

Evaluation of Schools Administration's Satisfaction about School Health Services in Thi-Qar Governorate

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Abstract- Background: School health is major branch of community health based to modern concepts of school health services. school health services refer to the need for based comprehensive services rendered to pupils, teachers and other personnel in the school to promote and protect their health, prevent and control diseases and maintain their health .The study aims: to evaluate the schools administration's satisfaction about school health services and to find out the relationship between schools administration's satisfaction and some social demographic characteristics such as (age, Gender, years of experience, level of education, and School resident.

Methodology: Descriptive study is conducted throughout the period of (February 17th to March 8th 2016) in order to evaluate schools administrations' satisfaction about school health services in Thi-Qar Governorate. Random sample of (200) employees in schools is chosen through the use of sampling methods. They are distributed to the sectors of education directorates in Thi-Qar province. These sectors are: Educational Shattrra Directorate and the Directorate of Education of Thi- Qar . (70) Schools are chosen for the purpose of study. The sample was collected by uses the instruments which consist of two parts. The first part was structured interview technique for study sample and the second part the questionnaire tool which consist of 7domains and 59 items. The questionnaire validity by 12 experts each of them have 10 years' experience in specialty. The internal consist reliability determine by crohnpach Alpha correlation which was $r=0.70$. Data are analyzed through the application of descriptive statistical data analysis approach that includes, frequencies, percentages, mean of scores, and graphical presentation of data by pie-chare; and deductive statistics include statistical data which include chi test.

Results: showed schools responses to the studied domains was 1.79% of sample partially satisfied to general appearance , 1.82% partially satisfied to Comprehensive health detection ,1.66% unsatisfied to Take care of emergency situations and first aid, 1.61% unsatisfied to Nutrition and food safety ,1.76% partially satisfied to Interest in the health of employees , 1.93% partially satisfied to Mental state and Guidance ,2.19% satisfied to Clients' satisfaction.

Index Terms- Evaluation, Satisfaction, School Health Services

I. INTRODUCTION

School health services are Inseparable from part community health .It is that phase of community health and family health services that promotes the wellbeing of the child and his

education for healthful living .School health services can be a powerful influence for shaping health behavior. There is a unique opportunity to promote, maintain and improve health and wellbeing since teachers reach most people early in life where attitudes and values are most readily developed (BT Basavanhappa2008).The increase in life expectancy and the decrease in fertility throughout the world have been greater in the past 40 years than during the previous 4000 years. Life expectancy is almost 25 years longer today than at similar income levels in 1900 (Preker,et al, 2000). Satisfaction has important consequences. It means that the teachers are happy, devoted and committed, and it also helps them to bring their best qualities to their schools, so that students, parents, and the society may get benefit from their services (Ofoegbu, 2004).

II. METHADODOLOGY

Objectives of the study:The study aims to:

1-To evaluate the schools administration's satisfaction about school health services.

2-To find out the relationship between schools administration's satisfaction and some social demographic characteristics such as (age, Gender, years of experience, level of education, and School resident).

Study Design: Descriptive study design used the evaluation approach conducted. on school health services in Thi-qar Governorate.The present study is carried out to evaluate schools administrations' satisfaction towards school health services from (17th February to 8th March).

Sample of the study: A simple purposive sample of (200) subjects is selected through the use of probability sampling approach. The study sample includes Schools Administration's Satisfaction about school health services.

Study instrument: The checklist was constructed for the purpose of study consisted from 54 items which include two parts

Part I: This part contains information about socio-demographical characteristics

Part II: This part is composed of (54) items, and divided into(7) sections (General appearance, Comprehensive health detection, Take care of emergency and first aid, Nutrition and food safety, Interest in the health of employees, mental state and guidance and Satisfaction).

Validity and Reliability: The content validity of the instrument was established through a panel of (12) experts, the reliability of the items were based on the internal consistency of

the checklist was assessed by calculating Cronbach s' Alpha which as= 0.70.

Statistical analysis: The statistical data analysis approach by using (SPSS-ver.20) is used in order to analyze and evaluate the data of the study. A descriptive statistical data analysis

approach used to describe the study variables : Frequencies and Percentages. Inferential statistical data analysis approach: used by application of the Chi-square test.

