process is the presence of a coach has the competence and experience, As any shortcomings in the abilities and potential of the coach is a waste of money and effort is reflected negatively on efficacy of training, and role of a trainer is to transfer what plans into reality, Therefore there are many abilities and skills required availability in the trainer: (Naaman,2008: 32).

- Capacities educational and training: means the ability to transmit information to others and this requires an understanding of styles modern and methods of used.
- Must be the trainer socially and he has the ability to form good human relationships, to find out the difficulties faced by the trainees during training.
- Leadership Skills: The trainer is the leader of the trainees must be he has skill in planning, organizing, directing and monitoring and the ability to evaluate the trainees.
- Ability to positive thinking: the application of some of the ideas in a scientific way appropriate infuse the spirit of innovation of the trainees.

The trainer is the most significant factor in success of training plan, where it is the most important axis in the delivery of training message, and is a tool to change concepts the others (trainees) (Yagi, 2003).

There are key roles for the trainer: (Fetais, 2004)

- That to have the ability in connecting to the information and message training and interaction with the participants in the training process.
- Help trainees to apply what has gained knowledge and skills during joining a training program and transfer of training effect to practice.

- That to have the ability to activate the dialogue and discussion with the training groups and convince them that the training is important in their work and lead to improvement in performance.

The trainer is a fundamental link between content and the activities of the program on the one hand and the beneficiary of the program on the other hand, so must on the administration making sure of his abilities and his level, the process of selecting the trainers must be by standards specific, and basing on the basis of experience. (Fadhli, 1995)

There are groups, can be selection trainers of them: (Fadhli, 1995)

- Specialists in various fields required
- University professors in various specialties which cover training courses topics required
- Experts who work in the field of consulting
- Members of senior management in the organization in which trainees' work.
- Visitors from abroad and who may be experts and practitioners in the field, which revolves around it the training.

1.9. TRAINING COURSES DESIGNING

Until the design and selection of training courses, must be on training management that determine firstly , the field of the learning process which the pass by it trainee according to deliberate plan to meet the needs of the job role from information , capacity and organizational behavior required impart to the trainee, are selected training courses on the basis of the actual needs that are compatible with the requirements of work, but requires from the officials about the selection of training courses focus on the content of the training courses in accordance with solving problems and achieving the goals required, and it starts designing training courses after the completion of setting training plans and identify goals that meet the purposes of the training needs, and agree on goals in a specific way and clear that helps to determine the scientific materials and training materials which will be given

to trainees. There is no doubt that the achievement of the objectives of the training program will help individuals working on the good learning and helps the trainer on the proper education and proper selection of the topics that will be taught and training methods Which will offer the training programs in accordance with them. The other aspect in the design of the training courses is the training material provided to the trainees. It is the most important conditions that must be available in the training material, is to lead the requested purpose of which, through the link with the training program and its goals and help solve the problems facing personnel. Also, the design of the training courses varies depending on time, place or tools. It may be a short training time and does allow the use of the style of training needs the longest time. Or the lack of some equipment or financial possibilities. (Naaman,2008: 35-36). While a training courses designing must base on a scientific methodology depend on the steps following (Sulaiman, 2000: 187-188).

- Identifying the training program targets.
- Identifying training program topics.
- Identifying training methods.
- Identifying the means and training requirements.
- Identifying time and place.
- Estimate the training budget.

1.10. IMPLEMENTATION OF THE TRAINING PROGRAM

The implementation process is affected by several factors: (Kamal, 1992: 179)

- Time and date of beginning of the training program and completion of allocation of materials training in time.
- Training place and another needs training.
- Oversight, by specialists in an administrative body able to organize training and providing the necessary supply to interns.

To implementation of the training program, there are two basic approaches: one concentrated on the coach, which controls education content and expertise. Others concentrated on the trainee, with the coach works as a directory and provision resources. As well, important aspects to includes in training pack is the follow-up the backing to the participants' employees and valuation of training results. That backing, which must be included in a training budget, in the form of control, guidance, and create a network backing set, or simply provide a continuous source of information.

1.11. TRAINING EVALUATION

The last stage in the training process is evaluating the complete training program. The valuation operation is very important because the training has been in it to identify some goals to be achieved and therefore the valuation operation in the ending of the training program. The valuation gives a chance to take a glimpse and an analysis of the costs and benefits of the training program. This is done through comparing the outcomes of training with the aim of the training program which set before the start of the program, the standards used to evaluation the training program on specific targets. It is more efficient to use various standards to evaluation a training. As well There are others who argue that one standard, such as the extent of the transfers of training to employment performance, is an adequate or a satisfying approach to evaluating.

That would be correct, since the main objective of scheduled training to improving employees' performance to boost productivity, an example (Ivancevich, 2010).

There are four basic categories of training program outcomes: (Dessler,2008)

- It is evaluated reactions of the interns in the program, for example, is whether they such as a program and which they believe that were worth the time and power and effort.

- In terms of apprenticeship, trainees receive some sort of test to see if they have learned the principles, skills and facts that were supposed to be learned.
- To find out if the behavior of trainees at work may have changed due to the training program, lastly.
- Knowing whether the goals set before training have been achieved. This else group appears to be the most important. Although the former three categories are significant, but the training program should achieve measurable outcomes to achieving its targets, as stated in the goals.

In addition, it is important for the institution and the coaches to put the trainees into a favorable business environment, even to be able to put into practice new behaviors learned from a training. This should be strongly supported by the trainees' superintendent to assure that new behavior is established, and therefore becomes the ordinary work life. For this to happen, supervisors and managers should be participating in the training programs until the finish through the visit the trainees over the training program, however the more important in the final planning session when a trainee are made to shows the obligation in things they doing differently when they return to their functions. However, the prudence is that the outcomes maybe bad due to inefficiency of training, in the resolve the problem that led to training in the first place, training should be assessed through systematic documentation to the results of Training in terms of How the trainees in fact behaved back on their functions and the importance of this behavior on the institution targets.

To accurately assess the benefit or value of the training, should look for answers to the following question: (Cascio, 1992)

- Is the change the result of the training program?
- Did associated change has been positively with achievement the institution's objectives?
- Would comparable changes with new employees in the same programs will occur?

Those questions, and give an idea to the matters that should be measured after the training program. Changing due to training should be measured in term of output and quality, and improve, turnover or reduce incidents.

Organizing that training programs represent planning an investment by the institutions and thus quite as returns are expected on investments in other fields of work, training should be as well yield outcomes to the institution (Asare and Bediako, 2008:277). He as well proposed four methods (which does not differ from what has already been said in the previous book, except for the choice of terms) as:

- Contentment of interns.
- Assessment of education.
- Assessment education application.
- The effect of the above three on the institution.

Importantly, between these valuation mechanisms, as well, the application of learning and its effect on the institution, these would quite bring about the necessary positive change and the outgrowth of the institution.

1.11.1. Reasons for Evaluating Training

As sees (Noe, 2009: 219)

- Determining strengths and weaknesses of the program. These include
- Determine whether this program is achieving learning goals, and whether the quality of the educational environment satisfactory, and whether the transfer of training to the work may occurred.
- Estimate if the content, organization and management of the program, including schedules, equipment, trainers and materials contribute to the education and utilize of training content in the work.
- Determine whose trainees benefit more or less of this program.
- Assistance in marketing programs through gathering information from participants as to whether they would recommend the program to other

participants, why they participated in the program, and the grade of satisfaction about the program.

- Identify the financial interest and the cost of the program.
- Compared the cost and interest of training versus non training exploitation (such as labor redesign or a best employee choice system).
- Compared the cost and interest of various training programs in choosing to better the program.

1.11.2. Benefits of Training

To learn more about the potential benefits of training, and the organization should reconsider the initial reasons that led the training. For example, training was conducted to decrease production costs or overtime costs or to increase the amount of repeat work (Noe, 2009: 242). The aim of a training to improving the knowledge, dexterity and change the position of the trainee. So, a training becomes one of the more important potential catalysts, and therefore, the following benefits are achieved through training programs: (Mullins, 2007).

- Increased trust and commitment of staff.
- Providing the necessary confession and reinforces accountability that could lead to an increase in salaries and upgrades. This more thus in an institution where the salary and upgrades increases are based on the outcomes of the assessment performance.
- With trust comes a sense of satisfaction That can further extend opportunities for career advancement.
- Training to improved availability, quality and skills of employees.

Also, summarizes these benefits as below: (Cole, 2001)

- Raise morale of workers who receive training and increased trust and stimulus.

- Low cost of product: training abolish perils for trained employees are able to made better and economical use from materials, equipment that way reduce and avoid waste.
- Low rotation: training provides a feeling of safety in the workplace which in turn reduce work rotation, absenteeism is avoided.
- Alteration administration: Training helps manage alteration through more understanding and participation of employees in the change operation, as well provide the skills and capabilities necessary to adapt with a new situation
- Providing confession and promote responsibility and potential to increase salary and upgrades.
- Helps for improving an availability and quality employees.

Benefits for institutions from methodical training includes: (Cole, 2004).

- Provide a range of qualified staff to the institution.
- More staff commitment.
- Ameliorate client services.

From the whole of the above, training becomes very clear that it is an essential element in the process of improving the performance of the institution and increasing individual performance and in the end leads to organizational efficiency, as well the Training bridging this gap among what must occur and what occurred. Objectives or standards required and the actual level of performance of the institution, which thus facilitate education, and staff training and development should be an important part of the institution strategy.

Another benefits which may be realized from training: (Cole, 2004).

- Reducing the needs to oversee employees or subordinates therefore freeing overseers, to focus on other reserves in their management.
- Improve job contentment.
- Reduce the rotation of personnel and scrap and loss.

1.12. FACTORS AFFECTING ON THE TRAINING

Factors that inhibit transfer of learning in the workplace and it includes the following: (Kreitner and Kinicki, 2007: 69).

- Whether saw learners worthless in the application of new skills and they think no remuneration will outcomes from doing so, or not the worth of the rewards, thus transfer learning from a classroom to the workplace not happen.
- Whether employees have little or no discretion to change what they are doing because the job tasks is extremely tight, thereafter training program cannot be applied unless task hegemony is comfortable.
- As well, whether learner overseer is not favor of the training, thereafter there is little or no possibility that the learner will be applied to the newly obtained skills. Supervisors exert a strong effect on the behavior of his subordinates because they control the rewards and retribution.
- As well if the Trainee returns to the enterprise area on the ground quite to find that greeting by new ideas with a colleague in skepticism, thus the training imported will be not successful.

Another factors which influence on training, and these are explained below: (Cascio, 2005:342)

- The Funding for staff training: Still adequate funding to be a source of concern, Whilst the needs to provide the necessary resources to increase staff training and development, may not be funds available. Actually, it can be funded for training and development and one of the first elements to be eliminated in times of constraint financial.
- The job security of workers in the private sector less (and staff in general) have job security less, than ever before. Oftentimes, people can expect to have many and various employers, professions working even during their working lives. Given this idea and the reality, staff members are constantly looking for Employers who will provide them with the chances to acquire transferable skills.

- Finitely development chances: Most organizations have a unified organizational frame. This means there are little room to upgrade. Staff and organizations must adopt the idea that moving up is not the only way to be satisfied for just one action. An alternate is to create challenges that workers face at their current location or in a similar situation.

1.13. EFFECTIVE TRAINING ON ORGANIZATION

Effective staff training leads to rise in the quality of goods and services as a result of possible fewer errors. Thus, accuracy and efficiency, good labor, safety practices and client service may expect, the smart and well-trained workforce is essential to both the productivity and the success of the institutions. In addition, businesses can save money through retention individuals value: can avoid hiring and training costs for new employees. Other training gains that have been identified are the effects on quality. The training allows employees with skills that improve their performance. And increases human performance, and improve the work performance in enterprises. Training not only affects the bottom line, as well, crucial to reduce costs. As a result of staff training, and reduce the level of turnover. As is sees (Rothwell and Kazanas, 2006: 234). As well important to training and develop administrators and supervisors for the institution. Where many of the administrators are appointed manager because of their skills and experiences in their own work assignments, but shortage the knowledge and experiment to manage employees. This concept is applied on a large scale throughout the world, especially in the new South Africa.

