

Sharing Information on the Performance of the Medical Staff and Its Impact on Improving the Quality of Health Care in Palestine

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Abstract: *The study aimed to identify the sharing of information and its impact on the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates. The study adopted the descriptive analytical approach. The number is 2150 employees, and the questionnaire was distributed to a stratified random sample of 330 employees, and 302 questionnaires were retrieved, with a rate of 91.5%. One of the most important results of the study was that there is a statistically significant effect at the level ($\alpha \leq 0.05$) of information sharing for the performance of the medical staff in the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates. The axis of participation in information came with a relative weight (69.6%) and a high degree. The level of health care quality was high with a relative weight of (69.0%). One of the most important recommendations of the study was the need to pay attention to measuring patients' satisfaction levels, and to set up a box for complaints and suggestions for patients, and what are their suggestions and point of view for the service provided to them.*

Keywords: Participation in Information, Quality of Health Care, Shifa Medical Complex, Southern Palestinian Governorates, Palestine.

Introduction

The health sector has recently witnessed great interest at all levels in applying quality standards and quality systems procedures with the aim of continuous improvement and development, and to keep pace with progress and change in the needs of societies in the economic, social, political and cultural fields, as the health sector is the safety valve to maintain the safety of all users of health services. Which requires improving quality as an important means of gaining the trust of the beneficiaries of health services, and it is one of the foundations of modern management that contributes to improving work in light of successive challenges and developments (Abu-Nahel et al., 2020) and (Abdulla et al., 2017).

Among the most prominent of these developments and challenges is the spread of the new Corona virus, as the World Health Organization declared the spread of the Covid 19 virus and considered it a global and emergency health problem that requires attention and multifaceted strategies, including early detection, isolation and treatment (WHO, 2020). The concept of sharing information in the health field has received great attention, so that hospitals and the health sector can develop and face various challenges, and because the health service is one of the services that cannot be postponed, it has become necessary for these hospitals to have a positive attitude towards performing their activities with the required quality, and reduce negative performance in Providing services, and encourages the process of administrative empowerment of its employees by delegating powers, involving them in decision-making, training them continuously, and increasing their motivation to raise their level of performance (Mohammed et al., 2019).

Based on the foregoing, this study comes in order to identify the sharing of information for the performance of the medical staff and its impact on improving the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates.

Problem Statement

The researchers conducted a telephone interview with (Salamiyeh, 2022), the Director General of Al-Shifa Medical Complex, who confirmed that in light of the volatile conditions and conditions that the southern Palestinian governorates are going through in terms of economic, political and technological changes, hospitals of all kinds have to keep up with these developments and changes through Adopting modern administrative methods, and among these methods is the sharing of information, which is done by sharing employees with administrative and medical information and providing the necessary training for employees, in addition to providing the employees with active participation in work, providing the necessary material and moral incentives for them, and providing the appropriate and supportive environment for them, and in the end Adopting these requirements and employing them in government hospitals in the southern Palestinian governorates contributes to achieving high levels of excellence in performance, which is reflected in the quality of health care provided to the public. Therefore, the success of institutions is the outcome of the performance of its employees, which increases if they obtain a greater area of freedom and the enhancement of confidence and self-control, which is provided by the element of sharing information, and because health services are provided through the human element, whether direct medical or auxiliary and even administrative, it is necessary to enable him to provide this service to the fullest.

Research Questions

Based on the foregoing, the main question of the current study was:

What is the effect of sharing information on the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates?

The following questions branch out from it:

Q1-: What is the level of information sharing for the performance of the health medical staff in Al-Shifa Medical Complex in the southern Palestinian governorates?

Q2-: What is the level of quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates?

Q3-: What is the nature of the relationship between sharing information on the performance of the medical staff and the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates?

Research Objectives

Based on the established research questions, this study aims to achieve the following objectives:

1. Determining the impact of information sharing on the performance of the medical staff in the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates.
2. To identify the effect of sharing information on the performance of the health medical staff in Al-Shifa Medical Complex in the southern Palestinian governorates.
3. Detection of the level of health care quality in Al-Shifa Medical Complex in the southern Palestinian governorates.
4. Determining the nature of the relationship between information sharing for the performance of the medical staff and the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates.
5. Provide recommendations to decision-makers in Al-Shifa Medical Complex about sharing information, and promoting it in appropriate ways and means.

Research Importance

The importance of the study is shown by the benefit that will be given to:

Scientific (Theoretical) Importance:

1. The current study may contribute to adding theoretical concepts about information sharing, in addition to identifying the concepts of quality in health care, and providing a theoretical framework around it.
2. The study may provide a theoretical review of the concepts, characteristics and attributes of sharing information, and therefore the current study will provide concepts and literature on these topics, which contributes to enriching the scientific library with new concepts.
3. The current study may benefit researchers and those interested in a clearer and more realistic vision. It could be a useful reference for researchers about the impact of sharing information on the performance of medical staff and the quality of health care in Palestinian governmental hospitals.

