

Abstract

Ebtsam Nasr Mahmoud Farg. **The Significance of Identifying Training Needs in Improving Service Competencies in Light of the Training of Staff in Yemeni University Libraries in Sana'a.** Supervised by Prof. Abdullah Abdullah Al-Sanafi (Main supervisor); Dr. Rajha Saad Rajeh (co-supervisor). (PhD) Dissertation, Sana'a University, Faculty of Arts and Humanities Department of Library and Information Science.

The research aims to evaluate the impact of the training needs identification process on enhancing the competencies of personnel in Yemeni university libraries situated in Sana'a city within the context of competency-based training. The researcher adopts a descriptive methodology (survey and correlational), employing questionnaires, direct observation, and pertinent literature. A comprehensive survey was conducted encompassing all employees (119) in the Yemeni university libraries located in Sana'a.

The study reached to a range of outcomes the most important ones:

1. The assessment of training needs in the libraries under study was found to be average, with a relative weight of (62%).
2. The direct manager was identified as the most involved in the training needs identification process, with a participation rate of (65%). Interviews emerged as the most commonly utilized method for identifying training needs in these libraries, with a frequency of (48%).
3. The implementation of competency-based training in the libraries of Yemeni universities in Sana'a was deemed moderate, scoring an average of (3.04) and a relative weight of (61%).
4. The level of proficiency in service competencies among employees in the surveyed libraries was rated high, averaging (3.53) with a relative weight of (71%).
5. A statistically significant impact of the training needs identification process on enhancing job service competencies among staff in Yemeni university libraries in Sana'a was observed, with a significance level of (0.00)

The study made important recommendations, most importantly:

1. Urging senior university administrations to prioritize human resources departments and develop strategic plans aligned with university objectives for managing library staff.
2. Developing a competency matrix outlining required skills for library employees based on university and library goals.
3. Increasing awareness among library workers regarding training needs identification processes and competency requirements, providing necessary training, and establishing clear training policies.
4. Enhancing training needs identification practices at all organizational levels to address current and future needs effectively.
5. Designing tailored training programs to meet development needs, setting measurable goals, aligning content with trainee requirements, and integrating theoretical and practical elements.

Keywords: Training needs identification, functional competencies, personal competencies, general competencies, technical competencies, competency-based training (CBT).