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2010 - 1431

تقييم مدى رضا المرضى المدخلين في مستشفى الوكالة- قلقيلية

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2011/ 02/12

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. (Keegan et al, 2002)

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,(%87.93)

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Abstract

Patient satisfaction is an attitude of person's general orientation towards a total experience of health care. Satisfaction comprises both cognitive and emotional facets and relates to previous experiences, expectations and social networks(Keegan et al, 2002).

The purpose of this study was to assess the patient satisfaction of inpatient services provided in Qalqilia UNRWA hospital and determine the factors effecting satisfaction.

In order to achieve the objective of the study a cross-sectional descriptive design was used. Data were collected in October-2009. A questionnaire was developed to collect the necessary information from patients consisted of eight domains and fifty one items: medical care, nursing care, medical support services (laboratory, imaging, and pharmacy), admission and discharge, accessibility to services, support services (cleanliness, comfort, etc), family and patient visit, and overall satisfaction. In addition to that data were collected on the patient demographic and social characteristics.

A total of 373 inpatients were chosen randomly using a stratified random sampling. The questionnaires were administered to patients. The data were entered and analyzed using (SPSS) program.

The main findings of the study show high inpatients satisfaction with Qalqilia Hospital services, where the total score was (88, 6%). In particular the satisfaction with the medical care domain was (87.93%), ancillary medical services (laboratory, radiology, and pharmacy) (85.08%), admission and discharged processes (88.34%), the ease of access to services (85.20%), support

services (76.36%), and the overall satisfaction percentage was (86.53%). On the other hand, there was low satisfaction with the visit domain (55.0%) and the lowest domain was the nursing care (56.69%).

The study also showed that there was no statistically significant differences at the significance level ($\alpha = 0.05$) in satisfaction of the inpatients of the services provided in hospital due to the independent variables: hospital department (internal, surgery, pediatrics, gynecology and obstetrics), age, sex, education level, marital status, job, monthly income, type of education, a refugee or not, earlier visit by family member, patient first visit, and the having idea about the hospital. While others have found statistically significant differences at the significance level ($\alpha = 0.05$) in the satisfaction of patients about the medical services provided in a hospital due to the variable place of residence. On the other hand, statistically significant difference at the significance level ($\alpha = 0.05$) were found in the level of satisfaction with the hospital services in relation to the patients place of residence. The study concludes to the need and recommends improving nursing services as well as to better organize the visit time and amenities for the patient family, activate the counseling services for patients, regular attention to the measurement of patient satisfaction of services inpatient and outpatient and the need to develop plans for continuous quality improvement.

الإطار العام

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. (Wright

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.(Brundthland, 2001)

. (Blazevska et al, 2004)

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1997)

.(Kroenke K

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(Donabedian 1980)

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.(Avis et al. 1995)

.(Wilkin et al, 1994)

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.(Ward ,Price 1991)

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.(Massoud,1994)

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.(Jackson & Kroenke ,1997)

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(Jupital&,

.Rosenthal ,2003)

.(Jackson & Kroenke,1997).

.(Anderson, et al,1998)

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.(Keegan et al, 2002).

.(Ware JE Davier 1978).

.(Asadi-Lari M 2004)

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. (Keegan et al, 2002)

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.(Philip et al,2000)

.(Philip &.Dubois, 2000)

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.(Doherty,2003).

‘(Ware, & Snyder, 1983)

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.(Imam,2002)

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.(Goldstein,2000)

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(Hall et al,

.(Sixma,1998); %95 -%90 1994)

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(Hall, 1988) :

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.(Hall,dornan,1988)

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.(Frostholm et al,2005)

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(Redekop et al ,2002).

.(Patrick, 1983)

.(Thi, 2002), :

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.(Gross &, Zyzanski 1998).

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.(Messener,1996)

.(Shaw&, Zaia, 2005)

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.(Sherburne &, Sturm ,1999)

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.(Cecil &, Killeen ,1997)

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.(Chang, et al. 2006).

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. (Lill&, Wilkinson. 2005)

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.(Rao, 2000) .

: **3.3.2.**

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(Otani,& Harris.

2005).

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.(Rosemann ,2006)

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.(Shortell, 1976)

.(Donahue ,2005)

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(Shortell, 1976).

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.(Kelley, 2006) ..