Practical (Applied) Importance:

1. The practical importance of the study is shown by what it will add of practical practices and applications about the sharing of information on the performance of employees and its role in the quality of health care in government hospitals in the southern Palestinian governorates, and this comes by revealing the nature of the relationship between these areas.
2. The current study may provide decision makers in Palestinian governmental hospitals with a clearer and more realistic vision about their level of information sharing and its role in influencing the quality of health care.
3. Work to support and encourage the concepts of information sharing in Palestinian governmental hospitals, and develop them in appropriate ways and means.

Research hypothesis

Ho₁: There is a statistically significant relationship at the level of significance ($\alpha \leq 0.05$) between participation in information and the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates.

Ho₂: There is a statistically significant effect at the level of significance ($\alpha \leq 0.05$) sharing information on medical performance on the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates.

Limitations and Directions for Research

The scope of the study shall be as follows:

1. **Human Limit:** The study was applied to employees in Al-Shifa Medical Complex in the southern Palestinian governorates (doctors, nurses, administrators, technicians).
2. **Objective limits:** The current study was limited to examining the effect of sharing information on the performance of the medical staff in improving the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates.
3. **Time Limits:** This study was implemented in 2023 and therefore represents the reality at this time.
4. **Spatial Borders:** Palestine - the southern Palestinian governorates.

Literature Reviews

Previous studies related to the subject of the study were reviewed, and these studies were obtained with the aim of benefiting from them in the current study.

- Study of (Hamdan et al., 2021) The aim of the research is to identify the reality of the practice of crisis management in light of The Corona Pandemic, and to achieve the research objectives, the researchers used the descriptive and analytical approach using

- the comprehensive survey method for the total research community, which numbered (110) individuals, while (90) were recovered: That the level of crisis management practice came with a relative weight (75.60%). Among the most important recommendations made by the research: Work to disburse a health risk premium to all workers in health centers, in addition to paying attention to training and building work teams in various fields, including the crisis team.
- Study of (Hamdan et al., 2021) The aim of the research is to identify the reality of the quality of health services in light of the Corona Pandemic, and in order to achieve the research objectives, the researchers used the descriptive and analytical approach using a comprehensive survey method for the total research community, whose number reached (110) individuals, while (90) were recovered: The level of health service quality is of relative weight (76%). Among the most important recommendations made by the research: Work to pay a health risk premium to all workers in health centers, in addition to paying attention to training and building work teams in various fields to improve the quality of health services provided.
 - Study of (Zaid et al., 2020) This study aims at investigating the linkage between total quality management (TQM), perceived service quality (PSQ), as well as their impact on the patient satisfaction (PS) and behavior intentions (BIs) among Palestinian healthcare organizations. Drawing on a survey, results clearly indicated that TQM significantly affects PSQ and PS; PSQ positively influence PS and BIs and BIs are influenced positively by PS. Moreover, the positive link between PSQ and BIs is mediated by PS. A final model was developed that shows that both TQM and PSQ directly influence PS and BIs. On the basis of the results of this study, hospital managers are suggested to design management strategies that are more patient-centred and emphasize on technical as well as functional capabilities of the service providers in order to live up to the client's expectations. The noteworthy contributions of this study, to the relevant literature, are the establishment of the direct effect of PSQ on BIs of customers and the confirmation of the mediating effect of PS on the positive link between PSQ and BIs. These findings are deemed significant in strategic planning leading to better customer satisfaction.
 - Study of (Arqawi et al., 2020) The aim of the research is to identify the integration of the dimensions of computerized health information systems and their role in improving administrative performance in Dar Al-Shifa Medical Complex. The researchers used the questionnaire method to collect data and the random stratified sample method. A sample of 30 questionnaires was distributed to test the internal consistency, structural honesty and stability of the questionnaire. After verifying the validity and reliability of the test, (220) questionnaires were distributed to the study population and (197) responses were retrieved with the rate of (89.5%). The study found that the field of "equipment and equipment used" is not statistically significant at the level of ($\alpha \leq 0.05$), indicating that the average response rate for this field is not significantly different from the average approval level (3). This means that there is moderate approval by the sample members in this field. The field of "databases used" is statistically significant at the level of significance ($\alpha \leq 0.05$), indicating that the average response to this field has exceeded the average approval level (3). This means that there is considerable approval by the sample Paragraphs of this field. The field of "networks" is statistically significant at the level of significance ($\alpha \leq 0.05$), indicating that the average response to this field has exceeded the degree of intermediate approval which is (3) which means that there is a high degree of approval by the respondents of the field. The field of "senior management support" is not statistically significant at the level of significance ($\alpha \leq 0.05$), indicating that the average response rate for this field is not significantly different from the average approval level (3). This means that there is moderate approval by individuals sample on this field. The results showed a statistically significant relationship between computerized health information systems on improving administrative performance at Dar Al-Shifa Medical Complex - Gaza at a statistical significance level ($\alpha \leq 0.05$). The existence of a statistically significant relationship between equipment and devices used to improve administrative performance in Dar Al-Shifa Medical Complex - Gaza at a statistical significance level ($\alpha \leq 0.05$). A statistically significant relationship to the databases used to improve administrative performance at Dar Al-Shifa Medical Complex-Gaza at a statistical significance level ($\alpha \leq 0.05$). The results also confirmed a relationship between the networks to improve the administrative performance in Dar Al-Shifa Medical Complex-Gaza.
 - Study of (Srouf, 2019) aimed at identifying the degree of leadership empowerment with its dimensions (providing independence, effective sharing of information, professional development, and a supportive environment) for secondary school teachers in the southern governorates of Palestine and its relationship to their level of competence in dealing with students' classroom problems. The study adopted the descriptive analytical approach. The study population consisted of secondary school teachers and principals of secondary schools and their deputies in the governorates of Gaza and North Gaza, and the number of teachers in it is (1817) male and female, and the number of principals is (136) principals, and the study sample that was chosen randomly consisted of (347) male and female teachers. (100) male and female managers. The study showed that the degree of leadership empowerment practiced by secondary school principals in the southern governorates of Palestine came to a medium degree, and it was found that there were statistically significant differences between the mean estimates of the sample members (teachers) for the degree of leadership empowerment for secondary school teachers in the southern governorates of Palestine due to the variable years of service in favor of the category (10 years and over), while there are no differences due to the variables of gender, specialization, educational qualification and educational district.
 - Study of (Al-Hajjaj & Hassouna, 2019), which aimed to determine the level of administrative empowerment in its dimensions (communication and information sharing, delegation of powers, motivation, work teams, training) among principals of private basic schools in the capital Amman Governorate and its relationship to the job performance of their teachers. The researchers used the method The correlational survey, and the study population consisted of all the teachers of the private basic schools in

