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The Impact of Quality Management in Improving Health Services inside Health Centres In Libya

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A B S T R A C T

Today, health foundations try to accomplish the condition of giving health administrations to patients, considering a monetary expense that promises them an objective use of their assets, while ensuring an integrated quality of this service that responds to the patients' desires to obtain the appropriate service at the specified time and with the best results. It was necessary for the quality of health service to be the fundamental rule embraced by the organization to accomplish administrations as indicated by the most recent turns of events and capacities. In this paper, we analyzed the impact of quality management on improving health services within health institutions in Libya, where we chose one of the institutions, Tripoli Medical Hospital, where we created a questionnaire and distributed it to a group of administrators, technicians, and medical staff in the hospital, and then samples were collected and by using the SPSS program the questionnaire samples were analyzed, and the results showed that there is some effect of using quality management in improving health services, despite the lack of some facilities within the institution.

Keywords: SPSS, Quality management, health institutions, questionnaire

1. Introduction

1.1 Total Quality Management

Total Quality Management (TQM) can be defined as the continuous effort of management and employees in the organization alike, to ensure customer loyalty to the organization and their satisfaction for a long period of time; As customer satisfaction enhances his loyalty, and motivates him to bring more customers, which requires giving the customer additional privileges so that the organization can guarantee his permanent loyalty. Total quality management is not the responsibility of one member of the organization, but everyone, including employees, workforce, and suppliers, and on top of them the management must apply quality standards, to improve their products or services continuously, through feedback, and various researches, and quality is measured in terms of durability, reliability, and use. Total quality management is a somewhat complex administrative process that is Focusing and emphasizing on all aspects of quality management in all aspects of the organization, which is considered one of the methods of strategic management of the organization. Total Quality Management (TQM) is characterized by three features: Comprehensiveness (Total): means the participation of all employees in the organization. Management: That is, the principles of quality management include all levels of management and all administrative functions

Principles of total quality management

1 Customer focus: Customers alone determine the level of quality, regardless of the training applied to employees and the development processes followed.

2 Employee participation: Employees are the internal customers of the organization, and their participation in the development of products or services contributes significantly to determining quality.

3 Operations Center: Operations are the principle that guides employees, to support these operations on the basis of the basic objectives associated with the vision, strategy, and goal of the organization.

4 Integrative system: ISO 9000 system can be applied, and quality standards can be applied based on it.

5 Strategies and systematic methods: There must be an integrated strategic plan that includes integration, quality development, and product and service development in the organization.

6 Decision making: Decisions are taken in the total quality management system, away from emotions and personal interests, so that they are based on facts and correct data.

7 Communication: The communication and information transfer strategy must be formulated in line with the mission and goals of the organization, as it includes stakeholders in the organization, all levels within it, means of communication, measurement of effectiveness, and timing.

8 Continuous improvement: The use of correct quality measurement tools and creative thinking leads to the initiation and implementation of proposals for continuous improvement and implementation, which leads to the development of the organization to a higher level of quality.

Total quality management objectives

Total quality management is a new administrative application in the industrial and commercial world. In fact, total quality management has included many sectors and activities in developed countries, because it seeks to achieve the following goals:

1- Adjusting the level of quality of services and goods provided, and this goal is related to the standards that institutions and companies wish to maintain.

2- Developing products and goods according to customers' wishes, and reducing errors, that is, providing flawless products and services to win the trust of all customers.

3- Raising the morale of all employees and motivating them to develop their performance and increase production, in addition to confirming the institution's ability to direct, equip and develop all its employees.

4- Creating a work environment that encourages learning and development and involving all employees in this process.

5- Good control over production processes, and development of process measurement tools.

6- Spreading the culture of flexibility and adapting to the conditions of the financial and commercial market, and the changing tastes and desires of customers, and it is related to the ability and effectiveness of the institution, as well as its response to changes and the work environment.

7- Reducing costs and expenses, by knowing the customers' tastes accurately and applying them correctly from the first time, in order to save on reproduction expenses and pay compensation.

8- Properly managing time and reducing the time needed to do business, which is also cost-saving.

9- Improving profitability and productivity.

10- Increasing the ability to attract customers, and focusing on effective marketing methods.

11- Reducing the percentage of customer complaints, which is achieved by raising the value of the products and services provided.

12- Spreading a culture of teamwork among all departments, and the ability to understand and solve problems.

13- Focusing on the elements of competitiveness, i.e. the desire for development and the expectation of continuous change in the desires of customers.

