



The Impact of Social Work Services on the Quality of Care in Mental Health Complex in Jeddah: A Study of Healthcare Professionals' Perceptions

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Authors' contributions

This work was carried out in collaboration among all authors. All authors read and approved the final manuscript.

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ABSTRACT

Aim: This study aims to investigate the influence of social work services on the quality of care at Eradah and Mental Health Complex in Jeddah.

Duration of the Study: This study employs one year of conduction from December 2022 to November 2023.

Methods: A cross-sectional study was conducted using the SERVQUL questionnaire as the main scale to assess the degree of social work influence on the overall quality of the healthcare setting to be distributed among selected healthcare workers.

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Results: Among randomly selected 240 healthcare workers, among these, 20.8% were aged between 25 and 30 years, the majority (68.3%) were male, about 45.4% had a bachelor's degree, also, about 67.5% of them were married, 52.5% were laboratory technicians. The results indicated a moderate healthcare rating with a mean score of 58.29 and a moderate healthcare adherence rating with a mean score of 98.37. The results revealed a significant difference in the quality of healthcare among patients due to education (P-value =0.012) and there was a significant difference with job title (p-value = 0.001). However, no significant differences were observed about age, or marital status.

Conclusion: It can be concluded that social work is a crucial type of work that must be implemented among healthcare workers to enhance cooperation and serve society, it has been found that healthcare adherence was rated as moderate. Nevertheless, variables such as age, gender, education level, and marital status did not exert a substantial impact.

Keywords: Social work; quality of care; mental health; healthcare professionals; jeddah; Saudi Arabia.

1. INTRODUCTION

High-quality healthcare services and infection control procedures [1] are essential for the advancement of any society, as they promote overall well-being and provide necessary assistance to individuals facing physical or mental health difficulties [2]. Healthcare professionals, such as doctors, nurses [3] and therapists, play a crucial role in providing physical and psychological treatment [4]. However, the importance of social work services should not be overlooked. These services provide a comprehensive and empathetic approach to patient care by addressing social, psychological, and emotional variables that can have a significant impact on a patient's overall well-being [5]. Jeddah region has acknowledged the importance of a multidisciplinary approach to healthcare. The increasing importance of social work professionals in delivering comprehensive care has become evident in the healthcare industry, which is currently facing a convergence of physical and mental health issues. [6]. Their proficiency in evaluating psychosocial variables, managing mental health concerns, and providing assistance to individuals and their families is a crucial element of patient-centred care. Eradah and Mental Health Complex in Jeddah have incorporated social work services into their healthcare systems to improve the quality of care for their patients, acknowledging the comprehensive character of health [7]. This study aims to explore the perspectives of healthcare professionals employed in these institutions, with the goal of comprehending the impact of social work services on the quality of treatment [8]. Through the analysis of their experiences and views, our objective is to obtain useful viewpoints on the concrete effects of social work services in improving patient care and the broader

healthcare setting [9]. This inquiry has the potential to shed light on the valuable and changing role of social work experts in healthcare facilities, and ultimately, improve patient well-being and healthcare service delivery [10]. The research holds importance in its capacity to elucidate the crucial function of social work services in healthcare, particularly within the Eradah and Mental Health Complex in Jeddah [11]. By examining the viewpoints of healthcare professionals, this study provides useful insights into the concrete effects of social work services on the quality of patient care, highlighting a comprehensive approach to healthcare. Having this comprehension is crucial for healthcare facilities in Saudi Arabia and other places, as it may provide guidance and enhance their approaches to comprehensive patient-centred care [12]. In conclusion, the research's results can lead to enhancements in healthcare services, improved patient welfare, and more cooperation among diverse healthcare teams, ultimately contributing to the progress of healthcare practices in the region. This study aims to investigate the influence of social work services on the quality of care at Eradah and Mental Health Complex in Jeddah.

2. METHODOLOGY

2.1 Study Design and Setting

A cross-sectional survey designed to collect data from a sample of Healthcare professionals in Eradah Complex in Jeddah Region was conducted utilizing a structured questionnaire as the primary data collection tool. Healthcare professionals within Eradah and the Mental Health Complex in Jeddah were a sample for their perceptions and experiences regarding the impact of social work services on the quality of care in healthcare organizations.

2.2 Study Duration

One year.

2.3 Target Population

The target population for this study was Healthcare professionals actively engaged in providing social work services within Eradah and Mental Health Complex.

