The impact of ethical systems and structures on improving the level of quality of Health Service a comparative study between the public hospital Mohamed Boudiaf and the private hospital institution Numidia Syphax in the state of Oum El Bouaghi

أثر الأنظمة والهياكل الأخلاقية على تحسين مستوى جودة الخدمات الصحية – دراسة مقارنة بين مستشفى محمد بوضياف العمومي ومؤسسة مستشفى نوميدياسيفاكس الخاصة في ولاية أم البواقي

Maamri Hassina[1], Zouaghi mohamed[2]

[1]University of Biskra, hassina.maamri@univ-biskra.dz
[2] University of Bouira m.zouaghi@univ-bouira.dz

Received: 01/03/2026 ***Accepted: 03/06/2026*** ***Published:01/07/2026***

Abstract:

Given the importance of ethical values in health institutions as one of the basics of success, this study aimed to find out the extent to which ethical systems and structures contribute to improving the quality of health service provided through three dimensions: culture, ethical symbols, and ethical structures.

The study sample consisted of 199 employees between doctors and nurses at Mohamed Boudiaf Hospital and Numidia Syphax Clinic in Oum El Bouaghi state, we adopted the questionnaire as a tool for data collection, after analyzing the results using the SPSS program, the most important results of the study were that there is an impact of ethical systems and structures in their three dimensions in improving the quality of service in the hospital institutions under study.

Keywords: ethical systems and structures, ethical symbols, health service.
JELClassificationCodes:D02, M12, I10, I13

ملخص:

نظرا لأهمية القيم الأخلاقية في المؤسسات الصحية بإعتبارها أحد أسس النجاح، هدفت هذه الدراسة إلى تحديد مدى إسهام الأنظمة والهياكل الأخلاقية في تحسين جودة الخدمة الصحية المقدمة، وذلك من خلال ثلاث أبعاد: الثقافة، الرموز الأخلاقية والهياكل الأخلاقية.

[1] ***Corresponding author****: zouaghimohamed,* ***m.zouaghi@univ-bouira.dz****.*

The impact of ethical systems and structures on improving the level of quality of Health Service a comparative study between the public hospital Mohamed Boudiaf and the private hospital institution - Numidia Syphax in the state of Oum El Bouaghi

تكونت عينة الدراسة من 199 موظف من أطباء وممرضين في مستشفى محمد بوضياف وعيادة نوميديا سيفاكس بولاية أم البواقي. واعتمدنا الإستبيان كأداة لجمع البيانات، وبعد تحليل النتائج باستخدام برنامج spss،تبين أن أهم نتائج الدراسة هي وجود تأثير للأنظمة والهياكل الأخلاقية بأبعادها الثلاثة في تحسين جودة الخدمات في المؤسسات الإستشفائية محل الدراسة.

كلمات مفتاحية: الأنظمة والهياكل الأخلاقية،الرموز الأخلاقية،الخدمات الصحية.

تصنيفاتJEL : D02, M12, I10, I13.

1. INTRODUCTION

Increasing interest in professional ethics because it has a significant impact on the lives of individuals, as it affects their behavior and promotes cohesion and harmony, ethics acts as a manifestation of social control, as it motivates individuals to achieve goals and deepen their sense of belonging to their communities.

The importance of professional ethics increases even more when talking about a profession such as the medical profession, as any mistake or negligence whose human losses are either harming someone's health or death, which is why societies make great efforts to make medical ethics respected by their practitioners.

One of the indicators of the state's progress is the level of health services it provides to citizens. The available activities in the field of health care constitute a measure of the technological progress of the state in all fields. The importance of quality in hospitals has increased and there are many types of health care, especially after the emergence of private hospital institutions. Health services are no longer limited to what the state provides. Health services have entered the scope of commercial business.

In light of the contemporary circumstances and the changes taking place, Hospital institutions strive to find the principles, foundations and rules necessary to provide health services at an acceptable level that meets the expectations and perceptions of patients, and as hospital institutions in Algeria are not immune from these changes, they strive to find ethical rules to provide quality health services and to improve and develop them continuously. From this point of view, this study seeks to out the impact of ethical systems and structures in improving the quality of Health Service in public and private hospital institutions in Oum El Bouaghi state. Based on

this, the problem of the study can be crystallized in the following fundamental question:

- Is there an impact of ethical systems and structures on improving the quality of healthcare services in public and private hospitals in Oum El Bouaghi state? And is there a difference between the public and private sectors in this regard?

To delve deeper into the topic, the problem has been divided into the following sub-questions:

- Is there an impact of organizational culture on improving the quality of healthcare services in public and private hospitals in Oum El Bouaghi state? And is there a difference between the public and private sectors in this regard?

- Is there an impact of symbols and ethical values on improving the quality of healthcare services in public and private hospitals in Oum El Bouaghi state? And is there a difference between the public and private sectors in this regard?

- Is there an impact of ethical structures on improving the quality of healthcare services in public and private hospitals in Oum El Bouaghi state? And is there a difference between the public and private sectors in this regard?

1.1 Study hypotheses:

- There is no impact of ethical systems and structures on improving the quality of healthcare services in public and private hospitals in Oum El Bouaghi state, and there is a difference between the public and private sectors.

