



THE ROLE OF TRAINING IN PROMOTING OUTSTANDING PERFORMANCE

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Article history:	Abstract:
Received: 4 th June 2023 Accepted: 6 th July 2023 Published: 4 th August 2023	<p>The current study aims to determine the role of training and its impact on the exceptional performance in the Hilla textile factory, taking into account that this industry is one of the most significant, and that the speed of developments by employing training, which helps to grow the organization's capabilities in various and different fields, which aims to enhance the exceptional performance in its affiliated industries, where The following query is the research issue (Is there a role for training in enhancing the outstanding performance of service organizations represented by the Hilla Textile Factory) The research's hypothesis, which describes the nature of the relationship between the independent variable training and the dependent variable, outstanding performance, and its dimensions, was used to formulate the correlation and influence hypotheses to order to clarify the relationship between the research variables (job satisfaction, flexibility, productivity and the search for resources). A validity, reliability, and distribution moderation test were performed on the questionnaire once it was chosen as the primary tool for data collection and analysis.</p> <p>The statistical package program Spss V.28 and statistical methods (weighted arithmetic mean, standard deviation, coefficient of variation, relative importance, Pearson correlation coefficient, and simple linear regression coefficient, and the research found a sentence) were used for data analysis and the number of people reached (30) represented by the administrative leaders. The presence of a statistically significant correlation and effect relationship between the research variables is the most crucial conclusion (training, outstanding performance).</p>

Keywords: training, organizational effectiveness

INTRODUCTION:

The world has undergone enormous changes recently, particularly in many facets of the business environment for organizations, which have taken the form of rapid technology advancement, diverse social development, competition, and economic volatility. Undoubtedly, corporate organizations do not just ignore these changes; rather, they work to address them. One way this confrontation takes place is through rethinking the organization's structure, its purpose, and its organizational nature. These activities failed to carry out their duties in a way that was consistent with the goals and aspirations they had established for themselves inside the company.

It is well known that an organization's survival and continuity in the business environment depend on its ability to keep up with its operations and adjust to most environmental changes, whether they present a chance for investment or a danger to be avoided.

The current study aimed to highlight the significance of training and its dimensions in achieving outstanding performance in the reality of the Hilla Textile Factory in

light of the importance of training and its impact on developing the capabilities of working individuals, as well as in building and developing their distinguished performance within the organization.

Knowing the amount of the business' interest in training tactics and the nature of the relationship between training and exceptional performance led to the research difficulty as well. Four sections comprised the research. The research methodology was covered in the first section. The research's theoretical component, which is exemplified through training and exceptional performance in its sub-dimensions The third item dealt with the application of the research, and the fourth and last topic included the conclusions and suggestions the study came to.

The first topic: research methodology

First: the research problem

The researcher guides his field by summarizing the strengths and weaknesses of the organizations under study, and since the study's problem is a genuine beginning point, it is vital to explain the real problem



facing such organizations. The study problem is contained in the following questions:

- Are the criteria used to evaluate each of (training and exceptional performance) suitable for the workplace in companies or institutions? Do they actually represent those factors as indicators?
- Does training play a useful part in the organization's efforts to foster exceptional performance and boost output?
- What are the nature and structure of the organizational effectiveness affecting trends in the growth and development of competences through training in organizations and institutions?

Second: the importance of research

The importance of the research is as follows:

With training and the development of working skills in a more structured manner to reach the desired goals and with high efficiency, the current study aims to support all public and commercial sectors in growing their abilities and all of their energy to boost productivity. Organizations and institutions of various kinds use the process of developing training skills to increase effectiveness and production in an organized way.

Third: Goals for the study

The research's major goal is to establish a strong link between training and exceptional performance through the following methods:

1. The potential for implementing training-related variables to maximize the organizational effectiveness of successful and developing institutions.
2. Assessing and researching the strength of the link between exceptional performance and increased training.
- 3- After presenting, analyzing, and interpreting the results supplied by the researcher, use appropriate measurement models for the primary study variables (training, exceptional performance).