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. (Inguanzo,1985)

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.(Gross&, Zyzanski 1998)

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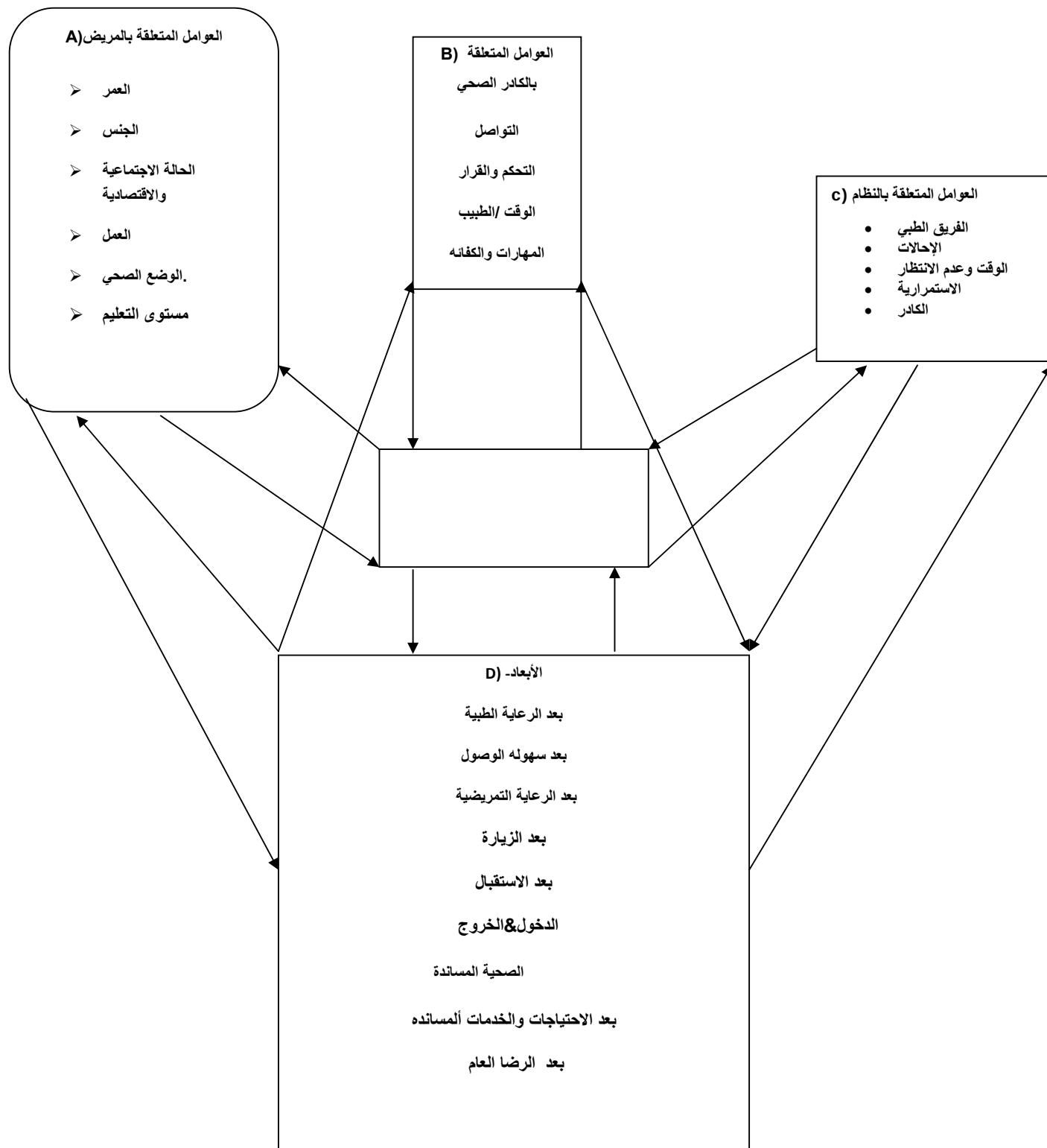
.(Al-Sahili, 1992)

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(UNRWA)

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%31.8 (745.776)

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2008

. (UNRW,2008)

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2011/2010

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 21,217 .
 479,156 .
 %49,9 .
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 900 .

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.(UNRWA,2010)

%10

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. (Baker R,1991)

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.(Al-Assaf, 1993)

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.(Lutz and Bowers, 2000)

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. (England et al, 1992 .)

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.(Alexander and Hicks, 1998).

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.(Ovretveit, 1998).

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.(Draper,1997)

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.(Eisa, 2005

(Fitzpatrick,1991)

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%57.9

100-7

408

.% 70.4

%88

%75.1

%97

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%43

(P=0.0003).

(P>0.05)

(P<0.05)

(%65.9) (%68.4) .