the capital, Amman, with a total of (14477) male and female teachers, and a random sample of 370 individuals was chosen from them, and their data was collected through a questionnaire. The study showed that the level of administrative empowerment was high, the level of job performance was high, and there is a positive correlation with statistical significance between administrative empowerment and the job performance of teachers.

- Study of (Nnaemek et al., (2019), which aimed to determine the impact of employee empowerment with its dimensions (employee training, employee participation with information, and employee motivation) on the performance of industrial organizations in the Nigerian state of Enugu, and the study adopted the descriptive survey method, and the study population consisted of all employees in Industrial organizations in the state and their number is 2835 individuals, and a random sample of 351 individuals was chosen, and their data was collected through a questionnaire. The study showed that training has a significant impact on productivity in industrial organizations, and it was also shown that there is a positive relationship between employee compensation and employee performance, and employee participation in decision-making greatly affects employee commitment.
- Study of (Al-Ashkham, 2017), which aimed to determine the role of the staff empowerment strategy in improving the level of health service quality in Al-Zawiya Teaching Hospital. The study adopted the descriptive analytical approach. The study population consisted of all hospital employees. Individuals, and their data was collected through a questionnaire. The study showed that there is a statistically significant effect of the empowerment strategy on the level of health service quality, and the hospital adopts the provision of health service at high quality levels.
- Study of (Aryan et al., 2016) Which aimed to explore the various dimensions of empowering employees (communications, participating, stimulation, delegation, independence, responsibility) and determining the impact of the methods of empowering employees on the performance of private sector employees in Punjab state in India, and the study adopted the descriptive survey approach, and the study community is from all workers in Private institutions in the Indian Punjab state, and a random sample number 80 employees was chosen, and their data were collected through a questionnaire. The study showed that the level of administrative empowerment in its dimensions (communications, participation, motivation, delegation, independence, responsibility) in Indian private organizations came high, and it was also found that the performance of employees was greatly affected by independent decision -making and open communication in the organization.

The most important thing that distinguishes the current study from previous studies

1. One of the recent studies that dealt with sharing information on the performance of medical staff in government hospitals in the southern Palestinian governorates.
2. The current study linked the sharing of information to the performance of the medical staff and the quality of health care, and it is one of the recent studies that linked these two areas.
3. The study adopted the descriptive analytical approach to achieve the objectives of the study. It also relied on the questionnaire as a tool for collecting the necessary data, which gives the study a deep and objective dimension.

