

The Effect of E-training on the Satisfaction of Trainee Students: An Applied Study on the Centers of Consultation and Community Services in Private Jordanian Universities during the COVID-19 Pandemic

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Abstract:

The study aimed to determine the effect of e-training on the satisfaction of trainee students. An applied study was conducted on the centers of consultation and community services in private Jordanian universities during the COVID-19 pandemic. The descriptive analytical method was adopted to achieve the study objectives. The study was applied to three universities in Amman city (The University of Jordan, AL Zaytoonah University of Jordan, and Israa University). The sample included all trainee students in these universities. An electronic questionnaire was designed and distributed which (381) responded. The study used randomly over (1315) participant from a set of statistical methods, that cope with the study aims, through the Statistical in order to extract measures of descriptive Package for Social Sciences statistics as

averages arithmetic, standard deviations, and statistical inferential measures, such as the multiple linear regression test and so to answer the study questions and test its hypotheses.

The study has found that e-training has an effect, including many of its dimensions, i.e. ease of using the training platform, the training material content, the level of interaction, the efficiency of the training process, and organizational support on the satisfaction of the trainee students, with a high degree of relative importance. The results confirmed the existence of a statistically significant effect (at a ≤ 0.05 level) of the independent dimensions, including the ease of using the training platform, the training material content, the level of interaction, the efficiency of the training process, and organizational support, in private Jordanian universities, from their point of view. The study recommended that there should be more increase of interest in private Jordanian universities towards the satisfaction of trainee students regarding the process of e-training. A continuous development and improvement of the quality, and the strategic process to support and improve the software used in the e-training process for the development of electronic training programs has also been recommended. Eventually, this shall provide accessible platforms with clear training material in addition to reaching a high level of interaction and efficiency.