(%65.7) (%62.7)

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(2004)

(60)

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(224)

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210

(2004)

427

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%61.7

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(2003)

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(2002)

(410)

. (%82.5)

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(Bayram,2007)

(302)

22

(Evarson & Whittington 1991)

300

(vasilios Priporas &et al)

225

(Lawrences,1975)

(1739)

(Raynald et al, 1985)

(182)

2003 (Jaipaul , & ,Rosenthal)

"64900"

midwestern _metrpolion _ "31"

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2001 (Rahmqvist)

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$$N = (Z)^2 P(1-p) / c^2$$

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(4)

(4)

17.7	66	
24.1	90	
34.9	130	
23.3	87	
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(51)

.1.4.3

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.(3)

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(5)

11 - 1	11		1
18 - 12	7		2
30 - 19	12	= =	3
37 - 31	7		4
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45 - 41	5		6
48 - 46	3		7
51 - 49	3		8
	51		

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(0.8324)

(0.9387)

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(48) , ,

.(SPSS)

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. 1.4

	(17.7)	(66)
(130)	(24.1)	(90)
(87)		(%34.9)
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(9) 6-15		
(%50.9)	(190)16-25	(%2.3)
(%10.7)	(38) 26-35	

	(13.1)	(49)	36-45	
	.	(23.3)	(87)	46
(61.4)	(229)			
.	(38.6)	(144)		
(70)		(71.3)	(266)	
(%8.8)	(33)		(%18.8)	
	(%1.1)	(4)		
			.	
		(%19.8)	(74)	
		(%4.0)	(15)	
	(%27.3)	(102)		
	(%30.6)	(114)		
	(%9.9)	(37)		
	(%8.3)	(31)		
			.	
(86)		(%71.3)	(266)	

(7)			(23.1)
	.(3.8)	(14)	(%1.9)
	(281)		
	(%11.5)	(43)	(%75.3)
(8)		(9.4)	(35)
	.(%1.6)	(6)	(%2.1)
(3000)			
	(2001-3000)	(%6.2)	(23)
(78) (1001-2000)		(%13.7)	(51)
	(221) 1000		(%20.9)
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	(303)		
	(40)		(81.2)
			(%40)
(20)		(%2.7)	(10)
			(%5.4)
	(303)		
	(40)		(81.2)
			(%40)

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(%2.7)

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(%5.4)

(175)

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(106)

(%71.6)

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(6)

(6)

17.7	66		
24.1	90		
34.9	130		
23.3	87		
2.3	9	6-15	
50.9	190	16-25	
10.17	38	26-35	
13.1	49	36-45	
23.3	87	46	
61.4	229		
38.6	144		
71.3	266		
18.8	70		
8.8	33		
1.1	4		

19.8	74		
4.0	15		
27.3	102		
30.6	114		
9.9	37		
8.3	31		
71.3	266		
23.1	86		
1.9	7		
3.8	14		
75.3	281		
11.5	43		
9.4	35		
2.1	8		
1.6	6		
6.2	23	3000	
13.7	51	2001-3000	
20.9	78	1001-2000	
59.2	221	1000	
81.2	303		
10.7	40		
2.7	10		
5.4	20		
81.0	302		
19.0	71		
88.5	330		
11.5	43		
46.9	175		
53.1	198		

71.6	267		
28.4	106		

.2.4

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() (5)

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(7)

	%50
	%59 - %50
	%69 - %60
	%79 - %70
	%80

. (16) 15-8

() .3.4

(8)

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		*		
	92.20	4.61	.	1
	89.80	4.49		2
	88.60	4.43		3
	89.80	4.49	/	4
	87.40	4.37	()	5
	87.60	4.38		6
	89.60	4.48		7
	84.40	4.22	) (	8
	85.60	4.28		9
	85.80	4.29	.	10
	86.40	4.32		11
	87.93	4.40		

(5)

(8)

(11-1)

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(%80)

. (%87.93)

()

.4.4

(9)

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		*		
	54.60	2.73		12
	59.40	2.97	/	13
	57.40	2.87		14
	57.00	2.85	/	15
	58.60	2.93	/	16
	56.20	2.81		17
	53.60	2.68		18
	56.69	2.83		

(5)

(9)

(18-12)

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(%59 -%50)

. (%56.69)

(- -)

.5.4

(10)

(- - :

		*		
	86.80	4.34		19
	80.60	4.03		20
	83.00	4.15		21
	85.00	4.25		22
	85.60	4.28		23
	86.40	4.32		24
	85.80	4.29		25
	86.80	4.34		26
	87.60	4.38		27
	86.00	4.3		28
	86.60	4.33		29
	80.80	4.04		30
	85.08	4.25		

(5)

(10)

/ (- -)

(%80) (30-19)

. (%85.08)

() .6.4

(11)

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		*		
	91.00	4.55		31
	88.40	4.42		32
	88.00	4.40	/	33
	85.80	4.29		34
	87.20	4.36		35
	87.60	4.38		36
	90.40	4.52		37
	88.34	4.42		

(5)

(11)

(37-31) /

(%80)

. (%88.34)

() .7.4

(12)

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		*		
	88.80	4.44		38
	79.40	3.97		39
	87.40	4.37		40
	85.20	4.26		

(5)

(12)