- There is no impact of organizational culture on improving the quality of healthcare services in public and private hospitals in Oum El Bouaghi state, and there is a difference between the public and private sectors.

- There is no impact of symbols and ethical values on improving the quality of healthcare services in public and private hospitals in Oum El Bouaghi state, and there is a difference between the public and private sectors.

- There is no impact of ethical structures on improving the quality of healthcare services in public and private hospitals in Oum El Bouaghi state, and there is a difference between the public and private sectors.

1.2 The importance of studying:

- Importance of the study stems from the fact that it investigates professional ethics, which institutions today cannot do without;

- The of professional ethics is one of the topics that is increasingly needed with the growing ethical scandals and irresponsibility at work;
- This weak attention of institutions to the importance of professional ethics as an essential element for survival and continuity.

2. The theoretical part of the study:

2.1 Ethical systems and structures:

This groupconsists of a set of toolsusedby managers to promote values and ethical behaviors for institutions to become ethical, and includesthefollowing**:**(Al-Rawashdeh, 2007, p. 55)

2.1.1Organizational culture: organizational culture is described as one of the main forces contributing to the formation or construction of an ethical institution and is represented by the set of values, beliefs, assumptions and norms prevailing in the institution and in this regard it is referred to through three directions:

- The essence of culture:a direction that focuses on culture through its intangible intellectual dimensions such as values, beliefs, assumptions, philosophy, expectations and common attitudes that bind the members of the institution.(Romascanu, 2023, p. 20)

- Manifestations of culture:a direction that focuses on culture through its manifestations such as symbols, rituals, patterns of behavior, buildings, structures, systems or manifestations of behavior.

- Cultural fabric: modern intellectual trends are integrated into business ethics, affecting moral and immoral behavior. Management plays a crucial role in promoting ethical behavior, ensuring that the correct practices are reflected at all levels of the organization, where ethics is made an integral part of the organizational culture in order to promote ethical behavior in IT. Organizational culture can be viewed from several aspects, including:

- The process of ethics is part of the corporate culture and business values.
- The culture of the interacts with the ethics of forming behavior within the enterprise.
- The culture is one of the inputs for building Ethics in the enterprise.

2.1.2 Symbols and moral values: are basic expressions that reflect values related to the ethical aspects that control the behavior of the worker within

the organization, and these symbols tend to be in two forms, ethical symbols that are based on principles, and ethical symbols that are based on policies, and as a result of the importance of ethical symbols in institutions,we find that the departments Supporting these moral codes by rewarding obedient individuals, and punishing violating individuals, then moral codes can be used as a way to promote the moral climate in the institution, and this would be achieved through the use of good behavior as a way to improve the moral climate.(Saad and Muayyad Al-Saadi, 2002, p. 80)

2.1.3 Ethical structures: represented by the various systems, positions and programs through which the institution undertakes to apply ethical behavior, these structures include a set of the following organizational paragraphs:(Mu'adidi, 2021, p. 120)

- Ethics committees: A group of department managers involved in examining ethics in the institution, these committees assess the responsibility of the committed violations and the responsibility of the accounting entity for them, and the presence of these committees is necessary especially for institutions that want to make immediate adjustment of the behavior of individuals in them.

2.2Quality of Health Services

The quality of services is defined as:"it is a comparison between the customer's expectations and the actual performance of the service". It also means the quality of the service provided to customers, and the quality in transporting and providingas concept of the quality of Health Services revolves around the beneficiary citizen and the degree of his satisfaction with them, so it aims to provide more efficient, safer, more accessible, more convincing services to its providers, and more satisfying to its beneficiaries so that a positive Provided health.(Khadija Boulalaya, 2020, p. 202)

The World Health Organization **(**OMS**)** quality of health services as:"the homogeneous provision of diagnostic and therapeutic activities to each patient, ensuring the best results in the field of Health in accordance with the current state of medical science, at the best cost and with the least risk". The quality of Health Services is the administrative philosophy ofhealth centers through which the needs of patients are met, regardless of the achievement of the goals of health centers.(Neubauer, 2003, p. 145)

3. AppliedPart: A Comparative Study between a public and private hospital institution in the state of Oum El Bouaghi

3.1 Methodology of the study

relied on the method of observing the movements of the medical staff

and their behaviors during the performance of their tasks and examining their ways of dealing with patients and among them. The observation helped us to obtain other data related to the study hypotheses, such as regulations and administrative posters addressed to doctors and nurses. Based on the data obtained through interviews and observation, we formulated the questionnaire questions. About 258 questionnaires were distributed and 199 valid questionnaires were retrieved, which is estimated at 77.13valid questionnaires for statistical analysis.

Table No. 1: sample study

Hospitals		Number of employees	Target sample	Distributed questionnaires	Retrieved questionnaires
Total	Mohamed Boudiaf	470	203	203	146
	Numediaclinic	70	55	55	53
	540		258	258	199

Source: prepared by researchers

The questionnaire has been unpacked and analyzed through the statistical package program **Spss** using the following statistical tools:

- Percentages and repetitions: in order to find out the frequency of the categories of a variable, it is useful in describing the study sample.