1.2 Health Services

Health services are defined as the care he receives; patients, families, communities, and populations, by; Medical professionals, health care personnel, and health care institutions. Health services include; emergency, preventive, rehabilitative, home care, long-term services, hospital and diagnostic care etc. Health services mainly aim to enable access to accessible and high-quality health care for all patients, and therefore successful health services require many types of health services in addition to the availability of effective service providers.

2. Methodology

2.1 SPSS

It is a powerful statistical software platform. It offers a user-friendly interface and a robust set of features that lets organization quickly extract actionable insights from your data. Advanced statistical procedures help ensure high accuracy and quality decision making. All facets of the analytics lifecycle are included, from data preparation and management to analysis and reporting.

2.2 Data analyses and result

In this paper, a questionnaire containing two axes was created, as the questionnaire was distributed to 40 workers inside Tripoli Medical Hospital.

The questionnaires were collected, and using the SPSS statistical program, the questionnaire was analyzed and the results were presented.

Liker Scale

Since the variable that expresses the options (strongly agree, agree, neutral, disagree, totally disagree)) is an ordinal scale, and the numbers that enter into the program are (strongly disagree = 1, disagree = 2, neutral = 3, agree = 4, I agree strongly, then Weights represent the weights. We then calculate the arithmetic average (weighted average) and this is done by calculating the length of the period first, which in our project is the result of dividing 4 by 5.

Where 4 represents the number of distances (from 1 to 2 first distances, and from (2 to 3 is a second space, from 3 to 4 is a third space, and from 4 to 5 is a fourth space) 5 represents the number of choices. When dividing 4 by 5, the length of the period is equal to 0.80, and the distribution becomes:

Weighted average	Level	General trend
From 1 to 1.79	Strongly disagree	Strongly disagree
From 1.80 to 2.59	do not agree	disagree
From 2.60 to 3.39	fairly correct	neutral
From 3.40 to 4.19	I agree	I agree
From 4.20 to 5	I strongly agree	I strongly agree

1. **The first axis**: - The extent of the commitment of the Personnel Affairs Department to achieving quality in administrative services

Table1. Descriptive Statistics of first axis

| Descriptive Statistics			
	N	Mean	Std. Deviation
Q1.The administrative service provider contributes to improving the quality of services	40	3.5000	1.45002
Q2.The administrative service provider has sufficient experience and skill to perform his work	40	2.9000	1.25678
Q3.The service requested by employees matches the service provided	40	2.8000	1.11401
Q4.There is damage to the file papers of workers receiving the service	40	2.8250	1.39390
Q5.The Personnel Administration takes responsibility for employee satisfaction	40	3.1250	1.47087
Q6.There is negligence on the part of workers in providing their required services	40	2.2000	1.20256
Q7.The salary offered by hospital administrators is consistent with the effort expended	40	2.8000	1.53923
	40		
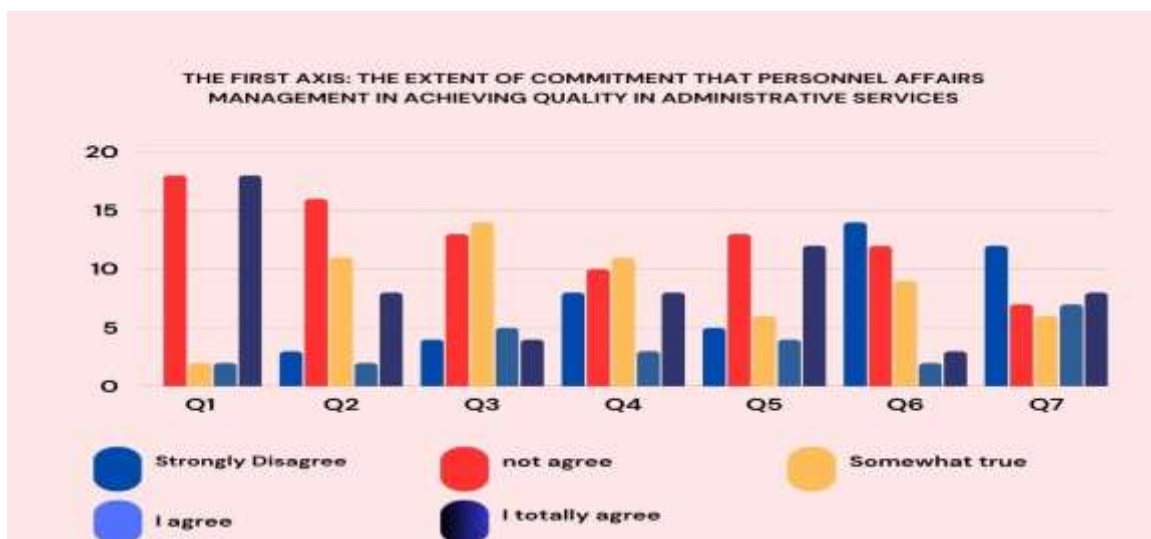
Fig 1. First axis results

After studying the results of the first axis, we find that gets 2.87, that is, neutral (fairly correct) according to the five-point Likart scale.

