

**The role of social responsibility in improving the quality of health services
A field study of the Eye Hospital in Djelfa****HASBAIA Rahma Majda**Laboratory of MQEMADD, Zian Ashour -Djelfa University (Algeria), rm.hasbaia@univ-djelfa.dz**Received:** 19/02/25**Accepted:** 24/04/2025**Published:** 25/05/2025**Abstract:**

The study aimed to identify the role of social responsibility in improving the quality of health services through a field study of the Eye Hospital in Djelfa. To achieve the study's objectives, the descriptive-analytical method was used by distributing a questionnaire to the hospital's employees, totaling 58 employees. A random sample of 40 employees, or 68.97% of the entire study population, was selected.

After analyzing the results, we found a statistically significant effect at the significance level ($\alpha \leq 0.05$) between social responsibility in its dimensions (economic impact, legal impact, ethical impact, and charitable impact) and the quality of healthcare services. The study concluded with a set of recommendations, the most important of which is the necessity of training employees on modern technologies that facilitate work and enhance the quality of the service provided.

Keywords: Social responsibility, Quality of health services, Eye hospital.**JEL Classification:** I18, M21

1. Introduction:

The concept of social responsibility calls on organizations to commit to society by providing services that contribute to achieving the interests of this society. However, there are many organizations that do not attach great importance to social responsibility in their relations with society, despite the presence of legislation that supports this area. The problem of the study lies in analyzing the impact of adopting social responsibility concepts on improving the performance of service organizations, by measuring the quality of service provided to beneficiaries.

 **The problem:** What is the role of social responsibility in improving the quality of health services at the Eye Hospital in Djelfa?

Sub-questions: In order for us to understand the aspects of the research, we decided to divide the problem raised into several sub-questions, which are as follows:

- What is the impact of the economic dimension on the quality of health services?
- What is the impact of the legal dimension on the quality of health services?
- What is the impact of the moral dimension on Quality of health services?
- What is the impact of the charitable dimension on the quality of health services?

Research hypotheses: To address the previous questions, we formulated the following hypotheses:

- **The main hypothesis:** There is no statistically significant effect at a moral level ($\alpha \leq 0.05$) between social responsibility on the quality of health services.

The importance of research: The importance of the study comes from the importance of social responsibility within the health sector through its dimensions (economic impact, legal impact, moral impact and charitable impact) as in recent years it has witnessed major changes in various fields and has become a modern orientation by developed countries, in addition to the economic and cultural changes in globalization, all of this affected the quality of services provided by organizations.

Research objectives: This study seeks to determine the role of social responsibility in improving the quality of health services at the Eye Hospital in Djelfa through a set of sub-objectives represented in:

1. Answer the questions and verify the assumptions raised.
2. Determine the concepts of social responsibility.
3. Determine the basics and quality of health services.

2. The concept of social responsibility:

2.1 Definition of social responsibility:

There are several definitions of corporate social responsibility that differ depending on the sciences: management science, economics, law science, and sociology..... Below we review some of them :

- **Sundra Holmes definition (1985):** It is an obligation that business organizations have towards the society in which they operate. This is done by contributing to a wide range of social activities, such as fighting poverty, improving health services, combating pollution, creating job opportunities, solving the problem of housing and transportation, and others. (Taher Mohsen Al-Ghalibi, 2010, p. 49)
In this definition, one aspect of social responsibility was addressed, which is concerned with society and solving its problems.
- **The World Business Council's definition of sustainable development (2004):** "Social responsibility is the continuous commitment by business companies to act ethically, contribute to achieving economic development, and work to improve The quality of living conditions of the workforce, their families, the local community and society as a whole . (Anser, 2015, pp. 32-33)

This definition added the element of "continuity" as a condition to explain an organization's socially responsible behavior involving workers and their families. And society in general.

In the same context, some researchers distinguished between social responsibility and social response, considering that the first is based on ethical considerations focused on long-term goals in the form of commitments within the framework of the organization's vision and mission, while the second, that is, social response as the practical response through various means to the changes and events taking place. Social in the short term and in certain cases the medium term . (-Ghalibi, 2009, p. 83)

- The French Observatory for Corporate Social Responsibility defined it as mobilizing all the energies of the institution so that it contributes positively alongside all public actors to sustainable development, by integrating the economic, social and environmental dimensions into their activities so that they become compatible with the goals of sustainable development .(Falaq, 2016, p. 48)

It is clear from this definition that socially responsible institutions must integrate the social and environmental dimensions in their activities in addition to the economic dimensions.