- The cronbach's Alpha coefficient: is one of the most important tests to confirm the degree of stability of the scale adopted in the study.

- this type of transaction, which measures the truthfulness of the measuring instrument, and is interested in the degree to which each phrase corresponds to the dimension or axis represented by it, through the Pearson.

- The form measures of centrality and dispersion: used to describe the study sample and show its characteristics, these methods are: arithmetic mean and standard deviations.

- The method of regression analysis: order to find out the impact of the independent variable ethical systems and structures with its dimensions on the dependent variable quality of Health Service.

3.2 The distribution of the sample according to personality variables in the and the hospital institution under study.

Table No. 2: cronbach's Alpha coefficients for study variables and their dimensions

The variable	Number of phrases	Cronbach's Alpha coefficient
Ethical systems and structures	10	,792
Quality of Health Service	20	,893

Source: prepared by researchers based on SPSSV22 outputs

It is clear from the results of Table (3) that the stability coefficients of the measuring instruments related to all variables range in values between and 0.893, which indicates that the measuring instruments used are appropriate with the variables they measure, which indicates that the resolution has a degree of stability.

Table No. 3: Pearson correlation coefficient for terms of dimensions of ethical systems and structures

Ethical systems and structures		
The phrase	**Correlation coefficient**	**Moral level**
1	**,679****	**,000**
2	**,586****	**,000**
3	**,590****	**,000**
4	**,711****	**,000**
5	**,663****	**,000**
6	**,739****	**,000**
7	**,685****	**,000**
8	**,643****	**,000**
9	**,781****	**,000**
10	**,996****	**,000**

Source: prepared by researchers based on SPSSV22 outputs

From the table, it can be seen that all Pearson correlation coefficients ranged between (0,586 - 0,996) at a moral degree, 0000, so it is considered that the statements of the axis of ethical systems and structures achieve a high degree of internal consistency**.**

Table No. 4: Pearson correlation coefficient for health service quality phrases

Quality of Health Service					
The phrase	Correlation coefficient	Moral level	The phrase	Correlation coefficient	Moral level
1	,931**	,000	11	, 613**	,000
2	,774 **	,000	12	,769**	,000
3	,805**	,000	13	,814 **	,000
4	,830**	,000	14	,779 **	,000
5	,785 **	,000	15	,751 **	,000
6	,602**	,000	16	,825 **	,000
7	,699 **	,000	17	,601 **	,000
8	,900**	,000	18	,569 **	,000
9	,817 **	,000	19	,652 **	,000
10	,725**	,000	20	,791 **	,000

Source: prepared by researchers based on SPSSV22 outputs

From the table, it becomes clear to us that for the variable related to the quality of Health Service, there is a high degree of between the phrases total axis, where the Pearson correlation coefficient of the phrases ranges between (0,569 - 0,931) at the level of 0,000 significances.

4. Analysis of the results of patients ' opinions on the quality of Health Service in public and private hospital institutions in Oum El Bouaghi

We will present the results of an analysis of patients ' opinions about the level of quality of health services they receive in both public hospitals and private hospital institutions in Oum El Bouaghi state.

4.1. Analysis of patients' opinions about the quality of Health Service at Oum El Bouaghi state public hospital

4.1.1 Analysis of patients' opinions in public hospitals about the quality of Health Service

The following table shows an analysis of patients ' answers about the quality of Health Service, according to the public hospital (Mohamed Boudiaf).

Table No. 5: analysis of the opinions of patients in the public hospital about the quality of Health Service

	Mohamed Boudiaf	
	Arithmetic mean	Standard deviation
Quality of Health Service	1.815	0.240

Source: prepared by researchers based on SPSSV22 outputs

We note that the level of quality of the health service provided by the Mohamed Boudiaf public hospital is very low, the arithmetic average reached 1.815, and it is concentrated in the category of non-approved, which means that patients agree to the low quality of Health Services at Mohamed Boudiaf hospital in the five-tier likart ladder؛

Through our interviews with some patients recorded during our stay in these hospitals, the researcher attributes the low quality of health services to:

- kinship, where we noticed that if the patient lacks kinship, he becomes vulnerable to neglect;

- **The of control:** because the Control imposed on doctors and nurses plays an important role to reduce the percentage of professional errors and punish all forms of negligence, and this is consistent with a study (,), the results of which indicated that the only effective control within the workplace is that imposed by doctors on each other in an informal way through their daily interactions, i.e. That there is an agreed self-control among colleagues;

- Is consistent with a study (ocean al. in these hospitals Seniority in appointment, not according to competence and experience.

4.1.2. Analysis of patients ' opinions about the quality of Health Service in the private hospital institution in Oum El Bouaghi

The following table shows an analysis of patients ' responses about the quality of the health service, according to the private hospital institution (Numidia Syphax).