Fourth: research methodology

After conducting a thorough investigation and gathering accurate data regarding the nature of work in organizations or institutions, the researcher adopted the descriptive exploratory approach, which is a suitable method for analyzing the study's data and then testing its hypotheses in order to produce statistical findings that are objective and stable. There are several reasons to choose this strategy, not the least of which is that it could help to generate fresh hypotheses that pave the way for future research.

Fourth: research methodology

The study model for our current study, which was created in consideration of the study hypotheses for research, is depicted in the chart below.

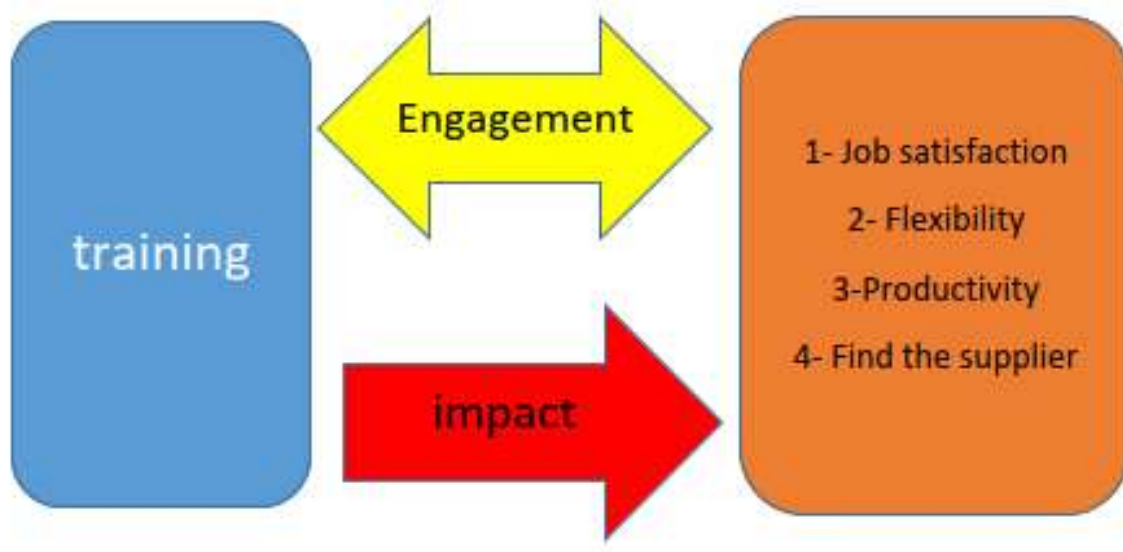


Figure (1) The hypothetical study plan

Sixth: Developing the hypotheses of the study

A hypothesis is an unsupported assertion that may be put to the test and foretells what will be learned through



the analysis of facts. The hypothetical study design, its goals, and its significance were taken into consideration when developing the study's hypotheses. All of the study's goals and key findings will be examined, tested, and either proven accurate or untrue.

The first theory is a correlation: Training and remarkable performance in any institution or organization are significantly correlated.

A strong impact relationship exists between training and the exceptional performance of any institution or organization, according to the second hypothesis.

The second topic: the theoretical framework of the research

First: what is training?

We have taken into consideration this study article to determine the relationship between training and exceptional performance given the significance of training and its function in achieving it.

One of the most crucial administrative procedures is the training process, which equips the new workforce with the knowledge and abilities gained in the outside world.

T	Researcher name	the year	the definition
1	Alam	2009	Develop the skills, capabilities and competencies of co-workers to ensure that their work is done more efficiently and effectively while also increasing their competitiveness
2	Al-Hiti	2010	These are activities that aim to provide information and knowledge to working individuals in order to acquire a skill in carrying out work or to build skills, knowledge .and experience to increase the efficiency of current or future employees
3	Taani	2010	These are activities that aim to provide information and knowledge to working individuals in order to acquire a skill in carrying out work or to build skills, knowledge .and experience to increase the efficiency of current or future employees
4	Assaf	2012	A systematic and well-planned attempt to provide managerial personnel with specific knowledge, improve and develop their skills, and modify their behavior and attitudes fo .the better

According to what has been stated thus far, training is "a static and dynamic process that aims to improve the performance of the individual in his field of work to keep pace with changes in the way business is entrusted to individuals, and as a result enhance the efficiency of business performance at the organizational level."