Conceptual Frameworks

First - Sharing Information:

Information is considered the basic foundation for decision-making and selection of alternatives, and information is one of the sources of strength in the organization, as it contributes to the transfer of knowledge to all employees in the organization and makes them feel the importance of their work through control and empowerment in performing their jobs, and from here the empowerment relationship appears with information, so in order for the worker to be possible, it must be obtained On the information that enables him to participate in assuming his responsibilities to the fullest (Madani and Ahmadi, 2015). In order for subordinates to be empowered to make better decisions for the organization, they need information about their jobs and the organization as a whole. Empowered employees must have access to information that helps them understand how their jobs and the work teams they participate in contribute to the success of the organization (Al-Harashsheh and Al-Sharafat, 2019). Whereas, effective participation takes place through organizations clarifying the scope for exchanging information between the parties and employees of the organization, participating in decision-making, granting powers and responsibilities, building work teams, and providing autonomy (Al-Hajjaji, 2020).

Secondly- The Quality of Health Care

Service Concept: Services are defined as intangible products that are exchanged directly from the producer to the user, and are not transferred or stored, or are those activities or benefits that are offered for sale or that are offered in connection with a specific commodity, and it is noted from this definition that the American Marketing Association for Services has focused On the characteristics of the service in terms of being intangible, not transferred, not separated from the provider, and the customer's participation in its production (Kasiri et al., 2017).

The Concept of Quality: It is a set of qualities and characteristics that characterize the product or service, which leads to meeting the needs of consumers and customers, whether in terms of product design, manufacturing, or its ability to perform, in order to reach the satisfaction and happiness of these customers (Meesala and Paul, 2018).

The Concept of Service Quality: It represents the difference between customers' expectations of perceived service and actual service (Izadi et al., 2017). Or the ability of a product or service to meet consumer needs (Prentice et al., 2019).

Benefits of Applying Quality Management in the Health Services Sector:

The health sector faces many and great challenges, perhaps foremost of which are the increasing costs in the production of medical services, and the challenges of the quality of these services, especially since these hospitals deal with human health and the factor of life and death. Whereas, TQM achieves optimal use of resources, rationing expenditures, and seeks to achieve integrated quality in operations and service provided to patients and hospital auditors. The most important benefits of applying TQM in health organizations can be summarized as follows (Al-Malahsan, 2018):

1. **Quality Of Care Provided:** The goal of applying total quality management is to achieve high levels of quality in medical care provided by hospitals, optimal use of its material and human resources, rationalization of expenditures and use, evaluation of the quality of productivity represented in health services, and permanent and continuous work to improve the quality of health services.
2. **Customer Satisfaction:** Total Quality Management aims to provide a high-quality health service in line with the aspirations of its beneficiaries, through a process aimed at continuous improvement of quality in line with and exceeding customer expectations.
3. **Raising The Morale Of Employees:** The participation of employees in decision-making is one of the basics of total quality management, as they are considered internal customers that must be satisfied.

Al-Shifa Medical Complex: a medical complex that includes three hospitals, which are Al-Batinah Hospital, the Surgical Hospital, and the Maternity Hospital. It is located in Gaza City, and serves Gaza Governorate in particular and covers the southern Palestinian governorates in general. Its bed capacity is 619 beds, and the number of employees of the complex in all specialties is a total of 1487. Accredited as a training center for the National Training Program.

Human Cadres Working In Government Hospitals At The Ministry Of Health In The Southern Palestinian Governorates

- **Doctors Working In Hospitals:** the number of doctors in the Ministry's hospitals reached a total of 1368 male and female doctors, including 696 specialist doctors. Dr. Abdel Aziz Al Rantisi Specialized Children's Hospital. The average number of doctors in each hospital is 114.
- **Nurses Working In Hospitals:** Nurses constitute 37% of the total number of employees in Ministry of Health hospitals, as the total number of nurses in hospitals affiliated to the Ministry of Health in the governorates of the southern Palestinian governorates until December 2018 is (2042) male and female nurses, and the majority of nurses are campaigners The university degree (Bachelor's) represented 50%, which is a high percentage that reflects the rise in the academic level of nursing.
- **Employees In Laboratories And Blood Banks:** The number of employees in hospital laboratories and blood banks during the year 2018 reached (266) medical analysis specialists and laboratory technicians, of whom (156) are males and (110) are females, distributed according to academic qualification: (2) Ph.D., (36) Masters, (176) Bachelors and (52) Diplomas.
- **Radiology Employees and Technical Specialties:** The total number of employees in the various technical specialties of medical imaging, physiotherapy, anesthesia, audiovisuals and EEG is 350 employees. The category of medical imaging technician ranked first among medical technicians with a percentage of 54%, followed by the category of specialist and physiotherapy technician with a percentage of 22.8%.
- **Employees In Administrative And Financial Affairs:** The total number of employees in the various administrative and financial specializations in the Department of Administrative and Financial Affairs is 1260 employees.