III. RESULTS

Table (1): Statistical Distribution of the Study Sample Demographic Data

Demographic data	Rating	F	%
Gender	Male	118	59
	Female	82	41
Age/years	20-29	5	2.5
	30-39	63	31.5
	40-49	84	42
	50-59	47	23.5
	60-69	1	0.5
Level of education	Diploma	50	25
	Bachelor	149	74.5
	Top	1	0.5
Monthly income	Enough	50	25
	Enough to some extent	98	49
	Not enough	52	26
Types of School	Governmental	200	100

Table(1) shows that (59%) of the study sample are males. Regarding the study sample age groups, the study results show that (42%) are within the third age group (40-49) years old. In addition, (74.5%) of the study sample are holding a bachelor

degree. Also, (49%) of the study sample monthly income is enough to some extent. Finally, in this table, the study results indicate that all the selected schools are governmental.

Table(2):Study sample overall responses to the studied domains

Overall domains	Rating	F	%	M.S	Std. error	Std. dev.	Evaluation
General appearance domain	satisfied	14	7	1.79	0.052	0.70	Partially satisfied
	Satisfied to some extent	97	48.5				
	Unsatisfied	89	44.5				
Comprehensive health detection domain	satisfied	32	16	1.82	0.052	0.70	Partially satisfied
	Satisfied to some extent	73	36.5				
	Unsatisfied	95	47.5				
Take care of emergency situations and first aid domain	satisfied	28	14	1.66	0.05	0.70	Unsatisfied
	Satisfied to some extent	48	24				
	Unsatisfied	124	62				
Nutrition and food safety domain	satisfied	25	12.5	1.61	0.057	0.80	unsatisfied
	Satisfied to some extent	53	26.5				
	Unsatisfied	122	61				
Interest in the	satisfied	42	21	1.76	0.057	0.80	Partially

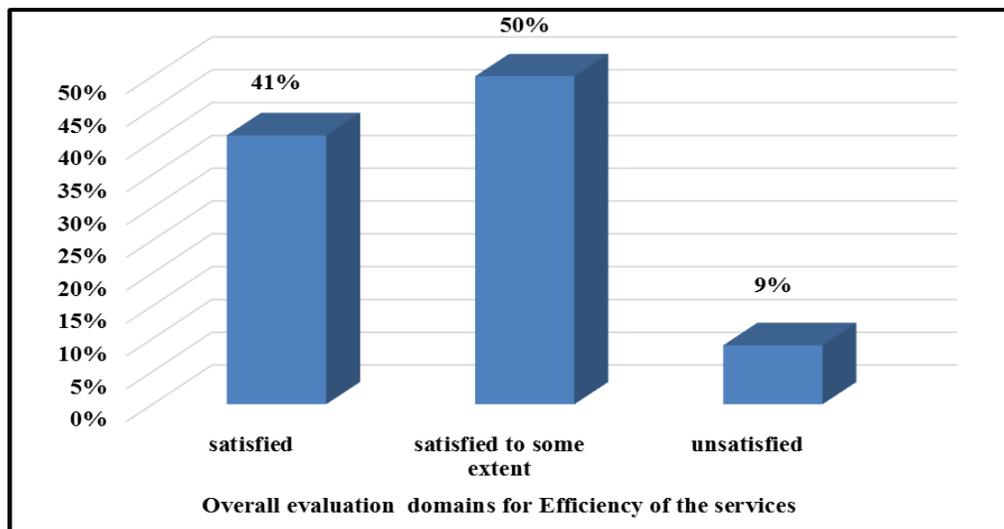
health of employees domain	Satisfied to some extent	52	26				satisfied
	Unsatisfied	106	53				
Mental state and Guidance domain	satisfied	53	26.5	1.93	0.05	0.70	Partially satisfied
	Satisfied to some extent	66	33				
	Unsatisfied	81	40.5				
Clients' satisfaction	satisfied	79	39.5	2.19	0.05	0.70	Partially satisfied
	Satisfied to some extent	89	44.5				
	Unsatisfied	32	16				

This table shows that the study sample overall responses to the studied domain are partially satisfied at all domains, except that at the Take care of emergencies and first aid domain and Nutrition and food safety domain, the study sample responses are unsatisfied to some extent.