2.4 Sample Size

A Sample of 240 Healthcare professionals in Eradah Complex in the Jeddah Region. The sample size was calculated by Thomas Thompson's equation

$$n = \frac{N \cdot P(1-P)(N-1)(dz)^2 + p(1-p)}{p(1-p)}$$

Where:

- N = population size
- Z = the Z-score associated with the desired confidence level (e.g., 1.96 for a 95% confidence level)
- p = the estimated proportion of the population with the characteristic of interest
- q = 1 – p
- d = the desired margin of error

2.5 Inclusion Criteria

- Healthcare professionals including licensed Healthcare professionals actively employed within Eradah and Mental Health Complex in Jeddah, Saudi Arabia.

2.6 Exclusion Criteria

- Healthcare professionals who are not currently employed at Eradah and Mental Health Complex in Jeddah or not willing to participate in this study.

2.7 Study Variables

- **Dependent Variable:** The dependent variable in this research is "Quality of Care."
- **Independent Variable:** Social Work Services

2.8 Research Instrument

In our research, we utilized a comprehensive research tool to evaluate the performance of

health social work services. This tool encompassed two main sections: one focusing on the assessment of health social work practices and the other utilizing the SERVQUAL framework to assess the overall quality of the healthcare setting.

The first section addressed specific dimensions of health social work, rating them on a scale from 1 to 7, with 1 signifying very low and 7 indicating very high performance. These dimensions included psychosocial assessments, counselling, psychotherapy, research, advocacy, case management, problem-solving, group work, referrals to appropriate services, discharge planning, community development, health promotion, and policy development.

The second section employed the SERVQUAL framework, which assessed the quality of the hospital's services from the perspective of patients and clients. This section also utilized a rating scale from 1 to 7, ranging from strongly disagree to strongly agree. It covered various aspects, such as the hospital's equipment and physical facilities, employee appearance and demeanor, reliability in service delivery, customer trust, and expectations regarding prompt and individualized services.

2.9 Reliability

It is clear from the previous table that the general Cronbach's alpha for the study's axes is very high, reaching 0.988 to the total number of items in the questionnaire. This indicates that the questionnaire has a high degree of reliability that can be relied upon in the field application of the study according to the Nunley scale, which was adopted as 0.70 the minimum level of reliability.

Table 1. Cronbach's Alpha for testing study reliability

Reliability Statistics	
Cronbach's Alpha	N of Items
.988	40

2.10 Data Collection

The selected hospital gave their approval for the study to be conducted. The researcher informed all hospital management boards of the study's aims and target to get approval to send the questionnaire online via social media application for six weeks to all selected hospitals' where nurse managers are working. All data was

gathered in an Excel sheet and then analyzed with the appropriate statistical tests.

2.11 Statistical Analysis

An SPSS version 26 was used to analyze the collected data and test the research hypotheses. The following statistical techniques and tests were used in the data analysis:

- Descriptive statistical techniques including Frequencies, percentages, means, and standard deviations were used to illustrate participants' study fields.
- Cronbach's alpha reliability to (a) measure the strength of the correlation and coherence between questionnaire items, (b) highlight the stability of consistency with which the instrument measured the concept, and (c) help to assess the "goodness" of the measure.

3. RESULTS AND DISCUSSION

3.1 Demographic Data

The results showed that there were 240 healthcare workers. Among these patients, 20.8% were aged between 25 and 30 years, 40% were between 31 and 40 years, 30.8% were between 41 and 50 years and 8.3% were between 51 and 60 years. In terms of gender, the

majority (68.3%) were male, while 31.7% were female. Regarding their education, 45.4% had a bachelor's, 14.2% held a diploma, 26.7% had a master's, 7.5% had a PhD and 6.3% others. The majority (67.5%) of the patients were married, while 22.5% were single, 7.9% were divorced and 2.1% were widowed. Regarding their job title, 10.4% were laboratory, while 5.4% were pharmaceutical, 7.9% were physician, 6.3% were x-rays, 11.7% were nursing, 5.8% were physical therapy and 52.5% were laboratory.

The results indicated a moderate healthcare rating with a mean score of 58.29. The majority of participants (22.9%) reported high psychosocial assessments. Additionally, 22.5% reported very high Counselling. Furthermore, 25.8% reported high health promotion and 28.3 reported high policy development (Health Education and Training).