That is clear where the workers involved in the management of institutions and participate in administrative decisions making on some matters. In participatory administration, and put staff forward their ideas, and thus help to solve problems that effect on the institution (Perry, 2007: 78).

Workers are primarily an asset to the institution and must thus be treated as human capital. It will be the implications of new investment that will promote anticipations of them in terms of performance, in addition, improving their skills and

behavior will give the institution, their competitiveness. And managers, supervisors and employee are predominantly taken for granted and not recognized by major administration as significant to the processes of the institution, He also advised that individuals are not only the cogs at a vast regulatory device instead, it is also experimenting problems at work and outside, which hinders its performance in a comparable method to deficiency of individual knowledge or any shortage structural in designing of functions. Also, Corporations that have an investment overview of human resource management, training view as chance to augment long-term productivity. It can also be seen training as a solving to a number of problems, such as poor quality resulting from a lack of skills and turnover voluntary of staff seeking more rewarding functions. It can also reduce mandatory turnover for employees who are laid off due to lack of skills and can provide a way to prevent the obsolescence of skills (McConnell, 2004:67- 239). This human capital represents the human factor in the institution. Combined the cleverness, skills and experience of staff give the institution, its distinctiveness The human elements of the institution are those capable of learning The pursuit of change and innovation and the creative impetus, which feeds properly and ensures the long-term survival of the institution. Asserts (Perry, 2007:95). Based on the above, the researcher believes that training is the best strategic option for human resources management, especially in public hospitals in Libya, because of its benefits for the trainee and the institution both and provide a good service to all patients.

1.14. PROBLEMS THAT TRAINING CAN SOLVE IN AN ORGANIZATION

Those problems, different in nature and yet all have a combined denominator, the solving requires the an individual to their background appreciative specific, identifiable items of skills, knowledge additional at the enterprise level those problems include: (Kayode, 2001:24-31)

- Increased output.
- Raise employee morale and improve the quality.

- Develop understanding and attitudes and gain new skills, knowledge.
- The use corrects to new tools, devices, operations, methods or modifications thereof.
- Decreasing waste, incidents, turnover, delays, absenteeism and other overheads.
- Implementation of new policies or regulations are changed.
- Limiting of obsolescence techniques, skills, products, methods, markets and capital management.
- Fetch incumbents to this level of performance that meets [100% of the time] the level of performance of this task.
- The development of the replacements, and prepare the people for progression, and improving workforce deployment and to ensure the continuity of leadership.

CHAPTER TWO

HEALTH SERVICE QUALITY

2.1. CONCEPT OF THE QUALITY

Definition of Omar Wasfi Aghili is production the organization a commodity or submit service a high level of quality from which to be able to meet the needs and wishes of its clients, through a form that is harmonious with their anticipations and fulfill their satisfaction (Mahfouz, 2009).

Quality is the overall features and characteristics that affect the ability of the product or service to meet a specific need. Thus, the total composite product and service characteristics of marketing, engineering, manufacturer and maintenance through which the product and service will meet the expectations of the customer. Also, Quality is the case of the dynamics associated with the products, services, people, operations, and environments that meet or exceed anticipations and helps to produce higher value (Graeme, 2011:10).

Is a dynamic case linked by physical products, services, personnel, operations and the environment surrounding, so that, this case corresponds with expectations (Aldrarkh and Shibley, 2002: 15).

Johnson definition: it is the ability to achieve the desires of the consumer. The form in which corresponds to his expectations and achieve full satisfaction about the product or service which offers to him. (Abdel Fattah, 1996: 10).

Total characteristics of products and marketing services and engineering, construction and maintenance through which goods and services in use to meet expectation the clients. AS defines (Feigenbaum, 1991:7)

Quality and long-term business strategy, which attempts to provide goods and services to fully meet customers at home and abroad through to meet the anticipations implicit explicit. In addition, the policy employs the talents of all workers (Liang tan, 1997:152).

Also there are some definitions that imposed itself on the management thought: (Abdel Aal, 2010: 7)

- Perform the job correctly from the first time with the dependence on evaluating the beneficiary to know the extent of improved performance. As Definition of (the US Federal Quality Institute):
- Total satisfaction of the client.
- The definition of international specifications 2005: 9000: It is the degrees to meet a series of characteristics in a product to the customer's requirements. (ISO: 9000:2000 QMS).

Is the motivation and quality through the competitive environment and the cosmopolitan for all kinds of institutions: "Whatever kind of institutions that operate in the hospitals, universities, and banks also insurance companies and airlines, students or whatsoever company you are active in the competition - it was common: competition between clients, and resources, institutions very few does not see quality as the more important element in the battle for features competitive (Oakland, 1993). However, modern quality concept includes a new universal language of harmony and methods to accept the rules and standards in every field of human activities, and then requires an investment to ideational efforts and intrinsic change in concepts present, references to quality and work as a whole. Therefore, its use is not easy (Boljevic, 2007:219) The researcher believes that the quality is the production the organization of a commodity or provides service to a high level to meet a need and desires of a client. And an application of a quality principle is not limited on just one sector, but is for all businesses, offices, services, education, healthcare, and other organizations.

2.1.1. Importance of Quality

For Quality great importance for institutions or consumers, it is one of the factors which determine demand size on the products or services of the institution in various activities, it is as follows: (Alwan, 2006:32-33)

- The Reputation of the Organization. An Organization derives its reputation through the level of quality its products, and attempt to provide products that meet the desires and needs of customers, which enable compete with other organizations.
- Legal Responsibility for Quality. Every industrial organization or service legally responsible about any damage to the consumer.
- Global Competition: Where each organization is seeking to achieve quality in order to be able to access global competition.
- Consumer Protection: The application of quality in the organization's activities and put specific standard specifications, contribute to the protection of the customer
- Cost and Market Share: Implementation of quality required for all processes and stages of the production, provide opportunities to discover the mistakes and avoid them to avoid the extra cost.

2.1.2. Quality Goals

In general, there are two quality objectives are: (Salti and Elias, 1999:103)

- *Goals Serve Quality Control*: it relates to the standards which would like the organization in maintaining them where those standards formulated on the institution level as all.
- *Objectives of Improving Quality*: They are often confined in reduce of mistakes and development new products and services to meet the desires of clients further effectively.

Therefore, quality targets can be classified into five categories:

- Include performance goals external to the market institution, the environment, and the community as well.
- The performance goals of productions and services, including the needs of clients and competition.
- Objectives of processes, and include the capability and efficiency of processes and adaptability as well.
- Goals of Internal performance, which include organizational capacity, effectiveness and responsiveness to change.
- Goals of Performance for workers. So that includes ability, skills and motivations, also development of employees.

2.1.3. Dimensions of Quality

The dimensions of the quality are; (Douglas, 2009: 4-5)

- The Performance
- Accuracy
- The features
- Solidity
- Quality Perceived
- Serviceability
- Comply with standards
- The aesthetics

Also, as confirmed; (Wang, et al, 2003:14-31)

- Tangibles: Tangibles: it including facilities, physical and devices also staffs appearance.
- Accuracy: is a capacity of staff or institution in the performance of the service with high confidence and greater accuracy and timeliness.

- Responsiveness: is the extent of the institution's ability to provide timely service or ready to assist customers.
- Assurance: Knowledge of the different characteristics of the service and the transfer of the truth and the ability to attract customers and courtesy, will transfer the trust to customers, which helps to ensure quality of service.
- Empathy: It is very important to provide the necessary customer focus by service providers.

2.1.4. The Benefits of Quality

The benefits of quality are; (Ronald, 1997)

- Improve productivity.
- Decrease in production costs, thus increasing the profits of the company.
- Decrease re-work, thus increasing product quality and achieve consumer satisfaction.
- Improve human relations with workers.
- Raise the morale of the workers in order to achieve the goals of the institution.
- Comprehensive coordination between all the processes and activities carried Performed the institution.
- Increase the effectiveness of the organization in achieving its objectives and reduce errors.

2.1.5. Quality Principles

Quality principles are; (Azzawi, 2005:59)

- Achieve customer satisfaction: must be the main goal is to achieve customer satisfaction.

- Continuous Improvement: as part of the daily operations of all business units in an organization.
- Coaching and evolution: look at coaching and continuous evolution as a way to develop the potential of individuals.
- Adopting decisions on the basis of facts: its application requires depending on resources and technology, thus create the requisite channels to enable employees, and transfer what they own of information for use in achieving quality.
- Performance: quality management requires accurate and consistent standards of performance.
- The Resources and possibilities: must be the goal of quality management is the best use of available resources.
- Focus on processes and outcomes: to satisfy the desires of consumers should be found to the ongoing solutions to any problems occur in quality.
- Prevent errors before they occur: that the focus on processes result in preventing errors before actually occur.

2.1.6. The Cost of Quality

- A lot of institutions are officially evaluating the costs associated by quality at present. There are many reasons why the cost of quality must be considered explicitly in the institution, that includes the following: (Douglas, 2009: 36)
- Augmentation in the cost of quality due to the rise in the complexity manufactured products which linked with progression in technology, field.
- Raise awareness of the life-cycle costs, include the cost of maintenance and spare parts, also the cost of field failure.
- Managers and engineers of quality can effectively communicate effectively quality matter in a method that the administration understands.

Quality cost can be divided into: (Aghili, 2000:29-30)

- The cost of failure: Include the costs of mistakes in production or errors in service delivery.
- Measurement costs: Include costs, inspection, examination and testing, and other expenses spent in order to access product or service to the customer without flaws
- Prevention costs: Include The costs spent in order to detect errors before they occur, such as: Planning and censorship expenses, Training, Review the design of the product continuously to eliminate the likelihood of mistakes.

The cost of quality is the investment has benefits, Such as access to customer satisfaction and earn their loyalty, Attract new customers and greater market share, In general can say that the cost of quality a few, compared to the cost that arise in the case arrival services, products to the clients and with mistakes, may lead to expensive costs such:

- Shortage of client satisfaction.
- Customers deficiency.
- Publishing of passive information on the organization.
- Shortage, its market share.
- Deficiency of gains.

2.1.7. Effective Quality Standards

All organizations, regardless of the activities its practiced, also its size needs to measure the variables that can be identified as follows: (Zinedine, 2002: 182-183)

- Measuring customer satisfaction
- Financial standards
- Measurement of product quality and service.
- Measuring employees' satisfaction.
- Measuring operations.
- Measuring Social Responsibility.

2.1.8. Aspects of Quality Improvement

2.1.8.1. Planning of Quality

It is a strategic business, and it is simply vital to the success of business long-term in institutions as a products development plan, marketing plan, financial plans, also plans to take advantage of human resources, Also, without plan a strategy, may lead to massive amount of time, effort and money will waste by the institution to deal with faulty designs, defects of manufacturing and field failures and customer complaints as well. The planning of quality includes identify the clients as well, both external and internal ones that work for the business and identify their needs and this is what is sometimes called to listen to the sound of the client. It is indispensable to develop products or services that meet or override expectations of customers (Douglas, 2009: 17).

2.1.8.2. Assurance of Quality

And is maintained on a set of action that ensure quality services and product are properly solved that provider and client, quality matters are properly solved. Quality system documentation is an important element. Documentation of Quality system includes four elements: procedures, policy, specifications, labor instructions and records. The policy in general what should be done and why, while the measures focus on the ways and individuals that will the implementation of this policy. The instructions and working specifications are generally the products management, instrument or machine-oriented. Archives are a means to document the policy, measures and labor instructions which have been followed. It is also used to track specified unit records or set of units of a particular product, thus can determine precisely how it was produced. It is often required to provide data to handle client grievances, and take action corrective, if needful, the product withdrawn.

Maintenance, development and control of important documents and quality assurance functions. An example of document control is to ensure that the specifications and labor instructions developed for the personnel of operating to keep pace with the latest designs and changes of engineering (Douglas, 2009: 17).