Table (3): Evaluation of Schools Administration's Satisfaction about School Health Services

Overall evaluation domains for Efficiency of the services	Rating	F	%	m.s	Std. error	Std. dev.	Evaluation
	satisfied	82	41,0	1.82	0.04	0.63	Partially satisfied
	satisfied to some extent	100	50,0				
	unsatisfied	18	9,0				
	Total	200	100				

Satisfied (mean of scores equal or more than 2.34), partially satisfied (mean of score 1.67-2.33), unsatisfied (mean of scores 1-1.66)



Table(4): Statistical correlation between of the study sample overall evaluation responses to the studied domains and demographic data

Demographic data	Rating	Overall of efficiency services			Chi. sq	d.f	R	p-value
		Satisfied	Satisfied to some extent	Unsatisfied				
Gender	Male	52	58	8	1.285	2	0.077	0.526

	Female	30	42	10				NS
Age/years	20-29	1	3	1	8.057	8	0.023	0.428 NS
	30-39	27	30	6				
	40-49	32	47	5				
	50-59	22	19	6				
	60-69	0	1	0				
Level of education	Diploma	18	27	5	2.117	4	0.037	0.0414 S
	Bachelor	63	73	13				
	Top	1	0	0				
Monthly income	Enough	14	33	3	4.480	4	0.077	0.345 NS
	Enough to some extent	46	43	9				
	Not enough	22	24	6				

The findings show that there are a non-significant association between the schools administration's satisfaction with school health services and their demographic data at p-value more than 0.05, except the level of education, there is a significant association.

IV. DISCUSSION

Part I: Discussion of Distribution of Socio-demographical Characteristics aspects.

Through the data analysis distribution of demographic variables table (4.1) reports that most of the study sample are males (59%) while females are (41%). Most of the schools that have been in the study are males rather females because the males schools are more than females schools and administrators present in the schools are of the male category. This result disagrees with the result which is obtained from (Sisak et.al,2014).who indicates that the majority of those teacher who express their satisfactions about school health services are females (70%).Regarding the study sample age groups, the study results show that (42%) are within the third age group (40-49) years old. This result is similar to the results obtained from studies done by (Stella ,2015).These results indicate that the majority of studied managers and assistants are in school ages (adulthood).

Regarding the subject's "Education Levels", the results indicate that most of the studied individuals had low educational levels, since cumulative percentages under graduation "Institute or college" are accounted (74.5%) table (4.1). This finding is similar to the results obtained from some studies (Roger,2012). This study indicates the educational level item for full-time teachers shows that participants have a bachelor degree.

The monthly income result indicates that the highest percentage reports "enough to some extent". This group represents (49%),because most school administrations are convinced Of their monthly incomes , especially after the large increases in their salaries. The percentage of those who "enough" is (25%), while the percentage of those who answered " not enough" is (26%).

Part II: Discussion of distribution of the study sample responses to the services efficiency according to domains

1.General Appearance:

The majority of the schools administrations responses to the services efficiency/general appearance domain items are "partially satisfied" at (Measures designed to reduce noise around the school building, Measures designed to clean school, Windows locked school floors, The existence of emergency exits and School, The provision of potable water, appropriate playground , Providing good lighting, natural and artificial, monitor the cleanliness of classrooms and the provision of waste bins).because most of the schools in Thi-Qar governorate are recently reconstruction in order to the needs of students including the general appearance of the school and some of the buildings attached to the school. This result corresponds with a study by (Aina 2014). The findings reveal a high level of satisfaction with the available environmental components (mean of scores= 64.02).

2.Care of emergency situations and first aid:

The majority of the study sample of " take care of emergency situations and first aid" is partially satisfied to responses(provide basic health services to the community school, provide a bag equipped with initial aid treatment, the existence of an internal organization to deal with the ambulatory cases)to the services efficiency (table 4.4) .This is due to the presence of medical equipment sufficient for this purpose, and that the school health program cares greatly about emergencies and special cases, which are referred by the school , such as head injury , fractures ,wounds and falling. This result agrees with the result reached by (Sara Lowe 2013).This results shows teacher satisfaction and efficacy about health education services.

3.Nutrition and food safety

Administrations responses to the services efficiency are "partially satisfied" in answers to(Subjecting the school shop to specifications and health conditions, the existence of the activities of nutrition education at school, Identify food problems among students and Fulfill the conditions of provision of food) table (4-5)due to the rise in the level of awareness of food in the school community , and delivering health messages to the parents

of the students and their families. These results agree with the study in terms improving patient satisfaction in a hospital foodservice studied by (Vanessa, 2011). They find that the consumers responses to the health care expressed "somewhat satisfied" with the efficiency of nutrition services and shown to be effective in significantly improving patient foodservice satisfaction.

