



# Field Training Report

Student Trainee:

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Name of the Company: Ministry of Health

Submitted to:

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## Acknowledgement

I offer my thanks to Hafr Al-Batin Ministry of Health, as well as the amazing trainers and tutors who gave me this opportunity to train under their supervision, it was truly an unprecedented experience that I shall always be grateful to have had participated in.

(توقيع الطالبة)



## Executive Summary

During the field training period of 15 weeks, a number of activities and tasks were issued in order to improve trainees' understanding and capability to work as a team with the Human Resources department of the Hafr Al-Batin Ministry of Health. Trainees were required to use several tools, systems or software and employ a number of skills that could serve the purpose of delivering the best results an employee or a worker could perform during their work or job. Speeches, transactions, connections and other links were made and used during the training. Moreover, plenty of suggestions and initiations were posed, and a variety of procedures and plans were executed. Managing internal and external communications was given great importance and determining staff members' tasks and vacations were also paid most of the attention, while also keeping an eye on their schedules and hearing out their complaints.

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## Section 1

### Introduction

The Ministry of Health in Hafr Al Batin, department of Human Resources, has held a field training session within 15 weeks, it covered a number of grounds regarding several training areas, specifically communication, and a great deal of work was accomplished during that period, including:

- 1- Typing decrees on Excel, such as tasking, re-tasking, un-tasking, internal and external transfers.
- 2- Logging numbers of each decree along with their dates, employee's workplace and their transaction number.
- 3- Writing speeches concerning transfer, tasking, re-tasking and un-tasking.
- 4- Extracting employee's data through a resources program in order to complete writing a certain speech.
- 5- Working with "Sahl" system: -Assigning transactions. - Consulting the inbox.
- 6- Receiving employees' reports, complaints and questions through the internal communication email.
- 7- Processing reports and cancelling them.



- 8- Informing employees of what has been done regarding their reports.
- 9- Consulting "Sahl" system, which is found throughout all sections and is used to assign speeches and instructions, archiving transactions electronically and staying in touch with them until fully completed.
- 10- Typing speeches and transferring them through "Sahl" system.
- 11- Exporting transactions through "Sahl" system, and sending indexes.

## Section 2

### Organization profile

**Name:** Hafr Al-Batin Ministry of Health, department of Human Resources

**Areas of specializing:** Human Resources. Providing therapeutic and healthcare services, carrying out the Kingdom's healthcare affairs, promotion of general health and prevention of diseases.

**Location:** Governorate of Hafr Al-Batin, 40 primary healthcare centers are located across the kingdom.



## Section 3

### **Hafr Al-Batin MOH: Field Training**

Human societies have thrived through the ages after language was discovered; people could express their wants and needs through the use of verbal expressions that made it easier for them to handle day to day activities and routines, businesses and deals; therefore, it was vital to us that we always have to develop this skill to make our lives run smoother, which is the communication skill. "Effective communication demands that parties involved in communication have a shared and clear appreciation of the various definitions and parameters about which information is being exchanged." (CGG, 2001), the training period in which we participated involved a variety of communication methods that guaranteed to bring us closer to clients, customers or people we generally deal or will deal with, since it teaches us how to establish ways that allow us to measure the information that is being presented to us, and give it its proper value in the process, "Ability to work well in teams, to manage your subordinates and your relationships with seniors, customers and colleagues, depends on your communication skill." (Ligawa, 2021), thus, it was necessary that this skill in particular should be focused on. We applied this skill to plenty of our activities and

actions during the training, trying our best to employ it in the most suitable ways possible.

Communication, as mentioned before, is a skill that all businesses cannot do without; therefore, we sought to apply it during our training in order to become well acquainted with methods or way of communication that serve our business purposes well. First, we had to comply to our duties towards employees and serving them in the best possible way, including completing and proceeding with all procedures and processes that involve employees' services, such as transportation, tasking, promotions and retirements, as well as medical insurances, travelling tickets and so on. Moreover, it was necessary to study and review requests regarding money transfers and staying in touch with employees' attendance, absence and updating their information and data regularly. Furthermore, and most importantly, hearing out complaints and listening to the concerns of employees was a vital part of communicating efficiently and effectively, and especially since the performance of one worker can influence the performance of the rest of his or her coworkers. As for the internal communication, which we focused on during this training period specifically, there were several activities that this particular skill was employed. The World Health

