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How Successful is the College of Nursing, Kuwait, in Reducing Dependence on Expatriates?

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Abstract. Technical and vocational education is a dual system that is important for life-long learning and training and play a vital role in providing students with an opportunity for the world of work. It is completely different from formal learning and allow students to transfer what they have learned in class room into real work practice. However, technical and vocational education is experiencing a great challenge to cope with the rapid change in science and technology in industries and business. This was worsening by the social images that technical and vocational education is design for those students who come from the back gate of a university. It is highly significant to promote the role of technical and vocational education in increasing economic competitiveness and social and education inclusion. In developing countries (e.g., Kuwait, United Arab Emirates), governments have exerted efforts to enhance indigenous capabilities by forging technical and vocational education institutions. The aim is to enhance local capabilities in vital sectors (e.g., oil, electricity and water, health care), and reduce dependence on expatriates. The research paper focuses on identifying and examining the perception of students at the College of Nursing, CN, towards the quality of teaching and learning. In addition to, examining the perception of the CN graduate's heads of nurses at the health sector towards the standard of the field training program, and the quality CN graduates. The research is based on extensive field work that encompasses a review of the related literature, questionnaires, and interviews with a sample of heads of departments at the CN. Interviews were also conducted with the heads of nurses in four major hospitals in four districts at the health sector. Finally, the research will argue that unless the CN recognize and appreciate the value of building a strong linkage with the health sector, its contribution in tackling the shortage of skilled and semi-skilled indigenous health care specialist will be below the government expectations, thus continuing relaying on expatriates for years ahead.

Keywords. Technical and Vocational, on-the-job training program, developing Indigenous Manpower, Interaction between technical and vocational education and the health sector, quality of the College Nursing graduates, Kuwait

1. Introduction:

The continuing spread of Covid-19 in the world has created an unforgettable and significant consequences that affected the life of human being. It causes economic and social disruption that left millions of people without work. Covid-19 pandemic has placed a considerable pressure on the health infrastructure, labour markets and rate of employment to a degree never seen before. (UNESCO, 2020) In a survey conducted by UNESCO and World

Bank on 126 countries revealed that 90% of respondents indicated total closure of TVET centers in their country and virtually 98% of respondents reported disruption of work-place learning. (UNESCO, The World Bank, 2021) The unexpected and sudden closures of technical and vocational education colleges and centers has introduced, without hesitation, the online teaching which without doubt cannot replace the quality of the present of students in classes, workshops, and laboratories. The majority of technical and vocational colleges and centers were unable to transfer the required skills, whereas others find a way through apprenticeship with highly precaution rules and procedures. The conversion to online teaching showed a crucial deficiency in some countries due to the lack of electricity, access to internet connectivity, communication apparatus, and inadequate preparation and readiness of lecturers and trainers to convert to online platforms. According to an international survey, many countries and training providers were insufficiency prepared to cope to the pressure resulted from covid-19 pandemic. (International Labour Organization, 2021) The transfer to online teaching can be described as a process of learning by doing or learning by mistake. Online teaching has focus on increasing the number of students attending a certain meeting rather than the quality of teaching and the extent of achieving course objectives. This was worsening by the inability of lecturers and trainers to transfer the necessary skills that are required by industries and business. Technical and vocational education curriculum is design to encompasses the know-how and know-why that enable students to perform in a real work place. Online learning is perceived as an effective method to enhance the quality of teaching since increases student's interaction with lecturers and trainers, encourage students to attend classes, and ensuring learning satisfaction. (Belaya 2018, Bignoux 2018) Technical and vocational education require students to obtain the necessary knowledge, skills, and attitudes that in most need of industries and business. Therefrom, online learning requires a careful design of the content to tackle those obstacles converting students in achieving course objectives. (D. Indira and A. Sakshi, 2017, Muthuprasad, 2020). Lecturers and trainers must exert efforts to apply and explore all educational technologies to achieve satisfactory outcomes. (Ferreira, et. al., 2014)

Nursing career is to deliver the best ever medical care support to maintain a healthy society and sustain economic and social prosperity. It estimates that the world needs 6 million more nurses to achieve global objectives (Josephine Moulds, 2020) The global nursing workforce is 27.9 million, of which 19.3 million are professional nurses, which mean that the nursing is the largest occupation group in the health sector. (World Health Organization, 2020) Nursing technical and vocational education is based on values, ethics, morals, knowledge, and skills in order to provide care for patients of all age care and maintain a well human being health care. Covid-19 pandemic has impacted nursing schools and colleges to cope with the sudden Covid-19 pandemic consequences and strictly applied rules and regulation that are imposed by the World Health Organization. The unstoppable spread of Covid-19 pandemic, face-to-face clinical classes and seminars, clinical skills laboratories, and clinical apprenticeship were either suspended or restricted, particularly in those countries that have been severally affected by the Covid-19 pandemic. (British Columbia College of Nursing Professionals 2020; College & Association of Registered Nurses of Alberta 2020; Jackson et al. 2020). Several nursing schools and colleges has been converted virtual mode of teaching instead of face-to-face teaching and this approach of teaching has limited skill development and clinical practice placement of students, which considered the typical methods in the normal nursing curricula. (Chinwendu, et al., 2021) Lecturers and trainers in nursing schools and colleges need to allocate an alternative effective method of teaching such as: live seminar, video demonstration, group discussions, and problem-solving techniques. However, students are required to attain those skills when covid-19 pandemic is dissolve.