2.1.8.3. Quality Control

And improve quality control includes a range of actions used to ensure that services and products that meet the requirement and improved on an ongoing basis. Since volatility is often a main source of poor quality, and statistical methods, included the State Planning and design of Experiences, are key tools for control of quality and its improvement. This is often done on the basis of the project after project and includes teams of staff with specialized knowledge of statistical techniques and experiment in the its application. Projects must be selected in such a way that it has a significant commercial impact associated with the overall quality business objectives that were identified through the planning operation (Douglas, 2009: 17).

Control of Quality is a global administrative operation to conduct processes in a manner that ensures stability to prevent reverse change and preserve the status quo. To maintain the stability and evaluation of the actual performance through quality control processes, compare the current performance to objectives, after that take action about variation.

2.2. THE SERVICE CONCEPT

There are several definitions of service, among them: All activity, realization or advantage provided from one party to another, and be a mainly non tangible, (Hamed, 2005: 18).

There several basic concepts as specified by the administration gurus are: economic actions and services that create a value and providing useful to clients in times and places specified as an outcome of bringing a desirable change on behalf of the beneficiary of the services. (Christopher Lovelock). Services provides intangible benefits mainly an experiment, whether alone or as a portion of a tangible producer through a form of interchange, in order to meet the needs required and desires of clients. Also, Service is an activity or advantage that one party can offer to another party that is basically non tangible as well does not lead into ownership of anything (Bhattacharjee, 2006: 5).

The Service can be defined as a change in the state of the individual, or best to belong to economic units, which resulted about the outcomes of the activity of several other economic units, with the consent of the person or economic unity. (Hill, 1977).

An elementary it is the result or servuction system, or a result of the interactions among material support, employees and clients (Eiglier and Langeard, 1975). It is an action or set of actions of less or more non tangible that usually normally, however, not necessarily, takes place in the interaction among staff and client service or system of the service providers for solutions to customer problems (Gronröos, 1990). All work or performance, which one party can provide to another that is basically non tangible and does not lead to the ownership of thing, it may relate to the production or may not be related to the physical product (Kotler, 1991: 455). The activities presented for selling, which will bring benefits and satisfaction without leading to a material change in the good shape (Blois, 1974:9).

2.2.1. Important Characteristics of Service

Some of the significant features of the service such as: (Hamed,2005:24-32)

- Perishable: is a service of perishable commodity and time factor is of great importance in the marketing of the service. If the service has not been used in a timely manner. The service cannot store.

- Fluctuations in demand: demand for the service has a high degree of volatility. Changes in demand can be seasonal or weeks or days or even hours. Most services have a peak demand at peak hours, and natural demand and demand lower in the specified time period.
- Intangible: Reverse a service or product can, not be touched, smelled or tested before they can be utilized. Service are displayed abstract.
- Inseparable: A service of personal cannot be detached from the individual as well several personalized service is created and consume at the same time. Also, it means degree the correlation between the service and the person who offers the service, which difficult separate the service about the person who offer the service.

And the consequent following: (Mouden, 2002: 223)

- Provide the service in a timely.
- Direct distribution is a good technique which can be used in the delivery of this type of services.
- The relationship between the service provider and the beneficiary be a strong.
- Personal relationships have instrumental in the promotion for the services which require the presence of the beneficiary to places providing services.
- Lack of homogeneity: Service characteristics through the supplier may not be united or regular. The service diversity depending on who offers the service, Also on the psychological and physical state for service provider, time of service.

And therefore must to organizations that working on the following: (Mustafa, 2008: 66)

- A major effort to provide services, stable.
- A precise program for the selection and raising the efficiency of service providers.
- Increase the mechanism degree in the performance of the service as much as possible.
- Develop a system to monitor and measure the degree of customer satisfaction with the service provided.

2.2.2. Classification of Service

Can classification the service into three types according to the nature of the service are: (Ajarma, 2005: 21)

- Independent services: where the institution provides services without to be linked with physical product or other services.
- Services are accompanied by commodities: Could to institution submitting an essential service, but, accompanied with some products or services, Such as air transport services.
- The product is accompanied by several services: In this case, the institution offers its products attached with several services, such as selling television devices and washing machines attached with a guarantee for a certain period.

2.3. THE SERVICE QUALITY

Find a favorable relationship between the attitude of the staff, the position of staff and clients' perceptions of quality service. The researchers as well find that the client satisfaction linked with the perceptions and attitudes of staff, in contrast, the perceptions and position of staff relate to the institution and practices of administration as well they told that clients satisfaction is not only about the attitudes and values of the staff, which meaning that the overall efficiency of the institution has an effect on positions and values (Tornow and Wiley, 1991: 105- 115).

Satisfaction of clients can be seen, such as valuation of where it is compared to expectations and reality. The service fails when presented it cannot meet expectations of clients. The revivification of service oftentimes begins with client complaints. The purpose of providing the service to transport clients from dissatisfaction to satisfaction (Andreassen, 2001:39-49). The connection between clients, employees play a substantial role in the provision of services, for example, in

case the client waits the service. Some of studies explain the importance of employee behavior friendly to improving provide service and build long-term relationship (Butcher and Heffernan, 2006: 34-53).

2.3.1. Concept of Service Quality

There are several definitions of service quality: Corporations can gain a feature competitive through the use of technology to improve service quality and collecting request of the market (Parasuraman, et al,1991:420-450).

The concept of quality service generally it must be addressed from the point of view of the customer because they may have different values and various basis of estimation, and different conditions (Chang, 2008: 164-178). Service quality not just participates in the final service and product, but as well participate in the production and delivery operation, also participate the workers in operation redesign and their obligation is significant to output of final product or service (Kumra, 2008: 424-431). Quality of service is externally assigned perceived the clients experience on the service which the client realized through to meet service (Parasuraman and Zeithaml, 1990:226).

Quality of service is the variation between client perceptions and expectations for services provided through service companies (Parasaraman, 1988:12-40). The quality of service in terms of "meet or overriding the expectations of the clients, or the variation among clients, expectations and their perceptions of the service (Nitecki, 2000: 259-273). That includes on the procedural dimension and the personal dimension the aspect procedural consists of systems and procedures specified to provides the service and the personal aspect is how staff interact with clients (Aldararkh, 2002: 18). The quality of the service is the difference amongst the expectations of the customers about the service before service encounter and their perception about the service provided (Asubanteng, et al, 1996). Also, can define the quality of service through the three dimensions following: (Hamed, 2005:437)

- Technical dimension through the application of science and technology for a certain problem.
- Dimension functional or how transfer, technical quality to the customer, through psychological and social interactions amongst the service provider and the client.
- Physical possibilities.

Through the above definitions we conclude that the service quality linked with the interaction amongst a client and provider of service, where a customer sees a service of quality through a comparison between what you expect and the actual performance of the service.

Analyses of the gap model: is known as a model of quality of service and That mode show an integrated vision of the connection between the institution and the customer. The main idea of this model emphasizes that the quality of service depends on the direction and size of these gaps, which may exist in an operation of service delivery (Parasuraman et al, 1990:226).

- Amongst the expectations of the client and those who think they are by the administration.
- Between the perception of customer expectation administration and fixed specifications of service quality.
- Amongst the quality of specification of service and the provision of services.
- The provision of services, the external communication deficit.
- Service quality perceived, the variation amongst perceived and expected service.

Identified The first four are gaps how the service is provided by the service provider to the clients, while the fifth gap is linked with the client also as such is considered to be in fact of quality service, as well it is which the quality service tool influence, it is important for service institutions to determine the level of service quality which operate (Edvardsson, 1996:49-52).

2.3.2. The Importance of Service Quality

For service quality, large prominence to institutions which aiming to achieve stability and success, in the area of products, commodity may use the planning, production, and product rating in waiting of customers, however, in a field of the service, Clients and staff with each other to provide a service and submitted in high level. So, must to corporations attentively for employees and client with each other. Therefore, prominence the service quality in service provision as follows: (Aldrarkh, 2001: 151).

- The growth of the service field: the increasing number of service organizations
- Competition is increasing: a growing number of service institutions leads to strong competition between them, so the quality of service will be given to this institution many of advantages competitive.
- Client's understanding: That client need good handling and dislikes dealing with institutions which concentrate on the service and insufficient to provide high quality service at affordable prices without providing good dealings and the understanding of biggest clients.
- Economic importance to the service quality: Service organizations became concentrate on the expansion of its market portion, but must maintain with the existing customers and does not seek to attract new customers.

2.3.3. Achieve Quality in Customer Service

Steps to achieve quality in customer service (Aldrarkh, 2006:194-201).

Show positive attitudes towards others: Attract the attention of customers by the positive attitude shown by providers of service providers, important for success an organization in achieving customer satisfaction and win his loyalty.

- Identifying customer needs, such: The need to understand, the need to feel welcome, the need to receive assistance and advice, the need to rest.
- Work to provide the needs of customers: This step is accomplished through the following:
 - You must provide services within an appropriate period of time and in the suitable place.
 - You must get the service provider on training, knowledge and appropriate skills.
- Fulfillment the basic needs of the customers.
- Ensuring continuity of the customers in dealing with the institution: through
 - Attention to complaints of customers, and give thanks to the customer to display of the complaint.
 - Win customers by listening to them.
 - Knowledge the views of customers about the quality of service provided to them and their assessment level.

2.3.4. The Dimensions of Quality of Service

Service quality dimensions are: (Al- Serafi, 2003:278)

- *Communications*: it is capability to listening to a client to understanding whole to their wishes as well requirements, whether spoken or silent as well, considered as a method to expression.
- *Comprehension and perception*: the service provider willing to give enough time for the customer to speak and express his point of view without fatigue or tedium in order to comprehend the hidden needs of the customer.
- *Timing*: is to try to achieve the wishes customers in providing the service to them at the timing which needs.
- *Performance of service with confidence*: it is influenced through the reputation enjoyed by service provider.

- *Self-Content of a Service:* are the skills which should be present in the service provider through method offer service and convince clients.
- *The continuity:* refers to the ability to perform the service by competence and efficiency similar, length of period.
- *Accordance:* is achieved a homogenization between the client ambitions and the service provided.
- *The Tools:* it may require the provision of some services use some of the physical instruments like instruments utilized by a doctor, the customers expect to be the availability and a high grade of competence.

Also, there are ten itemized dimensions of the quality of service from a range of previous studies which is: Responsiveness, reliability, competence, courtesy, access, credibility, communication, security, understanding clients, efficiency, reliability is considered the most important (Parasuraman, et al, 1985).

2.3.5. Assess The Quality of Service.

Organizations are keen to knowing the criteria which they depend customers in judging the quality of service provided to them, and in this context, many researchers interested in the field of services to select the most important indicators adopted in judging the service quality provided, highlighting its proportional importance from the customer's perspective (Rkad, 2008).

2.3.5.1. Indicators Assess the Quality of Service.

Interested a number of researchers such as: (Parasuraman, Berry, Zeithmal, Taylor et Cronin). Identify the most important indicators adopted in the judging the quality of service, from these indicators the following:

- *Reliability*: means the capacity of provider service to performance a service required of him, with a high degree of accuracy and workmanship (Pierre and Eiglier, 2004:76).
- *Responsiveness*: refers to the desire and the willingness of service providers to serve and help the customers, whatever the circumstances (Kotler, 2000:453).
- *Competence*: it Means, possession service providers skill and knowledge necessary to perform the service (Owesat, 2005: 24).
- *Access*: Intended, ease of communication and facilitate to get the service, and to provide sufficient number of outlets to get the service (Parrish, 2005: 256).
- *Courtesy*: means service providers enjoy by the spirit of friendship, respect, and kindness in dealing with the greeting and the smile with customers (Kotler, 2000: 453).
- *Communications*: through provide the necessary explanations about the nature of the service and its cost (Parrish, 2005: 257).
- *Credibility*: Means honesty in dealing with customers, which generates trust between the sides.
- *Security*: The absence of risk and uncertainty in dealing with the institution and uses this indicator, to express the degree of feeling safe in the service provided (Parrish, 2005: 257).
- *Knowing the customer*: the intended, understand the needs of customers and find out their specific needs, and provide advice and guidance and consultation necessary, this indicator indicates to the capacity the service provider on identifying and knowledge of needs clients (Hamed, 2005: 445)
- *Physical Assets*: Include the physical facilities available to the institutions, it refers to the external appearance, and location, the interior design of the organization, and the devices used in the performance of the service (Hamed, 2005: 445:446).

