

The Reality of the Quality of Health Services in the Union of Health Work Committees in Gaza In Light of the Corona Pandemic

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Abstract: *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.*

Keywords: Quality of Health Services, Union of Health Work Committees, the Corona Pandemic, Gaza, Palestine.

Introduction

Today, the countries of the world are experiencing a global crisis, namely the outbreak of the Corona Pandemic, which greatly contributed to the decline of the global economy, and negatively and clearly affected the performance of institutions in various fields of work, but health institutions remain the most affected as a result of their direct dealing with the current outbreak of the epidemic crisis. The indication that health institutions in the Gaza Strip are not immune to the repercussions of this crisis, including the health centers belonging to the Federation of Health Work Committees, especially those operating in the Gaza Strip, which number seven centers distributed over all the governorates of the Gaza Strip in light of the siege and political division of the population of the Strip, in addition to the weakness Health institutions in the face of the outbreak of this pandemic, which reinforces the hypothesis of the inability of these institutions to carry out their duties towards patients and the impact of this on the levels of health quality in them, so the researchers considered ways of this problem and stand on the results of this phenomenon.

Problem Statement

The Union of Health Work Committees in the Gaza Strip, with all its branches, is facing an acute crisis represented by the recent low levels of support and funding, as well as the lack of available resources in health tools and supplies, which contributed to the emergence of many crises at the level of its administrative and health work system while facing an outbreak of a virus Corona in Gaza Strip, noting that the Union of Health Work Committees follows the civil work institutions and its health centers receive many patients on a daily basis due to the population density in the

governorates of the Gaza Strip, and this clearly affected the levels of quality of health services provided, so the researchers found it important to shed light on the reality The quality of health services provided in light of the current exceptional circumstances that the residents of the Gaza Strip suffer from as a result of the outbreak (Al-Majdalawi, 2021).

Research Questions

Q1-: What is the level of quality of health services in the Union of Health Work Committees in Gaza in light of the outbreak of the Corona Pandemic?

Q2-: Are there statistically significant differences of the respondents' averages of opinions about the quality of health services in the Union of Health Work Committees in Gaza due to a number of personal variables (gender, age group, academic qualification, job title, years of service)?

Research Objectives

The research aims to achieve the following:

1. Identify the levels of quality of health service provided in the Union of Health Work Committees in Gaza.
2. Exposing the nature of the statistical differences of the respondents' averages of opinions about the reality of health service quality due to a number of personal variables (gender, age group, academic qualification, job title, and years of service).

Research Importance

The importance of the research lies in the following:

1. Diagnosis of the reality and level of quality of health services in the Union of Health Work Committees in Gaza.

2. Presenting recommendations and proposals to the specialists and those in charge of the Union of Health Work Committees in Gaza.

Research hypothesis

Ho₁: The main hypothesis: There are statistically significant differences at the level of ($\alpha \leq 0.05$) between the mean of the respondents' opinions about the quality of health services in the Union of Health Work Committees in Gaza due to a number of personal variables (gender, age group, academic qualification, job title, years of service).

The following sub-hypotheses are crystallized on it:

Ho_{1.1}: There are statistically significant differences at the level of ($\alpha \leq 0.05$) between the mean of the respondents' opinions about the quality of health services due to the gender variable.

Ho_{1.2}: There are statistically significant differences at the level of ($\alpha \leq 0.05$) between the mean of the respondents' opinions about the quality of health services due to the variable of the age group.

Ho_{1.3}: There are statistically significant differences at the level of significance ($\alpha \leq 0.05$) between the averages of the respondents' opinions about the quality of health services due to the educational qualification variable.

Ho_{1.4}: There are statistically significant differences at the level of significance ($\alpha \leq 0.05$) between the averages of the respondents' opinions about the quality of health services due to the variable of job title.

Ho_{1.5}: There are statistically significant differences at the level of ($\alpha \leq 0.05$) between the mean of the respondents' opinions about the quality of health services due to the variable of years of service.