In developing countries, technical and vocational education has a great potential in reducing poverty, increase change for employment, high wages, and livelihood for workers, particularly younger workers. In the gulf states, (e.g., Kuwait, United Arab Emirates), the shortage of indigenous nurses is highly noted in the health sector. The Kingdom of Saudi Arabia need 82,000 Saudi nurses in the country to respond to the government initiative for Saudization goals. The Saudi Government must employ 20 Saudi nurses every day until 2030 to achieve long term Saudization goals. (Jennifer Bell, 2019) Kuwait as one of the gulf states has realized the importance of technical and vocational education in reducing the dependence on expatriates, especially in essential sectors on the country's economy (e.g., oil, electricity and water, health care, constructions). It is the believe of the Kuwaiti government that technical and vocational education would accelerate the country's economic and social growth as well as preparing students to take over expatriate in the most crucial sector in the economy. The Kuwaiti government has forged the Public Authority for Applied Education and Training, PAAE&T, to respond to the urgent of essential sectors of the economy from semi and skilled indigenous manpower. The PAAE&T aims include interaction with major institutions in the labour market, training national manpower, joint research with local industries, and linking programs to society's needs and requirements. In another word, the Kuwaiti government attention is not only to prepare students to the world of work but also to closing the gap between technical and vocational institutions and local industries.

The PAAE&T has five colleges and eight training centers. The College of Nursing, CN, has been forged in 2002 under the umbrella of the PAAE&T. Among the main objectives of the CN, is: "Providing high quality nursing education according to approved standards with the aim of preparing professional nurses capable of providing distinguished nursing care with creativity that adapts to the challenges and requirements of society and the variables of the health care". The College of Nursing is consisting of the followings departments. They are namely: Department of Nursing Diploma Program, Department of Bachelor of Nursing Program, Department of Specialized Programs and Postgraduates Studies, Department of Biomedical Sciences, General Science Unit, and English Language Unit.

The current population of Kuwait in 2021 is 4,328,550 a 1.36% increase from 2020. Expatriates account for about 70% of Kuwaiti population, among which 1.1 million Arab expatriates and 1.4 million Asian expatriates. (World Population Review, 2021) The health sector in Kuwait relies heavily on expatriate's manpower. The government policy so called "Kuwaitization" which stipulates that Kuwaiti will be the dominate nationality in the health care over the coming years seems to be unrealistic and unattainable. For instance, the number of indigenous nursing is declining at an average decrement rate of 3.3% per annum. The gap between national nurses and expatriates is widening and unfortunately will continue to overcome the number of national nurses for years ahead. The number of Kuwaiti nurses is 1120 compare to 24960 non-Kuwaiti. The number of Kuwaiti pharmacists is 1402 compare to 3069 non-Kuwaiti. Other para-medica staff, the Kuwaiti staff is 201 compare to 1201 non-Kuwaiti. (Ministry of Planning, 2019) Therefor, the focus of this research is to examine how successful is the College Nursing in reducing dependence on expatriates in the health sector. It hopes that the results of this research would guide the management of the CN in setting and implementing an appropriate and an efficient plan that would contribute significantly in enhancing the quality of the CN graduates. Thus, reducing the level of dependence on expatriates at the health sector.

2. Research Objectives:

- a. To identify and examine student's perception towards the quality of teaching and learning at the CN.

- b. To identify and examine student's perception towards the quality of field training program provided at the CN.
- c. To identify and examine the level of interaction between the CN and the recipients of the CN graduates (hospitals and medical clinics).
- d. To identify and examine the perception of selected heads of nurses in major hospitals at the health sector towards the quality of the CN field training program.
- e. To identify and examine the perception of selected heads of nurses in major hospitals at the health sector towards the quality towards the quality of the CN graduates.
- f. To identify and examine those obstacles (if any) that might affect the quality of the CN graduates.
- g. Discussions and Recommendations.

The outcomes of the research would indeed guide the management of the College of Nursing, CN, to improve the quality of their graduates. In addition, enhancing the standard of academic staff and enrich their knowledge, skills and attitudes towards strong collaboration with the recipients of the CN graduates. Overall, achieving the CN objectives in providing the recipients of the CN graduates with skilled and semi-skilled indigenous manpower. Thus, reducing dependence on expatriates at the health sector.

3. Materials and Methods

3.1 Design

This research consisted of a descriptive survey designed to identify and examine student's perception towards the quality of teaching at learning at the College of Nursing, CN. The research identified and examined student's perception towards the quality of teaching and learning. In addition to, examining the type of interaction between the CN and the recipient of the CN graduates. The research focused on whether the students acquired the necessary knowledge, skills and attitudes that are suitable to the recipients of the CN graduates (hospitals and clinics at the health sector). In addition to, examining the perception of the recipients of the CN graduates towards the quality of the College of Nursing, CN, who were employed at the health sector five years ago until now. The research focused on the requirements as well as the obstacles that may hinder the enhancement of the quality of teaching and learning at the CN as well as the methods for strengthen the linkage with the health sector.