2.4. QUALITY OF HEALTH SERVICES

The attention to the quality of services may outweigh the attention by the quality of goods in many countries of the world, especially the developed countries of them, But the quality of health services received greater attention than others of services, because it related to the health and human life (Al-Taweel and Al-Jaleely:2). Also, despite the high cost of quality, but their achievement ensures the success of the health organization in the long term, if was some believe that the high quality needs more time, the biggest costs, a variety of human skills, better medical supplies, effective management, but the high quality it could eventually lead to lower the costs (Kortell, 2009).

2.4.1. The Concept of Health Services Quality

Health service quality is form of the methods that used the health organizations to distinguish itself about other health organizations, which performs the same activity (Kotler and Armstrong, 1994: 640). Health service quality is the application of sciences and medical technologies through style achieves utmost benefit to public health without increased exposure to dangers (Nakijima, 1997:33). Health service quality means a raft of measures designed to ensure the ability to achieve high levels of quality of health service provided to customers in health organizations. As explained (Ellis and Whitngton,1993: 23) Health service quality means: provide health services safer and more accessible and more convincing to providers and more pleasing to their beneficiaries, so that arise in the community a positive view of the health care provided (Alasaly, 2006:11). Accordingly, the health service quality represents a set of policies and procedures designed, which aims to provide health care services to beneficiaries (patients and others), According to style contributes to the improvement of patient care and solving problems in a scientific way through the use of workers in the health Organizations for their skills and experience and techniques available to them to achieve the best results and the lowest possible cost (Al-Taweel and Al-Jaleely:6-7).

2.4.2. Goals of Quality Health Services

Represented in: (Kharma, 2000: 103) and (Khoja, 2003: 221)

- Guarantee of Physical and psychological health of beneficiaries
- Providing distinctive quality health service that will achieve the satisfaction of the beneficiary (patient) And increase his loyalty to the health organization.
- Knowledge of the opinions and impressions of the beneficiaries (patients) and measure the level of their satisfaction about the health services an important way in management research field and planning for health care and put policy related.
- Development and improvement the channels of communication between the beneficiaries of the health service and providers.
- Enable health organizations of performing their tasks efficiently and effectively.
- Access to the required level of health care provided to beneficiaries (patients) main objective of the application of quality.
- Earn beneficiary satisfaction (patient): there are core values of Quality Management must be existing in any health organization working to improve the quality and seek to implement quality systems and thus the development of work performance and ultimately earn the satisfaction of the beneficiary.
- Improving workers' morale, and thus get the best results.

The researcher believes that from goals important to increase of the quality of health service is a increase the strength of competition among health organizations and thus improve the quality of health services provided to beneficiaries in all health organizations.

CHAPTER THREE

EFFECT OF TRAINING ON HEALTH SERVICES QUALITY AT THE HOSPITALS PUBLIC IN LIBYA

3.1. PREVIOUS STUDIES

- A study of Service administration model of performance practice: Emphasis on training practice. (Brannick et al., 2002)

The study of this subject has come to know the effective practices of training at the level of providing services, where researchers collect data from (one hundred and forty-three) service firm in Ireland, the survey concludes that provide of Extensive and well thought-out training programs, leads to the improvement of staff capacity to provision a high level of services, thereby raise client satisfaction.

- A study of (Daniels, 2003) training staff: Follow the best strategic approach to return on investments.

The study has come to find the benefits which you add the training operation of employees at (15) British Bank, this survey found that the training leads to the development of skills of workers, and the structuring of effective work sets, fulfill higher level of quality, and create an organizational culture to backing objectives and strategy an institution, which in turn helps in getting a good return on investment in training.

- A survey of practices of Training in polish banks: an evaluation and agenda for betterment. (Abed Elgadir , 2001)

This survey aimed to investigate of training practice and actions in Polish banks, researchers gather data from a thirty bank in Poland, includes training actions that were studied as follows: Identifying training needs and developing training

programs, and evaluating the efficiency of those programs, the survey found that many banks are unaware of the identification of training needs as well Evaluation of training programs and its impact on the performance of staff.

- A Survey of (Ahmed Bashir,2000) Effect of training on the perform of public organizations, that study aims to explain the effect of training staff on the Saudi Arabian Airlines performance company, it also aimed to diagnose the problem (the problem of training) and to evaluate the training processes in the institution and locate weaknesses and strengths in the framework for developing perform of training in the enterprise.

The most important results of the study are: the important results of this survey are as follows: there is variation in the content of the curriculum and training to monitor continued progress and modern ways of training in the institution. The survey showed a shortage of training programs according to the technical, artistic and maintenance requirements, in addition to short training programs, as well there are a discrepancy between the dates of the training programs in the work of the trainees, a lack of follow-up trained employee after the end of the training sessions.

Most important recommendations of a survey are: Must add incentives so as to increase the benefit of the interns about seriously pedagogical attainment, demo of current curriculum of training constantly so that be keep up with the modern methods.

Must be there Follow-up to reports of performing to interns after training, and increased financial support for management training at organization to provide the equipment appropriately.

- Study of Wael Suleiman (2007), the effect of training to improve health service quality at a hospital of a Ministry of Higher Education: An Empirical Study on Assad University Hospital in Lattakia.

The study aimed to evaluate the scientific essentials on which process of training at hospitals of the Ministry of Higher Education, Where train medical elements in all disciplines. But it also shows how the quality of a training is clear in the health service quality provided .

Research included:

- A theoretical study on the concept and principles of training and effervescence, and the concept of quality in training.
- A field study to the reality of training in the hospital.

The most important recommendations:

- Identifying the training needs in a scientific way.
 - Preparing the educational and training programs about quality and total quality concepts.
 - Make changes aimed at the adoption an entrance of the overall quality Administration at a hospital.
- Study (Khanfar (2011), University of King Saud, Saudi Arabia: the effect of training to improve the quality of service Hoteling.

The study aimed to measure the significance of scientific essentials of practical training in hotels as a method of training their personnel and rehabilitation, also measuring their effect on a quality of services provided.

Most important recommendations:

- Highlight on the significance of identifying needs training by supporting scientific apparatus to identify those needs to shape a basis for training program planning.
 - Provide training programs with all the necessary requirements to improving it and recognize the deficiency in the implementation.
 - Organize programs of training and education to explain the notion of quality publishing of culture quality among the staff of the hotel. It as well needs Audit section to verify the quality of Hoteling training services, and necessary indicators to implementation the overall quality approach in the training services and measure it.
- Study of Kabir et al (2010). Perceptions, expectations as well, the Satisfaction on service Quality in Gotland.

The study aimed at research and analysis on the role of quality of service to create client satisfaction to know the gap between perceptions and expectations from the perspective of the clients

And concluded results of the survey:

- There is a hiatus among perceptions and expectations about the quality of service that meaning that clients are not completely satisfied with the quality of service.
- Clients have higher expectations about the knowledge and behavior of individuals.
- Clients have the elevated perception about the aspects of materialistic.
- More than 80% from participant answered yes about direct question if they believe that the quality of service to meet their expectations.

Recommendations of study:

- The researcher suggested that researchers can do interviews to learn more details. Through the interviews, it is potential to expound the questions also ask follow-up questions.
- Can also use most participants to make the search more statistically. Can use various samples when asked about expectations and when asked about perceptions and expectations. It is also potential to analyze more specifics, such as the difference among the various age groups
- Study of Salah M. Et al (2015). Effect of Training on perform of staff, Organizational obligation, and medical Services quality at Private Hospitals in Jordan. The objective of this survey was to test the effect of training on the staff and medical service quality at private hospitals.

The survey aimed to:

- Testing and measuring the effect of training elements, steps of applying the training programs and its diversity, and used of modern technology in Process of training, on the employee, Medical service quality, and organizational obligation.

- Issuance of suitable recommendations in light of the finding of this survey, that might drive to improve performance, and medical service quality, and organizational obligation.
- Treatment of the subject, which has not been thoughtful previously, in private hospitals.

Recommendations of study:

- The establishment of a suitable regulatory environment for training programs and provide convenient incentives to trainees.
 - Establish plan of training according to the training needs of staff at private hospitals. Convinced senior management the importance of training to raise the competence of staff as well, raise the budget allocated to training and scientific research in the private hospitals.
 - Giving staff in private hospitals the chance to select training courses they need.
 - Must to be the training programs harmonious with the objectives set out and selection of training courses that are compatible with suitable times for staff to encourage them to participate in this training course. To keep abreast of scientific developments.
- Study of Mohammed nor Eltahir Ahmed Abdelgadir (2015) Measure the health service quality at public hospitals in Sudan through opinions of patients and auditors study on government hospitals in Khartoum.

The study aimed at measuring the level of health service quality in teaching hospitals in Sudan through opinions of patients and reviewers. The survey was conducted at the major public hospitals in the Khartoum. Was chosen as soft sample of inpatients and outpatient, and the use of a questionnaire consisted of (22) is to measure of health service quality where a level. The survey found that there is fully aware of inpatients and reviewers to levels of health service quality to be provided in government hospitals. It also showed a lack of statistically significant difference in a levels a quality of health services in government hospitals at a significantly lower level of (0.05) depending on the demographic variables of the sample of gender, age, education, income, place of residence. The study recommended the creation of

government hospitals required devices and equipment, and the provision of medical staff and qualified personnel assistance and the provision of appropriate physical evaluation of their effectiveness to ensure it continues to work out, to plant the trust and confidence in the hearts of patients and their auditors.

- Study of Aisha Atiq (2012) the quality of health services in the Algerian public institutions.

The research aimed at studying the reality of health services quality at government hospitals institutions for the city of said also its effect on patients satisfaction, based on the dimensions of medical services quality, the research has proved that the patient is satisfied with the four dimensions (reliability, responsiveness, guarantee, empathy), but it is not satisfied at a distance of Tangibility, which requires the development of health services commensurate with the needs of patients, by technological development and physical dimension side improvement.

The most important recommendations of the study include:

- Reconsider spending priorities on the health sector, in accordance to available resources.
 - Put a health insurance system that includes all categories of the society.
 - Must be there a supervisory system within each health institution.
 - Interest in the development of health services and improve.
 - Spreading health, culture within the community through scientific conferences, forums and symposiums and exhibitions.
- Study Aidah Nassazi, (2013), the influence of the training courses on performance of staffs. This study aimed to Assess the influence of training on staff performance through use the industry of communications in Uganda as a situation study. Developed four goals which focused in particular on the identification of training programs in the industry, the aim from training programs offered, the way used and recently influence of training on the performance of staff.

This survey was depended on (3) studies of the largest communications corporations operating. And it adopted the qualitative research approach to collect data using a questionnaire consisting of eighteen questions out of one hundred and

twenty participants. On the basis of this sample, the findings acquired indicate that training has an evident impact on employee performance.

- Study of Mohammad Ali Jinnah (2015) effective of training to perform of the employee, (Karachi, Pakistan).

This study aimed: to know effects of training on staff performance in the pharmaceutical industry in Karachi, that training is considered separate, while the performance of the variable staff depends on" the existence of performance areas teamwork, telecommunication skills, client service, the relation between individuals and diminish of absenteeism and full satisfaction at work, staff motivation, and new technologies, competence in operation and invention in strategies. In addition, the importance of training programs to increase staff performance. It has been Chosen four pharmaceutical corporations. The study was conducted on three hundred and fifty-six employees through a questionnaire with random sample, technical assistance with a 96% response average. Analysis of the results showed that the number of employees gets training, the level of performance more effectively.