Through the previous definitions, it is clear to us that social responsibility is the moral commitment between the institution and society that makes the institution more in response to what is happening around it towards the owners of different interests, due to the existence of an internal motivation stemming from the institution's desire to remain and continuity.

2.2 Benefits of social responsibility:

Studies have proven the importance of organizations being socially responsible and that this greatly affects the success of these organizations. Among the most important returns/benefits resulting from social responsibility we mention : (Anser, 2015, pp. 43-44)

- International economic reports indicate that companies that achieve the concept of social responsibility increase their rate of Their profitability is 18% higher than those that do not have social responsibility programs.
- Opinion polls indicate that 73% of business leaders in Europe believe that attention to social responsibility can effectively contribute to increasing the productivity and patronage of companies that It has programs in social responsibility.
- Research and studies have proven that educating the employee on the concept of social responsibility and involving him in some of its programs has contributed to reducing the burden on companies, increasing productivity, and reducing the costs caused by absence and health bills by 30%.
- Organizations' commitment to their social responsibility contributes to a degree Significant improvement in their reputation.
- Research and studies have proven that companies that apply social responsibility thought have grown at a rate of four times that of those that did not follow this trend.
- Some studies indicate that the commitment of institutions to the culture of giving (social responsibility) helps in attracting workers who hold a valuable within them towards this work, and helps to continue to work.
- The commitment of organizations to social responsibility contributes to building strong relations with governments in a way that helps in solving the problems or legal disputes that these organizations may be exposed to during their practice of their activity.
- The community organizations of various kinds contribute in a real way to achieving sustainable development in this society, whether social or economic development.
- Facilitate obtaining bank credit, especially in light of the development of some indicators that affect the credit decision of the banks. These indicators include the Dow Jones of Sustainability Index, which was launched in 1999 and is concerned with the arrangement of international companies according to the degree of their observance of social dimensions and environmental considerations during its practice of their economic activity, and this is what happens also On the Egyptian Stock Exchange since 2010.
- Research and studies have proven that there is a positive and strong relationship between social performance, environmental performance, and the financial performance of the organization, meaning that if social performance improves, for example, there will be an improvement in the environmental performance and financial performance of this organization.
- As a study conducted by (Corporate giving guidelines. 2011) showed. 76% of consumers prefer to deal with institutions that implement social responsibility programs more than they deal with institutions that have famous brands. The same study also showed that employees in institutions that implement social responsibility programs have loyalty. 87% more for their institutions than employees in other institutions, and 83% of the identified employees want to work for those institutions. (Saleh Al-Hamouri, 2015, pp. 31-32)

2.3 The importance of social responsibility:

One of the important characteristics of a healthy personality is the individual's sense of responsibility in its various forms, whether it is responsibility towards the family or the institution in which he works, or towards his colleagues, friends, neighbors and other people with whom he mixes, or towards society in general, or towards humanity as a whole, even if every individual in society feels responsible. Towards others, of the people he is entrusted with taking care of and taking care of, and towards the work he does for the progress of society, advancement, and goodness for all members of society, and that a normal person feels a social responsibility towards other people, so he He always tends to help everyone and offer them a helping hand, and Alfred Adler, the psychotherapist, was interested in treating his patients by directing them to care about people, trying to help them, and strengthening his relationship with members of society. (Musharraf, 2008/2009, p. 118)

The importance of social responsibility is not limited to the individual or the group only, but also necessary for the benefit of society as a whole, and society is in urgent need of the individual socially responsible, professional and legal, and social responsibility makes the individual an effective element in society away from all negative aspects Actual solution.