3.2 Sample

The research encompassed Interviews with (2) major heads of academic departments at the College of Nursing. They are namely, the Department of Nursing Diploma Program and the Department of Bachelor of Nursing Program. Several issues were discussed among which are: whether the selected departments have a plan that determine the numbers and quality of graduates needed for the health sector in the coming years, the availability of a data base related to standard of field training program at the health sector and the quality of the CN graduates, the type of interaction with the health sector, and the obstacles that might hinder the enhancement of the quality of the CN graduates.

In respect to the recipients of the CN graduates, hospitals and medical clinics, Interviews were conducted with the heads of nurses in four major hospitals in four districts out of six districts, at the health sector. The selected heads of nurses have more than 26 years of working experience as nurses and have a direct contact with either the CN students who are attending field training programs and/or the CN graduates who are officially employed at the health sector five years ago until now. Among the issued that were discussed are: students attitudes towards

attending field training program, level of knowledge and skills, ability to use medical apparatus, understanding medical terms, communications skills, and attitudes towards working in the health sector. The research also focuses on examining the perceptions of selected heads of nurses in four major health districts towards the quality of the CN graduates who already working at the health sector. Among the issues that were discussed are: attitudes towards working at the health sector, level of knowledge and skills, communication skills, ability to deal properly with patients, work ethics, work loyalty, understanding medical terms, ability to conduct procedures, and understanding work rules and regulations.

A questionnaire was design and send to a sample of students at the CN. In all, 220 students' questionnaires were sent through online platform and 220 questionnaires were completed and received. The main objective is to identify and examine student's perception of various aspects of the standard of teaching and learning at the CN. Among the issue that were discussed are: whether students have chosen the CN as a first chose, whether students would work in the same specialization after graduation, student's perception towards adapting to work requirements, readiness to work long hours, obligation to complete job on time, quality of learning and teaching, and student's perception towards the standard of laboratories at the CN. Students were also questioned about the standard of teaching and learning such as: whether CN lecturers' emphasis on creativity, follow health and safety procedures, discussed and analyzed real case studies, enhancing communication skills, and stress on work loyalty and ethics. Students were also questioned to evaluate the standard of field training program. Several issues were discussed such as: the suitability of the field training program duration, the proficiency of the field training program, ability to use medical apparatus, and applying health and safety procedures.

3.3 Instrumentation

The target population for this research consists of (2) major heads of departments at the College of Nursing. In respect to the recipients of the CN graduates, Interviews were conducted with four heads of nurses in four major hospitals in four districts out of six districts, at the health sector. The selected heads of nurses have more that 26 years of working experience as nurses and have either direct contact with the CN students who attend field training program and/or the CN graduates who are officially working at the health sector. The aim is to obtain an in-depth information on the quality of the CN graduates and the level of work readiness. In respect to students' sample, a questionnaire was design, tested, and completed to a sample of 220 students at the CN.

3.4 Statistics and Parameters

The statistics pertain to the sample. The parameters pertain to an entire population.

3.5 The research parameters/sample are as follows:

- (a) Selected (2) major heads of academic departments at the College of Nurses. They are namely, the Department of Nursing Diploma Program and the Department of Bachelor of Nursing Program.
- (b) 220 students at the CN.
- (c) Interviews with selected heads of nurses in four major hospitals in four districts out of six districts, at the health sector.

4. Research Findings:

4.1 The Characteristic of the Research Sample

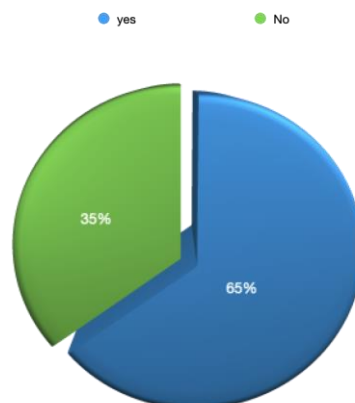
Interviews were made with (2) heads of academic departments at the College of Nurses. They are namely, the Department of Nursing Diploma Program and the Department of Bachelor of Nursing Program. The aim was to seek an in-depth information regarding the type of collaboration between the CN and the recipients of the CN students and graduates (hospitals and medical clinics). It is essential that the CN to forge a strong linkage with the health sector to ensure maintaining a high quality of graduates.

Interview were conducted with four heads of nurses in four major hospitals in four districts out of six districts at the health sector. The selected heads of nurses have either direct contact with the CN students who attend field training program and/or the CN graduates who are officially employed at the health sector five years ago until now. The selected heads of nurses have more than 26 years of working experience as nurses and have a direct contact with either the CN students who are attending field training programs and/or the CN graduates who are officially employed at the health sector. The objective was to examine their perception towards several issues related to field training program (e.g., students' attitudes towards participating in field training program, ability to use medical apparatus), and evaluating the quality of the CN graduates (e.g., ability to deal with patients, communication skills, work loyalty and ethics).

A questionnaire was designed, tested and administered to 220 students at the CN. The main objective was to identify and examine their perception of various aspects of teaching and learning at the CN. In pursuing such objective, respondents were questioned to provide their perception towards the standard of learning and teaching, the quality of laboratories, and the ability of lecturers and trainers in provided the necessary knowledge and skills that are mostly needed by the health sector. The distribution of the selected student's sample was as follows: (127) questionnaires from Department of Nursing Diploma Program, (93) questionnaires from the Department of Bachelor of Nursing Program. Male students representing 60% of the total students and the majority of selected students (63%) were non-Kuwaiti. When asked to indicate if students are considered as a graduate's students, 28% of the total answered "yes".