Training objectives:

- 1- Developing the trainees' capacities for reflective thinking in addition to their research skills through workshops, fieldwork, or training courses.
- 2: Establishing a second qualified category that can be given more authority in order to take over for leadership persons who move to other locations, retire, or are relied upon when distributing authority.
3. Assist in reestablishing the employment structure's quantitative and qualitative balance. Through the transfer of training, it is possible to prepare them and qualify them for other specialities or specializations that cover their deficit if there is an increase in the rate of employment in a certain sector or speciality.
- 4- Increasing the trainees' knowledge of the principles and contemporary trends upon which the institution was founded, as well as their awareness of changes in education.

5. Making use of human resources' expertise, experience, and information to enhance the abilities of those working in the field of education.

6- Introducing the trainees to their various tasks and equipping them with the abilities and information necessary to carry out these roles successfully.

7- Giving students additional chances to understand the significant connection between theory and practice in the field of education.

8- Teaching the trainees the importance of accepting change, how to get ready for it, and how to put more effort into trying out these educational adjustments while also advancing innovation and development.

Second: outstanding performance

Outstanding performance is one of the subjects that the literature and management studies have been heavily concerned with at the individual and organizational levels since it is intimately tied to the aim of the organization and its success in light of the changing competitive environment. the involvement of all staff members in the implementation of continuous improvement, as most businesses concur that total quality management is concerned with ongoing performance and development in order to attain the



objective of customer happiness, per research. They are driven to strive for organizational excellence by their innate inventiveness, and many job situations contribute to this motivation.

The best work environment is one that encourages and motivates employees to perform their jobs properly. This calls for wise leadership that inspires employees and deals with them in an open, honest manner. It also calls for employee response and the growth of their communication. which is precisely what creative leadership should accomplish.

Outstanding individual performers and outstanding organizational performers are the two subcategories of outstanding performers. Unless the dominant culture is one of excellence (which includes a set of values, goals, and procedures that encourage excellence) and management achieves the level of perfection, it is also impossible for management to attain excellence. The corporate culture must therefore be investigated to ensure that it supports this differentiation.

Performance can be characterized by its quality and degree, effective execution, technical expertise required for the position, communication with other members of the organization, adherence to and compliance with administrative regulations, and other factors.

Outstanding performance is a link in a chain of great performance and refers to behavior (performance) that goes above and beyond expectations. More than just getting things done well, it also refers to people who work creatively and take on the challenge of completing their tasks in a way that makes their performance exceptional. This is a form of creativity, which is defined as work that is unique and special.

Dimensions of outstanding performance:

1- Strategic planning

Strategic planning is one of the fundamental duties of management in a high-performance firm, claims Jawad (2014: 41). The pursuit of excellence in performance by modern organizations depends on an integrated and clear vision as well as the conviction that doing so will maximize the use of available capabilities and resources to satisfy customers, making the strategic direction the ideal professional tool for the organization's survival, stability, growth, and achievement (Keller & Kotler, 2009: 167)

2- Focus on the customer:

Numerous signs show that all management-related operations are centered on the needs of the customers. For instance, the company's concern for its customers and achieving their goals earned it 25% of the Malcolm Prize on the global scale. Customers include investors, employees, stakeholders, the entire society, and

everybody who has a special relationship with the firm, according to the British Quality Company (Al-Janabi, 2020: 44). All businesses aim to please clients because they already have. Customers like the business while making purchases of goods and services because it was established to meet their needs.