Most important recommendations of a study include:

- Pharmaceutical corporations should conduct administration training programs on regular base.
 - Corporations must evaluate training programs to ensure the success of those programs.
 - Corporate managers must conduct analyses of training programs; thus corporations can realize the full training goals.
 - It also proposes a researcher to conduct a similar study with the larger sample size and other different sectors and areas differently to increase the range of research.
- Study of Rida Athar et al (2015) Influences of training on staff performance sector of banking Karachi.

This study aimed to determine factors that impact training in banks of Karachi and how they affect employee performance. The study observes that how training needs, establish, how effective the training methods of banks and their influence on employee performance. The literature review revealed that training is

one of the key elements that help employees to gain knowledge and confer motivation and satisfaction. Training enhances skills and abilities of employees. Through training, employees learn teamwork and integrity. On the other hand, it also contributes positively towards the development of employee performance along with other factors. The research conclusively finds that training affects the performance of employees in banks of Karachi. This is indicated by the training framework which is designed to achieve organization strategic goals. Data was collected from the Banks of Karachi. The Random sampling technique is used by researcher to gather responses from 100 employees through a questionnaire. The findings of research have shown that the factors of training have a positive impact on employee performance of banks of Karachi.

Recommendations in this study:

- This study provides an empirical indication of factor that affects training and employee performance that can provide understandings for banking sector of Karachi.
- Motivational training program should be originated for employees to develop motivational trait.
- The training program is an essential tool for developing employees' skills and abilities and knowledge. Every bank should implement it.
- Banks existing training programs are effective, but banks should also work on enabling employees to improve their capability and deal with technological system.
- Banks should launch an effective training program for their employees so that they can easily tackle the challenging situation of working environments.

3.2. METHODOLOGY

3.2.1. Purpose of Survey

The purpose of this survey is to explore the training practices at government hospitals in Libya and to propose ways of promoting and develop human resources of hospitals to achieve quality and effectiveness of service delivery.

As well the purpose of this survey is to assess the scientific essentials of training programs at public hospitals where medical staffs were trained and their rehabilitation. Also, this study aims at studying the influence of training on health service quality. In addition, this study clarifies the reality of concept of Training, Quality and quality service.

3.2.2. Research Question

How do the training programs that participate in improving the health service quality at public hospitals in Libya?

3.2.3. Research Problem

Research problem is there are weaknesses and deficiencies in the training program application in a public hospital, also, Developments and technological changes, imposed to institutions follow-up and preparing the training programs its occasion. And can be limit the research problem through the following:

- Low level of medical services and other related issues such, chaos, lack of experience resulting from the neglect of the training programs and identification of training needs and evaluation it.

- Lack of spread the concept of service quality between the medical staff and employees as well, importance of training programs in development of skills and abilities of worker.
- Training may be only limited to certain levels, while actually, should be includes all the levels of the institution.
- Also, lack of benefit correctly from the trainees after return of training programs.

3.2.4. Research Goals

According to importance a training in the health field, the research aims to follow:

- To explore the relationship between the Training and service quality.
- Clarify notion the training in general and meaning of health service quality.
- Assess harmony extent of the training programs in the health institution with scientific essentials of the training.
- To examine how a training policy is being implemented in hospital.
- Assess the quality of the training programs as well its effect on improving medical service quality that provided in hospitals.
- To determine gaps and weaknesses in existing training programs and its negative impacts on the quality services.
- To identify of medical service quality in the public health institutions.
- Assess of service quality at public hospitals.
- To investigate how training needs are determined.

3.2.5. Research Importance

The motivation behind the importance of this study of the importance of the healthy strip, especially in public hospitals as a place for training as well as prepared

the medical crew at all levels of doctors and nurses and technicians. However, does not mean restriction of the health sector only in the task of training medical and nursing students. But it should continue training in all phases of work and this is what is known as continuing medical education. Training is working on improving the quality of services in the hospitals. Therefore, adopt the system of quality in training become necessary. This study can also help improve the training and professional development practices of public hospitals through providing practical information on basic education and quality of service, as well the results of this study can contribute in knowledge the Role of training in improving the health service quality in public hospitals.

3.2.6. Research Hypothesis

- Whenever greater the attention to the training, whenever possible improve the health service quality at public health institutions.
- Training programs for medical staff participate to improve service quality at public hospitals.
- There is a relationship between the training and improving the quality of health services.
- There are no differences between scientific and applied concepts of the principles of training and methods currently prevailing in the hospital and between scientific principles and concepts which must applied.

3.2.7. Research Method

To realize the goals of the survey, we have been relying on a quantitative analytical method through dividing the research into two parts: The first section theoretical: explains the concept of training and its principles and its Ingredients, and the concept of quality through the use of references and books and articles on the subject of research. The second section includes practical study, which conducted in

the Central Tripoli Hospital, as a model of public hospitals were distributed the questionnaire which prepared for the purpose of research on the medical staff and medical assistance at the hospital.

3.2.7.1. Society and the Research Sample

The research community consists of the public hospitals concerned with rehabilitation, training of medical staff, was chosen as the Central Tripoli Hospital as a model for this hospital, the research sample was randomly selected from the medical crews and medical assistance which working in the hospital. The survey was conducted on (150) of medical staff working in the hospital under study included all segments of the doctors, Nurses and technicians.

3.2.7.2. The Preparation of the Questionnaire

The questionnaire questions were prepared about the effect of training on health service quality at public hospitals in Libya, and questionnaire consists from (27) questions, and a total (3) pages.

3.3. RESEARCH FINDINGS

Where have been relying on quantitative analysis method, as shown in the following tables:

Table 3.1. Gender of Participants

Gender	Frequency	Percentage %
Male	72	48.0
Female	78	52.0
Total	150	100.0

Table 3.1 shows that the high proportion of individuals of females, where their number reached 78 an individual, which represented 52% of respondents, while the number of males 72 an individual, which represented 48% of respondents.

Table 3.2. Age of Participants

Age	Frequency	Percentage %
30 years or less	63	42.0
31-40	55	36.7
41 or more	32	21.3
Total	150	100.0

Table 3.2 shows That sample individual which aged 30 years or less they are most where numbered 63 an individual which represents 42%, followed by the sample individuals which ages of 31-40 years, which numbered 55 an individual which represent 36.7% of the members the sample, the lowest proportion to individuals over the age of 40 years which numbered 32 individuals which represent 21.3% of the members the sample.

Table 3.3. Marital Status of Participants

Marital Status	Frequency	Percentage %
Married	100	66.7
Single	50	33.3
Total	150	100.0

Table 3.3 shows that the sample of married individuals is the most where their number reached 100 an individual which represented 66.7%, while the number of unmarried individuals 50 individuals which represented 33.3% of sample individuals Respondents.

Table 3.4. Year's Experience of Participants

Age	Frequency	Percentage %
Less than 5 years	31	20.7
6-11 years	68	45.3
12-15 years	16	10.7
More than 15 years	35	23.3
Total	150	100.0

Table 3.4 shows that sample individuals which their experience of 6-10 years are the most where their number reached 68 individual which represents

45.3%, followed by the sample individuals which their experience of 16 years and above, Where their number reached 35 individual which represents 23.3%, while the number of sample individuals, who their experience less than five years 31 individual which represents 20.7%, while sample individuals who their experience 12-15 years, their number was 16 person which represents 10.7% of sample individuals.

Table 3.5. Opinions of Participants About Training Medical Staff Contributes to Improving Quality of Health Services in Hospitals

	Frequency	Percentage %
Strongly Agree	96	64.0
Agree	41	27.3
Neither	4	2.7
Disagree	9	6.0
Strongly Disagree	0	0.0
Total	150	100.0

A Total of 91.3% of participants agreed (strongly agree 64%, agree 27.3%) That training, medical staff contributes to improving quality of health services in hospitals, while 2.7% of participants were neither on the matter and only 6% disagreed that training medical staff contributes to improving quality of health services in hospitals.

Table 3.6. Training Reduces the Stress of the Employees

	Frequency	Percentage %
Strongly Agree	70	46.7
Agree	53	35.3
Neither	15	10.0
Disagree	12	8.0
Strongly Disagree	0	0.0
Total	150	100.0

Based on the table above, 80% of participants agreed 46.7% strongly agreed and 35.3% agreed that training reduces the stress of the employees, 10% of sample individuals was neither on the matter and just a few 8% disagreed that training reduces the stress of the employees.

Table 3.7. Trainees Are Selected, Based on the Annual Performance Reports.

	Frequency	Percentage %
Strongly Agree	57	38.0

Agree	53	35.3
Neither	25	16.7
Disagree	12	8.0
Strongly Disagree	3	2.0
Total	150	100.0

A total of 73.3% of participants agreed (Strongly agreed 38%, agreed 35.3%) That trainees are selected based on the annual performance reports, 16.7% were neither on the matter and only 10% disagreed that trainees are selected based on the annual performance reports.

Table 3.8. Competency Level of Employees Increases After the Training

	Frequency	Percentage %
Strongly Agree	78	52.0
Agree	50	33.3
Neither	16	10.7
Disagree	6	4.0
Strongly Disagree	0	0.0
Total	150	100.0

Based on the table above, 85.3% of participants agreed (strongly agreed 52.2% and 33.3 agreed) That competency level of employees increases after the training, 10.7% of sample individuals were neither on the matter and just 4% of sample individuals disagreed that the competency level of employees increases after the training.

Table 3.9. Follow-Up to the Trainees After the Training Program Ends

	Frequency	Percentage %
Strongly Agree	47	31.3
Agree	76	50.7
Neither	23	15.3
Disagree	4	2.7
Strongly Disagree	0	0.0
Total	150	100.0

A total of 82% of participants agreed (Strongly agree 31.3%, agree 50.7) That Follow-up to the trainees after the training program ends, 15.3% of participants were neither on the matter and only 2.7% disagree that follow-up to the trainees after the training program ends.

Table 3.10. Opinions of Participants About Continuous Training Leads to Improve the Quality for A Patient’s Health Services

	Frequency	Percentage %
Strongly Agree	68	45.3
Agree	58	38.7
Neither	16	10.7
Disagree	5	3.3
Strongly Disagree	3	2.0
Total	150	100.0

From the results in the table above it was 84.0% of participants agreed (Strongly agree 45.3%, Agree 38.7%) That Continuous training leads to improve the quality of a patient’s health services, 10.7% of participants were neither on the issue and only 5.3% disagreed that continuous training leads to improve the quality of a patient’s health service.

Table 3.11. Our Hospital Conducts Extensive Training Programs for Its Employees on Services Quality

	Frequency	Percentage %
Strongly Agree	56	37.3
Agree	50	33.3
Neither	30	20.0
Disagree	10	6.7
Strongly Disagree	4	2.7
Total	150	100.0

A total of 70.6% of participants agreed (Strongly agreed 37.3%, agreed 33.3%) that our hospital conducts extensive training programs for its employees on services quality, 20% of sample individuals were neither on the matter and a few of sample individuals 9.4% disagreed that our hospital conducts extensive training programs for its employees on services quality.

Table 3.12. Opinions of Participants About Training Reduces Consumption of Time and Cost and Increase Performance

	Frequency	Percentage %
Strongly Agree	53	35.3
Agree	72	48.0
Neither	12	8.0
Disagree	13	8.7
Strongly Disagree	0	0.0
Total	150	100.0

Based on the table above, most of participants 83.3% was agreed (Strongly agreed 35.3%, agreed 48% that training reduces consumption of time and cost and increase performance, 8% of participants were neither on the issue and only a few of individuals 8.7% were disagreed that training reduces consumption of time and cost and increase performance.

Table 3.13. Training Helps Staff on Adapting with New Technological Expansion, And Invent a New Method of Working to Improve Service Quality.

	Frequency	Percentage %
Strongly Agree	81	54.0
Agree	53	35.3
Neither	12	8.0
Disagree	4	2.7
Strongly Disagree	0	0.0
Total	150	100.0

A total of 89.3% of participants agreed (strongly agreed 54%, agreed 35,3%) That training helps staff on adapting with a new technological expansion and invent a method of working to improve service quality, 8% were neither on the matter and only 2.7% of participants disagreed.