Table No. 6: analysis of the opinions of patients in the private hospital Institution about the quality of Health Service

	Numidia Syphax clinic	
	Arithmetic mean	Standard deviation
Quality of Health Service	3.870	0.086

Source: prepared by researchers based on SPSSV22 outputs

For Numidia clinic, the arithmetic mean value reached (3.870), which is concentrated in the approval category with in the five-way likart scale, which means that patients are satisfied with the quality of the health services they provide and that the quality of the health service is achieved

well in this private hospital institution, where it is considered that the patient's satisfaction with the service It is closely related to the quality of the health service and it can be said that patient satisfaction is a function of the difference between performance and expectations, therefore the patient compares the service he receives with the service as he expected, if the first is less than the second, it is His feeling of resentment and dissatisfaction, but if they were equal, his feeling of satisfaction, but if the perceived service was greater than the expected service, his feeling of satisfaction increased and his loyalty to the hospital institution increased and stuck to it;
Through the above, our observation and interviews with some patients attending the private hospital institutions in Oum El Bouaghi state, we can attribute the reason for the level quality in health services to the following:
- The fact that private institutions are more interested in the patient because they are profitable, they work on the service and comfort of the patient constantly and strive to offer fairly adequate prices;
- The hospital institutions have appropriately designed premises, equipped with the latest equipment and devices;
- Hospital institutions are more willing and committed than public hospitals in providing treatment and review appointments and are characterized by speed in responding to all the requirements and suggestions of patients.

4.2. Ethical systems and structures and the quality of Health Service at the public hospital in Oum El Bouaghi

4.2.1. Analysis of the opinions of doctors and nurses about the quality of the health service in the public hospital institution

The following table shows an analysis of the answers of doctors and nurses about the quality of Health Service, according to the public hospital (Mohamed Boudiaf).

Table No. 7: analysis of the opinions of doctors and nurses in the public hospital on the quality of Health Service

	Mohamed Boudiaf	
	Arithmetic mean	Standard deviation
Quality of Health Service	2.317	0.127

Source: prepared by researchers based on SPSSV22 outputs

We note that the level of quality of the health service provided by the public hospital Mohamed Boudiaf is very low, reaching an average of 2.317, which is concentrated in the five-way likart ladder within the category of disapproval, which means that doctors and nurses agree on the

low quality of Health Services at Mohamed Boudiaf hospital, we can explain this decline through the statements of some doctors with whom we talked about the reason for the low level of services with capacity problems, as public hospitals are free, so the number of patients , many responsibilities on the shoulders of doctors, and constant demand for services During our tour, we noticed that there is a shortage of basic pharmaceutical materials, as the central pharmacy of the hospital is unable to fill all the needs, which made some doctors complain, as well as through the inability of the medical staff to cover it due to the lack of doctors, and the lack of medicines is what affects the quality and quality of the health services provided, as We have exposed the dysfunctions related to the management that led to the deterioration of the health situation in Algeria, we find the lack of equipment, its unfitness and the inability to maintain it due to its age or the lack of special spare parts, where we noticed in Mohamed Boudiaf hospital for the detectors scanners broke down several times, forcing patients to do examinations In the private sector, this is what disrupts the process of providing treatment.

4.2.2. Analysis of the opinions of doctors and nurses in the public hospital about ethical systems and structures with their dimensions (organizational culture, ethical codes, ethical structures)

The following table shows an analysis of the answers of doctors and nurses, ethical systems and structures, according to public hospitals (Mohamed Boudiaf).

Table No. 8: analysis of the opinions of doctors and nurses at the public hospital Mohamed Boudiaf

	Mohamed Boudiaf	
	Arithmetic mean	Standard deviation
Ethical systems and structures	3.017	0.771

Source: prepared by researchers based on SPSSV22 outputs

We note that the attitudes of doctors and nurses about the ethical systems and structures in the public hospital institution Mohamed Boudiaf came to an average degree, and this can be attributed to the dissatisfaction of doctors and nurses about their relations with their superiors due to the president's incompetence for his position, and the absence of mutual respect between the head of the department and the rest of the doctors, which amounted to 3.017, which means that the respondents are neutral or that the level of Professional Ethics in the hospital. The literature of positive psychology has revealed a large number of positive characteristics that largely determine, for example, Human Performance (life satisfaction, positive emotions, personal growth, self-realization, tolerance) and these

factors, if available, encourage doctors to practice ethically in their profession, which improves the quality of the service provided.

5. Professional ethics and quality of Health Service in the private hospital institution of Oum El Bouaghi

5.1. Analysis of the opinions of doctors and nurses of the private hospital institution on the quality of the health service

The following table shows an analysis of the responses of doctors and nurses about the quality of health service, by private hospital institutions (Numidia clinic).

Table No. 9: analysis of the opinions of doctors and nurses in the private hospital institution on the quality of Health Service

	Numidia Syphax clinic	
	Arithmetic mean	Standard deviation
Quality of Health Service	4.500	0.799

Source: prepared by researchers based on SPSSV22 outputs

We note that the weighted arithmetic mean is as high as 4.50, which, according to the five-point likart scale, is highly concentrated in the approval category, which means that the doctors and nurses at Numidia Syphax clinic highly approve of the quality of health services provided to The Citizen.