The results indicated a moderate healthcare adherence rating with a mean score of 98.37. The majority of participants (28.7%) reported high to the hospital has up-to-date equipment. Additionally, 18.8% reported high to the hospital physical facilities are visually appealing. Furthermore, 26.3% reported high It is realistic to expect the hospital to have customers' best interests at heart and 27.1% reported high to realistic to expect to have operating hours convenient to all their customers.

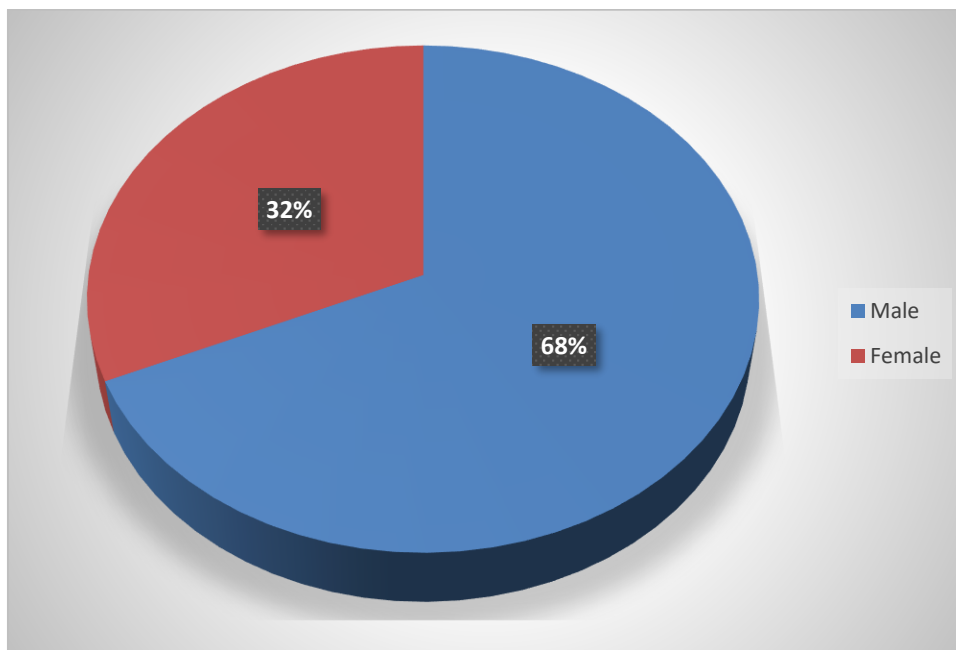


Fig. 1. The gender distribution among the study participants

Table 2. The demographic characteristics

Variables	Categories	N	%
Educational	Bachelor	109	45.4
	Diploma	34	14.2
	Master	64	26.7
	PHD	18	7.5
	others	15	6.3
Marital Status	Single	54	22.5
	Married	162	67.5
	Divorced	19	7.9
	Widowed	5	2.1
Job title	laboratory	25	10.4
	pharmaceutical	13	5.4
	physician	19	7.9
	x-rays	15	6.3
	nursing	28	11.7
	physical therapy	14	5.8
	laboratory	126	52.5