2. **The second axis**: The extent to which quality is applied to the services provided in the Department of Statistics and Documentation

Table2. Descriptive Statistics of second axis

| Descriptive Statistics			
	N	Mean	Std. Deviation
Q8.Your relationship with other departments helps to speed up the delivery of your services	40	3.3750	1.29471
Q9.The Statistics and Documentation Department compares the quality of its services with other statistics departments	40	2.9000	1.19400
Q10.There is ease in obtaining medical information	40	3.1500	1.49443
Q11.In general, the Department of Statistics and Documentation provides its services as required	40	3.0250	1.45862
Q12.There are errors in monitoring information in reports (daily, monthly and annual).	40	2.6000	1.27702
Q13.There is a lack of commitment to the timing of attendance and departure	40	2.7750	1.27073
Q14.There is coordination between the required service and the timing of work	40	3.4750	1.39574
Valid N (listwise)	40		
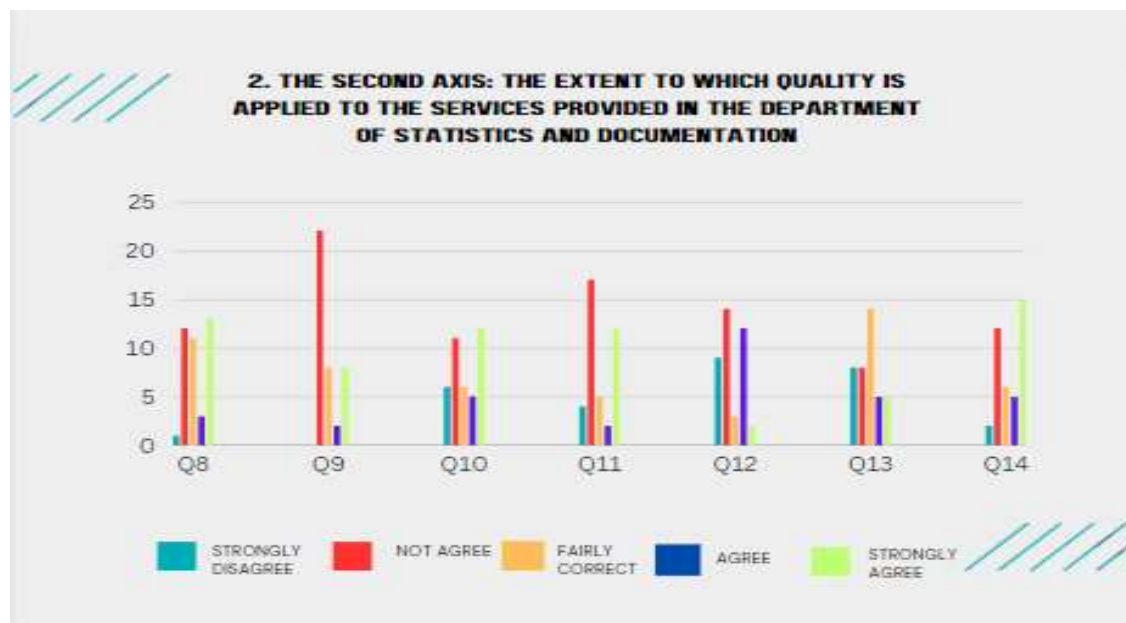
Fig 2. Second axis results

After studying the results of the second axis, we find that it got a score of 3.04, that is, neutral (fairly correct) according to the five-point Likart scale

3. Conclusion

The questionnaire data was subjected to practical analysis in order to understand the differences between a large group of study variables. As the practical analysis uses standard variables to distribute the items of the variables according to their deviations from the arithmetic mean, and the relationships between the variables within one factor are stronger than the relationship with the variables in other factors. Through an analysis of the field study, it was found that there is a commitment to some extent from the personnel department to achieve quality in the services provided. There is some kind of satisfaction from the employees with the services provided by the Personnel Affairs Department, as well as there is a commitment to some extent in applying quality to the services from the Statistics and Documentation Department.

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