3- Knowledge management:

(Dul & et al., 2011: 727) highlighted both the human resource management strategies used in the selection and hiring of experienced employees as well as the characteristics that contribute to the construction of the creative performance of the knowledge resource in the company. Possessing a creative personality and creating a collaborative, sociable workplace.

4- Operations management:

Organizations must effectively manage their operations if they wish to satisfy their stakeholders. High-performance companies are those that concentrate on managing core business, such as creating a new product or attracting and retaining customers, as well as business re-engineering. establishing a team. Only effective operations management can lead to stakeholder satisfaction. Companies that put a strong emphasis on key worker management also produce new goods, hire and keep customers, and engage in business re-engineering and team building.

Factors affecting outstanding performance:

1- Organizational factors: These networks have an impact on crucial organizational structure components, such accurate delivery and good staff morale, that directly or indirectly affect how successful a business is.

2- Goal-setting factors: The organization's goal-setting process is assessed on both a quantitative and qualitative level, making it a useful tool for gauging the system's efficacy.

3. Issues with the availability of human resources: Both the positive and negative effects on the system are significantly influenced by the availability of human cadres and the right credentials.

4-Available financial resources: In the modern world, a person's ability to accomplish his or her goals is greatly influenced by that person's abilities, and one of the most significant markers of

5- corporate climate: This encompasses factors that affect both the individual and collective work environments, such as job satisfaction, staff performance, and commitment to corporate goals.

Sixth: The organization's technology's nature: Technology is technology because it affects effectiveness.

7. Management policy and behavior have an effect on the organization's effectiveness. It is appropriate for a



manager to employ return on influence when speaking with his subordinates in terms of autonomy and immediate and enforceable independence.

8- The organization's environmental influence on the organization: Even in this case, the remaining employees are impacted when the organization is compelled to make drastic decisions by a number of its employees due to harsh conditions.

The third topic: the applied framework

The first requirement: testing the measuring tool

First: the stability and validity of the research measurement tool

The scale's stability refers to its consistency and lack of contradiction with itself, which means that it will produce the same findings if it is applied to the same sample again (Sekrana, 2003: 203). One of the most well-known methods for evaluating the stability of a questionnaire is the Cronbach's Alpha scale. According

to Sekrana (2003:311), if the test's result is less than 0.60, it indicates that the scale's stability is weak. However, if it is greater than 0.70 or equal to or greater than 0.80, the scale's stability percentage is considered good.

In order for a scale to be considered valid, it must really measure the thing that was intended to be measured; in other words, it must measure the phenomenon being studied and nothing else (Sekrana, 2003:206). There are different types of honesty employed by the researcher, such as Content Validity, a criterion that relies on the researcher's precise identification of the variables of the research subject and that unquestionably depends on the volume of information he studied on the subject (Cooper & Schindler, 2014: 257). According to Abdul-Fattah (2008), the square root of the stability coefficient can be used to calculate honesty.

1- Reliability and validity coefficients training

Schedule(1) The values of the reliability and validity coefficient for the dimensions of the training variable

the independent variable	scale stability	The validity of the scale
training	0.954	0.976

Source : Program Output (SPSS V.26)

It is evident from Table (1) that all values for the training variable's validity and reliability coefficients fall within the statistically acceptable ranges, indicating that the scale used to measure the research items has a high level of stability and that the researcher can rely on the results to help her make an informed choice.

2-Reliability and validity coefficients for the outstanding performance variable

Schedule (2) The values of the reliability and validity coefficient for the dimensions of the outstanding performance variable

T	dimensions of the dependent variable	scale stability	The validity of the scale
1	Strategic Planning	0.890	0.943
2	Focus on the customer	0.771	0.878
3	knowledge management	0.892	0.944
4	Operations Management	0.890	0.943
	Outstanding performance	0.937	0.967

Source: SPSS V.26 program output

Table (2) makes it clear that all values of the validity and reliability coefficients for the variable of distinguished performance and its dimensions fall within statistically acceptable bounds. This indicates that the scale used to measure the research items has a high level of stability, allowing the researcher to rely on the results to arrive at an informed decision.