Previous Studies

- Study of (Abu-Nahel et al., 2020) aimed to determine the flexibility of information and its relationship to improving the quality of service in nongovernmental hospitals in Gaza Strip. The study relied on the descriptive analytical method, and the questionnaire was designed as a tool for data collection and consisted of (21) items. The researchers used the comprehensive survey method, and the number of study population members was (536) singular, where (434) questionnaires were retrieved, and the recovery rate was 80.97%. The study showed many results, the most important of which was the presence of a moderate degree of approval by members of a sample on the flexibility of information, as it obtained an approval percentage with a relative weight of (60.15%). The Quality of Service has a relative weight (79.90%). The results of the study revealed a statistically significant relationship between the flexibility of information and the quality of service in non-governmental hospitals in Gaza Strip with a correlation coefficient of (0.417).
- Study of (Abu-Nahel et al., 2020) aimed to determine the proactive flexibility and its Impact on Improving the Quality of Services in nongovernmental hospitals, from the viewpoint of the internal beneficiaries of non-

governmental hospitals in Gaza Strip. The study relied on the descriptive and analytical approach, and the questionnaire was designed as a tool to collect data, and the researchers used the comprehensive survey method, and the number of the study population was (536) single, where (434) questionnaires were retrieved, and the recovery rate was (80.97%). The study showed many results, the most important of which were: the presence of a moderate degree of approval by the study sample on anticipatory flexibility, as it obtained an approval percentage with a relative weight of (59.49%). The results of the study indicated a high degree of approval by the study sample regarding the Improving the Quality of Services. As it became evident that the Improving the Quality of Services field obtained a relative weight (79.90%). The results of the study revealed a statistically significant relationship between anticipatory flexibility and the Improving the Quality of Services in non-governmental hospitals in Gaza Strip, with a correlation coefficient of 0.459. The results of the study also revealed a statistically significant impact of response flexibility on the Improving the Quality of Services in non-governmental hospitals in Gaza Strip.

- Study of (Abu-Nahel et al., 2020) aimed at examining the quality of service in non-governmental hospitals in Gaza Strip between reality and what is hoped from the viewpoint of the internal beneficiary of non-governmental hospitals in Gaza Strip. The study relied on the descriptive analytical method, and the questionnaire was designed as a tool for data collection and consisted of (15) items. The researchers used the comprehensive survey method, and the number of study population members was (536) singular, where (434) questionnaires were retrieved, and the recovery rate was (80.97%). The study showed several results, the most important of which were: The results of the study indicated that there is a high degree of approval by the members of the study sample on the quality of service with a relative weight (79.90%). The results of the study also showed that there were no statistically significant differences in the quality of service according to the variables (gender, educational qualification, and position). And the absence of statistically significant differences in the quality of service according to the variables (years of service, age group).
- Study of (Abu-Nahel et al., 2020) aimed to determine the quality of services and its role in enhancing strategic flexibility, from the point of view of the internal beneficiary in non-governmental hospitals in Gaza Strip. The study relied on the descriptive and analytical approach, and the questionnaire was designed as a tool to collect data and consisted of (39) items, and the researchers used the comprehensive survey method, and the number of the study population was (536) individuals, where (434) questionnaires were retrieved, and the recovery rate was (80.97%). The study revealed many results, the most important of which were: the

existence of a high degree of approval by the study sample regarding the quality of services, as it was evident through the field of service quality obtaining a relative weight (79.90%), and the results of the study indicated that there is a moderate degree of approval by the members of the study sample. On the strategic flexibility, as it was evident by obtaining the area of strategic flexibility as a whole on a relative weight (60.44%). The results of the study revealed a statistically significant relationship between the quality of services and the strategic flexibility in non-governmental hospitals in Gaza Strip, with a correlation coefficient of 0.490). The results of the study also revealed a statistically significant effect of the quality of services on the strategic flexibility in nongovernmental hospitals in Gaza Strip.