(40 38) /

(39) (%80)

(%79 -%70)

. (%85.20)

() .8.4

(13)

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		*		
	58.00	2.9		41
	77.80	3.89	) ((	42
	86.00	4.3		43
	74.40	3.72		44
	85.60	4.28	) (	45
	76.36	3.82		

(5)

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(44 42)

(%80)

(45 43)

(41)

(%79 - %70)

(%59 - %50)

. (%76.36)

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.9.4

(14)

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		*		
	53.20	2.66		46
	53.80	2.69		47
	58.00	2.9		48
	55.00	2.75		

(5)

(14)

(48-46)

/

(%59 -%50)

. (%55.00)

()

10.4

(15)

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		*		
	88.60	4.43		49
	84.20	4.21		50
	86.80	4.34		51
	86.53	4.33		

(5)

(15)

-49) /

(%80) (51

. (%86.53)

: .11.4

(16)

		*		
	87.93	4.40		1
	56.69	2.83		2
	85.08	4.25	= =	3
	88.34	4.42		4
	85.20	4.26		5
	76.36	3.82		6
	55.00	2.75		7
	86.53	4.33		8
	77.60	3.88		

(5)

(16)

1) /

(6) (%80) (8 5 4 3

(7 2) (%79 -%70)

(%59 -%50)

. (%77.60)

() . 2.4

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. 32-17

: **.1.2.4**

($\alpha = 0.05$)

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(17) (ANOVA)

(17)

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	()					
.030	3.024	1.426	3	4.277		-1
		.471	369	173.939		
			372	178.216		

.308	1.203	.101	3	.304		- 2
		.084	369	31.091		
			372	31.395		
.108	2.036	1.145	3	3.436		= -3 =
		.562	369	207.559		
			372	210.995		
.068	2.392	1.544	3	4.633		-4
		.646	369	238.263		
			372	242.896		
.029	3.052	1.903	3	5.709		-5
		.624	369	230.127		
			372	235.837		
.107	2.048	.984	3	2.952		-6
		.481	369	177.309		
			372	180.261		
.045	2.715	.872	3	2.617		-7
		.321	369	118.583		
			372	121.200		
.594	.634	.537	3	1.611		-8
		.847	369	312.699		
			372	314.309		

.069	2.642	.609	3	1.827		
		.230	369	85.052		
			372	86.879		

ANOVA(0.05)

(17)

(0.05 = α)

(8 6 4 3 2) /

(0.05) ()

.(7 5 1)

(7 5 1)

. (18) (LSD)

(18)

(LSD)

.0205	-.1871	.0679			
-.0474	-.2549*		-.0679		
.2076*		.2549	.1871		
	-.2076	.0474	-.0205		
-	-.3542*	-.2094			)
.2786*					
-.0692	-.1447		.2094		
.0755		.1447	.3542		
	-.0755	.0692	.2786		(
.0669	.0767	.2411*			
-	-.1644*		-.2411		

.1742*					
-.0098		.1644	-.0767		
	.0098	.1742	-.0669		

(18)

() () ()
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() () () ()
() ()
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() () ()
() () ()
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.2.2.4

($\alpha = 0.05$)

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. (19) (ANOVA)

(19)

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المجال	مصدر التباين	مجموع مربعات الانحراف	درجات الحرية	متوسط المربعات	قيمة (ف)	مستوى الدلالة
-1	بين المجموعات	1.105	5	.221	.766	.575
	داخل المجموعات	105.910	367	.289		
	المجموع	107.015	372			
- 2	بين المجموعات	1.194	5	.239	.788	.559
	داخل المجموعات	111.277	367	.303		
	المجموع	112.471	372			
-3 = =	بين المجموعات	2.316	5	.463	1.168	.324
	داخل المجموعات	145.529	367	.397		
	المجموع	147.845	372			
-4	بين المجموعات	1.157	5	.231	.576	.719
	داخل المجموعات	147.499	367	.402		
	المجموع	148.655	372			
-5	بين المجموعات	.830	5	.166	.321	.900
	داخل المجموعات	190.000	367	.518		
	المجموع	190.831	372			
-6	بين المجموعات	1.835	5	.367	.937	.457
	داخل المجموعات	143.658	367	.391		
	المجموع	145.493	372			
-7	بين المجموعات	1.563	5	.313	.515	.765
	داخل المجموعات	222.679	367	.607		
	المجموع	224.242	372			
-8	بين المجموعات	.992	5	.198	.426	.831
	داخل المجموعات	170.968	367	.466		
	المجموع	171.960	372			
	بين المجموعات	.408	5	.082	.420	.835
	داخل المجموعات	71.393	367	.195		
	المجموع	71.802	372			

ANOVA(0.05)

(19)

(0.05 = α)

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(0.05) ()

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.3.2.4

($\alpha = 0.05$)