Because testing hypotheses in the current research depends on parametric statistics, which is based on the fundamental premise that the data subject to analysis should be normally distributed, and if Parametric methods are adopted for data that are not subject to a normal distribution, then the results obtained from these tests cannot be trusted (Field, 2009:132). The researcher made sure of the data collection tool after subjecting it to a stability test.

Second: Testing the normal distribution of data:



Although statisticians advised against worrying about the normal distribution of data if the researcher used a large sample compared to the research community (Field, 2009: 329), the researcher subjected the data from the questionnaire out of concern for the accuracy of the research results. The (Kolmogorov-Smirnov) test, one of the most significant tests for the normal distribution of data, states that if the sample size is higher than (35) people, the test result can be determined using the following law (Copper & Schindler, 2014: 623)

$$D = \frac{1.22}{\sqrt{n}}$$

If the value of his (Kolmogorov-Smirnov) statistic is greater or close to the value of the standard (D) at the level of Significant (1%), then the data is distributed normally at the aforementioned level, and therefore parametric statistical analysis tools can be used and the results can be reassured, and in the event that the value of his (Kolmogorov-Smirnov) statistic is less than or close to the value of the standard (D) at the level of Significant

Test the normal distribution of the training data

Schedule (3) Test the normal distribution of the data of the training independent variable

the independent variable	His calculated Kolmogorov-Smirnov statistic	D value Normative	Comparison	the decision
training	0.19	0.10	The calculated is greater than the standard	distributed normally

Source: SPSS V.26 Output

Table (3) shows the following table of data for the independent variable (), showing whether it is at the same level or whether there was a deletion in the normal distribution, making it a candidate for parametric analytic tools.

2- Testing the normal distribution of planning data for senior management positions

Table (4) test the normal distribution of the data of the dependent variable planning for senior management jobs

T	dimensions of the dependent variable	His calculated Kolmogorov-Smirnov statistic	D value Normative	Comparison	the decision
1	Strategic Planning	0.20	0.10	The calculated is greater than the standard	distributed normally
2	Focus on the customer	0.18	0.10	The calculated is greater than the standard	distributed normally
3	knowledge management	0.19	0.10	The calculated is greater than the standard	distributed normally
4	Operations Management	0.21	0.10	The calculated is greater than the standard	distributed normally
	Outstanding performance	0.21	0.10	The calculated is greater than the standard	distributed normally

Table (4) shows that the data for the dependent variable (excellent performance), whether broken down by subvariate or in their entirety, follow a normal distribution, making them suitable for parametric analysis methods.

The second requirement: descriptive statistics of the research variables

By looking at the values of the weighted arithmetic mean, relative importance, standard deviations, and coefficients of difference for each item of the research variables, this paragraph aims to present, analyze, and interpret the results of the research sample's responses regarding the items mentioned in the questionnaire. In addition, the order of importance and the direction of the response to the opinions of the sample studied will rely on the mathematical mean,



standard deviation, and the respondents' responses. The level of each variable would be between (1-5) with four levels because the research depended on the sample's responses to the questionnaire using a five-point Likert scale (Abdel-Fattah, 2008: 541). Table (5) illustrates this.

Table () shows the weighted average and the direction of the answer		
weighted average	Answer scale	answer level
From 1 to 1.79	Totally disagree	Very weak
From 1.80 to 2.59	I do not agree	weak
From 2.60 to 3.39	neutral	middle
From 3.40 to 4.19	I agree	good
From 4.20 to 5	Totally agree	very good

The following sentences will address this issue:

First, we'll present, examine, and analyze the study sample's replies to questions about training.

The weighted arithmetic mean, relative importance, standard deviation, and estimated coefficients of difference, whether at the partial or total level, were extracted to determine the training variable's value, as illustrated in the following:

Table (6) descriptive statistics for the training variable N = 127

variable	Weighted arithmetic mean	standard deviation	coefficient of % difference	Relative importance
training	3.68	0.90	24	73%

Source : Outputs of (SPSS V.26) and Microsoft Excel 2010

Variation in percentage (24%): 73%. This results in the researcher's inference that training personnel work in programs to help people develop their skills being presented.

