

Evaluation the Quality of Health Services at Orphanage in Kut City

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Abstract- Background: States and societies are accelerating to achieve higher levels and levels of development, to improve the quality of life, and to promote human beings in society. Thus, development cannot be without dependence on man. He creates, directs and benefits from its income.

Objective: To assess the quality of health services at the orphanage in Kut City.

Methodology: A descriptive study design is conducted in Wasit Governorate at the Orphanage in Kut City. By simple randomized sample which account of (29) subjects is selected for the purpose of the study among those who work at orphanage in Kut City. A questionnaire and self report considered a means for data collection. It consist of the (25) items divided into (5) sections includes; Material physical aspects, Independency, Responsiveness in health services, Safety and security health services, and Empathy in services. Through the used descriptive statistical (SPSS) version XX analysis approach that includes, frequencies, percentages, and mean of scores.

Results: The study findings indicated that the (44.8%) concerned with material physical aspects. Also, (51.7%) concerned with the independency health services. Regarding responsiveness of health services, results reveals (55.2%) moderately. Safety and Empathy in services, findings indicated (44.8% and 55.2%) respectively moderate out total number of the study sample. A majority of majority of the (55.2%) are moderate quality health services provided at orphanage.

Conclusions: The study concludes the quality of health services are moderated in all aspects and majority of these services are partial in their quality.

Recommendations: The Ministry of Labour and Social Affairs need to be provide a sufficient number of specialized and valuable workers on the health side. As well as provide security facilities within the institution in a professional manner that achieves public safety especially for orphans as children and support the strength points.

Index Terms- Evaluation, Quality of Health Services, Orphanage.

I. INTRODUCTION

Human development is not just the development of human resources, or the fulfillment of the basic needs of people, but a comprehensive integrated development of human beings and of community institutions, where development is no longer viewed as economic growth alone, Since man is the essential tool for every progress in society, so it was necessary to increase attention to the human element⁽¹⁾⁽²⁾.

This is what we observe after the end of the Setback (1948), in which most of the Palestinian areas were under Israeli control, with the exception of some areas that retained their Palestinian identity. The term "West Bank" The West Bank, the Gaza Strip and East Jerusalem - the area of the holy places. Those who read the history of Palestinian society are well aware that the Setback is a term still present in the minds of many of the Palestinian people. Means the expulsion of more than one million Palestinians, to live Cal Refugees in neighboring Arab countries⁽³⁾⁽⁴⁾⁽⁵⁾.

It was therefore necessary to pay attention to their children, where the noble group formed the first orphanage to relieve the orphans who lost their parents in the wake of the catastrophe of Palestine in 1948. They suffered from the scourge of destruction, homelessness and loss of the homeland. Arab homeless, to shelter orphans in tents, and later developed into a dwelling and then became the Association of Hope Institute for orphans in Gaza, this association works to provide many services⁽⁶⁾.

Many studies have been conducted to identify the quality of the services provided by the Institute for Orphans from the point of view of the employees. The studies aims to seek the strengths and weaknesses of the Institute and to identify the appropriate ways to provide better care for orphans and to raise the level of this institute towards a promising future. It's also, attention to the importance of quality of service in the Institute of orphans due to lack of studies and research on quality assessment service at the Institute of orphans, where the term quality of service has become a title for many international institutions to reach a better service level⁽⁷⁾.

II. METHODOLOGY

The study aims:

To assess the quality of health services at the orphanage in Kut City.

Study Design: A descriptive study design is conducted in Wasit Governorate at the Orphanage in Kut City.

Study participants: A simple randomized sample which account of (30) subjects is selected for the purpose of the study among those who work at orphanage in Kut City.

Materials and Methods: A modified questionnaire adopted by the researcher. It considered a means for data collection. It consist of the (25) items divided into (5) sections includes; Material physical aspects, Independency, Responsiveness in health services, Safety and security health services, and Empathy in services. These items are measured on 3-level type Liker's Scale as 3 for High, 2 for Moderate, and 1 for Low.

Data analysis: Through the used descriptive statistical (SPSS) percentages, and mean of scores. version XX analysis approach that includes, frequencies,

III. RESULTS

Table (1): Distribution of the Study Sample by their Health Quality Services Domains

Domains	Rating	F	%	M.S.	Assessment
Material physical aspects	Low	10	34.5	1.86	Moderate
	Moderate	13	44.8		
	High	6	20.7		
Independency	Low	3	10.3	2.28	Moderate
	Moderate	15	51.7		
	High	11	37.9		
Responsiveness in health services	Low	4	13.8	2.17	Moderate
	Moderate	16	55.2		
	High	9	31.0		
Safety and security health services	Low	5	17.2	2.21	Moderate
	Moderate	13	44.8		
	High	11	37.9		
Empathy in services	Low	3	10.3	2.24	Moderate
	Moderate	16	55.2		
	High	10	34.5		
	Total	29	100		

F=Frequency, %= Parentage, M.S.= Mean of score, Cut off point (0.66), Low (mean of score 1-1.66), Moderate (mean of score 1.67-2.33), High (mean of score 2.34 and more).