- Study of (Alayoubi et al., 2020) aimed to identify the strategic leadership practices and their relation to improving the quality of educational service in the Palestinian universities in the Gaza Strip. The researcher used the analytical descriptive method. The study population consists of all the supervisors working in three universities in the Gaza Strip (The Islamic University, Al-Azhar University, and Al-Aqsa University). A random sample of 177 employees was selected by 50% of the study population. The researcher used the questionnaire as a data collection tool. The results of the study showed a strong and statistically significant relationship between strategic leadership practices (strategic orientation, investment of strategic capabilities and talents, development of human capital, strengthening organizational culture, emphasis on ethical practices, implementation of balanced regulatory control) and improvement of quality of educational service, Responsiveness, safety, empathy) in Palestinian universities.
- Study of (Lubd, 2019) aimed at identifying the impact of transparency in bid management on the quality of services provided in projects funded to universities in the Gaza Strip from the point of view of service providers. The study community consisted of service providers who participate in project tenders over a period of five years, totaling 48 companies. The comprehensive survey method for all 88 members of the study community was chosen, while the study relied on the descriptive and analytical approach. The study found a set of results, the most important of which are: The existence of a relationship between all dimensions of transparency in bid management and the quality of service provided in projects funded to the universities of the Gaza Strip, and that the transparency of bid management affects (58.6%) the quality of the services provided.
- Study of (Dehlez, 2018) aimed at identifying the role of the quality dimensions of services provided in the tax departments of the Ministry of Finance in improving organizational performance from the viewpoint of

employees of accounting and auditing offices. To achieve the objectives of the study, the descriptive analytical approach was used. Where the study population consisted of all employees in accounting and auditing offices, whose number is (265) employees, and the study reached several results, the most important of which are: The level of quality of services provided by the tax departments of the Ministry of Finance came to a moderate degree of (56.47%). The quality of services dimensions also affected organizational performance significantly.

- Study of (Abu Slot, 2015), which aimed to measure the impact of intellectual capital as one of the most important factors that contribute to achieving success in facing the challenges facing business and service organizations. The study was based on the descriptive and analytical approach, whereby the study population is made up of employees in the higher job ranks in the ministry, which are (division head, department head, department director, general director, assistant undersecretary and undersecretary). The study also used the stratified random sample of employees of public administrations and units most affected by crises in the Palestinian Ministry of Health The number of (274) employees, and the study reached conclusions that innovation and creativity came to a high degree, while training programs came at a low level.
- Study of (Koni, & et.al, 2013) aimed at assessing the quality of service in Palestinian universities from the students' point of view using the Servqual gap measure as a tool to measure student satisfaction. The sample size was (375) students from the diploma, undergraduate, and postgraduate specializations. , So that the sample included two universities in geographically dispersed places in the West Bank, and the study reached conclusions, including: The quality of service in Palestinian universities is unsatisfactory to students and needs more attention, as the percentage of satisfaction with the quality of services was of a moderate degree.

Theoretical Framework

The American Joint Commission for the Accreditation of Health Care Institutions defined "health quality" as the degree of adherence to recognized standards to determine a good level of practice and to know the expected results of a service, conducting, diagnosing, or treating a specific health problem (Mukhaimer and Al-Ta'nah, 2003: 46). While (Makkawi, 2005: 61) defined the health service as "a hybrid and an integrated mixture of material, tangible and intangible elements, which achieve the satisfaction of the patient with the intention of helping him to recover and recover his health." (Qvertveil, 2000) also sees that if the quality of service corresponds to the expectations of the beneficiary, then the quality of health care has three dimensions, as indicated by (Qvertveil, 2000: 75), (Sedqi and Hamwi, 2018: 90-91), and these dimensions are:

- Quality from the point of view of the user of the service: It is whether the services provided are desired by the patient.
- Quality from the point of view of service providers: It is if the services meet the patients' specific needs by the medical staff who has a duty to provide the health service with the efficiency and quality required according to the nature of the disease.
- Quality from the point of view of management: means the use of available health resources and means based on the needs of the patients.