Table 3.14. The Hospital Depends On the Modern Methods of Continuous Training

	Frequency	Percentage %
Strongly Agree	43	28.7
Agree	48	32.0
Neither	31	20.7
Disagree	17	11.3
Strongly Disagree	11	7.3
Total	150	100.0

From the results in the table above it was 60.7% of participants agreed (28.7% strongly agreed, 32% agreed) That the hospital depends on the modern methods of continuous training, 20.7% of sample individuals were neither on the matter and just 18.6% of sample individuals are disagreed that the hospital depends on the modern methods of continuous training.

Table 3.15. Opinions of Participants About Training Courses Are Evaluated Through a Reflection On the Performance of the Trainees

	Frequency	Percentage %
Strongly Agree	41	27.3
Agree	55	36.7
Neither	36	24.0
Disagree	12	8.0
Strongly Disagree	6	4.0
Total	150	100.0

Based on the table above, only 64% of participants agreed (strongly agreed 27.3%, agreed 36.7%) That training courses are evaluated through a reflection on the performance of the trainees, 24% of sample individuals were neither on the issue and a few of participants 12% disagreed that training courses are evaluated through a reflection on the performance of the trainees.

Table 3.16. Training A Temporary Solution to The Problem of Emergency

	Frequency	Percentage %
Strongly Agree	24	16.0
Agree	27	18.0
Neither	22	14.7
Disagree	51	34.0
Strongly Disagree	26	17.3
Total	150	100.0

Only 34% of participants agreed (strongly agreed 16%, agreed 18%) That training a temporary solution to the problem of emergency, 14.7% of sample individuals were neither and a total of 51.3% of sample individuals disagreed (disagreed 34%, strongly disagreed 17.3%) That training a temporary solution to the problem of emergency.

Table 3.17. Opinions of Participants About There Is Not Balanced Between Theoretical and Practical Content of the Training Program

	Frequency	Percentage %
Strongly Agree	21	14.0
Agree	47	31.3
Neither	46	30.7
Disagree	29	19.3
Strongly Disagree	7	4.7
Total	150	100.0

From the results in the table above it was 45.3% of participants agreed (strongly agreed 14%, agreed 31.3%) That there is not balanced between theoretical and practical of the training program, 30.7% of sample individuals were neither on the matter and only 24% of participants disagreed that there is a balanced between theoretical and practical content of the training program.

Table 3.18. Training Should Be Linked with A Particular Incentive

	Frequency	Percentage %
Strongly Agree	71	47.3
Agree	51	34.0
Neither	20	13.3
Disagree	8	5.3
Strongly Disagree	0	0.0
Total	150	100.0

A total of 81.3% of participants agreed (strongly agreed 47.3%, agreed 34%) That training should be linked with a particular incentive, 13.3% were neither on the matter and only a few of sample individuals 5.3% disagreed that training should be linked with a particular incentive.

Table 3.19. Opinions of Participants About: Identification of Training Needs Through a Formal Performance Appraisal Mechanism

	Frequency	Percentage %
Strongly Agree	72	48.0
Agree	42	28.0
Neither	29	19.3
Disagree	7	4.7
Strongly Disagree	0	0.0
Total	150	100.0

Based on the table above, most of the participants agreed (strongly agreed 48%, agreed 28%) That training needs are determined through a formal performance mechanism evaluation, 19.3% of participants were neither on the issue and only 4.7% disagreed that training needs are determined through a formal performance mechanism evaluation.

Table 3.20. Place of Hospital Appropriate to Achieve a Quality in The Health Service

	Frequency	Percentage %
Strongly Agree	35	23.3
Agree	69	46.0
Neither	27	18.0
Disagree	9	6.0
Strongly Disagree	10	6.7
Total	150	100.0

From the results in the table above it was 69.3% of participants agreed (strongly agreed 23.3%, agreed 46%) That place of hospital appropriate to achieve a quality in the health service, 18% were neither on the matter and only 12.7% of sample individuals disagreed that place of hospital appropriate to achieve a quality in the health service.

Table 3.21. Opinions of Participants About Determining the Objectives of Training in The Hospital, According to The Actual Needs of the Trainees

	Frequency	Percentage %
Strongly Agree	28	18.7
Agree	61	40.7
Neither	41	27.3
Disagree	15	10.0
Strongly Disagree	5	3.3
Total	150	100.0

A total of 59.4% of participants agreed (strongly agreed 18.7%, agreed 40.7%) That determines the objectives of training in the hospital, according to the actual needs of the trainees, 27.3% were neither on the issue and a few of participants 13.3% disagreed that determine the objectives of training in the hospital according to the actual needs of the trainees.

Table 3.22. Opinions of Participants About Training Methods That Available in The Hospital a Variety and Modern

	Frequency	Percentage %
Strongly Agree	27	18.0
Agree	54	36.0
Neither	36	24.0
Disagree	24	16.0
Strongly Disagree	9	6.0
Total	150	100.0

Only 54% of participants agreed (strongly agreed 18%, agreed 36%) That training method that's available in the hospital a variety and modern, 24% of individuals were neither and a total of 22% of individuals disagreed that training methods which available in the hospital a variety and modern.

Table 3.23. Opinions of Participants About the Cooperation Between the Cadres of Working in The Hospital for Achieving Quality in Services

	Frequency	Percentage %
Strongly Agree	27	18.0
Agree	58	38.7
Neither	41	27.3
Disagree	17	11.3
Strongly Disagree	7	4.7
Total	150	100.0

Based on the table above, only 56.7% of participants agreed (strongly agreed 18%, agreed 38.7%) that there is cooperation between the cadres working in the hospital for achieving quality in services, 27.3% of sample individuals were neither on matter and 16% of sample individual disagreed that there is cooperation between the cadres working in the hospital for achieving quality in services.

Table 3.24. Opinions of Participants About Choose the Trainers On the Basis of Scientific and Practical Knowledge

	Frequency	Percentage %
Strongly Agree	32	21.3
Agree	51	34.0
Neither	47	31.3
Disagree	13	8.7
Strongly Disagree	7	4.7
Total	150	100.0

From the results in the table above it was 55.3% of participants agreed (strongly agreed 21.3%, agreed 34%) That choose the trainers on the basis of scientific and practical knowledge in the training field, 31.3% were neither on the matter and only 13.4% disagreed that choose the trainers on the basis of scientific and practical knowledge.

Table 3.25. Opinions of Participants About Training Method Used in The Hospital to Achievement of General Training Purposes

	Frequency	Percentage %
Strongly Agree	18	12.0
Agree	70	46.7
Neither	41	27.3
Disagree	11	7.3
Strongly Disagree	10	6.7
Total	150	100.0

A total of 58.7% of participants agreed (strongly agreed 12%, agreed 46.7%) That training method used in the hospital achieves of general training purposes, 27.3% were neither on the issue and a few of participants 14% disagree (disagreed 7.3%, strongly disagreed 6.7%) that training method used in the hospital to achievement of general training purposes.

Table 3.26. Opinions of Participants About That Training Is an Ongoing Process for All the Hospital Staff

	Frequency	Percentage %
Strongly Agree	34	22.7
Agree	54	36.0
Neither	31	20.7
Disagree	20	13.3
Strongly Disagree	11	7.3
Total	150	100.0

Based on the table above, 58.7% of participants agreed (22.7% strongly agreed, 36% agreed) That training is an ongoing process for all the hospital staff, 20.7% of sample individuals were neither on the matter and only 20.6% of sample individuals disagreed (13.3% disagreed, 7.3% strongly disagreed) that training is an ongoing process for all the hospital staff.

Table 3.27. Opinions of Participants About That the Evaluation of the Training Process Takes Place in All Stages of Training

	Frequency	Percentage %
Strongly Agree	38	25.3
Agree	53	35.3
Neither	38	25.3
Disagree	17	11.3
Strongly Disagree	4	2.7
Total	150	100.0

From the results in the table above it was 60.6% of participants agreed (strongly agreed 25.3%, agreed 35.3%) That the evaluation of the training process takes place in all stages of training program, 25.3% were neither on the matter and only 14% of participants disagreed that the evaluation of the training process takes place in all stages of training.

Table 3.28. Opinions of The Participants About That the Training Contributes in Reducing Medical Errors

	Frequency	Percentage %
Strongly Agree	52	34.7
Agree	55	36.7
Neither	20	13.3
Disagree	20	13.3
Strongly Disagree	3	2.0
Total	150	100.0

A total of 71.4% of participants agreed (34.7% strongly agreed, 36.7% agreed) That the training contributes in reducing medical errors, 13.3% were neither on the matter and only a few of participants 15.3% disagreed That the training contributes in reducing medical errors.

Table 3.29. Opinions of Participants About Training Effects On Improving the Quality of Medical Services

	Frequency	Percentage %
Strongly Agree	52	34.7
Agree	63	42.0
Neither	21	14.0
Disagree	9	6.0
Strongly Disagree	5	3.3
Total	150	100.0

Most of participants 76.7% agreed (strongly agreed 34.7%, agreed 42%) That training effect on improving the quality of medical services, 14% were neither on the matter and only 9.3% of sample individuals disagreed that training effects on improving the quality of medical services.

Table 3.30. Opinions of Participants About the Qualifications Have a Preference for The Selection of Individuals to Training Courses

	Frequency	Percentage %
Strongly Agree	54	36.0
Agree	46	30.7
Neither	23	15.3
Disagree	19	12.7
Strongly Disagree	8	5.3
Total	150	100.0

Based on the table above, only 66.7% of participants agreed (36% strongly agreed, 30.7% agreed) that qualification, have a preference for the selection of individuals to training courses, 15.3% were neither on the matter and 18% of sample individuals disagreed that qualification have a preference for the selection of individuals to training courses.

Table 3.31. Opinions of The Participants About Seniority Have an Advantage in The Selection of Individuals to Training Courses

	Frequency	Percentage %
Strongly Agree	37	24.7
Agree	48	32.0
Neither	38	25.3
Disagree	16	10.7
Strongly Disagree	11	7.3
Total	150	100.0

A total of 56.7% of participants agreed (24.7% strongly, 32% agreed) That seniority has an advantage for the selection of individuals to training courses, 25.3% were neither on the matter and only 18% of participants disagreed that seniority has an advantage in the selection of individuals to training courses.

CONCLUSION AND RECOMMENDATION

Through the findings above shows that high level of participants were agreed about training, medical staff contributes to improving quality of health services in hospitals. Also, a most of the participants agreed about training reduces the stress of employees and a few respondents was disagreed about that, and about trainees are selected, based on the annual performance reports most of respondents were agreed. Also, competency level of employees increases after training, high level of participants agreed, as well, most of participants were agreed about follow-up to the trainees after the training program ends and a few disagreed.

Furthermore, a lot of respondents agreed that continuous training leads to improve the quality for a patient's health services, and a high level of participants agreed about our hospital conducts extensive training programs for its employees on services quality. Most of respondents were agreed that training reduces consumption of time and cost and increase performance, as that more of sample individuals agreed about training helps staff on adapting with new technological expansion and invent a new method of working to improve service quality, as well, about the hospital depends on the modern methods of continuous training were high level of respondents agreed but there is a fewer neither and disagreed, also, most of participants agreed that training courses are evaluated through a reflection on the performance of the trainees.

More of participants were disagreed that training a temporary solution to the problem of emergency, as well, a large number of respondents were neither and disagreed about there is not balanced between theoretical and practical content of the training program, but a most of participants agreed that training should be linked with a particular incentives, furthermore, high level of respondents were agreed about identification of training needs through a formal performance appraisal mechanism, also, about place of hospital appropriate to achieve a quality in the health services more of respondents were agreed and a fewer disagreed about that, as well, more of participants agreed that determining the objectives of training in the hospital according to the actual needs of the trainees and there is a fewer number

neither, as that a large number of respondents were agreed about training methods that available in the hospital a variety and modern and there is fewer number neither and disagreed about that.