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(20) (t)

(20)

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	()						
.438	.777	.63629	4.3596	.72557	4.4168		1
.177	1.353	.24724	2.8085	.31414	2.8503		2
.502	.672	.71179	4.2205	.77880	4.2744	= =	3
.207	1.264	.82419	4.3512	.79669	4.4598		4
.351	.933	.74561	4.2106	.82660	4.2897		5
.201	1.281	.61144	3.7611	.74341	3.8559		6
.944	.070	.58469	2.7454	.56317	2.7496		7
.743	.328	.85508	4.3056	.95894	4.3377		8
.252	1.148	.46078	3.8453	.49652	3.9043		

(371)df (0.05)

(20)

(0.05 = α)

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(0.05)

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.4.2.4($\alpha = 0.05$)

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(21)

(ANOVA)

(21)

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	()					
.050	2.391	1.129	4	4.515		-1
		.472	368	173.701		
			372	178.216		
.994	.059	.005	4	.020		- 2
		.085	368	31.375		
			372	31.395		
.006	3.660	2.018	4	8.074		= -3
		.551	368	202.921		
			372	210.995		
.032	2.666	1.710	4	6.839		-4

		.641	368	236.056		
			372	242.896		
.052	2.377	1.485	4	5.940		
		.625	368	229.896		-5
			372	235.837		
.508	.828	.402	4	1.609		
		.485	368	178.652		-6
			372	180.261		
.118	1.855	.599	4	2.395		
		.323	368	118.805		-7
			372	121.200		
.289	1.252	1.055	4	4.220		
		.843	368	310.089		-8
			372	314.309		
.022	2.901	.664	4	2.656		
		.229	368	84.223		
			372	86.879		

ANOVA(0.05)

(21)

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(0.05 = α)

(4 3)

(0.05) ()

.(8 7 6 5 2 1)

(4 3)

. (/22) (LSD)

(22)

(LSD)

-.2984	*.3714	.0379			-) (-
-.3363	*.3335				
-.6698					
	.6698				
-.3496	*.4058				)
-.4265	*.3289				
*_ .7554					
	.7554				
-.2540	*.2660	.0331			
-.2871	*.2329				
*_ .5200					

(22)

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.5.2.4

($\alpha = 0.05$)

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. (23) (ANOVA)

(23)

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.152	1.628	.773	5	3.867		-1
		.475	367	174.349		
			372	178.216		
.425	.988	.083	5	.417		- 2
		.084	367	30.978		

			372	31.395		
.035	2.420	1.347	5	6.734		= -3 =
		.557	367	204.261		
			372	210.995		
.308	1.201	.782	5	3.910		-4
		.651	367	238.986		
			372	242.896		
.022	2.663	1.652	5	8.258		-5
		.620	367	227.579		
			372	235.837		
.343	1.133	.548	5	2.739		-6
		.484	367	177.522		
			372	180.261		
.373	1.076	.350	5	1.750		-7
		.325	367	119.449		
			372	121.200		
.521	.842	.713	5	3.565		-8
		.847	367	310.745		
			372	314.309		
.146	1.652	.382	5	1.912		
		.232	367	84.967		
			372	86.879		

ANOVA(0.05)

(23)

(0.05 = α)

(8 7 6 4 2 1)

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(0.05) ()

.(5 3)

(5 3)

. (24) (LSD)

(24)

(LSD)

*-.3289	-.1768	-.1455	.0925	.0283			) - - (
-.3572	-.2051	-.1738	.0642				
*-.4214	*-.2693	-.2380					
-.1833	-.0313		.2380				
-.1521		.0313	.2693				
	.1521	.1833	.4214				) (
*-.3204	-.3378	-.1414	-.0750				
*-.7369	*-.7544	-.5579	*-.4915				
-.2454	-.2629	-.0664					
-.1790	-.1965						
.0174		.1965					
	-.0174	.1790					

(24)

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: **.6.2.4**

($\alpha = 0.05$)

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. (25) (ANOVA)

(25)

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.073	2.342	1.110	3	3.330		-1
		.474	369	174.886		
			372	178.216		
.794	.343	.029	3	.087		-2

		.085	369	31.308		
			372	31.395		
.067	2.407	1.350	3	4.050		= -3 =
		.561	369	206.946		
			372	210.995		
.817	.311	.204	3	.613		-4
		.657	369	242.283		
			372	242.896		
.115	1.992	1.253	3	3.759		-5
		.629	369	232.077		
			372	235.837		
.670	.518	.252	3	.756		-6
		.486	369	179.505		
			372	180.261		
.769	.378	.124	3	.372		-7
		.327	369	120.828		
			372	121.200		
.110	2.027	1.698	3	5.095		-8
		.838	369	309.214		
			372	314.309		
.157	1.745	.405	3	1.215		
		.232	369	85.664		
			372	86.879		