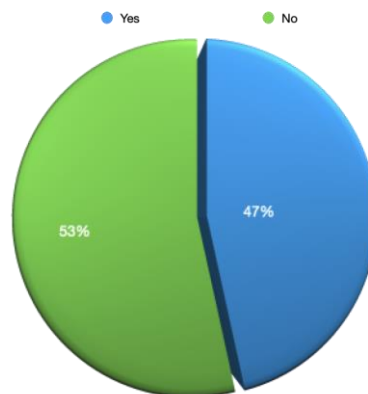
4.2 Measuring student's perception towards attending the CN.

An effort has been made to investigate whether students have chosen the CN as a first preference for their future career. The majority of the selected students (65%) have chosen the CN as a first chose for their career.



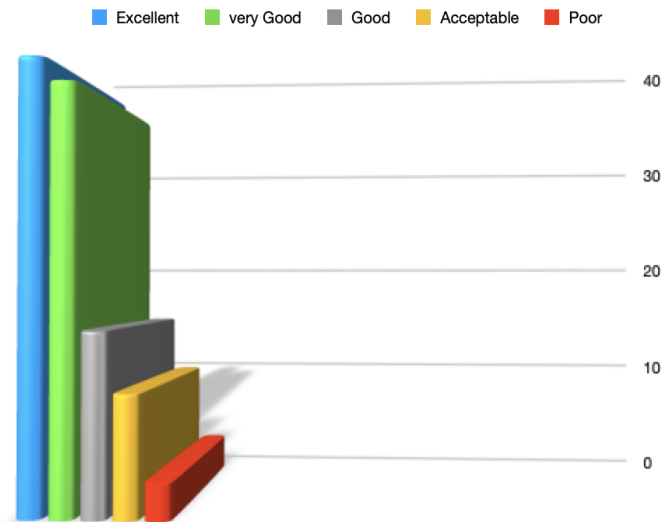
When asked to indicate if students wish to work on the same area of specialization after graduating from the CN, 95% gave a positive answer “yes”. However, when questioned if students would accept another job with a better salary but in completely different field of speciality, 47% of the selected sample provided a positive answer “yes”! On the other hand, the majority of the selected students (85%) speculate that they would continue to work in the same speciality in the health sector for years ahead.

Would you accept a job with different speciality if you have been offered a better salary?



4.3 Measuring students' perceptions towards the quality of teaching and learning.

The study also highlighted on measuring student's perception towards the quality of teaching and learning at the CN. Students seem strongly agree (98%) that lecturer presented real cases studies, stressing on safety and health aspects (97%), ensuring that students gain the right knowledge (96%), stressing on work ethics and values (96%), enhancing work loyalty (95%), providing students with the right skills (94%), applying proper students' performance evaluation scheme (93%), allowing students to use medical apparatus (87%), ensuring the availability of related medical apparatus and tool (84%), proving raw materials (84%), updating curriculum (83%). Students have rated the ability of lecturers in achieving course objectives as excellent by 37% of the selected students, follow by a rating of a “very good” rating (35%) and the remaining (28%) have rated the ability of lecturers in achieving course objective as “good” and below.



4.4 Measuring students' perceptions towards the quality of the laboratories.

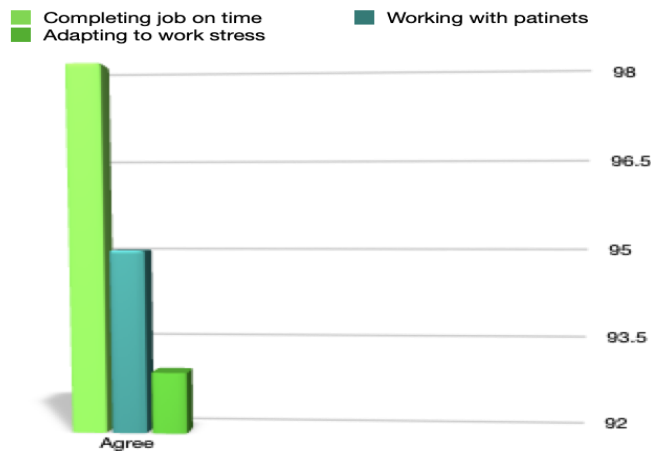
It was essential to identify student's perception towards the quality of laboratories at the CN. Selected students voiced concern regarding the unavailability of the right number of medical apparatus (52%), the lack of recent medical apparatus (52%), the shortage of enough raw material (35%), and the unavailability of recent books and notes related to the assigned curriculum (26%). On the other hand, selected students "agree" on the application of health and safety procedures (93%), the ability of lecturers in solving cases studies (89%), the lack of diversity of the cases presented by the CN lectures (88%), and the availability of a proper teaching environment (85%).

4.5 Measuring student's perceptions towards the quality of field training program.

Students were questioned to evaluate the quality of field training program at the CN. The findings showed that the majority of selected students has "agree" on present of the CN supervisor (96%), ability to identify work problems (95%), stressing of work ethics (95%), the present of the work supervisor (93%), promoting team work approach (91%), obtaining the required knowledge (90%), the suitability of filed training program duration (90%), ability to use medical apparatus and tools (88%), the availability of update medical apparatus and tools (87%), the diversity of cases studies (87%), competence of work supervisor (84%), acquiring the necessary skills (82%) and enhancing the level of knowledge (80%).