Characteristics of Health Service Quality:

Badsı and Zoyouche (2011: 140) have indicated that a quality health service should have the following characteristics:

1. Health services are provided to all members of society, regardless of their social, cultural, educational or financial levels.
2. Health services aim to provide public benefit to various beneficiaries, individuals, bodies and organizations ... etc.
3. Health services require a high degree of quality because they are linked to the lives of individuals.
4. Health services are highly monitored, as they are subject to the laws and regulations issued by the state, with regard to the nature of the services provided and how they are provided.
5. Health services are characterized by continuity and non-delay, throughout the day, week, month and year.
6. Health services require the personal presence of the beneficiary, for examination, diagnosis and treatment.

Dimensions of Health Service Quality:

Barthmann referred to five dimensions of service quality in general, namely: reliability, tangibility, respect, empathy, and safety (Mansour, 2012: 98), while Janet & Brown (2009: 173) believes that the quality of health service is primarily considered The method related to patient care is represented in a number of dimensions: appropriateness and efficiency, continuity, effectiveness and prevention, early detection, respect, safety. Note that the nature of the health service

must be characterized by continuous development and improvement as an input to enhance quality management in general in the health institution.

Union of Health Work Committees:

It is a non-profit, community and community health institution, founded in 1985, and its work is based on a fundamental goal, which is to contribute to improving the health situation in Palestine by providing primary and curative care as well as implementing community-based programs, and in implementation of the Union's message: "Health service is a right for everyone in need." The Union Health Centers direct their various services, programs and activities to the poor and marginalized groups in our Palestinian society, regardless of gender, color, and religious or political belief while preserving the development and societal role of the Union (Publications of the Union of Health Work Committees, 2020).

Methodology and Procedures:

Research Community and Sample: The research community consisted of the employees of the Palestinian Health Work Committees Union in Gaza Strip; whose number is (110) employees. The researchers tested an exploratory sample of 30 employees, chosen randomly for the purpose of evaluating the study tool, and verifying its suitability for application to the sample. Original, and entered into the final analysis, given that there was no flaw in validity and consistency.

Note that the researchers used the comprehensive survey method, where (90) employees responded, i.e., a recovery rate of (81.8%).

Validity and Reliability of the Questionnaire:

1. Validity Of The Questionnaire:

Table (1) shows that all the correlation coefficients in all dimensions of the axis are statistically significant at a level of significance ($0.05 \geq \alpha$), and thus all the dimensions of the axis are considered true to what they are designed to measure.

Table 1: The correlation coefficient between the degree of each dimension of the axis and the total degree of the axis

Field (Section)	Pearson Coefficient	Probability Value (Sig.)
Overall Health Service Quality	0.987	0.000

* Correlation is statistically significant at a significance level of ($\alpha \leq 0.05$).

2. The Stability of the Axis of the Resolution of the Dimensions

The researchers verified the stability of the resolution through Cronbach's Alpha Coefficient, and the results of the stability dimensions of the resolution were as shown in Table (2).

Table 2: Cronbach's alpha parameter to measure the stability of the resolution dimensions

Field (Section)	Number Of Paragraphs	Cronbach's Alpha Coefficient
Overall Health Service Quality	14	0.686

It is evident from the results in Table (2) that the value of the Cronbach alpha coefficient reached (0.686) for all paragraphs of the axis, and this means that the stability is high. The researchers have made sure of the validity and

stability of the study axes, which makes them fully confident in the validity of the axis and its validity to analyze the results, answer the study questions and test its hypotheses.