5.2. Analysis of the opinions of doctors and nurses of a private hospital institution on ethical systems and structures with their dimensions (organizational culture, moral codes, moral structures)

Table No.10: analysis of the opinions of doctors and nurses in the private hospital Institution about ethical systems with their dimensions

	Numidia Syphax clinic	
	Arithmetic mean	Standard deviation
Organizational culture	4.092	0.817
Moral codes	4.021	0.853
Ethical structures	4.040	0.757
Ethical systems and structures	4.051	0.809

Source: prepared by researchers based on SPSSV22 outputs

The above table shows us the convergence in the opinions and trends doctors and nurses about ethical systems and structures dimensions for numedia Syphax clinic, we note that the arithmetic mean is high and the convergence between the three dimensions (organizational culture, ethical

codes, ethical structures) ranged between (4.021-4.092) as well as the total arithmetic mean of ethical systems and structures is high and amounted to 4.051, and The arithmetic averages of the dimensions and the overall average are within the categories of approval and strongly approve, which means that doctors and nurses agree that ethical systems and structures are fulfilled.

6. Professional ethics and quality of health service between the public and private sectors in Oum El Bouaghi state comparative study

We relied on the TES-t homogeneity test to arrive at the differences between both a public hospital and a private hospital institution on the quality of Health Service

Table No.11: the results of the T-Test for the quality of health service between the public hospital and the private hospital institution in Oum El Bouaghi state

		Quality of Health Service	
		Homogeneity	Heterogeneity
Levens test for homogeneity of variation	F	67.1	
	Level of significance	.000	
T-Test for the presence of significant differences in averages	T	25.88	25.89
	Degree of freedom	199	262.42
	Level of significance	.000	.000
	Average difference	1.2207	1.2207
	Standard Error of the difference	.0472	0423.

Source: prepared by researchers based on SPSSV22 outputs

It is clear from the table that there are significant differences between the two sectors in the quality of the health service at an indicative level of less than 0.05, and they were in favor of private hospital institutions with a difference of 1.22 respectively.

6.1. Analyzing the opinions of doctors and nurses about the quality of Health Service according to their phrases in the public hospital and the private hospital institution of Oum El Bouaghi and the differences between them.

Table No. 12: statistics related to the terms of health service quality from the point of view of doctors and nurses and the differences between the institutions studied

Phrases Of ethical systems and structures	Public hospital 144		Private hospital institution 55			
	Arithmetic mean	Standard deviation	Arithmetic mean	Standard deviation	T-Test value	Level of significance
1	3.119	,980	4.306	0.554	18.051	.000
2	2.843	1,059	4.254	0.633	19.402	.000
3	3.469	1,196	4.226	0.550	10.184	.000
4	3.048	1,083	4.071	0.548	14.825	.000
5	2.539	,775	3.906	0.941	16.983	000.
6	2.790	,926	4.011	0.658	17.865	.000
7	3.298	,977	4.155	0.576	12.941	.000
8	3.438	1,183	4.171	0.504	10.254	.000
9	3.090	1,363	4.270	0.631	13.978	.000
10	2.843	1,002	4.122	0.584	18.953	.000
11	3.647	1.354	4.403	0.556	9.326	.000
12	2.912	0.976	4.144	0.539	19.157	.000
13	2.764	0.976	3.933	0.786	15.179	.000
14	3.270	1.109	4.270	0.613	13.685	.000
15	2.310	0.716	3.961	0.770	24.250	000.
16	2.143	0.887	3.928	0.830	25.962	000.
17	2.239	0.451	4.209	0.577	40.388	000.
18	4.180	0.574	4.138	0.622	0.792-	428.
19	1.499	0.537	3.619	1.040	25.825	.000
20	2.088	0.484	4.110	0.649	37.259	.000
Quality Of Health Service	2.877	0.548	4.109	0.407	29.784	.000

Source: prepared by researchers based on SPSSV22 outputs

It is clear from the table that, although there are no differences in the answers of doctors and nurses in the public and private sectors, the phrase "the external appearance of the hospital is consistent with the nature of the services provided to the patient" and this is consistent with the study “Ben Terbah& Mezouzi, 2018”. This means that doctors and nurses in both sectors agree that the nature of the appearance of the hospital institution is consistent with the nature of the service provided, since the form of the hospital is suggested on this. This also indicates that the provision of health service often depends on the physical facilities represented by the attractiveness of buildings, appliances and equipment as well as the internal appearance of the hospital, however, there are significant ethical differences in the prominent priorities of the larger-percentage medicine, and indeed, by feeding us on these Hospital institutions, we noticed that they care about the hygiene of the highest degree first, in general, there are differences between the two sectors that were largely in favor of private hospital institutions, as the answers of doctors and nurses in this sector were in the approval category according to the five-point ladder from likart, as they were completely satisfied with the level of quality of the health service provided in their hospital institutions, similar to The public sector, which noted a low level of arithmetic averages, which means dissatisfaction of doctors and nurses. This is consistent with a study ”ocean and al, 2017”, where the results concluded that public hospitals in Algeria generally do not provide high-quality health services, where the reason for the poor quality of Health Service in the public sector is attributed to the absence of a quality culture and a shortage according to the point of view of some doctors and nurses we interviewed, the reasons for the poor constant demand for Uninterrupted service and the inability to be covered by doctors due to lack of human resources as well as poor management of material resources.