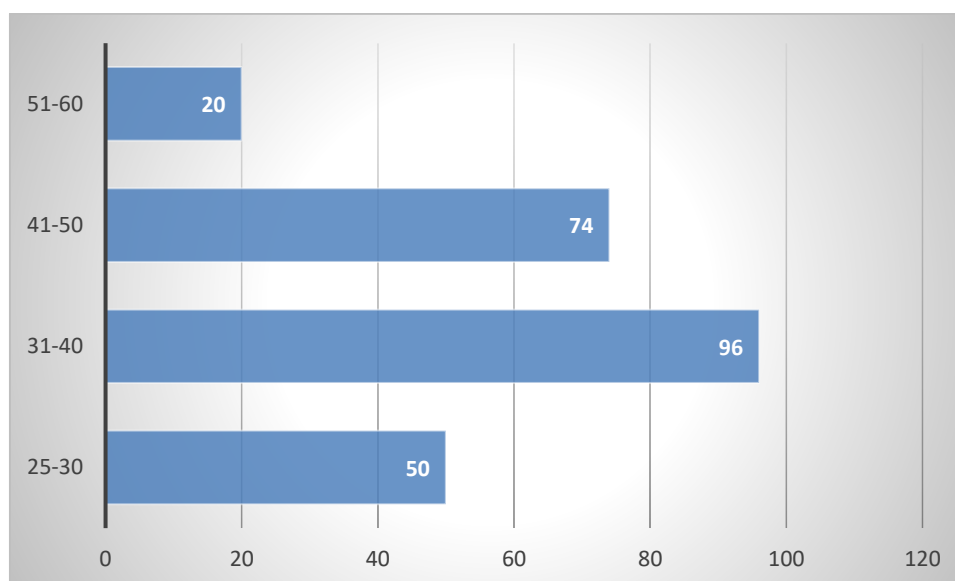


Fig. 2. The age grouping distribution among the study participants

Table 3. The health factors affecting

Factors	Categories	N	%	Mean	Std. deviation
Psychosocial assessments	very low	38	15.8	4.4333	2.14820
	2	16	6.7		
	3	35	14.6		
	4	25	10.4		
	5	19	7.9		
	6	55	22.9		
Counselling	very high	52	21.7	4.4667	2.09576
	very low	27	11.3		
	2	28	11.7		
	3	36	15.0		
	4	23	9.6		

Factors	Categories	N	%	Mean	Std. deviation
Psychotherapy	5	21	8.8	4.4375	2.01777
	6	51	21.3		
	very high	54	22.5		
	very low	23	9.6		
	2	30	12.5		
	3	36	15.0		
	4	26	10.8		
	5	28	11.7		
Research	6	49	20.4	4.3417	2.09001
	very high	48	20.0		
	very low	28	11.7		
	2	35	14.6		
	3	27	11.3		
	4	34	14.2		
	5	17	7.1		
	6	51	21.3		
Advocacy	very high	48	20.0	4.5125	2.05363
	very low	26	10.8		
	2	24	10.0		
	3	37	15.4		
	4	24	10.0		
	5	24	10.0		
	6	53	22.1		
	very high	52	21.7		
Case management	very low	17	7.1	4.5583	1.97599
	2	31	12.9		
	3	37	15.4		
	4	28	11.7		
	5	18	7.5		
	6	61	25.4		
	very high	48	20.0		
	very low	27	11.3		
Problem-solving	2	20	8.3	4.5417	2.01831
	3	36	15.0		
	4	24	10.0		
	5	24	10.0		
	6	64	26.7		
	very high	45	18.8		
	very low	22	9.2		
	2	25	10.4		
Group work	3	38	15.8	4.5792	1.99843
	4	20	8.3		
	5	22	9.2		
	6	68	28.3		
	very high	45	18.8		
	very low	23	9.6		
	2	22	9.2		
	3	41	17.1		
Referrals to appropriate services	4	23	9.6	4.5583	2.00124
	5	21	8.8		
	6	63	26.3		
	very high	47	19.6		
	very low	25	10.4		
	2	25	10.4		
	3	36	15.0		
	Discharge	3	36		

Factors	Categories	N	%	Mean	Std. deviation
planning	4	24	10.0	4.4250	2.02355
	5	21	8.8		
	6	64	26.7		
	very high	45	18.8		
	very low	25	10.4		
Community development	2	32	13.3	4.5000	2.05367
	3	34	14.2		
	4	19	7.9		
	5	20	8.3		
	6	75	31.3		
	very high	35	14.6		
	very low	23	9.6		
Health promotion	2	32	13.3	4.4292	2.08681
	3	34	14.2		
	4	22	9.2		
	5	19	7.9		
	6	62	25.8		
	very high	48	20.0		
Policy development (Health Education and Training)	very low	32	13.3	58.29	26.58
	2	23	9.6		
	3	36	15.0		
	4	20	8.3		
	5	19	7.9		
Total(sum)	6	68	28.3		
	very high	42	17.5		

Table 4. The performance of health social work

Factors	Categories	N	%	Mean	Std. deviation
The hospital has up-to-date equipment	very low	39	16.3	4.1708	2.08601
	2	29	12.1		
	3	32	13.3		
	4	15	6.3		
	5	29	12.1		
	6	69	28.7		
The hospital's physical facilities are visually appealing	very high	27	11.3	4.1417	2.08921
	very low	35	14.6		
	2	33	13.8		
	3	36	15.0		
	4	18	7.5		
	5	34	14.2		
	6	45	18.8		
the hospital employees are well-dressed and appear neat	very high	39	16.3	4.5000	2.07596
	very low	29	12.1		
	2	24	10.0		
	3	37	15.4		
	4	13	5.4		
	5	29	12.1		
The appearance of the physical facilities of the hospital keeping	6	61	25.4	4.2333	2.10094
	very high	47	19.6		
	very low	31	12.9		
	2	39	16.3		
	3	28	11.7		
	4	19	7.9		