Social responsibility makes the individual aware of the results that entail his behavior as a citizen, as a person who raises the sound of the radio and deprives his sick neighbor of comfort and the student of continuing his study is a person who lacks responsibility and the student wastes his time without using it in study Also, a person who lacks responsibility, while the individual with high social responsibility sacrifices for the sake of the group or the public good with some of his personal interests if it contradicts the public interest. (Qasim, 2007/2008, p. 17)

Social responsibility also makes the individual receptive and aware of the changes that occur for the sake of development and progress in systems and institutions. In fact, ignorance of responsibility and lack of it is more dangerous to these systems and institutions than ignorance of their will or operation, because the first ignorance destroys before it disrupts, while the second ignorance disrupts to the extent that it It can be repaired and replaced. (Qasim, 2007/2008, p. 18)

The study of social responsibility is useful in studying the balance between the rapid transformations and changes taking place in societies and the change in the personality of the individual in society, so that the individual feels that these transformations and changes are from him and for him and that he is responsible for them.

Social responsibility also benefits those in charge of educational affairs, its agencies and institutions, and those working in it in a direct way. Or indirectly in developing a sense of responsibility among students. (Qasim, 2007/2008, p. 18)

2.4 Social Responsibility Objectives:

By adopting social responsibility, the organization seeks to achieve a set of goals and objectives that enable it to improve its image and strengthen its position in the market. Among the most prominent of these objectives are: (Abdel Razzaq Bouzid, February 23-24, 2011, p. 08)

- Continuous improvement of the management system in place.
- Increasing social solidarity among the various segments of society.
- Improving the standard of living of community members.
- Developing skills among community members.
- Reducing and minimizing risks that can That the individual is exposed to what concerns safety and health at work.
- Commitment of all members of society to achieve sustainable development.
- Supporting the state in achieving development goals.
- Helping in developing more dialogue Effectiveness with the beneficiary parties, to improve management and achieve a balance between performance and environmental economy.
- Encouraging the private sector in searching for comprehensive and environmentally friendly solutions.
- Improving the public image of product and service categories and increasing sales volume.
- Taking advantage of the organization's good reputation as a competitive advantage.
- Institutions obtain continuous returns for long-term periods.
- Gain public trust and consumer satisfaction, which helps in serving the institution's economic goals.
- Prove the ability to always provide the product or service in accordance with customer requirements.

2.5 Pillars of Social Responsibility:

In order for these institutions to succeed in applying social responsibility, there are many main factors that must be prepared and organized before proceeding to launch these programs, and at the forefront of these factors the following: (Nouri Mounir, February 14-15, 2012, p. 10)

- The necessity of the Foundation's belief in the issue of social responsibility towards, and that there be a conviction and certainty by every official in it, starting with the owners of institutions through its executives and ending with employees on the importance of this role, and that it is a duty of every institution towards the society in which it lives, which is not kind. It has the institution on its society, but it is proud of it and considers it obligatory.
- The Foundation determines a clear vision towards the social role that it wants to adopt, the main issue that will be concerned with working to contribute to its treatment, and the initiative that it will provide to society, instead of criticizing and complaining about the existing negatives.
- That this activity becomes a major part of the activities of the institutions that will be followed by the institution's director, as well as the commercial activity, and the plans to be achieved are placed completely, as well as sales plans and other commercial activities.
- The Foundation must allocate a full -time full -time official for this activity, to determine the required goals and plans, and it is directly related to the senior management and gives the required powers, and that he has a major and active role at the institution level.

- One of the biggest obstacles facing institutions wishing to start in social responsibility programs the desire of these institutions to launch through large, huge and high -numbers projects, and there is no harm in these goals to be placed in the long run, but until such programs are started, they must be The launch through small and limited goals growing over days to achieve large projects and programs.
- Ensure not to announce social programs except after its launch, as many social programs that are announced are not written for continuing because they are unable to implement them according to what has been announced, and this may contribute in the future to stopping the program.