Analyzing the Data, Testing and Discussing the Hypotheses of the Study

First: The statistical description of the study sample according to personal data:

The following is a presentation of the characteristics of the study sample according to personal data:

Table 3: Characteristics of the study sample according to personal data

Variables	Category	Frequency	Percentage %
Gender	Male	47	52.2
	Female	43	47.8
Age Group	Less Than 30	24	26.7
	30 To Less Than 40	44	48.9
	40 To Less Than 50	17	18.9
	50 Or More	5	5.6
Qualification	Diploma	18	20.0
	Bachelor	58	64.4
	Postgraduate	14	15.6
Job title	A Doctor	12	13.3
	Nurse	35	38.9
	Administrative	27	30.0
	Other	16	17.8
Years of service	Less Than 5 Years	24	26.7
	5-10 Years	30	33.3
	10-15 Years Old	27	30.0
	15 Years And Over	9	10.0

Second: The Criterion Adopted In the Study: To interpret the results of the study and judge the level of response, the researchers relied on arranging the arithmetic averages at the field level for the questionnaire, and the level of the

paragraphs in each field, and the researchers determined the degree of approval according to the criterion adopted for the study, as shown in Table (4):

Table 4 clarifies the criterion adopted in the study

SMA	Relative Weight	Degree Of Approval
From 1- 1.8	From 20.0% - 36.0%	Very Low
Greater than 1.8 - 2.6	Greater than 36.0% - 52.0%	Low
Greater than 2.6 - 3.4	Greater than 52.0% - 68.0%	Medium
Greater than 3.4 - 4.2	Greater than 68.0% - 84.0%	Great
Greater than 4.2 - 5	Greater than 84.0% - 100%	Very Large

The Answer to the Study’s Questions:

Q1-: What is the level of quality of health services in the Union of Health Work Committees in Gaza in light of the outbreak of the Corona Pandemic?

The arithmetic mean, standard deviation, relative weight, and arrangement were used to find out the degree of agreement on dimension paragraphs, and the results are shown in Table (5).

Table 5: the arithmetic mean, standard deviation and relative weight of health service quality

Quality Of Health Service	SMA	Standard Deviation	Relative Weight	Degree Of Approval
	3.80	0.439	076.00	Great

From Table (5) it becomes clear that the arithmetic mean of all the paragraphs is equal to 3.80, meaning that the relative weight is 76.00%, and this means that there is agreement to a large degree by the sample members on the level of quality of health service in health centers and the researchers attribute this to the readiness of the Health Work Union employees to deal with Patients with all methods and means as a result of the experience they went through in dealing with all infected cases through their sanitary isolation, in addition to the good organizational climate enjoyed by the health centers of the Union of Health Work Committees.

Test Hypotheses of the Study

Ho₁: The main hypothesis: There are statistically significant differences at the level (α 0.05) between the mean of the respondents' opinions about the quality of health services in the Union of Health Work Committees in Gaza due to a number of personal variables (gender, age group, academic qualification, job title, years of service) .

The following sub-hypotheses are crystallized on it:

Ho₁₋₁: There are statistically significant differences at the level of ($\alpha \leq 0.05$) between the mean of the respondents'

opinions about the quality of health services due to the gender variable.

Table 6: Results of the t-test for two independent samples for the variable "gender"

Quality Of Health Service	Male		Female		Test Value	Probability Value (Sig.)
	SMA	Standard Deviation	SMA	Standard Deviation		
	3.83	0.396	3.77	0.484		

* The difference between the averages is statistically significant at a significance level of ($\alpha \leq 0.05$).

From the results shown in Table (6) it was found that the probability value (Sig.) Corresponding to the "t test for two independent samples" is greater than the level of significance (0.05) for all dimensions and dimensions as a whole and thus it can be concluded that there are no statistically significant differences between the averages of the estimates of the study sample About the quality of the health service due to the gender variable. The researchers

attribute this to: The flexibility and creativity at work enjoyed by both genders, in compliance with the health policies stipulated in the Union of Health Work Committees in Gaza.

Ho_{1,2}: There are statistically significant differences at the level of ($\alpha \leq 0.05$) between the mean of the respondents' opinions about the quality of health services due to the variable of the age group.

Table 7: Results of the single variance test for the variable "age group"

Quality Of Health Service	Averages				Test Value	Probability Value (Sig.)
	Less Than 30	30 To Less Than 40	40 To Less Than 50	50 Or More		
	3.84	3.72	3.87	4.01		

* The difference between the averages is statistically significant at a significance level of ($\alpha \leq 0.05$).