4.6 Measuring student's perception towards working in the health sector.

When asked to indicate if students wish to work on the same area of specialization after graduating from the CN, 95% gave a positive answer "yes". An effort was made to identify student's perception towards working condition. The majority of selected students chavve no objection on completing job on time (98%), working with patients (95%), adapting to work stress (93%), attending work meetings (93%), attend work on an emergency circumstance (91%). Students found reluctant to work night shit (29%), and not accepting standing long hours while working at the health sector (24%). When asked if students made the right choice in registering at the CN, the majority of the selected students (91%) think they have made the right chose in selecting the CN for their future career.



4.7 The availability of data base regarding the progress of the CN graduates.

Personal interviews have been made with the heads of the selected departments at the CN to identify and examine the types of collaboration with the health sector. Surprisingly enough, no sign for an effective collaboration has been found with the health sector. The health sector was absent in various academic activities such as: curriculum development, joint research, updating laboratories, and evaluating field training program or assessing the quality of the CN graduates. An attempt has been made to investigate if the selected department has a data base regarding the names and contact numbers of those supervisors in the health sector who monitor the progress of the CN field training program or assessing the quality of the CN graduates. The findings of this research revealed that no data base or data bank have been allocated nor in the process of completion for evaluating the quality of field training program or assessing the standard of the CN graduates. Regrettably, when questioned whether the selected departments have an accurate information regarding the names and contacts numbers for those who supervise the CN graduates in the health sector, the answer was ambiguous. The author has exerted efforts to allocate the names and contact numbers for those supervisors in the health sector to obtain the necessary information to service the objectives of this research.

4.8 Measuring the level of collaboration between the CN and the health sector.

The interaction between technical and vocational education is highly discussed in related literature. (OECD, 2018, Australian Government Productivity Commission, 2021) The contribution of a strong linkage between technical and vocational education and local industries and business is manifest itself in reducing rate of unemployment, particularly in youth unemployment (Simone 2020), enhancing students' knowledge and skills (The World Bank, 2017), and strengthening teachers' competencies (OECD, 2021). Selected heads of departments at the College of Nursing have been interviewed and questioned on the type of linkage with the health sector. The research revealed no tangible evidence of effective collaboration with the health sector in various academic activities such as: evaluating field training program, measuring the quality of the CN graduates who are currently working at the health sector, reviewing and updating curriculum, setting a joint plan for determining future needed and requirements of the CN graduates, and updating laboratories to meet the health sector standard. An attempt has been made to identify whether the selected heads of departments at the CN have met, face-to-face, with the heads of nurses in major hospitals at the health sector or meeting

those supervisors at the health sector who are responsible for monitoring and assessing the quality of the CN graduates. The findings of this research showed no evidence of an efforts to meet, face-to-face, with those heads of nurses at the selected major hospitals at the health sector. When asked to provide the names and contact numbers of the heads of nurses in the selected major hospitals at the health sector, no useful information is provided. An effort has been made to investigate the availability of a professional and reliable report for either assessing the quality of the CN graduates who are currently working at the health sector five years ago until now and/or a professional and a credible report concerning the performance of the CN students in field training program, as expected the answer was and without hesitation is “not available”. The findings of this research also showed that the selected heads of departments are unaware of the require numbers of nurses in various hospital at the health sector nor the future requirements for reducing dependence on expatriates at the health sector.

4.9 The availability of departmental plan.

An attempt has been made to investigate whether the selected departments at the CN have an appropriate plan for enhancing the quality of departmental students/graduates as well as improving the standard of field training program. Indeed, such crucial plan would assess in monitoring and evaluating the proficiency and competencies of the CN graduates while working at the health sector. Regrettably, the findings revealed no indication of a professional departmental plan that encompasses essential and realist objectives or aims that are related to reducing dependence on expatriates, especially in the health sector, nor a plan that focuses on monitoring and assessing the quality of the CN graduates. When asked to indicate the expected number of graduates that are needed by the health sector in the coming three years, selected heads of department provide no accurate answer. When questioned to reveal the number of graduates that are required by a specific major hospital in the two years ahead, selected heads of department provide a negative answer. Selected heads of nurses in major hospitals blame the CN management for not considering a joint effort to form a proper plan that would contribute successful, to great extent, in reducing dependence on expatriates.

4.10. Examining the perception of the health sector regarding the quality of CN field training program.

Technical and vocational education is viewed as a dual system. This implies that students spend time in industrial premises to transfer what has been learned in classroom, workshops, and laboratories in real work place. The main characteristic of a dual system is an apprenticeship which links technical and vocational institutions with workplace. It is an opportunity that allow closing the gab between both parties in order to facilitate the transfer of students from colleges to work. Interviews have been made with selected heads of nurses at four major hospitals in four districts out of six districts, in order to evaluate the efficiency of field training program that is being offered by the College on Nursing. No doubt that, selected heads of nurses who have more than 26 years of working experience as nurses would provide a significant information regarding the quality of field training program. In addition to, providing recommendations related to the enhancement of field training program and overcoming those obstacles that might hinder the achievement of the assigned embedded objectives. Selected heads of nurses indicated that the majority of students (approximately 55%) lack a considerable knowledge and skills regarding their field of specialization. In fact, they voice complain and frustration on the unaccepted level of students' knowledge and skills. This was worsening by more than half of the students (approximately 55%) who showed negative attitudes towards learning while attending field training program at the health sector. In fact, selected heads of