6.2. Ethical systems and structures between the public hospital and private hospital institutions in the state of Oum El Bouaghi

In order to determine the differences between the public hospital and the private hospital institution regarding the level of ethical systems and structures in three dimensions, we relied on the T -TEST.

Table No.13: the results of the T homogeneity test ethical systems and structures between the public hospital and the private hospital institution in Oum El Bouaghi state

Levens test for homogeneity of variation				T-Test for the presence of significant differences in averages			
		F	Level of significance	T	Level of significance	Average difference	Standard error of the difference
Organizational culture	Homogeneity	12.4	.000	26.8	.000	.95598	.0355
	Heterogeneity			23.5	.000	.95598	.0405
Moral codes	Homogeneity	4.55	.033	37.9	.000	1.25860	.0332
	Heterogeneity			33.3	.000	1.25860	.0377
Ethical structures	Homogeneity	17.8	.000	5.59	.000	.17886	.0319
	Heterogeneity			4.86	.000	.17886	.0367
Ethical systems and structures	Homogeneity	61.3	.000	27.5	.000	.63836	.0231
	Heterogeneity			22.1	.000	.63836	.0289

Source: prepared by researchers based on SPSSV22 outputs

We note from the table that there are significant differences between the two sectors in all dimensions at a level of significance less than 0.05, and it was in favor of private hospital institutions, as well as ethical systems and structures there were significant differences at a level less than 0.05 and also it was in favor of the private sector with a difference of 0.64.

6.3. Analyzing the opinions of doctors and nurses about the ethical systems and structures according to the phrases in public hospitals and private hospital institutions of Oum El Bouaghi state and the differences between them

Table No. 14: statistics related to the terms of ethical systems and structures and the differences between the institutions studied

differences between the institutions studied

Phrases of ethical systems and structures	Public hospital 144		Private hospital institution 55			
	Arithmetic mean	Standard deviation	Arithmetic mean	Standard deviation	T-Test value	Level of significance
21	4.008	1.011	4.414	0.674	5.619	000.
22	4.119	0.324	4.287	0.553	3.784	.000
23	3.488	1.086	4.165	0.637	9.243	.000
24	4.172	0.805	4.281	0.590	1.812	071.
25	2.440	1.126	4.049	0.851	19.06	.000
26	2.167	0.796	3.884	0.884	22.17	000.
27	2.161	0.769	4.000	0.810	25.53	000.
28	3.239	0.917	4.077	0.749	11.48	.000
29	2.830	1.364	4.121	0.612	15.43	.000
30	3.238	1.065	4.188	0.787	11.29	.000
Ethical systems and structures	3.191	0.334	4.147	0.493	23.59	.000

Source: prepared by researchers based on SPSSV22 outputs

Through the table, it becomes clear to us that there are no significant moral differences between the public and private sectors, in the twenty-fourth phrase, "employees consider ethics as part of the culture and values of work," where the significance level was 0.071, which is greater than the significance level of 0.05, which means there is agreement in the answers of doctors and nurses in both sectors about the importance of values and the role of climate Ethical work in achieving employee satisfaction and this is consistent with the study “Tehranineshat et al,2020” where it was found that the ethical environment has an impact on job behavior, and that providing

the quality of professional life to nurses makes them feel satisfied and rewarded, which makes them committed to professional values and be more willing to work to provide the best in their hospital institutions, while there are differences in the rest of the phrases between the two sectors Twenty-sixth" the hospital management takes into account the ethical commitment in the process of appointing, dismissing and distributing bonuses and incentives to employees "and the twenty-seventh phrase" the official participates the employees in their events and is keen to win their handouts " where the answers of doctors and nurses were not approved, we attribute this to the fact that the process of Employment depends on nepotism, nepotism and kinship in the public hospital institutions under study, and that the relationship between the official and his employees is in the framework of work only the official does not care about the personal conditions of employees, unlike private hospital institutions where the answers of doctors and nurses about the two phrases were in the category of approval, but the greater relative importance was And "the department issues regulations that stipulate the need to adhere to the official time of work" in both sectors, where doctors and nurses agreed that the department is interested in professional ethics and is working on Obliging its employees to exhibit ethical professional behaviors, as well as issuing regulations stipulating the need to adhere to the official time of work and any employee who is late for the official time is deducted from his salary, generally it can be said that there are significant differences of less than 0.05 in the answers of doctors andnurses about ethical systems and structures,and they tended towards approval and were in favor of private hospital institutions.

7. The relationshipethical systems and structures quality of Health Service in hospital institutions in Oum El Bouaghi

In order to determine the nature of the relationship between the independent variable ethicalsystems and structures with its dimensions and the dependent variable quality of Health Service in the hospital institutions under study in the state of Oum El Bouaghi we used the Pearson correlation coefficient.

Table No. 15: Pearson correlation coefficient between ethical systems and structures and the quality of Health Service

	Quality of Health Service			
	Public hospital		Private hospital institution	
	Correlation coefficient	Moral level	Correlation coefficient	Moral level
Organizational culture	**348.	000.	247.	001.
Moral codes	**232.	000.	*179.	016.
Ethical structures	**567.	000.	**392.	000.
Ethical systems and structures	**639.	000.	**394.	000.