Factors	Categories	N	%	Mean	Std. deviation		
with the type of services provided	5	34	14.2	4.1750	2.11653		
	6	46	19.2				
When the hospital promises to do something by a certain time, it does so	very high	43	17.9				
	very low	36	15.0				
When customers have problems, the hospital is sympathetic and reassuring to them	2	34	14.2				
	3	32	13.3				
	4	18	7.5				
	5	28	11.7				
	6	54	22.5				
	very high	38	15.8				
The hospital is dependable	very low	25	10.4	4.4458	2.08330		
	2	34	14.2				
the hospital provides its services at the time it promises to do so	3	35	14.6				
	4	14	5.8				
	5	28	11.7				
	6	55	22.9				
	very high	49	20.4				
	very low	25	10.4				
The hospital keeps its records accurately	2	30	12.5	4.5792	2.09252		
	3	32	13.3				
	4	14	5.8				
	5	27	11.3				
	6	57	23.8				
	very high	55	22.9				
The hospital is expected to tell customers exactly when services will be performed	very low	26	10.8	4.4333	2.09296		
	2	36	15.0				
	3	29	12.1				
	4	18	7.5				
	5	28	11.7				
	6	54	22.5				
it is realistic for customers to expect prompt services from employees of the hospital	very high	49	20.4	4.6042	2.09741		
	very low	28	11.7				
	2	25	10.4				
	3	31	12.9				
	4	15	6.3				
	5	26	10.8				
The hospital always have to	6	61	25.4				
	very high	54	22.5				
	very low	23	9.6			4.5125	2.06987
	2	35	14.6				
	3	31	12.9				
	4	16	6.7				
The employees always have to	5	27	11.3				
	6	58	24.2				
	very high	50	20.8				
	very low	28	11.7	4.4792	2.05153		
	2	26	10.8				
	3	36	15.0				
The employees always have to	4	14	5.8				
	5	25	10.4				
	6	71	29.6				
	very high	40	16.7	4.6458	2.05459		
	very low	22	9.2				
	2	30	12.5				
3	31	12.9					

Factors	Categories	N	%	Mean	Std. deviation
be willing to help customers	4	16	6.7	4.5292	2.08380
	5	23	9.6		
	6	65	27.1		
the employees are quick to respond to customers' requests promptly	very high	53	22.1		
	very low	30	12.5		
	2	25	10.4		
	3	32	13.3		
	4	14	5.8		
	5	21	8.8		
Customers can trust employees of the hospital	6	76	31.7		
	very high	42	17.5		
	very low	22	9.2		
	2	33	13.8		
	3	27	11.3		
	4	17	7.1		
Customers can feel safe in their transactions with the hospital	5	28	11.7		
	6	65	27.1		
	very high	48	20.0		
	very low	21	8.8		
	2	31	12.9		
	3	32	13.3		
The employees are polite	4	17	7.1		
	5	23	9.6		
	6	62	25.8		
	very high	54	22.5		
	very low	19	7.9		
	2	38	15.8		
The employees get adequate support from the hospital management to do their jobs	3	26	10.8		
	4	16	6.7		
	5	25	10.4		
	6	65	27.1		
	very high	51	21.3		
	very low	26	10.8		
hospital is expected to give customers individual attention	2	32	13.3		
	3	27	11.3		
	4	20	8.3		
	5	30	12.5		
	6	59	24.6		
	very high	46	19.2		
Employees can give personal attention	very low	22	9.2		
	2	37	15.4		
	3	29	12.1		
	4	21	8.8		
	5	23	9.6		
	6	64	26.7		
it is realistic to expect employees to	very high	44	18.3		
	very low	26	10.8		
	2	30	12.5		
	3	31	12.9		
	4	17	7.1		
	5	26	10.8		
it is realistic to expect employees to	6	64	26.7		
	very high	46	19.2		
	very low	20	8.3		
employees to	2	37	15.4		
	3	27	11.3		
	4	17	7.1		

