

Evaluation of Residents Satisfaction with Training in Mogadishu Somali-Turkey Recep Tayyip Erdogan Training and Research Hospital

Mogadishu Somali-Turkey Recep Tayyip Erdogan Eğitim ve Araştırma Hastanesinde Eğitim Alan Uzmanlık Öğrencilerinin Uzmanlık Eğitimlerinden Memnuniyetinin Değerlendirilmesi

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Abstract

Aim: There is a lack of robust information for research assessing residents' perceptions of education quality in Somalia. The aim of the study was thus to evaluate the residents' perspective on their satisfaction with the hospital education and training system.

Keywords:

Specialty Training,
Resident, Satisfaction,
Somalia

Anahtar sözcükler:

Uzmanlık Eğitimi,
Asistan Hekim,
Memnuniyet, Somali

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Methods: This cross-sectional study was conducted on residents who pursue their specialty training at a Training and Research Hospital between May and June 2021. Data collection was performed online using the Microsoft survey-based form. Qualitative variables were presented with frequency (n) and percentage (%) values. Quantitative variables were presented with mean and standard deviation (mean+SD) values. Comparisons between two categorical variables, the Chi-Square test was used.

Results: Out of a total of 98 residents, 93 from 24 departments enrolled (response rate 94.8%, mean age was 28,61+2.80 years). Eighty-five percent of residents agreed that training has contributed to improved their ability to use knowledge in their clinical expertise. Residents working in the surgical specialties had a more positive view of bright employment prospects than

those working in medical specialties (p=0.012). Male residents were more positive towards the facet 'secure good job prospects' than females. Female residents agreed that the education content and education level of the preferred program was sufficient in general than their male counterparts (p=0.013).

Conclusions: The satisfaction of residents is generally high. Items with relatively low resident satisfaction were reported to program administrators for further evaluation and development.

Özet

Amac: Çalışmanın amacı, Somali'de asistanların uzmanlık eğitiminden memnuniyeti ni değerlendirmektir.

Yöntem: Bu kesitsel çalışma, Somali'de Mayıs ve Haziran 2021 tarihleri arasında bir Eğitim ve Araştırma Hastanesinde uzmanlık eğitimine devam eden asistanlar üzerinde gerçekleştirilmiştir. Veri toplama,

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Microsoft anketine dayalı form kullanılarak çevrimiçi olarak gerçekleştirilmiştir. Nitel değişkenler frekans (n) ve yüzde (%) değerleri ile sunulmuştur. Nicel değişkenler ortalama ve standart sapma (ortalama +SD) değerleriyle sunulmuştur. İki kategorik değişken arasındaki karşılaştırmalarda ki-kare testi kullanıldı.

Bulgular: Çalışmaya 98 asistandan 93'ü çalışmaya katıldı (yanıt oranı %94,8, ortalama yaş 28.61±2.80 idi). Asistanların %85,8'i eğitimin klinik uzmanlıklarında bilgiyi kullanma yeteneklerini geliştirmeye katkıda bulunduğunu belirtti. Cerrahi uzmanlık alanlarında çalışan asistanların dahili uzmanlık alanlarında çalışan asistanlara göre istihdam beklentisi daha olumlu olduğu görülmüştür (p=0.012). Erkek asistanların kadın asistanlara göre 'gelecekte iyi bir iş bulma beklentisi' daha olumlu yönde olduğu görülmüştür. Kadın asistanlar, tercih ettikleri programın eğitim içeriği ve eğitim düzeyinin genel olarak yeterli olduğuna erkek asistanlardan daha fazla katıldığını görülmüştür (p=0.013).

Sonuç: Asistan hekimlerin memnuniyet oranının genel olarak yüksek olduğu görülmüştür. Memnuniyet oranının yüksek olmadığı maddeler program yöneticileri tarafından değerlendirilip geliştirilmek üzere bildirilmiştir.

INTRODUCTION

Over the past few decades, natural disasters and ongoing civil conflicts have wreaked havoc on the delivery of the healthcare system in Somalia. Health care services are inadequate, and the health workforce lacks essential skills, knowledge, and competencies, with a shortage of equipment and resources required to meet the health care needs of the population (1).

