

Literary Criticism RCS813 - Task 7

Prepared by
Abdulaziz Alarfaj



**Part
01****Research Title**

Assignment : Critique of Research Paper in Terms of

Identifying research gaps in a research and identify how the research fills the gaps

Article Chosen :

Cybersecurity Threats in Saudi Healthcare: Exploring Email Communication Practices to Enhance Cybersecurity Among Healthcare Employees in Saudi Arabia

<https://www.mdpi.com/2073-431X/14/8/324/pdf?version=1754987840>

Published in 2025

Summary:

Focus: How email communication practices in Saudi healthcare affect vulnerability to phishing and other cyber threats.

Method: Qualitative, descriptive phenomenology using semi-structured interviews with 40 healthcare employees from different regions and roles (clinical and technical).

Analysis: Colaizzi's seven-step method; themes interpreted using Protection Motivation Theory and Trust Theory to capture human, cultural

Main finding (high level): Significant gaps in email-related cybersecurity awareness, inconsistent training, reliance on informal messaging apps, and weak ability to recognise phishing attempts.

Gap 1 – Lack of Saudi-specific evidence on email-based phishing in healthcare
Global work on phishing and email threats exists, but very little focuses on how Saudi healthcare professionals actually experience and respond to these risks.

Most previous studies in Saudi or regional context looked at general cybersecurity awareness or simulated phishing, not daily email communication in hospitals.

Gap 2 – Human and cultural aspects of email use in clinical settings are overlooked. Earlier research is mainly about technical defences (filters, gateways, infrastructure) and generic awareness, and does not deeply examine the human, linguistic, and cultural side of email communication in hospitals.

Specifically, there is little analysis of:

How authority, hierarchy, and trust in official emails affect staff reactions,

How language choices (Arabic/English, tone, formality) shape perceived legitimacy,

How everyday clinical pressures push people into risky shortcuts.

Gap 1 – Little Saudi-specific evidence on email-based phishing in healthcare

How the study addresses it

Conducted **40 semi-structured interviews** with healthcare professionals from multiple regions in Saudi Arabia (public and private sectors, different job roles).

Focused specifically on:

- Types of emails received,
- How staff interpret them,
- Real stories of phishing and suspicious messages,

Gap 2 – Human and cultural aspects of clinical email use are overlooked

How the study addresses it

Uses **descriptive phenomenology** and **Colaizzi's method**, explicitly designed to capture lived experiences and context.

Interviews were conducted in **Arabic**, respecting linguistic and cultural nuances, which is critical when analysing email language, authority, and trust.

Discussion uses **Protection Motivation Theory** (perceived severity, vulnerability, self-efficacy) and **Trust Theory** to interpret how staff judge emails from managers, IT, or “official” sources, and why they sometimes bypass rules.