

ABSTRACT

"Trends towards Training in Services in South of the West Bank as Viewed by Administrations and employees"

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This study aims to identify the trends of administrations and employees in service establishments in the south of the West Bank towards training as well as to try to reveal their training measures and policies.

The researcher employed the method of descriptive analysis, and she used the questionnaire for collecting the required data. The population and the sample of the study consisted of all administrators and employees (300 people according to statistics supplied by the relevant departments of these services) working in the organizations of financial services (i.e. banks and insurance companies) .the outcomes of the questionnaire were statistically analyzed,

displayed and processed by means of SPSS, arithmetical means, standard deviations, and percentages.

The study has shown a number of results. The trends of administrations and employees in service organizations located south of the West Bank towards training were above average. The most prominent of these trends were the ones relevant to the importance and benefits of training. The most common on-job training method in these services was an internship for new employees. The most common out-job training method was workshops, followed by lectures. Workshops were found to be the most favorite means of training among the employees.

In the light of the results, the researcher recommended that these service organizations should invest in training, activate the role of training departments, create administrative units concerned with human resources and development, secure qualified staff to run these units, and provide financial and moral incentives for the employees who participate in training. The researcher also recommended that further field studies in this domain should be conducted in other regions and sectors.