nurses were surprised that the majority of students (approximately 55%) lack not only basic medical terms but also conducting a simple procedure. According to a senior head of nurses in one of the major hospitals, she indicated that when asked students why lacking such basic skills, the majority of students (approximately 55%) confidently replied “we did not have the full capacity to perform certain procedures since we are mostly relying on watching”. The research also showed that the majority of students (approximately 55%) who are attending field training program lack essential skills that are necessary for working as a nurse such as: understanding basic medical terms, communication skills, dealing with patients, work privacy, work loyalty, work ethics, performing simple procedures, and the ability to communicate in English language. Selected heads of nurses at the health sector stress on the need to establish a linkage with the CN in order to solve those deficiencies which would affect the quality of the CN graduates. Selected heads of nurses at the health sector voice complain about students’ attitude during field training program. The majority of those enrolling in field training program (approximately 55%) ignored the importance of such program. Unfortunately, they viewed field training program as a “break” from being at the CN premises. There are (30%) who tends to sneak out of field training program for any possible excuse. This unpleasant act from students has caused a frustration and discomfort among the supervisors at the health sector and they assured that no tangible satisfactory outcomes would be achieve from field training program unless serious action in applied from the CN perspective. Selected heads of nurses blame the management of the CN for not reviewing, monitoring, and evaluating the standard of field training program. An attempt has been exerted to identify if selected heads of departments at the CN has previously reviewed and evaluate the quality of field training program and the answer was “no”.

4.11. Examining the perception of the health sector regarding the quality of graduates from the College of Nursing, CN.

An attempt has been made to evaluate the standard of the CN graduates who are already working at the health sector five years ago until now. As a result, selected heads of academic departments at the College of Nursing were asked to evaluate the standard of the college of Nursing, CN, graduates, and they have rated the standard of graduates as a “very good”. On the other hand, interviews have been conducted with four heads of nurses in four major hospitals at the health sector and contradicting and surprising information’s are provided which describe and evaluate the actual standard of the quality of the CN graduates.



Quality of Graduates

Elements	%	Comments
Lack of Health Care Concept	60%	Patients Care
Lack of Primary Care	65%	Lack of Skills
Irresponsibility	50%	Lack of Work Value
Lack of Medical Terms	60%	Hypotension, Cephalalgia
Lack of Effective Communication	80%	English Language Skills
Inability to Perform Basic Procedures	65%	Blood Test & Fitting Drip
Unfamiliar with Medical Apparatus	75%	Lack Of Interaction With The Health Sector

Note: The above percentages are an approximate estimation obtained from the selected senior supervisors at the health sector.

The research revealed that the majority of graduates (60%) from the College of Nursing, CN, lack essential knowledge related to the concept and importance of health care. This has negatively inflected on their responsibility towards patients (50%), and inability to perform a basic procedure (65%). The selected heads of nurses noted the inability of graduates to communicate properly (speaking & writing) in English language (80%) particularly when communicating with foreign doctors, nurses, and physicians. Selected heads of nurses have noted that graduates lack primary care for patients (65%), basic medical terms (60%), and unfamiliarity with medical apparatus and tools that are being used at the health sector (75%).



Quality Graduates

Elements	%	Comments
Inability to Conduct Physical Exams	60%	Lack of Skills
Inability to Record Patients History	60%	Lack of Knowledge & Skills
Inability to Listen Carefully to Patients	50%	Attitudes Manner
Constant Inquiry on Job Allowance	65%	Motive Analysis
Lack of Work Ethics	55%	Dismissed Work Duties
Lack of Patients Counseling	65%	Lack of Knowledge, Skills, and Attitude

Note: The above percentages are an approximate estimation obtained from the selected senior supervisors at the health sector.

It is essential that nurses do conduct a physical exam for patients in a proper and safe manner. However, the majority of nurses seems unable to perform a physical exam (60%) nor to gather and record patient's history (60%). Communication with patients is significant so that information can be gathered and analyzed for further examination. The research indicated that 50% of the CN graduates have not showed appositve attitudes towards patients, especially when patients describe, in more details, his past and current illness. The inability of nurses (65%) in providing the right counselling to patients and relative is highlighted by the selected heads of nurses at the health sector. The concept of health care must be one of first priority of nurse's duty rather constant inquiry on which department that might offer a better allowance (65%).

Quality of Graduates		
Elements	%	Comments
Lack of Interpersonal Skills	60%	Building Trust With Patients
Refusing to Work in Intensive Care Unit	90%	Attitude
Lack of Skills in Dealing with Critical Situation	70%	Doctors, Patients, and Colleagues
Constant Sick Leave Permission	50%	Attitude
Inability to Prepare Patients for Examination	60%	Lack Of Skills

Note: The above percentages are an approximate estimation obtained from the selected senior supervisors at the health sector.