Factors	Categories	N	%	Mean	Std. deviation
know what the needs of their customers	4	21	8.8	4.5417	2.02038
	5	27	11.3		
	6	66	27.5		
It is realistic to expect the hospital to have customers' best interests at heart	very high	42	17.5	4.5417	2.02038
	very low	23	9.6		
	2	29	12.1		
	3	32	13.3		
	4	22	9.2		
	5	25	10.4		
realistic to expect to have operating hours convenient to all their customers	6	63	26.3	4.5458	2.02029
	very high	46	19.2		
	very low	21	8.8		
	2	32	13.3		
	3	33	13.8		
	4	20	8.3		
	5	23	9.6		
	6	65	27.1		
	very high	46	19.2		
Total(sum)				98.37	45.43

Table 5. Factors affecting the healthcare adherence

	Variables	Categories	Mean Rank	Test	Statistics	P-value
2	Age	25-30	50	Kruskal-Wallis	2.029	0.154
		31-40	96			
		41-50	74			
		51-60	20			
3	Educationa l	Bachelor	109	Kruskal-Wallis	6.352	0.012
		Diploma	34			
		Master	64			
		PHD	18			
		others	15			
4	Marital Status	Single	54	Kruskal-Wallis	.013	0.908
		Married	162			
		Divorced	19			
		Widowed	5			
5	Job title	laboratory	25	Kruskal-Wallis	11.616	0.001
		pharmaceuti cal	13			
		physician	19			
		x-rays	15			
		nursing	28			
		physical therapy	14			
		laboratory	126			

The results revealed a significant difference in the quality of healthcare among patients due to education ($H=6.352$, $P\text{-value}=0.012$) and there was a significant difference with job title ($U=11.616$, $p\text{-value}=0.001$). However, no significant differences were observed about age, or marital status.

This study aims to investigate the influence of social work services on the quality of care at Eradah and Mental Health Complex in Jeddah, this study from a total of 241 healthcare workers with a majority of males aged between 31 and 40 years old, the study findings revealed that there is a moderate the healthcare rating with a

majority of higher to psychosocial assessments, it agrees with Schultz et al. [13] who reported that Written communication was excessively relied upon in instances where the individuals involved had different agendas, conflicting professional positions, and contrasting views to time. General practitioners (GPs) typically extend

the duration of patient treatment, but social workers aim to reduce it to facilitate patients' return to employment. The application of the theory of relational coordination (RC) reveals a significant deficiency in RC, suggesting a requirement for enhanced shared accountability and improved interpersonal communication among professionals.

Also, they found that there is a moderate healthcare adherence rating with a high response to the hospital has up-to-date equipment and the hospital physical facilities are visually appealing, This is in agreement with Banks et al. [14] who found that Ensuring trust, privacy, dignity, and autonomy of service users in remote relationships; managing limited resources; reconciling the rights and needs of various parties; determining whether to deviate from policies for the benefit of service users; and managing emotions and ensuring self-care and care of colleagues.

The results revealed a significant difference in the quality of healthcare among patients due to education (p-value =0.012) and there was a significant difference with job title (p-value = 0.001), which is consistent with Wadhwa et al. [15] study, who reported that higher in educational level with post-graduate studies reporting more quality of healthcare, also, Amaral and Norcini [16] found that Due to significant differences in the design of curricula, duration of the study, availability of resources and facilities for clinical training and supervision, the regulatory organizations governing medical schools vary greatly.

However, no significant differences were observed in age, or marital status, which is in contrast to Korkmaz et al. [17] study, which found that there is A direct relationship was observed between the participants' BAI scores, age, and the scores of PSQI and PSI, which serve as markers for the quality of patients' care.

4. CONCLUSION

The findings indicated that healthcare adherence was rated as moderate. When considering the elements that influence healthcare adherence, it is important to recognize the significant role that social work services play, alongside the educational background and job title of healthcare professionals such as doctors, nurses, and therapists, in providing both medical and psychological care. Exhibited superior

compliance. Nevertheless, variables such as age, gender, education level, and marital status did not exert a substantial impact.

CONSENT AND ETHICAL APPROVAL

In addition to written informed consent from the participants, ethical approval was obtained with a number. A01780 before conducting the study. Approval was also obtained from the selected hospitals. Anonymity was maintained throughout the study by giving the participant the total freedom to write his name and personal data or not.

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COMPETING INTERESTS

Authors have declared that no competing interests exist.

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