The Somalia Mogadishu-Turkey Training and Research Hospital is considered by a United Nations source as the leading hospital in the country in terms of capacity and technology (2). The hospital has the distinction of being in a key position in the health sector and is considered as a reference center (3). It was built and funded by the Turkish government in the 1960s, closed due to civil war, and inaugurated in 2015 to serve the people of Somalia (4). It is partially staffed by Turkish health personnel, academicians and has a training component to Somali healthcare providers such as doctors, midwives, nurses, and auxiliaries (5). The total number of personnel of the hospital is approximately 950, of which 60 are Turkish doctors and allied health personnel. The hospital is the only training and research hospital in Mogadishu, Somalia where medical school graduates can perform their practical internships and clinical rotations. The hospital has a sprawling campus spread across 63 acres land. The Somali ministry of higher education is Tıp Eğitimi Dünyası / Mayıs-Ağustos 2022 / Sayı 64

responsible for guaranteeing high standards and quality of medical education in Somalia. The institution has provided a continuing education program, which has been adopted by the University of Health Sciences in accordance with the specialization legislation in Turkey. Expert doctors in the relevant field from the ministry of health of Turkey and faculty members of the University of Health Sciences are assigned to education and training.

There are core surgical, clinical training activities incorporated with international clinic rotations that can broaden the resident's medical knowledge and enable them to achieve higher competencies. Residents are required to complete their international clinical rotations of which covered by the hospital management of Somalia in the last six months of their senior year.

The hospital accepts residents with a national medical specialty exam every year. So far, 136 residents have been accepted through the specialized medical education program, which is highly preferred and is one of the top programs since it started in Somalia. In 2021, only 35 of 562 residents were accepted in the medical specialty exam held in the hospital campus.

The aim of the research was to examine the perspective of residents' on their satisfaction with the hospital education and training system.

To our knowledge, this is the first study to seek the opinions of residents about hospital education and training system in the form of satisfaction feedback in Somalia.

METHODS

This cross-sectional study was conducted on residents who pursue their specialty training at Mogadishu Somali-Turkey Recep Tayyip Erdogan Training and Research Hospital, a higher learning institution in Somalia. The institution is the largest tertiary referral health facility in East Africa providing a well-trained health workforce from all fields of expertise.

Data collection was performed using the Microsoft form and disseminated via WhatsApp, which was one of the most widely-used communication platforms among the residents. The call for participation was made on professional networks of the researchers, reaching out to the class/group representatives to broadcast and share the survey. The questionnaire form was designed to ensure anonymity without asking about the identity of the participants. When the survey link was clicked, the voluntary informed consent screen was first opened. The voluntary consent screen was designed to provide information about researchers, the purpose of the study, and the duration of the survey. It was clearly stated on the consent screen that personal data would remain confidential. After informed consent was obtained by asking all participants to click a button at the beginning of the online survey to consent to participate, the survey form was opened. Participants were given the option to change their previous answers. All questions in the questionnaire were compulsory to prevent missing data. Data were collected between May 31 and June 6, 2021. The study was conducted in accordance with the Declaration of Helsinki and was approved by the Research Ethics Committee of the Mogadishu Somali-Turkey Recep Tayyip Erdogan Training and Research Hospital (Approval number: 07.06.2021-MSTH/6382).

Out of a total of 98 residents surveyed from twenty-four departments, 93 residents completed the survey giving an overall response rate of 94.8%. The questionnaire was prepared by reviewing relevant literature (6-9) to gather data on (demographic characteristics, career preferences, and attitudes towards medical instruction). A questionnaire comprising two parts was used for research. The first part of the questionnaire contained items investigating socio-demographic factors including age, gender, residency year, and marital status. The second part consisted of twenty-five questions and subdivided into five categories including, personal interest, quality of education, international clinic rotations, quality of academicians, and career prospects. Each item has five categories of responses (strongly disagree, disagree, neutral, agree, and strongly agree).