It is the responsibility of nurses to build trust with patients and relatives to assure on the best medical service that can be provided at the health sector. The CN management must stress on interpersonal skills since 60% of graduates showed incompetence in such essential skills. Nurses are exposed to work pressure as patients, doctors, physicians, and other patients are interacting in the same place. Nurses are not supposed to leave work premises under continuing excuses (50%), nor rejecting to work in Intensive Care Unit (90%). Lack of special skills in dealing with critical situation (70%) would escalate situation and cause frustration and anger among patients, doctors and relatives. It is the duty of nurses to be able to prepare patients for examination by doctors and physicians, however, 60% of graduates seems lacking an essential skill in preparing patients for examinations.

Quality of Graduates		
Elements	%	Comments
Using Mobile Phone with Patients Present	60%	Work Ethics
Inability to Cope with Work Stress	55%	Lack of Skills
Inability to Access Patients Information	60%	Computer Skills
Refusing to Work with "Bed" Patients	75%	Attitude
Inability to Understand Doctors Writing	75%	Lack of Skills
Refusing to Work Night Shift	85%	Lack Of Work Value

Note: The above percentages are an approximate estimation obtained from the selected senior supervisors at the health sector.

The selected heads of nurses stated that "graduate (75%) refusing to work in "bed" patients' wards is totally unacceptable". They indicated that the CN must ensure that students who are willing to enroll at the CN are indeed have a sincere desire to serve at the health sector since (85%) of graduates refuse to work night shift. The acquisition of computer skills is important to access patient's full information history and present in order to assess doctors and physicians in analyzing patient medical status and recommend the right medications and the required medical procedures. The inability of graduates (75%) to understand and interpret doctors writing is important so that proper and safe medical action can be performed. The ability of nurses in coping with work stress must be also enhanced since (55%) of graduates showed inability to deal with work duties particularly in busy hospital wards. The selected heads of nurses at the health sector agree that graduates from the CN avoid busy wards and instead prefer to work in clinics where the load of work is very low.

Another issue which was discussed with the selected heads of nurses in major hospitals is the unacceptable attitude from the graduates (approximately 40%) from the CN who strongly oppose receiving advice or orders from a foreign highly expert nurse in the same or other hospital wards. In fact, the health sector would only employ an expatriate nurse who has a highly credible qualification in nursing as well as an extensive working experience. The negative attitudes towards rejection orders or an advice from foreign nurses who spend years in hospitals and have a remarkable achievement in the health care is totally unacceptable. It worth mentioning that, there are 20% of those graduates from the CN who are newly employed at the health sector and at the same time wishes to drop out or joint a new career in completely different sector. Overall, selected heads of nurses unsatisfied with the quality of the majority of graduates from the CN, who employed five years ago until now at the health sector. As stated by three senior heads of nurses, "the obvious absent of knowledge, skills and work ethics has

created unbearable burden on our shoulders to re-teach and retrain those graduates to an acceptable standard”.

5. Discussion and Conclusions

Nurses are considered as the backbone of the health care industry. In fact, it is ranked as the most trusted profession in America, and their role is not limited to providing care only but also administrative side of health care. (Mercer, 2019) According to Gallup poll, American have rated nurses as the number 1 most ethical and honest professions. (Kathleen, 2021). Nurse's relationship with patients is highly increasing comparing to relationship with doctors. It seems that patients trust nurses more than doctors. In a study on the time spend with patients, nurses stay 86% of their time with patients in intensive care unit compare to the time spend by physicians (14%). (Rachel et., al. 2018) It is the duty of nurses to promote health care and help patients to cope with illness. They are considered advocates and health educators not only for patients but for his relatives too. The rapid change in medical science and technology has called for Bachelor of Science Nursing (BSN) degree, Associate's Degree in Nursing (AND), and even a master or a doctorate degree. Nursing career requires specific skills that are unique and essential for maintaining an excellent health care to patients, family, and community. In Kuwait as in many gulf states (e.g., United Arab Emirates, Bahrain, Oman), The shortage of skilled and semi-skilled is highly noted in essential sector of the economy. Expatriate form approximately 88.5% of the United Arab Emirates population, 70% in Kuwait, and 53% in Bahrain. The Kuwaiti government, as in other gulf states, has realized the importance of enhancing indigenous capabilities, particularly in essential sectors of the country's economy (e.g., oil, electricity and water, health). As a result, the Kuwaiti Government has established the Public Authority for Applied Education and Training, PAAE&T, which has five colleges and eight training centers. The College of Nursing, CN, was established in November 2002 and the Institute of `nursing was forged in 1962, both under the umbrella of the PAAE&T, to award the Diploma and Bachelor's degrees in Nursing. The CN mission is as stated in the CN main Web. Site. "Providing high quality nursing education according to approved standards with the aim of preparing professional nurses capable of providing distinguished nursing care with creativity that adapt to the challenges and requirements of society and the variables of the health care system". Technical and vocational education is considered as a dual education system. This implies that students would have the opportunity to transfer what they learned in classroom and laboratories into real work environment. It is an education that would facilitate the transfer of students after graduates into an assigned job in industrials and business. The success of technical and vocational education would depend on the ability of the management to apply proper and efficient criteria in the selection of students who would be enroll in technical and vocational institutions. Nurses as stated earlier is the backbone of the health care industry. Nurses help patients to cope with illness and comfort their family and expose to a high risk while protecting people, community, and society from diseases. Despite considered the least happy careers in the United States, 2.7 out of 5 stars. (Career Explorer, 2021). Indeed, nurses sacrifice their time, efforts, and family obligation to be comfort and help patients in need. The findings of this research revealed several deficiencies that characterized the quality of teaching and learning at the CN, which in its turn have inflected negatively on the quality of the CN graduates and the country's ambition to reduce dependence on expatriates. The College of Nursing, CN, seems to function in a black book that have minimal contact with the recipients of their students and graduates. In a survey conducted to a sample of students (220) attending the CN, revealed that 65% of the selected students did choice the CN as a first preference. However, 47% of the selected students would accept another different career if they have been offered a better salary