Second: presenting, analyzing and interpreting the responses of the research sample regarding outstanding performance

The outstanding performance variable was measured through four indicators. Table (1) shows the values of the weighted arithmetic mean, the relative importance values, the standard deviations values, and the coefficients of difference calculated whether at the partial or macro level:

Table (7) descriptive statistics for the dimensions of outstanding performance, N = 127

T	dimensions	Weighted arithmetic mean	standard deviation	coefficient of % difference	Relative importance
1	Strategic Planning	3.62	0.93	25	72%
2	Client focus	3.69	0.95	26	73%
3	knowledge management	3.84	0.85	22	76%
4	Operations Management	3.67	0.95	25	73%
	Outstanding performance	3.53	0.82	23.39	70

Source : Outputs of (SPSS V.26) and Microsoft Excel 2010

The outstanding performance variable achieved a weighted arithmetic mean of (3.53), which indicates that it has a (good) response level. The intensity of the response was approximately (70%), the standard

deviation was (0.82), and the percentage of the coefficient of difference was (23.39%). The researcher concludes from the aforementioned findings that exceptional performance is having access to the



outcomes of the operations that were planned and to the strategic aim in its broadest sense.

1- Strategic Planning

Table (7) makes it clear that the strategic planning dimension attained a weighted arithmetic mean of 3.62, placing it in the "high" category, while the relative importance value was (72%), the standard deviation value was (0.93), and the percentage of the variance coefficient was (25%). The researcher concludes from the aforementioned findings that the laboratory employs strategic planning in a way that ensures the accomplishment of its goals.

2- Focus on the customer

Table (8) makes it clear that the customer-focused dimension attained a weighted arithmetic mean of 3.69, placing it in the "high" category, while the relative importance value was 73%, the standard deviation value was 0.95, and the coefficient of difference ratio was 0.26. The researcher draws the conclusion that one of his objectives is to concentrate on the needs of his clients and make an effort to satisfy them from the aforementioned results

3- Knowledge management

Table (8) makes it clear that the knowledge management dimension attained a weighted arithmetic mean of 3.84, placing it in the "high" category, while the relative importance value was 76%, the standard deviation value was 0.85, and the percentage of the coefficient of difference was 22%. The researcher draws the conclusion that the knowledge management dimension is present in the research sample laboratory based on the aforementioned data.

4- Operations Management

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The operations management dimension achieved a weighted arithmetic mean of 3.67, which indicates that it is in the "high" category. The relative importance value was 73%, the standard deviation value was 0.95, and the percentage of the coefficient of variation was 0.25. The researcher deduces from the aforementioned findings that the sample members have access to operations management's efficiency.

The third requirement: testing hypotheses of correlation and influence between research variables

It aims to test the correlation and influence relationships between the research variables, as the correlation and influence relationships will be tested at the level of the sub-hypotheses that emerged from the main hypotheses, as well as testing the correlation and influence relationships at the macro level through the use of the simple correlation coefficient (Pearson) and the regression coefficient.

First: Analyze the correlation between the research variables

Since Pearson correlation is used to determine the strength and direction of the relationship between the variables, it is clear from the data in Table 2 that there is a positive correlation between the training variable and the outstanding performance variable up until an increase in one variable is accompanied by an increase in the other variable. A reduction in one variable is countered by an increase in the other in the case of a negative association (Pallant, 2010:103). The following relationship types and strengths are shown in Table () together with the value of the correlation coefficients

) Table2 shows the value of the correlation coefficients and (the type and strength of the relationship	
Correlation coefficient value	The type and strength of the relationship
0.5 , 1	Strong positive direct relationship
0.3 , 0.5	Good direct positive relationship
0.1 , 0.3	An acceptable direct positive relationship
0.1- , 0.1	Very weak relationship (no relationship)
0.1- , 0.3-	An inverse negative relationship is acceptable
0.3- , 0.5-	A good inverse negative relationship



-0.5 , -1	Strong inverse negative relationship
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Source: Cohen, J., (1977), "Statistical power analysis for the behavioral sciences", New York: Academic Press, p69

The results of the correlations are as shown in Table (2), and accordingly the following hypotheses will be tested:
 Test the main research hypothesis.