Results reveals that the (44.8%) moderately in regarding with material physical aspects. Concerning independency health services, findings indicated that (51.7%) are moderately in their quality. Regarding Responsiveness health services, results depicts that the moderate of health services (55.2%). In regarding

with the safety and Empathy in services, findings indicated (44.8% and 55.2%) respectively moderate out total number of the study sample.

Table (2): Distribution of the Study Sample by their Overall Assessment Health Quality Services Provided in Orphanage

Quality of Health Services	Rating	F	%	M.S.	Assessment
	Low	3	10.3	2.24	Moderate
	Moderate	16	55.2		
	High	10	34.5		
	Total	29	100		

F=Frequency, %= Parentage, M.S.= Mean of score, Cut off point (0.66), Low (mean of score 1-1.66), Moderate (mean of score 1.67-2.33), High (mean of score 2.34 and more).

Results indicate the majority of the (55.2%) are moderate quality health services provided at orphanage (mean of score 1.67-2.33).

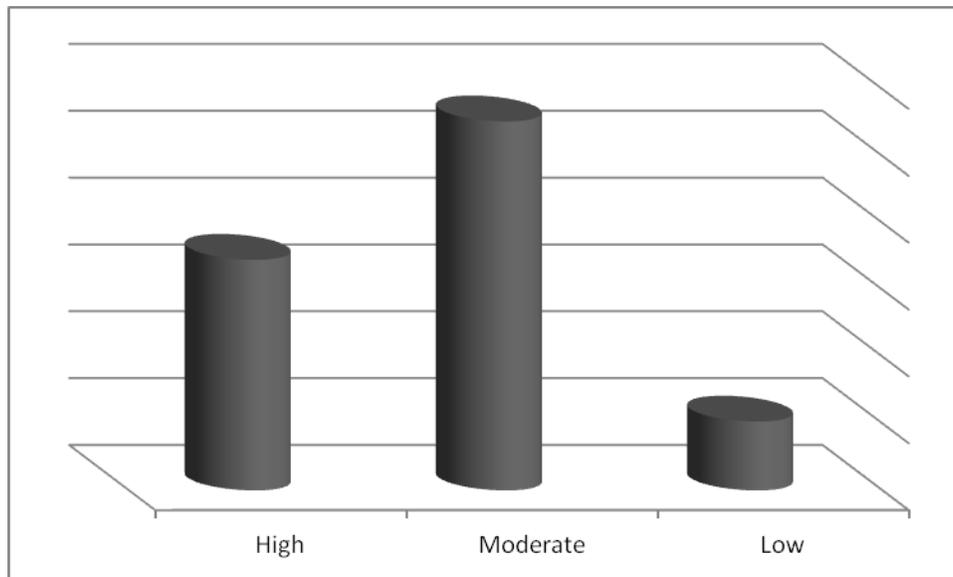


Figure show the Overall Quality of Health Services

IV. DISCUSSIONS

Findings reveals that the (44.8%) moderately in regarding with material physical aspects. These results agree with study has been assessed the social research in the social service environment. Their findings indicated partial quality health care services concerned with the material aspects⁽⁸⁾.

Concerning independency health services, findings indicated that (51.7%) are moderately in their quality. These results come with study has been social development in the framework of the new global changes Their findings indicated moderate to high quality health care services concerned independency health services⁽⁹⁾.

Regarding Responsiveness health services, results depicts that the moderate of health services (55.2%). In regarding with the safety and Empathy in services, findings indicated (44.8% and 55.2%) respectively moderate out total number of the study sample. These results come with study has been investigated the effect of quality of internal services on job satisfaction of the employees of Jordan Orphan Development Foundation. Their findings indicated moderate satisfied with health services provided in Orphan⁽¹⁰⁾.

Results indicate the majority of the (55.2%) are moderate quality health services provided at orphanage. As being a failure to provide a sufficient number of specialized staff to serve the orphans, in order to solve their problems, and the rapid delivery of services to them on time. These results come with study has been evaluated the quality of service at the Hope Institute for Orphans in Gaza from the point of view of workers⁽¹¹⁾.

V. CONCLUSIONS

The study concludes the quality of health services are moderated in all aspects and majority of these services are partial in their quality.

VI. RECOMMENDATIONS

The Ministry of Labour and Social Affairs need to be provide a sufficient number of specialized and valuable workers on the health side. As well as provide security facilities within the institution in a professional manner that achieves public safety especially for orphans as children and support the strength points.

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