From the results shown in Table (7) it was found that the probability value (Sig.) Corresponding to the test of "one variance" is greater than the level of significance (0.05) for all dimensions and dimensions as a whole. The quality of the health service is attributable to the variable of the age group. The researchers attribute this to: The majority of workers in the Health Work Union are selected according to specific

criteria, so you find them worthy of work and providing the best health services at all levels and levels.

Ho_{1,3}: There are statistically significant differences at the level of significance ($\alpha \leq 0.05$) between the averages of the respondents' opinions about the quality of health services due to the educational qualification variable.

Table 8: Results of the covariance test for the variable "scientific qualification"

Quality Of Health Service	Averages			Test Value	Probability Value (Sig.)
	Diploma	Bachelor	Postgraduate		
	3.89	3.78	3.76		

* The difference between the averages is statistically significant at a significance level of ($\alpha \leq 0.05$).

From the results shown in Table (8), it was found that the probability value (Sig.) Corresponding to the "one-on-one variance" test is greater than the significance level (0.05) for all dimensions and dimensions as a whole. The quality of the health service is due to the scientific qualification variable, and the researchers attribute this to: All indicators that indicate competitive advantage and the field of its application are aware of all workers in the Health Work

Federation regardless of the scientific qualification they hold due to the similarity of work conditions, and the clarity of responsibilities and tasks that they perform as they always strive to develop And continuous improvement in their field.

Ho_{1,4}: There are statistically significant differences at the level of significance ($\alpha \leq 0.05$) between the averages of the respondents' opinions about the quality of health services due to the variable of job title.

Table 9: Results of the single covariance test for the variable "job title"

Quality Of Health Service	Averages				Test Value	Probability Value (Sig.)
	A Doctor	Nurse	Administrative	Other		
	3.96	3.78	3.73	3.84		

* The difference between the averages is statistically significant at a significance level of ($\alpha \leq 0.05$).

From the results shown in Table (9), it was found that the probability value (Sig.) Corresponding to the "one-on-one variance" test is greater than the significance level (0.05) for all dimensions and dimensions as a whole. Thus, it can be concluded that there are no statistically significant differences between the averages of the estimates of the

study sample about The quality of the health service is due to the job title variable, and the researcher attributes this to: All workers in the Federation of Health Work Committees have specific roles that are executed with all high professionalism, based on a clear division of duties and

responsibilities assigned to their jobs, whether they are administrative or health.

opinions about the quality of health services due to the variable of years of service.

H_{01.5}: There are statistically significant differences at the level of ($\alpha \leq 0.05$) between the mean of the respondents'

Table 10: Results of the covariance test for the variable “years of service”

Quality Of Health Service	Averages				Test Value	Probability Value (Sig.)
	Less Than 5 Years	5-10 Years	10-15 Years Old	15 Years And Over		
	3.87	3.66	3.81	4.01		

* The difference between the averages is statistically significant at a significance level of ($\alpha \leq 0.05$).

From the results shown in Table (10) it was found that the probability value (Sig.) Corresponding to the test of "one variance" is greater than the level of significance (0.05) for all dimensions and dimensions as a whole. The quality of the health service is due to the variable of years of service, and the researchers attribute this to: The roles that the employees of the Health Work Federation play towards patients, as the workers are keen to provide their services at the same level of quality, since the Federation’s Board of Directors is keen on developing the skills and competencies of workers and creating comfortable psychological and social conditions. And suitability for them within their work in health centers.

Conclusions

- The results showed that the level of health service provided by health centers affiliated with the Union of Health Work Committees in Gaza came with a relative weight of 76%.
- There are no statistically significant differences between the averages of the research sample opinions about the quality of health services due to the variable of sex, age, academic qualification, job title, years of service.

Recommendations

- The necessity of adopting an effective incentive system in the Health Work Union, the most important of which is the disbursement of a health risk premium most of the time.
- Ensuring attention to building specialized work teams, whether in the field of health administration or auxiliary health services.
- Work to enhance community networking and raise the state of coordination with all relevant Palestinian parties.

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