The correlation coefficient between training and outstanding performance in the research laboratory was (0.935 *) at the level of significance (0.019), which is less than the level of significance (0.05), as the calculated (t) value reached (2.72), which is greater than the tabular (t) value of (1.66), which means that the hypothesis is accepted.

Testing the research's first sub-hypothesis, which states (there is a significant correlation between training and strategic planning in the research laboratory).

The correlation coefficient between training and strategic planning in the researched laboratory was (0.867 *) at the level of significance (0.057) equal to the level of significance (0.05), as the calculated (t) value reached (2.69), which is greater than the tabular (t) value of (1.66). , This means accepting the alternative hypothesis, which states (there is a significant correlation between training and strategic planning in the research laboratory).

Testing the second sub-hypothesis of the research, which states (there is a significant correlation between training and focus on the client in the researched laboratory).

The correlation coefficient between training and focusing on the client in the researched laboratory was (0.928 *) at the level of significance (0.023), which is less than the level of significance (0.05), as the calculated (t) value reached (3.41), which is greater than the tabular (t) value of (1.66), and this means accepting the alternative hypothesis, which states (there is a significant correlation between training and focusing on the client in the researched laboratory).

Testing the research's third sub-hypothesis, which states (there is a significant correlation between training and knowledge management in the researched laboratory).

The correlation coefficient between training and knowledge management in the researched laboratory was (0.936 *) at the level of significance (0.019), which is less than the level of significance (0.05), as the calculated (t) value reached (2.83), which is greater

than the tabular (t) value of (1.66).), and this means accepting the alternative hypothesis, which states (there is a significant correlation between training and knowledge management in the research laboratory).

Testing the fourth sub-research hypothesis, which states (there is a significant correlation between training and operations management in the researched laboratory).

The correlation coefficient between training and operations management in the researched laboratory was (0.942 *) at the level of significance (0.016), which is less than the level of significance (0.05), as the calculated (t) value reached (2.73), which is greater than the tabular (t) value of (1.66), and this means accepting the alternative hypothesis, which states (there is a significant correlation between training and operations management in the researched laboratory).

Second: Analyzing the effect relationship between the research variables

This paragraph is concerned with testing the impact hypotheses identified by the research. for the purpose of determining whether it can be judged by acceptance or rejection. As the second main effect hypothesis was (there is a significant effect of training on outstanding performance in the researched laboratory). The levels of influence between the variables will be analyzed as follows:

The statistical indicators shown in the table () were used to show the results

Test the second main hypothesis

And to test the hypothesis that stated the following (there is a significant effect of training on outstanding performance in the researched laboratory)

The calculated (F) value was (29.59). It is greater than the tabular (F) value of (7.07) at the level of significance (0.012), and it is smaller than the level of significance (0.05). Accordingly, we accept the alternative hypothesis, which states (there is a significant effect of training on the outstanding performance in the researched laboratory) at the level of Significance (1%), with a confidence level of (99%). And through the value of the coefficient of determination (²R) of (0.90), it is clear that the training explains (90%) of the variables that occur on the outstanding performance in the



researched laboratory, and it is evident through the value of the marginal slope coefficient (β) of (0.95) that Increasing the level of training by one unit will lead to an increase in the level of outstanding performance in the research laboratory by (90%), noting that the effect was significant because the calculated (t) value of (5.44) is greater than its tabular counterpart of (1.99) at a significant level (1. %) with a confidence interval of (99%).