ANOVA(0.05)

(25)

(0.05 = α)

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. (0.05) ()

: .7.2.4

($\alpha = 0.05$)

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. (26) (ANOVA)

(26)

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	()					
.542	.775	.372	4	1.490		-1
		.480	368	176.726		
			372	178.216		
.479	.876	.074	4	.296		- 2
		.085	368	31.099		
			372	31.395		
.230	1.410	.796	4	3.184		= -3 =
		.565	368	207.811		
			372	210.995		
.168	1.622	1.052	4	4.208		-4
		.649	368	238.687		

			372	242.896		
.595	.697	.443	4	1.773		-5
		.636	368	234.064		
			372	235.837		
.574	.728	.354	4	1.415		-6
		.486	368	178.847		
			372	180.261		
.801	.411	.135	4	.539		-7
		.328	368	120.661		
			372	121.200		
.684	.571	.485	4	1.939		-8
		.849	368	312.370		
			372	314.309		
.385	1.042	.243	4	.973		
		.233	368	85.906		
			372	86.879		

ANOVA(0.05)

(26)

(0.05 = α)

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(0.05)

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.8.2.4

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($\alpha = 0.05$)

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(27) (ANOVA)

(27)

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.727	.437	.210	3	.631		-1
		.481	369	177.585		
			372	178.216		
.827	.298	.025	3	.076		- 2
		.085	369	31.319		
			372	31.395		
.629	.580	.330	3	.990		= -3 =
		.569	369	210.005		
			372	210.995		
.055	2.709	1.745	3	5.235		-4
		.644	369	237.661		

			372	242.896		
.367	1.057	.670	3	2.009		-5
		.634	369	233.828		
			372	235.837		
.176	1.655	.798	3	2.393		-6
		.482	369	177.868		
			372	180.261		
.371	1.049	.341	3	1.024		-7
		.326	369	120.175		
			372	121.200		
.874	.233	.198	3	.593		-8
		.850	369	313.716		
			372	314.309		
.486	.815	.191	3	.572		
		.234	369	86.307		
			372	86.879		

ANOVA(0.05)

(27)

(0.05 = α)

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(0.05) ()

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.9.2.4

($\alpha = 0.05$)

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(28) (ANOVA)

(28)

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	()					
.906	.256	.124	4	.495		-1
		.483	368	177.721		
			372	178.216		
.799	.413	.035	4	.140		- 2
		.085	368	31.255		
			372	31.395		
.334	1.146	.649	4	2.597		= -3 =
		.566	368	208.398		
			372	210.995		
.970	.133	.088	4	.351		-4
		.659	368	242.545		
			372	242.896		

.608	.677	.431	4	1.724		-5
		.636	368	234.113		
			372	235.837		
.773	.449	.219	4	.875		-6
		.487	368	179.386		
			372	180.261		
.098	1.975	.637	4	2.547		-7
		.322	368	118.653		
			372	121.200		
.222	1.434	1.206	4	4.825		-8
		.841	368	309.485		
			372	314.309		
.983	.099	.023	4	.093		
		.236	368	86.785		
			372	86.879		

ANOVA(0.05)

(28)

(0.05 = α)

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. (0.05) ()

.10.2.4

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($\alpha = 0.05$)

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: (29) (t)

(29)

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	()						
0.50	0.68	0.66	4.34	0.70	4.41		1
0.83	-0.22	0.46	2.84	0.24	2.83		2
0.11	1.62	0.72	4.12	0.76	4.28	= =	3
0.42	0.81	0.82	4.35	0.80	4.43		4
0.23	-1.20	0.82	4.36	0.79	4.24		5
0.77	0.30	0.61	3.80	0.72	3.82		6
0.86	0.18	0.59	2.74	0.57	2.75		7
0.25	1.16	1.03	4.21	0.89	4.35		8
0.49	0.70	0.49	3.85	0.48	3.89		

(371)df (0.05)

(29)

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(0.05 = α)

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(0.05)

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.11.2.4

($\alpha = 0.05$)

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: (30) (t)

(30)

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	()						
0.57	0.57	0.78	4.34	0.68	4.40		1
0.57	0.56	0.25	2.81	0.30	2.84		2
0.71	0.37	0.83	4.21	0.74	4.26	= =	3
0.52	0.65	0.76	4.34	0.81	4.43		4
0.15	1.46	0.79	4.09	0.80	4.28		5
0.51	0.66	0.60	3.75	0.71	3.83		6
0.03	-2.24	0.61	2.93	0.56	2.72		7
0.32	1.00	1.05	4.19	0.90	4.34		8
0.50	0.68	0.48	3.83	0.48	3.89		

(371)df (0.05)

(30)

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(0.05 = α)