Organization (WHO) considers internal communication "an essential strategic complement to external communications initiatives" (WHO, 2017), since it is important to establish trust in staff and employees; therefore the training included activities such as contributing to develop a strategy plan that serves the human resources agency, as well as executing this plan with the rest of the procedures involving the general management of internal communications within the area/governorate. In order to carry out most of the typing and data entry, we were given the chance to work on a software system called "Sahl", which is a system used for sending or transferring speeches and notices to their specific destinations, as well as electronically archiving a transaction along with its other procedures until complete, while also exporting these transactions through the system and providing more information if necessary. Communication does not only include verbal speech or listening, it is also a skill that requires understanding and comprehension. For instance, one major concern that we have paid attention to is scanning and investigating inquiries and demands that were posed by staff members, as well as assessing their work conditions and whether it suits their needs within the working place, area or governorate in general. Then, after collecting this data or information,

new procedures, developments or upgrades can be done in order to improve the work environment and grant the workers further comfort. Despite paying that much attention to the matters mentioned before, there is always room for more and more improvement, thus it is essential to keep up with new and novel technologies and making use of it towards bettering communication among people; therefore, being creative and thinking of new ideas and tools that serve this purpose is an undoubtedly required skill in this context, we were given time and space to employ a method of our own within the training, and the "Sahl" system is an example of such innovation and creativity that makes it easier for the staff to manage internal communication. Yet again, an additional role one gets to play in order to understand the goals of internal communication is posing suggestions or initiations which serve that purpose, as well as studying and evaluating the effectiveness of internal communications on a yearly basis. We handled several transactions which were a part both the public and the private sectors, where documenting employees' vacations was done on the health services platform, while documents related to the private sector were sent through speeches that aim to improve investments regarding health services. We worked on a variety of systems and software, such as the

tickets program, which was used to connect with the health sector staff, we used a resources system in order to extract an employee's data so that it can be used to complete writing a speech. We prepared a number of reports and presentations throughout the training period, and it bettered our communication skills further. Moreover, a variety of entertainment and activities were proposed, such as summer camping, money offers and other trips or tours that could bring the staff together through this sort of communication. The most important part of the training was working on our ability to receive and understand what an employee or a staff member was trying to communicate, it is necessary to take in the details and attempt to come up with the best plans or solutions that could solve the issues or problems that employee was having; therefore, processing this issue and discussing it with an employee in order to come out with the best results was an essential part of successful communication, and it served us more to try and avoid repeating the same problems or mistakes, as well as offer the best work environment that allows the staff members to communicate and perform their tasks in harmony.

In the end, the "Sahl" system offered great help and working on it proved to be useful, as it eased and simplified handling transactions,

speeches and reports. Communicating is not a skill to be taken lightly, there is just no other way to understand a person's wants and needs other than directly or indirectly discussing and sharing them through verbal means or writing. The effort put into any sort of deal or transaction cannot be fruitful or rewarding unless it is communicated and comprehended. We were able to share our thoughts and suggestions within this context of training and the process of communicating with each other was slowly becoming easier and simpler, thanks to the efforts of the trainers as well. We were given plenty of tips regarding the legal matters and the internal communication, which allowed us to further understand all sorts of activities, tasks and actions regarding both the private and the public sectors in which these matters were abundant. Furthermore, we were able to understand each other better and work in harmony as a unified team, with the aid of the digital systems that allowed more work to be accomplished in a shorter period of time. All of this taught me to become a better listener; when I am faced by an issue or a problem, I should not jump to conclusions immediately, but rather give more space and time to listen and understand what is being said, moreover, now that I have a greater command over the systems and programs we worked on, it has become a lot more easier to arrange



my own thoughts and ideas, so that when the need for communicating them rises, I at least know of several ways that allow me to do so efficiently. This experience was a great chance for me, and all of the other trainees that attended, to become better and moved us a step towards mastering communication. Whether it is writing reports, listening, speaking or simply participating in any team activity, communication skills come before all, they are the essence of human intellect and intelligence.



## Section 4

### General Skills Acquired

1-Team work: a lot of work would not have been accomplished if it we did not work as a team that help and assist each other.

2-Making well-prepared reports: a lot of the work depended on successfully writing comprehensible and understandable reports.

3-Working on Excel and "Sahl" system: using these systems helped a lot when preparing transactions, reports etc.

4-Patience.

5-Management, reliability and responsibility.



## Section 5

### Conclusion

All in all, it was a great opportunity for me to be a part of this training program, I was granted the chance to learn many new things from both the trainees and the trainers. I am not going to conceal the fact that it made me grow as a person and made me better understand my work and what is expected of me in future programs and activities, and later, actual work or job. If one is after professionalism, it is of essence that one should listen, observe and learn.

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