with a better allowance than being in a nursing career. In fact, 85% of the selected students indicated that they will continue to work as nurses for a long period of time. Indeed, this reflects the real motive for those who attend the College of Nursing. In fact, when asked if students are ready to long night shift at the health sector, 29% have answered “no”. When asked if students are ready to work long hours and might be standing for a long period while working at the hospitals, 25% have gave a “no” answer. Students have been given the chance to evaluate the standard of their lecturers and trainers and the majority of selected students (37%) have rated “excellent” and 35% “very good”. However, when asked to rate the standard of the CN laboratories, 52% of the selected students have “disagree” on the availability of recent medical apparatus, 52% of the selected students found to “disagree” on the availability of the right number of medical apparatus, and 35% complain about the unavailability of raw materials at the CN laboratories. Selected students (26%) were annoyed on the lack of recent notes and books related to their field of specialty.

Regrettably, the concept of nursing is absent and not well absorb by the majority of students (approximately 50%-60%). Selected heads of nurses in major hospitals have stated that the majority of students (approximately 60%) show considerable weakness and unacceptable behavior. Among which were: low level of knowledge, inability to conduct simple procedures, unaware of work ethics, lack of basic medical terms, inability to name some of the basic medical apparatus and tools, and constant use of a mobile phone while attending field training program at the health sector.

In respect to evaluating the quality of graduates who are already employed, five years ago until now, at the health sector. Interviews were conducted with selected heads of nurses in four major hospitals. The majority of graduates unable to perform a basic procedure (65%), inability of to communicate properly (speaking & writing) in English language (80%) particularly when communicating with foreign doctors, nurses, and physicians. Selected heads of nurses have noted that graduates lack primary care for patients (65%), lack skills in conducting a physical exam for patients in a proper and safe manner, inability to gather and record patient’s history (60%), rejecting to work in Intensive Care Unit (90%), and refusing to work in “bed” patients’ wards (75%) which is described by selected heads of nurses as “totally unacceptable”. Nurses must be ready to service at the health sector and adapt to working hours, since (85%) of nurses rejecting to work night shit and deliberately avoiding heavy load wards (55%).

Another issue which was discussed with the selected heads of nurses in major hospitals is the unacceptable attitude from the graduates (approximately 40%) from the CN who strongly oppose receiving advice or orders from a foreign highly expert nurse in the same or other hospital wards. In fact, the health sector would only employ an expatriate nurse who has a highly credible qualification in nursing as well as an extensive working experience. The negative attitudes towards rejection orders or an advice from foreign nurses who spend years in hospitals and have a remarkable achievement in the health care is totally unacceptable. It worth mentioning that, there are 20% of those graduates from the CN who are newly employed at the health sector and at the same time wishes to drop out or joint a new career in completely different sector. Overall, selected heads of nurses unsatisfied with the quality of the majority of graduates from the CN, who employed five years ago until now at the health sector. As stated by three senior heads of nurses, “the obvious absent of knowledge, skills and work ethics has created unbearable burden on our shoulders to re-teach and retrain those graduates to an acceptable standard”.

It is obvious from the above findings, that the College of Nursing seems to function in a “black box” that have a significant negative consequence on the quality of the CN graduates. The selected heads of departments at the CN have showed minimal evidence of active and fruitful collaboration with the health sector. It is though that the CN have conducted a regular assessment of the quality of filed training program and measuring the competencies of their graduates. However, the clear absent of such essential assessment seems unclear in the CN selected academic departmental plan, which also have not been identified and purified. The selected heads of departments at the CN did not show concrete evidence on the availability of action plan related to the progress of their academic departments nor to determine the needs of certain hospitals for skilled and semi-skilled nurses in the near future. Regrettably, the CN heads of academic department did not show any proof of a tangible collaboration with the health sector in terms of reviewing and updating curriculum, updating laboratories with recent medical apparatus, evaluating the efficiency of field training program, assessing the quality of graduates, meeting face-to-face with heads of nurses at major hospitals, joint efforts to determine the require number of nurses in the foreseeable future, tackling students unacceptable attitudes during field training program or those employed at the health sector, and applying strict requirements and rules for those wished to attend the College of Nursing. The Vision of the College of Nursing is, as stated at the main CN website, is “... to be a pioneering institution with remarkable distinction at all levels locally, regionally, and globally...”. The research findings and the outcomes that have been gathered and analyzed either from the College of Nursing and from the selected heads of nurses at major hospitals indicates, without doubt, that the objectives and the vision statements that have been calibrated by the College of Nursing is unreal aspiration. Unless the College of Nursing thoroughly realized the importance of forging an efficient linkage with the heads of nurses at the health sector and open a window to a truly and fruitful collaboration, instead of functioning inside a “black box”, the country would

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