Hospital departments were categorized as medical and surgical sciences divisions. Medical sciences division consists of emergency medicine, biochemistry, cardiology, internal medicine, dermatology, infectious diseases and clinical microbiology, neurology, pediatrics, psychiatry, public health, chest diseases, radiology departments. Surgical sciences division consists of anesthesiology and reanimation, neurosurgery, cardiovascular and thoracic surgery, otorhinolaryngology, general surgery, chest surgery, obstetrics and gynecology, ophthalmology, orthopedics and traumatology, pediatric surgery, pathology, urology departments.

All statistical analyses were performed using the IBM SPSS for Windows, Version 25.0. (IBM Corp., Armonk, NY, USA). Qualitative variables were presented with frequency (n) and percentage (%) values. Quantitative variables were presented with mean and standard deviation (mean±SD) values. Comparisons between two categorical variables, the Chi-square test was used. A p-value less than 0.05 was considered statistically significant.

RESULTS

Out of 98 residents, 93 from 24 departments enrolled in this study (response rate 94.8%, mean age was 28.61 ± 2.80). Of the participants, 17.2% were women, 52.7 were married, 34.4 were first-year residents, and 24.7% were fourth-year residents (Table 1). The majority of

the respondents expressed a positive opinion on 25 of the 26 items, and more than 70% of them expressed a positive opinion on nine items. The only item in which unfavorable opinions were in the majority was the explanation regarding salaries.

Table 1. Demographic Characteristics of Participants (n=93)

	n (%)
Gender	Male 77 (82.8)
	Female 16 (17.2)
Marital status	Married 49 (52.7)
	Single 44 (47.3)
Residency year	1 32 (34.4)
	2 17 (18.3)
	3 21 (22.6)
	4 23 (24.7)
Age*	28.61 \pm 2.80 / 29 (22-36)

Results are presented as mean and number (percentage)= Mean \pm Standart Deviation (Mean \pm SD) and Median (minimum-maximum) values are used*

Table 2 demonstrates residents' attitudes and opinions towards the hospital education and training system. On the first dimension-personal interest: 91.4% of residents strongly agreed or agreed that they were proud of studying at their hospital. With regards to quality of education: 65.6% of residents agreed that training has contributed to improving their ability to use knowledge in their clinical expertise. Concerning international clinic rotations, over three-quarters (11.8% strongly agreed and 63.4% agreed) of the residents agreed on the positive role of rotations in Turkey in their medical specialty education. There was also a positive view on the role of international clinic rotations enabled them to see new applications to get a broader insight

into their field (19.4% strongly agreed, and 34.4% agreed). Moreover, 52.7% of the residents agreed on the attitude of the faculty towards residents was positive during their rotations.

With regards to the quality of academicians: a reasonable proportion of residents agreed (14.0% strongly agreed and 53.8% agreed) on the fact that their clinical trainers and academicians have good command in their fields. In addition, the highest proportion strongly agreed/agreed on the positive attitude of their clinical instructors towards them.

With respect to the career prospects: more than half of the residents (51.6%) agreed that being graduated from this hospital is an advantage for residents who wish to advance their careers.

Table 2. Views of Residents Regarding Rotations, Future Career Prospects, Quality of Education and Academicians, (n=93), in Somalia