About the cooperation between the cadres of working in the hospital for achieving quality in services most of participants were agreed, furthermore, high level of respondents agreed that choose the trainers on the basis of scientific and practical knowledge. A fewer number of participants neither about that, as that more number agreed about the training method used in the hospital to achievement of general training purposes, but there is a large number of respondents were neither and disagreed,

About that training is an ongoing process for all the hospital staff, most of them were agreed and fewer number disagreed, also, the evaluation of the training process takes place in all stages of training high level of participants agreed about that, Furthermore, a lot of respondents agreed that the training contributes in reducing medical errors and a few of them were disagreed.

Opinions of participants about training to improving of the medical services quality were agreed on a large percent with a few disagreed, as that opinion of respondents about qualification, have a preference for the selection of individuals to training courses were positive and a low level negatively, also, on seniority have an advantage in the selection of individuals to training courses most of answers positively. Through the findings of the study, we note that most of the participants, their answers were positively on all items of survey.

This survey focuses on a role of training to improve of service quality provided to individuals, where training plays a critical role in building new skills, as well as current staff to do their job in an efficient way, as well it prepares staff to hold a future situation in an institution with full capacity and helps to cope the disability in any work- related field. There are various ways to overcome gaps in the employee's job performance, and training is one of them, especially skills training, efficiency and ability and thus improves the service quality Offered to individuals. Training, this type of investment by the organization that brings a high return on investment only, however also backing to get a competitive advantage. Thus, training

must be designed according to specific needs and stability goals, effective training is a calculated intervention aimed to achieve the learning required to raise the employee's level.

Effective training of staff also leads to rise in level quality as an outcome of potentially less errors. In addition, effective expansion programs that allow the organization to maintain a manpower that may adequately replace staff who had left that organization or moving to another district.

Finally, the researcher sees that training is important and should be a priority for all institutions, because it benefits the institution and the employee of all respects. Especially those institutions that provide humanitarian work such as hospitals, while training medical workers whether doctors or nurses or technicians in all disciplines helps to provide excellent services for patients. Also Training is the modern language of learning and development, performance and become a strategic choice to invest in the human resources system. As well as Training leads to modifying the information and experience of the individual, and the change in his behavior and trends in order to improve the performance and quality of work.

Based on previous results can formulate the following recommendations:

- Commitment to training programs and continuing medical education for all medical staff and medical assistance.
- Attention to identifying training needs in a scientific, by relying on scientific methods.
- Providing appropriate factors for the development of the training process and the adoption of modern methods of training.
- Linking the training process with particular incentives, whether material or moral.
- Evaluation of the training process in all its stages and follow-up of the trainees after the training programs ends.
- Prepare the training programs that explain the notion of quality, publishing of culture quality between workers in the hospital, and working to establish a department to monitor the quality of medical services in the hospital.

- Reconsidered in trainees' selection policy to attend training courses, through setting specific standards for all.
- There is a need to improve working conditions in the hospital so that it is conducive to the transfer of learning.
- Reconsidered in choosing the trainers so that be on the basis of scientific and practical knowledge.



REFERENCES

- Al-Salmi, Ail, (1970), Management Training, The Arab organization for administrative sciences.
- Alain, MEIGNANT et al , Tous DR H, Editions d'organisation, Paris, (2001: 222)
- Asare-Bediako, k. (2008). Professional skills in Human Resource Management 2 ed. Asare-Bediako 7 Associate Limited, 277 windy Hills.
- Andreassen,W Tor, (2001) From disgust to delight: Do Customer hold a grud? Journal of service research, Volume 4, p: 39-49.
- Ahmed, Sayd Mustafa, Human Resource Management. Cairo, (2004)
- Ajarma, Tourism Marketing. The first edition, Oman, (2005:21).
- Aldrarkh, Mamoun and Tariq Al-Shibli, Quality in modern organizations, The first edition , Oman,(2002:15).
- Alasaly, Mohammed Adib, The reality and the requirements, development of health fact, Damascus,(2006:11).
- Abdul-Aal, Abdel Azeez, Quality management and its role in building companies, P.H.D.(2010:7).
- Abdel- Fattah, Farid, Scientific method for the application of the quality management of the Arab institutions , EGYPT,(1996:10)
- Al-Taweel, Akram Ahmed , Al-Jaleely, Alaa Hasseb , Possibility To Establishment The Dimensions Of Quality Health Services: Study in Group Selected From Hospitals In Nineveh, P:6-7.

- Awde, Said salh . Personnel Management, University publications open (1994:250).
- AL-Serafi, Mohamed, Leading the administration, The first edition, Oman, (2003:278)
- Aldrarkh, Mamon Suleiman , Total Quality Management and customer service, Oman, First edition, (2006:194-201).
- Aghili, Omar Wasfi , Integrated methodology for TQM, The first, edition, Oman, (2000:29-30).
- Asubonteng, P., McCleary, K.J., & Swan, J.E. (1996). SERVQUAL revisited: A critical review of service quality. The Journal of Services Marketing, 10(6), 66-81.
- Azzawi, Mohammed, Total quality management, Jordan, Oman (2005:59)
- Alwan, Nayef Qasim, Quality management service, Concepts, Processes, Applications, The First Arabic edition, Oman,(2006:32-33).
- Akinpelu, B. (1999). Educational technology and teaching-Learning process in the 21st century in Adesomowo, P. O.(Ed), Basic of Education, Lagos triumph Books publishers.
- Armstrong, Michael, A handbook of personnel Management practice, Reproduced in personnel in practice, Currie, Donald: Blackwell Business (Oxford,uk) (1997).
- Argyris, C, (1971). The Management of Learning. Maidenhead: McGraw-Hill.
- Butcher, ken & Heffernan troy, (2006), Social regard: A link between waiting for service and service outcomes, International Jurnal of Hospitality Management, Volume 25, p: 34-53.
- Blois, K.J.(1974).The marketing of services: An approach European Journal of marketing. 8 (2): 137-145.
- Bahauddin,Fatiha, Quality at HMC,(2005), Site for health magazine <ww.hmc.org.ga>.
- Bolijevic. A, Serbian journal of management 2, (2007:219).

- Bhattacharjee. C. service Marketing: concepts, planing & Implementation Excel Book, 1edition, (2006:5-9)
- Cascio. W. F. (1992). Managing Human Resource Productivity, Quality of work life, Profits. McGraw-Hill, Inc.
- Cole,G. A, (2004. Management Theory and practice 6th ed. Thomson learning.
- Cole, G. A. (2001). Management Theory And practice, 6 Ed. Thomson Learning.
- Chang, JC, (2008), Taiwanese Tourists perceptions of service quality on outbound Guided package Tours: A Qualitative Examination of the SARVQUAL Dimensions Journal of vacation marketing, Volume 15(2), P: 164-178.
- Cole, G. A. (2002), Personnel and Human Resource Management, 5th Ed. Continuum, London: York publishers.
- Cheng-Hua, T., Shyh-Jer, C., & Shih-Chien, F. (2009). Employment modes high-performance work practices, and organziational performance in the hospitality industry. Cornell Hospitality Quarterly, 50, 413-430.
- Decenzo, A.D,& Robbis, P.S. (2000) . Personnel Human Resource Management 4 ed. Prentice- Hall, New Delhi, India.
- Dessler, G, (2008). Human Resource Management , 11th ed. Pearson International Edition..
- Douglas C. Montgomery.Introduction,(2009).To STATISTICAL QUALITY Control 6th Edition.
- Eigli Pierre, Langeard Eric, (1975). Une Approche Nouvelle pour le Marketing des services, Review Francaise de Gestion, Spring, N 2. P:97- 114.
- EIglie, Pierre, Marketing et strategie des services, Paris: edition economica,(2004:76).
- Edvardsson, B, (1996), Marking Service Quality Improvement Work, Manageing Service Quality Volume 6 (1), P:49-52.
- Ellis and Whittington, (1993) the literature on QA in health care.

- Faulkner, Mike (2004). Managing training, British Journal of Administrative Management, Issue 42, pi-iv, 4p.
- Feigenbaum A. (1991), Total Quality Control. 3 edition, McGraw- Hill, New york USA.
- Fawzi, Hobeish, public administration, administrative organization, Beirut,(1991:288).
- Fadhli, Fadel, in March (1995) The Training process phases as input to evaluate the effectiveness of training and management development programs, Fourth Issue, p: (637-672).
- Fetish, Adel, Mostafa Salim, Analyze and evaluate the effectiveness of training programs at work and its impact on the performance of employees and their behavior (2004).
- Grobler.P.Warnich,S, Carrell, MR. Elbert, NF. And Hatfield, RD. (2006:130) Human Resource management in South Africa, (3ed) South Africa: Thompson Learning.
- Graham , H. T. and Bennet R. (1992), Human Resource Management, Longman, U.K, 7 Edition.
- Graeme, Knowles. Quality management. (2011:10).
- Grönroos, C. (1990:27). Service Management and Marketing. Lexington: Lexington Book.
- Hamed, Hani . Marketing services, Third edition, Oman, (2005:18)
- Hill T Peter (1977), on Goods and services, Review of income and wealth, Series 23, N4.
- Hamed, Hani, Marketing services, Jordan, Third edition, (2005:445-446).
- Hansen, Dagroll, Statistics Norway, United Nations, Human Resources Management and training, (2013:72).
- Hassanein, Hussein Mohammed, (2005) the identification of training needs.

- Ivancevich, J.M.(2010). Human Resource Management 8 ed. Boston:Irwin McGraw-Hill.
- ISO:900:2000 QMS , Fundamentals and vocabulary.
- ISO: 9000: (2000) QMS Fundamentals and vocabulary
- Jean- Pierre CITEAU, Gestion des ressources humaines, principes generaux et cats pratiques, edition, Masson, paris, (1994:11)
- Kayode, Taiwo,(2001), The Role of training in charg management Journal of the institute of personnel management of Nigeria. Vol. 10, No 7(p:24-31)
- Kreitner, R and kinicki ,A. (2007). Organisational behaviour , 7 Ed. New york: McGraw- Hill/ Irwin.
- Kumra, R, (2008), service Quality in Rural Tourism: A perspective Approach. Conference on Turism in India – Challenges Ahead, Idia, p: 424-431.
- Kotler, P. (1991). Marketing management, Analysis, Planning, Implementation and control 7th Ed. Englewood cliff:Prentice-Hall.
- Kotler et Dubois, Marketing management, Paris: Publie union, 10 edition, (2000:453).
- Kotler, Philip and Armstrong Gory, Marketing Management Analysis, Planning, Implementation and Control, Hall, Engle Wood Cliffs, New Jersey, (1994:640)
- Khoja, Tawfiq, The entrance to the improvement of quality primary health care. Oman, Jordan, (2003:221).
- Kharma, Emad Mohammed, Management of health services in Jordan: A Case study of the Radiology department services in Jerash Central Hospital, Administrative, No 83, Jordan, (2000:103).
- Kamal, Noor Allah, HRM, Commander of the administrative guide, (3) First copy, (1992:179)
- Kortel, Fred, Marketing services, the treasures of knowledge for publication, Oman, the first edition (2009).