Challenges and obstacles faced by government hospitals in the southern Palestinian governorates:

There are some challenges and obstacles facing government hospitals in the southern Palestinian governorates, including (Palestinian Central Bureau of Statistics, 2018):

1. Shortage of qualified human cadres from the category of doctors with a precise specialization, such as: oncology medicine, intensive care medicine, emergency medicine, and neonatology.
2. Shortage of human cadres in the category of specialized nursing, such as: anesthesia and intensive care nursing.
3. Due to the prevailing economic conditions in the southern Palestinian governorates, the public depends on government health services, so government hospitals suffer from an increase in the number of outpatients, which forces the medical staff to see large numbers of patients during one day, as well as the long wait for patients to pre-book outpatient clinics in some specialties The long waiting time for patients to undergo surgery.
4. The chronic shortage of some types of medicines and medical supplies, which negatively affects the provision of health services.
5. The absence of a clear policy for the optimal disposal of medical waste, despite the existence of some limited experiences in some hospitals.
6. Weakness of the supportive administrative services system such as: (laundry services, cleaning services) despite the Ministry's recourse and adoption of the principle of purchasing services from an external party.
7. Incompleteness of the legislative and legal system related to the principles of responsibility and medical accountability.

Methodology and Procedures:

Study Methodology: In order to achieve the objectives of the study, the analytical descriptive approach was used, through which it attempts to describe the phenomenon under study, analyze its data, and the relationship between its components, the opinions expressed about it, the processes it includes, and the effects it causes.

Data Collection Methods:

1. **Secondary Sources:** The theoretical framework of the study was addressed to the secondary data sources, which are the relevant Arabic and foreign books and references, periodicals, articles, reports, previous research and studies that dealt with the subject of the study, and research and reading on various internet sites.
2. **Primary Sources:** To address the analytical aspects of the subject of the study, primary data collection was resorted to through the questionnaire, a main tool for research, designed specifically for this purpose.

Study Population: The study population is defined as the total group of elements that researchers seek to generalize results related to the phenomenon they are studying (Al-Bahrawy, 2010). Job levels (doctors, nurses, administrators, and technicians) with a total of 2,150 employees.

The Study Sample:

1. **The Survey Sample:** It consisted of 30 employees, with the aim of codifying the study tool, and verifying its validity for application to the actual sample. They were included in the final analysis of the study, as no modifications were made to the questionnaire.
2. **The Actual Sample:** The sample size was calculated from the following equation (Al-Bahrawy, 2010):

$$n = \left(\frac{Z}{2m} \right)^2 \quad (1)$$

Where:

Z: the standard value corresponding to a known level of significance (eg: Z = 1.96 for a level of significance).

m: Marginal error: It is expressed as a decimal point (eg:)

The sample size is corrected for the case of the final communities from the equation:

$$n_{\text{Modifier}} = \frac{nN}{N + n - 1} \quad (2)$$

Where N is the size of the population

Using equation (1), we find that the sample size is:

$$n = \left(\frac{1.96}{2 \times 0.05} \right)^2 \cong 384$$

Since the study population is N = 2150, the sample size adjusted using equation (2) is equal to:

$$= \frac{384 \times 2150}{2150 + 384 - 1} \cong 324 \text{ Modifier } n$$

Thus, the appropriate sample size in this case is equal to at least 324, and the stratified random sampling method was used, as 330 questionnaires were distributed to the study population, and 302 questionnaires were retrieved, with a rate of 91.5%.

Study Tool: A questionnaire was prepared on "Sharing Information on the Performance of the Medical Staff and Its Impact on Improving the Quality of Health Care in Palestine", where it consists of two parts:

1. **The First Section:** Participation in the information, and it consists of (6) paragraphs.
2. **The Second Section:** It is the level of health care quality, and it consists of (15) paragraphs.

A five-point Likert scale was used to measure the respondents' responses to the questionnaire items, as follows:

Table 1: Five Laker scale degrees

Response	A Very Small Degree Approved	A Few Degrees Agree	Average Compatibility	OK Greatly	A Very Large Degree
Degree	1	2	3	4	5

The Validity Of The Questionnaire: The validity of the questionnaire means that the questionnaire measures what was set to measure it, as it means by validity that "the survey includes all the elements that must be included in the analysis on the one hand, and the clarity of its paragraphs and vocabulary on the other hand, so that it is understandable to everyone who uses it (Al-Salmi, 2012) The validity of the questionnaire was verified in two ways:

1. **The Veracity Of The Opinions Of The Arbitrators "Virtual Honesty":** The questionnaire was presented to a group of arbitrators specialized in business administration, and the researchers made the necessary deletion and modification in light of the proposals submitted, and thus the questionnaire came out in its final form.
2. **Validity Of The Scale:**

First - Internal Validity: Internal consistency honestly means the extent to which each paragraph of the questionnaire is consistent with the field to which this paragraph belongs (Al-Bahrawy, 2010). The researchers calculated the internal consistency of the

questionnaire by calculating the correlation coefficients between each of the paragraphs. The fields of the questionnaire and the total score for the same field, and this was done on the survey sample consisting of (30) individuals.