4. Interest in the health of employee

Concerning the interest in the health of employee domain, the majority of the school's administrations in the study respond "partially satisfied" to the services efficiency (making medical periodic checks for workers at the school, The existence register of workers, Health education for employees) due to the periodic inspection of the workers and the establishment of training courses for them in this area to help them avoid problems and diseases table(4-6). This result agrees with the result which is obtained by (Ololube, 2004). This findings revealed satisfaction about kinds of experiences such as psychological and physical climate in the classroom, motivation of employees.

5. Mental state and Guidance

The majority of the study sample is partially satisfied with (Publication of mental health concepts between segments of society, The existence of awareness-raising activities and guide lines for the prevention of psychological and behavioral problems, such as phase the style of the disorder, speech delay, shyness and introversion, referral of cases that need to be treated and follow-up) and the services efficiency/mental state and guidance domain because of the adequate attention by the Health cases of psychological application and providing guidance to them table (4-7). This result agrees with result which is obtained from (Bahman, 2009). The results show students rise to emotional and psychological problems and that life satisfaction can improve the level of mental health.

6. Satisfaction

The majority of the study sample is "partially satisfied" in their responses to the services efficiency/ Satisfaction domain the school administrations' report about school health plans and health insurance has a clear role in consolidating the spirit of cooperation and solidarity among members of the community. They are also satisfied with the students benefit from health services). because of the existence of services provided by the health centers for students and teaching staff which serve the community. This result agrees with the result obtained by (Tara et.a 1, 2013).

7. Comprehensive health detection

Regarding table(4-3). the comprehensive health detection the school's administrations responses was partially satisfied to response (Periodic visits as a result of the great cooperation between the departments of schools and health personnel. This result very close and agree with the result by (Hinkley, 2014) was conducted regarding the Comprehensive health detection provided in school health services and include vision and hearing examination.

Part III: Discussion of the Correlation between the Demographic Data and Overall evaluation domains for Efficiency of the services

Show a relationship between the different levels of the demographical characteristics (age, gender, monthly income,

educational level and type of school) of the studied samples and an overall responding which reports cut off point. The findings show that there are a non-significant association between the schools administration's satisfaction with school health services and their demographic data at p-value more than 0.05, except the level of education, there is a significant association.

These results are supported by Beesley (2004). "The schools' administrations' surveyed for this study consist of 500 certified principals randomly selected across the United States. Participants are identified and recruited through the list serves of the National Associations for Elementary and Secondary School Principals.

The results are supported by Carole (2011, p172) In this study, a convenience sample of 736 teachers and 38 school-level administrators in a public school system in Georgia. Interviews were conducted face to face in respondents' own homes, taking about 25 minutes on average

In addition these results are supported by Hinkley (2014). "The survey included 500 teachers in 50 randomly selected elementary schools. The response rate was less than the 20% goal with seventy-eight teachers responding to the survey, representing 15.6% of the total teachers contacted.

The results are also supported by Assefa and others (2011). "The questionnaire was administered to a total of 422 participant, of which, 51.7 % were males, about 33.4% of the respondents were between the age group 25-34.

V. CONCLUSION

The study found that most of the samples of males and relevant age group (40-49) because the males are more than females in the schools and administrators present in the male schools are male category. It is found that the monthly income of most of the sample is sufficient to some extent or with a limited income. concluded that the study of efficiency services factor about school health services to the questionnaire on the basis of the seven domains records the largest percentage of the schools administrations' satisfaction.

VI. RECOMMENDATION

Based on the study results and conclusions, the study recommends the following:

1. The study recommends that as long as there is a satisfaction by the school administrations about school health services in Thi-Qar province.
2. The provision of school activities that help students grow. socially, educationally and culturally within and outside the school.
3. The study suggests that it should provide a means of cooperation between health centers and school administrations to meet the needs of students with special circumstances.
4. There should be improvements in the overall appearance school buildings by providing a clean environment with gardens, playgrounds and recreation and making the students and staff prepared to provide

integrated education .because most of these schools lack these things.

5. Implementing and upholding rules and regulations issued by the higher departments responsible for education, and specific to the school administrations.

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