(8 6 5 3 2 1)

(0.05)

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(0.05)

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.12.2.4

($\alpha = 0.05$)

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: (31) (t)

(31)

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	()						
0.39	0.86	0.71	4.37	0.68	4.43		1
0.57	0.57	0.33	2.83	0.24	2.84		2
0.62	-0.50	0.75	4.27	0.76	4.23	= =	3
0.54	0.61	0.83	4.39	0.79	4.44		4
0.28	1.08	0.84	4.22	0.75	4.31		5
0.96	-0.06	0.76	3.82	0.62	3.82		6
0.60	-0.53	0.59	2.76	0.55	2.73		7
0.62	0.50	0.98	4.30	0.85	4.35		8
0.63	0.48	0.52	3.87	0.45	3.89		

(371)df (0.05)

(31)

(0.05 = α)

/

(0.05) ()

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.13.2.4

($\alpha = 0.05$)

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: (32) (t)

(32)

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	()						
0.27	1.11	0.84	4.33	0.63	4.42		1
0.50	0.67	0.25	2.82	0.30	2.84		2
0.25	1.16	0.85	4.18	0.71	4.28	= =	3
0.37	0.89	0.89	4.36	0.77	4.44		4
0.72	0.36	0.87	4.24	0.77	4.27		5
0.79	0.27	0.63	3.80	0.72	3.83		6
0.04	-2.10	0.59	2.85	0.56	2.71		7
0.12	1.56	1.09	4.21	0.84	4.37		8
0.40	0.85	0.57	3.85	0.45	3.89		

(371)df (0.05)

(32)

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(0.05 = α)

(8 6 5 3 2 1)

(0.05)

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(%80)

(37-31)

. (%88.34)

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(%80)

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. (%85.20)

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(%59 -%50)