Table 2: Correlation coefficient between each item of the information participation axis and the total score of the axis

#	Statement	Correlation Coefficient	Significance Level
1.	The hospital management provides a clear and fast communication system that allows the flow of information.	.856	function at 0.01
2.	The instructions and procedures received from the hospital administration are clear.	.893	function at 0.01
3.	The hospital management provides effective and advanced means of communication with the staff.	.908	function at 0.01
4.	The hospital administration provides an easily accessible information system.	.867	function at 0.01
5.	The organizational structure of the hospital allows easy exchange of information.	.878	function at 0.01
6.	The hospital administration encourages employees to exchange information with it on work issues.	.785	function at 0.01

The previous table shows that the correlation coefficient between each paragraph of the axis (participation in information) and the total score of the axis, which shows that the built correlation coefficients are a function at a significant level (0.05, 0.01), and thus the axis is considered true to what was set to measure it.

Table 3: Correlation coefficient between each paragraph of the health care quality level axis and the total score of the axis

#	Statement	Correlation coefficient	Significance Level
1.	The procedures for obtaining the service are clear in patients.	.858	function at 0.01
2.	The costs of obtaining health services are easy for all patients.	.828	function at 0.01
3.	The hospital administration sets appropriate dates to provide health service to patients.	.900	function at 0.01
4.	There is flexibility in providing hospital health services.	.879	function at 0.01
5.	Hospital employees use modern methods to facilitate the provision of the service.	.849	function at 0.01
6.	The time to obtain a health service is proportional to patient conditions.	.883	function at 0.01
7.	The health service is provided without any complex restrictions.	.917	function at 0.01
8.	Patients get hospital services when they need them.	.858	function at 0.01
9.	There is a speed in the process of obtaining a health service by patients.	.924	function at 0.01
10.	There is a speed in the presence of doctors to provide health services.	.902	function at 0.01
11.	An immediate response to patient inquiries and proposals associated with a health service.	.926	function at 0.01
12.	The hospital administration takes the necessary measures to address any deficiencies in providing the health service.	.908	function at 0.01
13.	An atmosphere of familiarity prevails between patients and hospital staff.	.899	function at 0.01
14.	The hospital administration is constantly evaluating the quality of health service.	.903	function at 0.01
15.	The hospital administration is working to improve the health services provided periodically.	.909	function at 0.01

The previous table shows that the correlation coefficient between each paragraph of the axis (level of health care quality) and the total score of the axis, which shows that the built correlation coefficients are a function at a significant level (0.05, 0.01), and thus the axis is considered true to what was set to measure it.

The Stability Of The Study Tool: The stability of the questionnaire was estimated on the exploratory sample of (30) individuals, using the Cronbach alpha coefficient.

- **Cronbach's Alpha coefficient:** To verify the stability of the questionnaire, Cronbach's Alpha coefficient was calculated. The following table shows the Cronbach's Alpha coefficient for each of the questionnaire axes and the total score of the questionnaire.

Table 4: Cronbach's alpha coefficient for measuring the reliability of a questionnaire

The Hub	Number Of Phrases	Cronbach's Alpha Coefficient
Sharing Information	6	0.931
Level Of Quality Of Health Care	15	0.978

The Hub	Number Of Phrases	Cronbach's Alpha Coefficient
The Questionnaire As A Whole	21	0.983

It is clear from the previous table that the general reliability coefficient is high, reaching (0.983), and this indicates that the questionnaire has a high degree of stability and can be relied upon in the field application of the study. Study sample members again; Thus, there is reassurance towards the analysis of the questionnaire data.

- **Reliability Coefficient Using The Split-Half Method:** To verify the stability of the questionnaire, the stability was calculated using the Split-Half method, by calculating the correlation coefficient between the scores of the odd statements and the scores of the paired statements, then the length was modified using the Spearman-Brown equation, and the table The following explains it:

Table 5: Reliability of the questionnaire using the split-half method

The Hub	Correlation Coefficient Before Modification	Correlation Coefficient After Adjustment
Sharing Information	0.781	0.877
Level Of Quality Of Health Care	0.938	0.968
The Questionnaire As A Whole	0.818	0.900

It is clear from the previous table that the reliability coefficient in the half-term segmentation method was (0.900), and this indicates that the questionnaire has a high degree of stability and can be relied upon in the field application of the study. Study sample members again; Thus, there is reassurance towards the analysis of the questionnaire data.