**** D at the level of 0.05**

*** D at the level of 0.01**

Source: prepared by researchers based on SPSSV22 outputs

It is clear to us from the table that there is a relationship between ethical systems and structures as an independent variable and the quality of Health Service as a dependent variable, where the Pearson correlation coefficient was 0.639 for the public hospital and its value was 0.394 for the private hospital institution, at a level of 0.000 significance in both sectors. There was also a correlation between the dimensions of the independent and dependent variable in the public sector, where the correlation value with organizational culture was 0.348, with ethical codes 0.232 and with ethical structures 0.567, all at the level of 0.000, while the private sector, the values of the Pearson correlation coefficient were as follows with organizational culture 0.247 at the level of 0.005,with ethical codes 0.179 at the level of 0.016, namely Afunction at the level of 0.01, and then with ethical structures 0.392 at the level of 0.000 significance.

In general, we can say that the relationship between ethical systems and structures with their dimensions and the quality of Health Service is statistically significant in the public and private sectors, which indicates that there are moral levels of positive correlation between the variables of ethical systems and structures and the quality of Health Service in the studied hospital institutions, which we can say that whenever the It has whenever it is an indicator of the quality of the health services provided.

7.1. Measuring the impact of ethical systems and structures on improving the quality of Health Service in the hospital institutions under study

6.1. Building a regression model to predict the quality of Health Service in public hospital institutions in Oum El Bouaghi state

- **The purpose of the Tolerance test and the VIF coefficient:**

Table No. 16: test of the coefficient of contrast amplification and permissible contrast

	Tolerance	VIF
Ethical systems and structures	0.373	2.678
Ethical behavior of leadership	0.395	2.535
Ethics of individuals	0.843	1.186

Source: prepared by researchers based on SPSSV22 outputs

From the table it becomes clear to us that the value of the coefficient of variation inflation VIF for the three independent variables is equal to 2.678-2.535-1.186 they are less than 5 if there are no highly correlated variables in this model. With reference to Tolerance values, they are greater than 0.1, which means that there is no multi linearity in the model.

-We rely on the mahalanbis value and the Cook's Distance value when calculating these values, we found the mahalanbis value = 11.724, which is less than 16.27 at the FD = 3 degree of freedom for the presence of three independent interpreted variables, at the significance level of 0.001, as well as the Cook's value = 0.092, which is less than 1, therefore there are no extreme values Multiple variables.

From the figure it becomes clear to us that the residuals are distributed randomly on both sides of the line, which means that the residuals follow the normal distribution.

7.1.1. The impact of the dimensions of ethical systems and structures on improving the quality of Health Service in a public hospital institution

To measure this effect and build a mathematical model of it, we used multiple regression analysis, and the results were as follows:

Table No. 17: analysis of the variance of the regression to ensure the validity of the model to test the hypotheses of the study in the public hospital

The dependent variable	Quality of Health Service
Source	Decline The mistake
Coefficient of determination	[a].665
Adjusted selection coefficient	.443
Total squares	50.036 62.993
Average squares	16.679 .169
The value of F	98.760
Level of significance	.000

Source: prepared by researchers based on SPSSV22 outputs

It is clear from the table that the value of F is high at an indicative level of less than 0.01 for the quality of the health service, which means that the regression model is significant, and the dimensions of ethical systems and structures explain approximately 67 This, in turn, proves the existence of an impact of the dimensions of ethical systems and structures in the interpretation the quality of Health Service in the public sector, and this is consistent with a study "Zerrougui, 2016", whose results concluded that job satisfaction increases the more professional ethics is developed in the work environment and the level of Professional ethics has a role in improving public relations and the quality of services provided, so we will determine the regression equation for each variable separately.

7.1.2. Estimated regression model of the impact of ethical systems and structures in improving the quality of Health Service Oum El Bouaghi state public hospital institution

Table No. 18: multiple regression analysis to test the impact of ethical systems and structures in improving the quality of Health Service in the public hospital institution of Oum El Bouaghi

Professional ethics	β	The value of T	Level of significance
Organizational culture	0.260	6.646	0.000
Moral symbols	0.213	5.489	0.000
Ethical structures	0.534	13.691	0.000
The constant	3.480-	9.246-	0.000

Source: prepared by researchers based on SPSSV22 outputs

It is clear to us from the table that all the dimensions of ethical systems and structures have an impact on improving the quality of Health

Service in the public hospital institution in Oum El Bouaghi state, where the moral -values were at the indicative level of 0.00, which is less than 0.01.

Thus, a mathematical model can be developed in order to predict the improvement of the quality of the health service using the dimensions of the three ethical systems and structures (organizational culture, ethical codes, and ethical structures) through the following equation:

Y= -3.480+ 0.260 X1+ 0.213 X2+0.534 X3

7.2. Building a regression model to predict the quality of Health Service in the private hospital institution in Oum El Bouaghi

- **The purpose of the Tolerance test and the VIF coefficient:**

Table No. 19: test the coefficient of contrast amplification and permissible contrast

	Tolerance	VIF
Organizational culture	0.454	2.202
Moral codes	0.478	2.091
Ethical structures	0.672	1.488

Source: prepared by researchers based on SPSSV22 outputs

From the table it becomes clear to us that the value of the coefficient of variation inflation VIF for the three independent variables is equal to 1.488-2.091-2.202 respectively, it is less than 5 if there are no highly correlated variables in this model, by reference to Tolerance values it is greater than 0.1, which means that there is no multi linearity in the model.