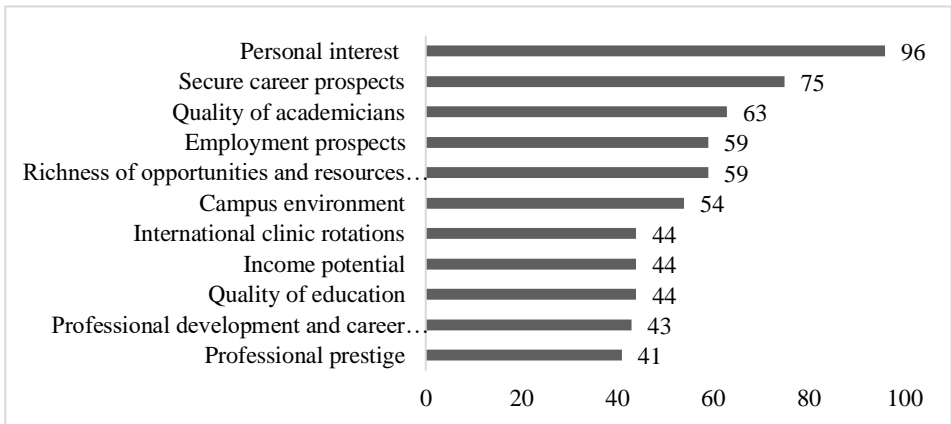
Facets	Strongly Disagree (n%)	Disagree (n%)	Neutral (n%)	Agree (n%)	Strongly Agree (n%)
Personal Interest					
Perception of prestige	4 (4.3)	2 (2.2)	2 (2.2)	39 (41.9)	46 (49.5)
I willingly choose this specialty hospital.	-	2 (2.2)	5 (5.4)	42 (45.2)	44 (47.3)
I would choose the same specialty training hospital again if I had the chance	5 (5.4)	12 (12.9)	14 (15.1)	42 (45.2)	20 (21.5)
I recommend this hospital to those who want to do residency training.	3 (3.2)	2 (2.2)	11 (11.8)	59 (63.4)	18 (19.4)
My university's diploma brand value is high.	9 (9.7)	14 (15.1)	29 (31.2)	33 (35.5)	8 (8.6)
Monthly salaries and allowances	15 (16.1)	30 (32.3)	4 (4.3)	35 (37.6)	9 (9.7)
Quality of Education					
Content and level of the education	7 (7.5)	18 (19.4)	9 (9.7)	45 (48.4)	14 (15.1)
Opportunities for improving professional development	5 (5.4)	21 (22.6)	8 (8.6)	49 (52.7)	10 (10.8)
Competency to use information in the expertise field	2 (2.2)	6 (6.5)	8 (8.6)	61 (65.6)	16 (17.2)
Physical conditions of the learning environment	8 (8.6)	28 (30.1)	13 (14)	41 (44.1)	3 (3.2)
The ability to access to academic knowledge and research skills.	3 (3.2)	16 (17.2)	10 (10.8)	53 (57)	11 (11.8)
The high-quality education	2 (2.2)	17 (18.3)	15 (16.1)	45 (48.4)	14 (15.1)
The practical opportunities	10 (10.8)	28 (30.1)	7 (7.5)	45 (48.4)	3 (3.2)
Infrastructure and advanced equipment	4 (4.3)	11 (11.8)	6 (6.5)	57 (61.3)	15 (16.1)
Campus social life and cultural activities	2 (2.2)	22 (23.7)	15 (16.1)	47 (50.5)	7 (7.5)
International clinical rotations					
Featured experiences during rotations in the preferred specialty	2 (2.2)	8 (8.6)	13 (14)	59 (63.4)	11 (11.8)
The friendliness of the faculty during rotations in Turkey	-	2 (2.2)	31 (33.3)	49 (52.7)	11 (11.8)
Opportunities to see new applications	1 (1.1)	5 (5.4)	37 (39.8)	32 (34.4)	18 (19.4)
Preference due to international clinical rotation opportunities	16 (17.2)	25 (26.9)	8 (8.6)	24 (25.8)	20 (21.5)

Facets	Strongly Disagree (n%)	Disagree (n%)	Neutral (n%)	Agree (n%)	Strongly Agree (n%)
Quality of academicians					
The attitude of Turkish experts and academicians	2 (2.2)	7 (7.5)	4 (4.3)	59 (63.4)	21 (22.6)
Subject expertise of staff	2 (2.2)	15 (16.1)	13 (14)	50 (53.8)	13 (14)
The availability of academicians	12 (12.9)	26 (28)	12 (12.9)	36 (38.7)	7 (7.5)
Career prospects					
Desire to achieve academic prospects	2 (2.2)	5 (5.4)	11 (11.8)	56 (60.2)	19 (20.4)
Employment prospects	3 (3.2)	7 (7.5)	8 (8.6)	45 (48.4)	30 (32.3)
Desire to secure career prospects	4 (4.3)	9 (9.7)	21 (22.6)	48 (51.6)	11 (11.8)

The questions directed to the participants were compared with their demographic data. Residents working in the surgical specialties had a more positive view of bright employment prospects than those working in the medical specialties ($p=0.012$). Also, male residents were more positive towards the facet 'secure good job prospects' than females ($p=0.037$). With regards to quality of education: female residents agreed more than male residents that the education content and education level of the preferred program was sufficient in general ($p=0.013$).