Normal Distribution Test: The Kolmogorov-Smirnov test (K-S) was used to test whether the data followed a normal distribution or not, and the results were as shown in the following table:

Table 6: showing the results of a normal distribution test

The Hub	Test Value	Probability Value (Sig.)
All the fields	0.059	0.200
Level Of Quality Of Health Care	0.057	0.200

It is clear from the results shown in the previous table that the probability value (Sig.) for all fields of the study was greater than the significance level of 0.05; Thus, the distribution of data for these areas follows the normal distribution, whereby parametric tests are used to analyze the data and test the hypotheses of the study.

Statistical Methods Used:

The questionnaire was downloaded and analyzed through the statistical analysis program (SPSS), and the following statistical tools were used:

1. Frequencies & Percentages: to describe the study sample.
2. The arithmetic mean, relative weight, and standard deviation.
3. Multiple regression test to test the effect of the independent variables on the dependent variable.

Criterion Adopted In the Study:

To interpret the results of the study and judge the response level, the researchers relied on arranging the arithmetic averages at the level of the questionnaire axes and the level of the paragraphs in each axe. The researchers determined the degree of approval according to the test used for the study, as shown in the following table:

Table 7: Criterion used in the study

SMA	Relative Weight	Degree of Approval
From 1 - less than 3.34	From 10% - Less than 33.4%	Low
Greater than 3.34 - Less than 6.67	Greater than 33.4% - Less than 66.7%	Medium
Greater than 6.67 - 10	greater than 66.7% - 100%	High

Data Analysis and Discussion of Results

First - Analysis of the Paragraphs Sharing Information:

The arithmetic mean, standard deviation, relative weight, and ranking were calculated to find out the degree of agreement. The results are in the following table

Table 8: The arithmetic mean, standard deviation, relative weight, and ranking for each paragraph of the "sharing in information" axis

#	Statement	SMA	Standard Deviation	Relative Weight	Rank	Degree Of Approval
1.	The hospital management provides a clear and fast communication system that allows the flow of information.	6.64	1.119	66.4%	6	Medium

2.	The instructions and procedures received from the hospital administration are clear.	7.02	1.177	70.2%	3	High
3.	The hospital management provides effective and advanced means of communication with the staff.	7.31	1.277	73.1%	1	High
4.	The hospital administration provides an easily accessible information system.	6.81	1.090	68.1%	5	High
5.	The organizational structure of the hospital allows easy exchange of information.	7.14	1.312	71.4%	2	High
6.	The hospital administration encourages employees to exchange information with it on work issues.	6.87	1.440	68.7%	4	High
All Axis Paragraphs Together		6.96	0.916	69.6%	--	High

The paragraph that states "the hospital administration provides effective and advanced means of communication for employees" ranked first according to the relative weight of 73.1%. The paragraph that states "the hospital management provides a clear and fast communication system that allows the flow of information" got the last rank according to the relative weight of 66.4%. In general, it can be said that the axis of sharing information came with a relative weight (69.6%), which is a high degree of approval. The researchers attribute this result to the management's realization of the importance of sharing information and the resulting benefits and advantages for the development of work, as the exchange of information and the exchange of opinions about it contributes to increasing the employees' confidence in the institution and themselves, and thus the management allows the possibility of sufficient information sharing. In the hospital, and therefore this result confirms that the hospital is aware of the importance of sharing and exchanging information in order to achieve the objectives of the hospital and the objectives of the employees as well.

Second - Paragraph Analysis of the Quality of Health Care:

The arithmetic mean, standard deviation, relative weight, and arrangement were calculated to find out the degree of agreement. The results are in the following table:

Table 9: The arithmetic mean, standard deviation, relative weight, and ranking for each paragraph of the "Health Care Quality Level" axis