- Lakhdar, SEKIOU, Gestion du personnel, les éditions d'organisation, Quebec, 3 edition (1990:293)
- Liang-Tan,(1997) , An evaluation of TQM and the techniques for successful implementation, Training for quality, Vol .5, NO. 4, P:150-159.
- Monappa. A and Saiyadain, M. (2008), Personnel Management, 2nd ed, Tata McGraw-Hill, New Delhi.
- Manpower services commission, (1981), Gloss art of Training Terms. London: Hmso.
- Mullins, J. Laurie. (2007). Management and organizational Behavior, 8 ed. Prentice Hall. Pearson Education, Edinburg Gate.
- McConnell, RC. (2004). Managing employes performance. Journal of Health care management, 23 (3): 273-283.
- Mouden, Mohamed Saleh, Principles of marketing, Oman,Edition 2,(2002:223)
- Mahfouz, Ahmed. (2009) Overall quality management concepts and applications.
- Mostafa, Mohamed, Mahmoud, Strategic marketing services, Amman (2008:66)
- Mejla, Gomez. L.R:Balkin, D,B: Cardy,R,L. Managing Human Resources, ed. Newjersey, (2001:260).
- McClelland, Susan, (2002:7), Training needs assessment for the united way of Dunn County wisconsin.
- McLeod, and king, L.A. (1996) Continuing professional development for the information discipline of records management.
- (MSC), U.K. (1981:62) Manpower services commission, Glossary of training terms, London HMSO.
- Nakijima, Hiroshi, Better Health: through better life of Resources, World, Health, The magazine of (WHO), 50th year, No. 5: 9-10, (1997:33).
- Naaman, Aida Abdel Azeez Ail , Training related to the performance of the individuals working in middle management, Case study Taiz university, Master Thesis, Yemen.(2008).

- Noe, R. A. . The state university. (P 6) Employee Training and development- Fifth Edition,(2009).
- Nitecki. D.A. and P. Hernon (2000), Measuring service quality at Yale university's libraries, journal of Academic Librarianship, Vol. 26 (4). P:259-273.
- Owesat, Jamluddin , Total quality management , Abu Dhabi: (2005:24).
- Oakland, J. S. (1993) Total Quality Management – The Route to Improving Performance (2nd ed.). Oxford: Butterworth-Heinemann Ltd.
- Perry. B. (2007:78). Organizational Management and information systems oxford: Elsevier.
- Parasuraman, A, Zeithaml, V A. and Berry, L. L, (1990) Delivering Quality service Balancing customer perception and Expectations, The free press, New York, p: 226.
- Parasuraman. A .V. A. Zeithaml and L. L. Berty (1988), SERVQUAL: a multiple-item scale for measuring consumer perceptions of service quality journal of Retailing, Vol. 64 (1), P: 12-40.
- Parasuraman, A., Zeithaml, V.A and Berry, L.L (1985). A conceptual model of service quality and its implications for future research. Journal of Marketing, 49,Fall.
- Parasuraman, A, Zeithaml, V. A. and Berry, L. L, (1991), “Refinement and Reassessment of the SERVQUAL Scale”, Journal of Retailing, Volume 67, P. 420-450.
- Parrish, Abdulkadir , quality banking services as an entry point to increase, The competitiveness of banks in the Journal of the economies of North Africa, Algeria, number 3,(2005:256).
- Rothwee, W.J.and kazanas, H.C. (2006). Planning and managing human resources , 2 Ed. Mumbai. Jaico.
- Ronald, Total quality management in the government, The institute of public Administration, Riyadh,(1997).

- Rkad, Saliha, (2008), Assess the quality of service from the customers perspective, Master Thesis.
- Sloman, M. (2005), Training to Learning .
- Syed, Mustafa Ahmed , HRM,(2000: 250).
- Sulaiman, Al-Faris, and others, Human Resources Management, Individuals, Damascus university publications, (2000:187-188).
- Salti, Mamoun and Elias Suhail , A practical guide for the application of quality management systems ISO 9000, The first edition, Damascus, (1999:103).
- Smit, P.J. and de Cronje, G.J. (2003). Management principles. South Africa: Juta.
- Truelove, S. (1992:273) Handbook of Training and development. Oxford:Blackwell.
- Tornow, w.w.wiley, J.W, 1991, Service quality and management practices: a look at employee attitude, customer satisfaction, and bottom-line consequence, Human Resource planning, volume 14 (2), p:105-115.
- Tawfiq, Abdul-Rahman, Training assets and scientific principles, Cairo, The center of the professional expertise of the department,(1994).
- Wang, Yi- Shum , et Tzung- Itang, Assessing Customer perceptions of website service quality in Digital Marketing Environments Journal of End User Computing, 15 (3), 14-31, July-sept,(2003).
- Yaghi, mohamed Abdel Fattah,(2003) The Training between theory and application, edition 2 , The center of Ahmed Yassin , Amman- Jordan.
- Zainuddin, Fred, The application of Total quality management between the chances of success and risk failures, The first edition, Cairo,(2002:182-183).

APPENDIX: QUESTIONNAIRE

The impact of training on quality of health services in a public hospital in Libya.

You are invited to participate in a research study that is being conducted by Ali Mohamed Eddib, a postgraduate student at Karabuk University in Turkey. The purpose of this research is to assess the scientific principles on which training operation depends for improving service health quality in public hospitals in Libya. Do not put your name on the survey. Data collection is completely anonymous. Although the results of this study may be published, no information that could identify you will be included.

Your participation is greatly appreciated!

SECTION 1

Please read each of the following statements carefully and then place an x over the number that best describes the extent to which the statement applies to you. Use the guide below to choose the most appropriate number.

Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
(1)	(2)	(3)	(4)	(5)

- | | | | | | |
|--|-----|-----|-----|-----|-----|
| 1- Training medical staff, lead to development health services in hospitals. | (1) | (2) | (3) | (4) | (5) |
| 2- Training reduces the stress of the employees. | (1) | (2) | (3) | (4) | (5) |
| 3-Trainees are selected, based on the annual performance reports. | (1) | (2) | (3) | (4) | (5) |
| 4- Competency level of employees increases due to training. | (1) | (2) | (3) | (4) | (5) |
| 5- Follow-up to the trainees after the training program ends. | (1) | (2) | (3) | (4) | (5) |
| 6-Continuous training leads to improve the quality for a patient's health services. | (1) | (2) | (3) | (4) | (5) |
| 7- Our hospital conducts extensive training programs for its employees on services quality. | (1) | (2) | (3) | (4) | (5) |
| 8-Training reduce consumption of time and cost and increase performance. | (1) | (2) | (3) | (4) | (5) |
| 9-Training helps employees to adapt to new technology developments, and invent a new method of working to improve service quality. | (1) | (2) | (3) | (4) | (5) |
| 10- The hospital depends on the modern methods of continuous training | (1) | (2) | (3) | (4) | (5) |
| 11-Training courses are evaluated through a reflection on the performance of the trainees. | (1) | (2) | (3) | (4) | (5) |
| 12- Training a temporary solution to the problem of emergency . | (1) | (2) | (3) | (4) | (5) |
| 13- There is not balanced between theoretical and practical content of the training program | (1) | (2) | (3) | (4) | (5) |
| 14- Training should be linked with a particular incentive. | (1) | (2) | (3) | (4) | (5) |
| 15-Training needs are identified through a formal performance appraisal mechanism. | (1) | (2) | (3) | (4) | (5) |
| 16- Place of hospital appropriate to achieve a quality in the health service. | (1) | (2) | (3) | (4) | (5) |
| 17-Determine the objectives of training in the hospital, according to the actual needs of the trainees. | (1) | (2) | (3) | (4) | (5) |

- 18- Training methods that available in the hospital a variety and modern. (1) (2) (3) (4) (5)
- 19- Cooperate cadres working in the hospital for achieving quality in services. (1) (2) (3) (4) (5)
- 20- Choose the trainers on the basis of scientific and practical knowledge. (1) (2) (3) (4) (5)
- 21- Training method used in the hospital achievement of general training purposes (1) (2) (3) (4) (5)
- 22-Training is an ongoing process for all the hospital staff. (1) (2) (3) (4) (5)
- 23- The evaluation of the training process take place in all stages of training. (1) (2) (3) (4) (5)
- 24-Contributes the training in reducing medical errors (1) (2) (3) (4) (5)
- 25- Training affects on improving the quality of medical services (1) (2) (3) (4) (5)
- 26-Qualification, have a preference for the selection of individuals to training courses (1) (2) (3) (4) (5)
- 27-Seniority have an advantage for the selection of individuals to training courses. (1) (2) (3) (4) (5)

SECTION 2

- What is your age? () 30 or less () 31- 40 () 41 or more
- What is your gender? () Male () Female
- What is your marital status? () Single () Married
- How long have you been working with this organization? () Less than 5 years
 () 6- 10 years
 () 11- 15 years
 () 16 years and older

ÖZET

Bu çalışmanın amacı, Libya'deki hastanelerde yapılan eğitimin bilimsel temelde değerlendirilmesi, bu bağlamda doktor ve sağlık personelinin eğitimi ve yetiştirilmesi sağlanmaktadır. Bu çalışmanın hastanedeki hizmet kalitesine yansımaları. Buna ilave olarak bu araştırmada kalitenin anlamına açıklık getirerek devlet hastanelerinde uygulamasına olanak sağlanmasıdır. Bu amaç için Trablus merkez hastanesi numune olarak seçildi.

Eğitim konusunun teorik çalışması, içeriği, bölümleri ve kalite konusunun bölümleri, temelleri.

Eğitim alanında genel çalışma, hastanedeki hizmet kalitesine etkisi, bu konuda verilerin toplanması ve analizi.

Tıp ve yardımcı sağlık alanında çalışan personelin eğitim ve sürekli tıbbi eğitim programlarına uyulması.

Bilimsel yöntemler kullanılarak eğitim ihtiyaçlarının belirlenmesinin önemi.

Kalite anlamını açıklayan eğitim programının hazırlanması, hastane çalışanları arasında kalite kültürünün yaygınlaştırılması ve hastanede sağlık hizmet kalite denetim biriminin kurulması için çalışmak.

ARŞİV Kayıt Bilgileri :

Tezin Adı : Eğitimin Sağlık Hizmeti Kalitesi Üzerindeki Etkisi: Libya'daki

Bir Kamu Hastanesinde Uygulama

Tezin Yazarı : Ali Muhammed Saad EDDİB

Tezin Danışmanı : Yrd. Doç. Dr. Ozan BÜYÜKYILMAZ

Tezin Konumu : Yüksek Lisans

Tezin Tarihi : 26.05.2017

Tezin Alanı : İşletme

Tezin Yeri : KBÜSBE - KARABÜK

Anahtar Sözcükler : Eğitim, Hizmet Kalitesi, Sağlık Hizmeti Kalitesi



ABSTRACT

The aim of this study was to evaluate the scientific principles on which depend the training process in public hospitals in Libya, where nurses, technical and medical Elements are trained. They also show the quality of learning is clear in medical services. In addition, the study for the purpose of clarifying the meaning of quality and possibility of used it in government hospitals. To this end, the central Tripoli hospital is selected as a model for public hospitals in Libya.

The research includes; The study theoretical of the notion of training, and its components, elements, and quality concept and its elements, principles and a public survey of a training reality and its effect of service quality at a hospital as well as data collection and analysis.

The search gives a number of recommendations the most important: Commitment to training programs and continuing medical education for all medical staff and medical assistance. Attention to identifying training needs in a scientific, by relying on scientific methods. Prepare the training programs that illustrate the notion a quality, also spread a quality culture among workers at the hospital, and working to establish a department to monitor the quality of medical services in the hospital.

ARCHIVE Information:

Thesis Name : The Impact of Training On Quality of Health Services in A Public Hospital in Libya: A Case Study of Central Tripoli Hospital

Thesis Author : Ali Muhammed Saad EDDİB

Thesis Advisor : Asst. Prof. Ozan BÜYÜKYILMAZ

Thesis Type : Master Thesis

Date of Thesis : 26.05.2017

Department of Thesis: Business Administration

Place of Thesis : KBÜSBE-KARABÜK

Key Words : Training, Service Quality, Quality of Health Service

AUTOBIOGRAPHY



Name Ali Mohammed Saad Eddib
Date of birth 10 / 9/ 1970
Nationality Libya
Marital status Married
Telephone 05443486671/ 00218925242855
E-mail auopy.ali70@gmail.com

Education Qualifications: Diploma in Nursing in 1990, Diploma in Anesthesia in 1999, Bachelor of Business Administration in 2007 from Africa University. Employees in the health sector since 1993, five years in salahuddin Hospital, six years in the Tripoli Central Hospital, Since the year 2004 in the Jalaa Hospital of obstetrics and gynecology.