The main reasons for this hospital preference were personal interest (96%), secure career prospects (75%), quality of academicians (63%), employment prospects (59%), the richness of opportunities and resources of learning (59%), campus environment (54%), income potential (44%), international clinic rotation (44%), quality of education (44%), professional development and career support (43%) and professional prestige (41%) (Figure 1).

Figure 1. Main Reasons for Choosing Somalia Mogadishu-Turkey Recep Tayyip Erdoğan Training and Research Hospital among the Residents of Somalia, 2021



DISCUSSION

There is a shortage of qualified professional and allied health workers in Somalia. Higher education institutions suffer from a lack of physical resources and well-trained and effective lecturers. In addition, despite the rapid population growth, there are very few health professional education and training institutions in the country. Moreover, there are significant rural and urban inequalities in the coverage of health care in Somalia. Health services are poorly equipped to meet the basic health care needs of the population (5).

Many factors have been reported to have an influence on residents' choices for specialty hospitals, including several aspects: personal interest, campus environment, quality of academicians, career prospects, international clinic rotations, and qualification of education (10). For universities, knowing the perceptions and expectations of residents and identifying key drivers would guide them to prioritize the interventions that could improve the residents' satisfaction.

This study also found that male residents were significantly more likely to be optimistic to find or keep a job than female residents. The sex-specific difference in employment prospects might be related to sex-specific discrimination that existed in many positions and countries (11,12), and female residents' employment expectations were relatively poor, which might also result in females' lower career prospects than that of males.

Forty-four percent of residents were satisfied with the international clinical rotations. International clinical rotations may contribute to having the opportunity to see the actual working schema of delivery of health systems, high-tech devices, advanced applications, and comprehensive surgeries during the last six months of their senior year. On the other hand, we observed a relatively low level of satisfaction attributed to the startup organizational problems.

In the presented study, female residents' were found to be satisfied with the quality of their medical specialty training in the hospital. In contrast, a study conducted in Saudi Arabia by Altokhais et al. found that single female residents were less satisfied with the program than were males or married residents (12). Female residents had more positive perceptions than male residents on the quality of education can be explained by the fact that they were more satisfied with the opportunities of the learning environment.

With respect to the facet availability and friendliness of academicians and teaching staff were all observed satisfied, particularly more optimistic by first-year residents. Previous studies reported that besides academicians' approachability and accessibility, as well as their teaching attitude, teaching level and ability, and competency in the expertise field were linked with assistant satisfaction, which leads to residents' improved performance and productivity (13-16).

One of the limitations of our research is that the survey was developed based on a comprehensive review of the relevant literature (17) and did not use a validated instrument. Another limitation of our research was that if the surveys had been administered several years after when some residents had graduated from the program, it might have produced different results. Notwithstanding these limitations, it is the first study to seek the opinions of residents about on the hospital education and training system in the form of satisfaction feedback in Somalia. Future studies should concentrate on the effect of hospital training and teaching on employability skills.

CONCLUSIONS

The present study has shown that the satisfaction of residents in the Somalia Mogadishu-Turkey Training and Research Hospital is generally high. Male residents and

those who were in surgical departments had higher future employment prospects. The international clinical rotations, the attitude and accessibility of the academicians, the campus environment and social activities, high-quality education with the support of advanced equipment contributed to the satisfaction of residents. Items with relatively low levels of resident satisfaction were reported to program administrators for further evaluation and development.

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Conflict of Interest

The authors report no conflict of interest.

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