#	Statement	SMA	Standard Deviation	Relative Weight	Rank	Degree Of Approval
1.	The procedures for obtaining the service are clear in patients.	6.94	1.370	69.4%	10	High
2.	The costs of obtaining health services are easy for all patients.	7.06	1.271	70.6%	6	High
3.	The hospital administration sets appropriate dates to provide health service to patients.	7.06	1.307	70.6%	7	High
4.	There is flexibility in providing hospital health services.	7.17	1.306	71.7%	4	High
5.	Hospital employees use modern methods to facilitate the provision of the service.	7.02	1.361	70.2%	8	High
6.	The time to obtain a health service is proportional to patient conditions.	6.81	1.534	68.1%	12	High
7.	The health service is provided without any complex restrictions.	6.85	1.276	68.5%	11	High
8.	Patients get hospital services when they need them.	5.10	0.127	49.5%	15	Medium
9.	There is a speed in the process of obtaining a health service by patients.	6.56	1.266	65.6%	13	Medium
10	There is a speed in the presence of doctors to provide health services.	7.00	1.503	70.0%	9	High
11	An immediate response to patient inquiries and proposals associated with a health service.	7.15	1.276	71.5%	5	High
12	The hospital administration takes the necessary measures to address any deficiencies in providing the health service.	7.50	1.375	75.0%	1	High
13	An atmosphere of familiarity prevails between patients and hospital staff.	7.19	1.467	71.9%	3	High
14	The hospital administration is constantly evaluating the quality of health service.	7.23	1.377	72.3%	2	High

#	Statement	SMA	Standard Deviation	Relative Weight	Rank	Degree Of Approval
15	The hospital administration is working to improve the health services provided periodically.	5.00	0.138	50.0%	14	Medium
All Axis Paragraphs Together		6.90	1.017	69.0%	--	High

The paragraph stating "The hospital administration shall take the necessary measures to address any shortcomings in the provision of health services" ranked first according to the relative weight of 75%. The paragraph that states "Patients receive hospital services when they need them" ranked last according to the relative weight of 49.5%. In general, it can be said that the health care quality axis came with a relative weight of (69.0%), which is a high degree of approval. The researchers attribute this result to the policy of Al-Shifa Medical Complex, which it adopts in developing the quality of health care services provided, by providing the mechanisms, procedures and strategy necessary to develop the quality of service provided. The hospital administration also provides training courses and workshops that contribute to the development of health care quality. And the equipment necessary to develop the quality of service provided to patients inside the hospital.

Hypotheses Test

Ho₁: There is a statistically significant relationship at the level of significance ($\alpha \leq 0.05$) between participation in information and the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates.

Table 10: Correlation coefficient between leadership empowerment for medical staff performance and health care quality

The Hub	Pearson Correlation Coefficient	Probability Value (Sig.)
Sharing Information	.630**	.000

The previous table shows that the correlation coefficient between sharing information and health care quality is (.630) and its probability value is (.000), which is less than (0.05). Thus, there is a relationship between sharing information and health care quality. That is, the higher the quality of healthcare in Al-Shifa Medical Complex, the higher the level of healthcare quality. The researchers attribute this result to the fact that empowering the leadership to perform the medical staff, represented by sharing and exchanging information with the staff, contributes substantially to the development of the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates.

Ho₂: There is a statistically significant effect at the level of significance ($\alpha \leq 0.05$) sharing information on medical performance on the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates.

The multiple regression model was used to test the effect of the independent variable (information sharing) on the dependent variable (health care quality), and to find an equation linking them.

Table 11: Shows the effect of the independent variable on the dependent variable

Variable	Coefficient Value	T Value	Probability Value	F-Test Value Of The Model	R2 Of The Form
Fixed Amount	-0.045	-0.414	0.679//	172.094	0.701
Sharing Information	0.206	5.048	0.000**		

Through the previous table, the "stepwise" method was used to find the best equation for the multiple regression line. It was found that sharing information significantly affects (the quality of health care) according to the "stepwise" method, as it was noted that the probability value is less than the significance level of 0.05. The table shows the value of (F-test), as it is noted that it is statistically significant, which indicates what confirms the explanatory power of the multiple linear regression model from the statistical point of view. The researchers attribute this result to the fact that the policies adopted by the senior management in Al-Shifa Medical Complex regarding the sharing of information contribute to the development of the quality of services provided in the hospital and work to improve them to the best possible level.

Conclusions

The following Results and recommendations were reached:

- There is a statistically significant effect at the level ($\alpha \leq 0.05$) of information sharing for the performance of the medical staff in the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates.
- There is a statistically significant relationship at the level ($\alpha \leq 0.05$) between sharing information about the performance of the medical staff and the quality of health care in Al-Shifa Medical Complex in the southern Palestinian governorates.
- The axis of participation in information came with a relative weight (69.6%) and a high degree.
- The level of health care quality was high with a relative weight of (69.0%).

Recommendations

- Increasing the participation of employees in drawing up policies related to work and making decisions related to their work, which would support an atmosphere of trust and mutual cooperation and stimulate their creative capabilities.

- The need to provide clear evidence about quality policies and objectives in hospitals.
- Enhancing the direction of senior management towards excellence in patient service, because the patient represents a fundamental focus in health services.
- The need to pay attention to measuring patients' satisfaction levels, and to set up a box for patients' complaints and suggestions, and what are their suggestions and point of view for the service provided to them.

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