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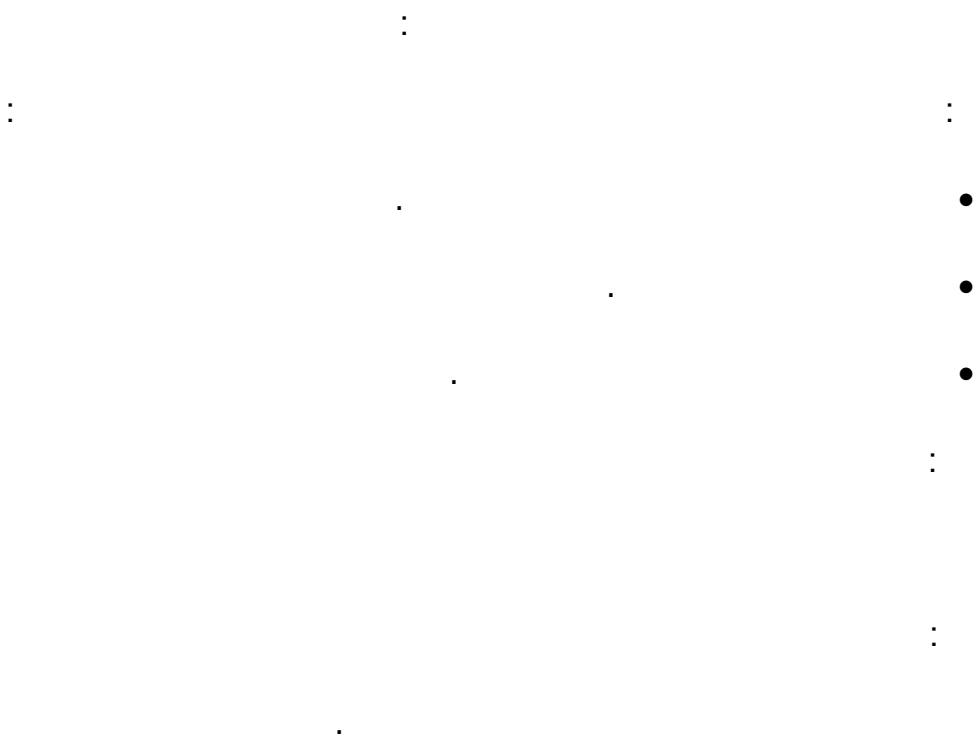
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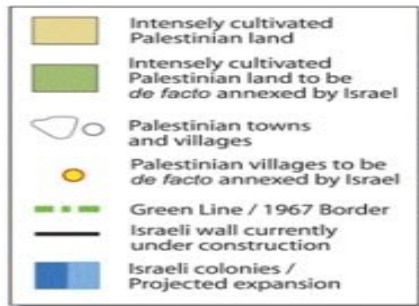
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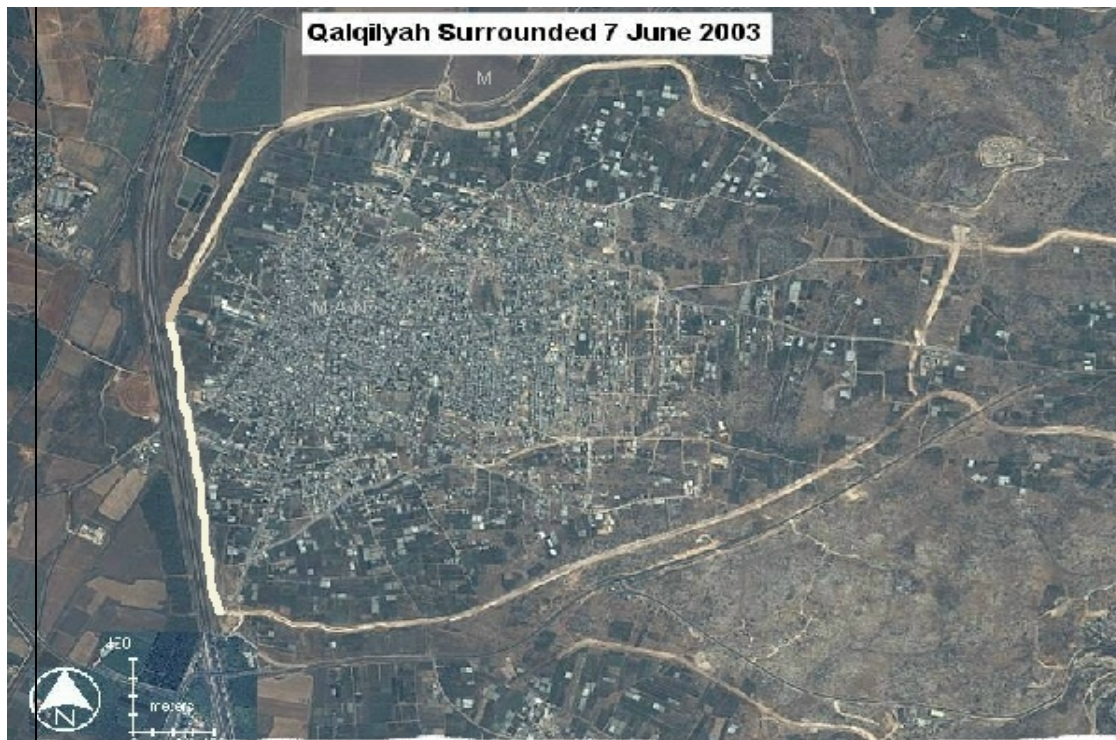
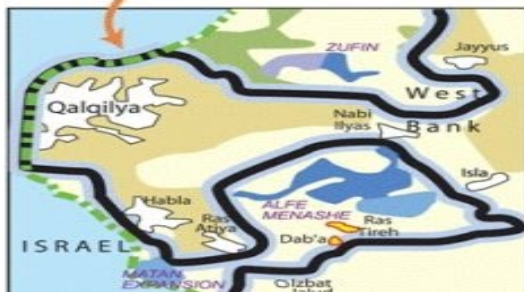
المستشفى القديم



Israel's "Security Wall" : Another Land Grab



The Palestinian city of Qalqilya will be isolated by the wall and illegal Israeli colonies. Approximately 750 acres of Palestinian land will be *de facto* annexed by Israel.





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Al-Quds University
Jerusalem
School of Public Health



جامعة القدس
القدس
كلية الصحة العامة

التاريخ: 2009/3/23
الرقم: 4 ص 8/83/8 2009/8

حضرة الدكتور أمية خسان المحترم
مدير البرنامج الصحي في وكالة الغوث

الموضوع: الموافقة على إجراء بحث علمي للطلاب رمزي، أبو عيسى

تحية طيبة وبعد،،

نود إعلام حضرتكم بأن الطالب رمزي أبو عيسى أحد طلاب برنامج ماجستير الصحة العامة/ مسار إدارة صحية سيقوم بدراسة علمية بعنوان: "قياس مستوى رضا المرضى من خدمات مستشفى الوعالة/ قلقيلية"
"Assessment of Patients satisfaction at UNRWA Hospital - Qalqilia Hospital"

والتي تهدف إلى التعرف على مستوى رضا المرضى من الخدمات المقدمة حيث أنها وسيلة من أجل تقييم الخدمات وتحسين جودة الخدمة المقدمة في المؤسسة بطريقة عملية ورفع التوصيات.
وهذه الدراسة هي مطلب تخرج واستكمال رسالة الماجستير للطلاب، لذا نرجو من حضرتكم التكرم بالموافقة وتسهيل إجراء هذا البحث وتوزيع الاستبيانات في المستشفى.

شاكراً لكم حسن تعاونكم،،

د. محمد شاهين
رئيس كلية الصحة العامة

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