***- The normal distribution of residuals and the absence of outliers is observed*:** we rely on the value of Mahalanbis and the value of Cook's Distance .When calculating these values, we found the value of Mahalanbis = 15.579, which is less than 16.27 at the degree of freedom FD=3 for the presence of three independent interpreted variables, at the significance level of 0.001, as well as the value of Cook's =0.95, which is less than 1.therefore, there are no multiple outliers for the variables.

We can see from the figure that the residuals are distributed randomly on both sides of the line, which means that the residuals follow the normal distribution.

7.2.1.The impact of the dimensions of ethical systems and structures on improving the quality of Health Service in private hospital institutions in the state of Oum El Bouaghi

Table No. 20: analysis of the variance of the regression to ensure the validity of the model to test the hypotheses of the study

The dependent variable	Quality of Health Service
Source	Decline The mistake
Coefficient of determination	[a]398.
Adjusted selection coefficient	.159
Total squares	4.724 25.072
Average squares	1.575 .142
The value of F	24.888
Level of significance	.000

Source: prepared by researchers based on SPSSV22 outputs

It is clear to us through the table that the value of High at an indicative level of less than 0.01 for the quality of Health Service, which means that the regression model is significant, and that the of the variation in the quality of Health Service in private hospital institutions, which in turn proves the existence The health service in private hospital institutions, this is consistent with the study of "Hussein, 2020" Where I found that work ethics affects the quality of performance and that effective organizational performance increases with increasing commitment to work ethics and the commitment of individuals employed in the organization to ethical values and habits is achieved by achieving satisfaction and providing an appropriate working environment, which raises their capabilities and improves the quality of their service provision، Therefore, we will determine the regression equation for each variable separately.

7.2.2. The estimated regression model of the impact of ethical systems and structures in improving the quality of Health Service in private hospital institutions in Oum El Bouaghi state.

Table No. 21: multiple regression analysis to test the impact of ethical systems and structures in improving the quality of Health Service in the private hospital institution of Oum El Bouaghi state

Professional ethics	B	The value of T	Level of significance
Organizational culture	0.099	967.	0.335
Moral codes	0.085-	851.-	0.396
Ethical structures	0.381	4.532	0.000
The constant	2.639	8.848	0.000

Source: prepared by researchers based on SPSSV22 outputs

It is clear to us from the table that the dimensions of ethical systems and structures do not all affect the improvement of the quality of Health Service in the hospital institution of Oum El Bouaghi state, as they were non-significant impact only the third dimension, where the T-value was significant at the level of 0.00, which is less than 0.01.

Thus, a mathematical model can be developed in order to predict the improvement of the quality of the health service using the dimension (ethical structures) through the following equation:

Y= 2.639+ 0.381 X3

8. Conclusion:

Based on the extent to which doctors in the public health sector adhere to professional ethics, especially after the preference of a segment of patients to go to the private health sector despite its high cost, and after the deviations that occurred within the hospital centers, our study in this sector was through conducting a field study at the level of the public and private hospital Together with a group of doctors, nurses and patients to determine the level of their practice of professional ethics and how this leads to improving the quality of the health service provided at the level of their institutions, and through interviews and observations recorded by US and analyzing the results of respondents ' answers to the questionnaire phrases, we were able to To get acquainted with the behaviors of medical staff

during the performance of their profession, their relationships with others, how they treat patients, as well as the extent to which they adhere to professional ethics, based on the results obtained a set of proposals was developed as follows:

- To control and establish penalties for negligence to ensure the provision of quality health services to citizens;
- To training courses on the importance of Total Quality Management and the need to apply it as a basic option for improving the quality of health services provided;
- The purpose encouraging employees to be faithful in the performance of their work through a system of incentives and bonuses;
- The task of encouraging teamwork and collective responsibility to strengthen the trust of employees who have problems in health institutions;
- Health institution officials should encourage and support the opinions and ideas of employees, which enhances their skills in making collective decisions**.**

8.Bibliography List :

1. Al-Rawashdeh, R. (2007). The impact of adherence to public ethics on the level of organizational loyalty among employees in Jordanian public institutions. 55.
2. Khadija Boulalaya, A. (2020). The impact of work ethics on achieving healthcare service quality. *North African Economics Journal,, 16*(23), 200.
3. Mu'adidi, M. a. (2021). Business ethics and ethical competitive advantages proposed model for Arab organizations. 102.
4. Neubauer, T. (2003). *Service quality training ((Translated by Shweikarzki, Translators).* Cairo: Cairo: Arab Nile Publishing Group.
5. Romascanu, S. M. (2023). An explorative study regarding the relationship between the Light Triad of personality, counterproductive work behavior and organizational citizenship behaviour. . *review of socio economic perspectives, 8*(2), 19-28.
6. Saad and Muayyad Al-Saadi, A.-A. (2002). Management ethics: Training approaches in business establishments. . *Iraqi Journal of Administrative Sciences, 1*(3), 78.