The analysis will be carried out according to a simple linear regression model to test the sub-hypotheses emanating from the second main hypothesis, as follows:

1. Testing the first sub-hypothesis

To test the hypothesis that states the following (there is a significant effect of training in strategic planning in the researched laboratory).

The value (F) calculated for training in strategic planning in the research laboratory was (9.12). It is greater than the tabular (F) value of (7.07) at the level of significance (0.057), which is equal to the level of significance (0.05). Accordingly, we reject the null hypothesis and accept the alternative hypothesis, which states (there is a significant effect of training on strategic planning in the researched laboratory). At the level of significance (1%), with a confidence level of (99%). And through the value of the coefficient of determination (R^2) of (0.75) it is clear that the training explains (75%) of the variables that occur in the strategic planning in the research laboratory, and it is clear through the value of the marginal slope coefficient (β) of (0.86) that Increasing training by one unit will lead to an increase in strategic planning in the researched laboratory by (86%), bearing in mind that the effect was significant because the calculated (t) value of (3.02) is greater than its tabular counterpart of (1.99) at a significant level (1%). With a confidence interval (99%).

2. Testing the second sub-hypothesis

To test the hypothesis that stated the following (there is a significant effect of training in focusing on the client in the researched laboratory)

The value of (F) calculated for training in focusing on the client in the researched laboratory was (18.74), which is greater than the tabular (F) value of (7.07) at the level of significance (0.023), which is smaller than the level of significance (0.05). Accordingly, we accept the alternative hypothesis, which states On (there is a significant effect of training in focusing on the customer in the researched laboratory) at the level of significance (1%), with a confidence level of (99%). And through the value of the coefficient of determination (R^2) of (0.86), it is clear that the training explains (86%) of the variables that occur in focusing on the customer in the researched laboratory, and this is evident through the

value of the marginal slope coefficient (β) of (0.92). Increasing the level of training by one unit will lead to an increase in focus on the client in the researched laboratory by (92%), noting that the effect was significant because the calculated (t) value of (4.33) is greater than its tabular counterpart of (1.99) at a significant level (1% with a confidence interval of (99%).

3. Testing the third sub-hypothesis

To test the hypothesis that states the following (there is a significant effect of training in knowledge management in the laboratory under study)

The value (F) calculated for training in knowledge management in the researched laboratory was (21.05). It is greater than the tabular (F) value of (7.07) at the level of significance (0.019), and it is smaller than the level of significance (0.05). Accordingly, we accept the alternative hypothesis, which states (there is a statistically significant effect of training in knowledge management in the researched laboratory) at the level of Significance (1%), with a confidence level of (99%). And through the value of the coefficient of determination (R^2) of (0.87) it is clear that the training explains (87%) of the variables that occur in knowledge management in the research laboratory, and it is evident through the value of the marginal slope coefficient (β) of (0.93) that Increasing the level of training by one unit will lead to an increase in knowledge management in the researched laboratory by (93%), noting that the effect was significant because the calculated (t) value of (4.58) is greater than its tabular counterpart of (1.99) at a significant level of (1%).) with a confidence interval (99%).

4. Testing the fourth sub-hypothesis

To test the hypothesis that states the following (there is a significant effect of training in operations management in the researched laboratory).

The calculated significant (F) value for training in operations management in the researched laboratory was (23.85). It is greater than the tabular (F) value of (7.07) at the level of significance (0.016), which is smaller than the level of significance (0.05). Accordingly, we accept the alternative hypothesis, which states (there is a significant effect of training in operations management in the researched laboratory) at Significance level (1%), with a confidence level (99%). And through the value of the determination coefficient (R^2) of (0.88) it is clear that the training explains (88%) of the variables that occur in the operations management in the researched laboratory, and it is evident through the value of the marginal slope coefficient (β) of (0.94) that Increasing the level of training by one unit will lead to an increase in operations



management in the researched laboratory by (94%), bearing in mind that the effect was significant because the calculated (t) value of (4.88) is greater than its tabular counterpart of (1.99) at a significant level of (1%).) with a confidence interval (99%).

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