3. The concept of quality health services:

3.1 Definition of hospital services:

The definition of hospital services stems from the general concept of services, and for this reason we will discuss a set of definitions:

- Services are an activity or benefit that any party can provide to another party, and they are basically intangible and do not result from them. Ownership of anything. (Kotler Philip, 2006, p. 42)
- Kotler and Armstrong defined it: It is a benefit that is perceived by the senses and exists in itself, or is connected to a material thing, and is not exchangeable, does not result in ownership, and in most cases it is tangible. (Mustafa, 2016, p. 51)
- Service, which is an activity or chain of activities, they are to some extent intangible in nature. (Madi, 2002, p. 13)
- Services are intangible products, aiming to satisfy and fulfill the needs and desires of the consumer Benefit. (Elmesaad, 2006, p. 35)
- defined by the American Marketing Association as: an activity or benefit that is offered for sale or that is provided in connection with a commodity sold. (Youssef, 2005/2006, p. 04)
- Services are defined from a marketing perspective as: they are tangible services or activities, provided by the service provider to a customer, in order to satisfy his desires, and do not result in the transfer of ownership, and the beneficiary obtains benefits, and whether their provision is linked to a commodity or not related to that . (Youssef R. O., 2008, p. 98)

Health services are activities or health benefits that hospitals provide to patients in exchange for a certain amount, and auxiliary goods are used to provide the service, and ownership of the goods does not transfer to the beneficiary of the service.

Finally, we can say that hospital services are activities Benefits provided by hospitals to the customer, in exchange for a nominal amount, that meet his needs and desires.

3.2 Foundations of hospital services:

There are several factors that determine for us the characteristics of health services, such as the general needs of the population, and planning for these services is done in light of an assessment of health needs and is linked to the occurrence and ongoing studies in health services and health information systems, and this is in order to provide health services of an

adequate and sufficient level. Customer satisfaction and availability of quantitative and qualitative sufficiency . (Youssef O. , 2005/2006, p. 39)

a. Quantitative adequacy: means the availability of health services, in a size and number appropriate to the population, and this includes :

- Providing sufficient medical human resources: doctors, nurses, assistant doctors... etc., because the doctor cannot carry out all the work of medical services, (laboratory, medical and nursing).
- Providing a sufficient number of doctors and hospitals. It is required that there be justice and equality in distribution between the various regions of the country. It is not permissible to provide a number of medical team members in any region of the country at the expense of another region. Other.
- Providing services at all times: that is, services are available 24 hours a day for the work team, in shifts, because illness does not have time.
- Providing health education methods and means among members of society to familiarize them with health services, the services they provide, their importance, and how to benefit from them, when a person feels sick and not waiting for the disease not to develop and become more dangerous than it was previously.
- Establishing financial and administrative systems that ensure the provision of services that guarantee the individual Obtaining it and striving for comprehensive medical insurance for all citizens.

b. Qualitative sufficiency : Qualitative sufficiency is not sufficient, but high-level conditions must also be provided for medical work, and this includes all of the following :

- A higher committee with specialists and knowledge in various health services shall establish standards and foundations that determine the level that must be provided in health services. Doctors and nurses are not allowed to provide less than this level .
- Develop a scientific educational program for doctors and employees, in order to raise their competence and train them, whether general doctors or specialists, and inform them of The latest medical discoveries, and also conducting a rehabilitation program in order to determine their theoretical and scientific knowledge, which is compulsory and linked to the continuation of practicing the profession ,
- Providing material, administrative and technical assistance and facilities to all workers in the field of medical services, in order to obtain and possess the necessary medical tools, devices and equipment, In order to provide quality services.
- Integrating therapeutic and preventive services, because they have one integrated entity, and its purpose is to complete the individual's physical and mental well-being, In addition to combating and treating diseases, their fragmentation leads to an increase in actual and administrative expenses and thus affects...

3.3 Classification of health services:

Gouffre was ranked in general to several indicators, and this classification also applies to health services : (Youssef R. O., 2008, p. 99)

a. In terms of reliability: there are services that depend on concrete commodities such as: analysis, radiology, etc .

There are services that depend on the human element, such as: psychotherapy, diagnosis of the disease, etc.

b. In terms of attendance: It is necessary to attend a beneficiary of health services and health services provider. For example: surgeries, blood withdrawal ... etc.

c. In terms of the type of need: There are one-need saturation services such as a personal examination in the doctor's clinic, and there are saturation services with a package of benefits such as hospitalization, provision of overnight, food, examination, and permanent monitoring of the patient for its care ... etc.

d. In terms of the goals of the service providers: There are profitable goals such as private hospitals and non-profit goals for public institutions, as the goals of private hospitals differ from government hospitals in terms of a marketing program ... etc.

3.4 Health services properties:

Health services are unique in three basic properties, according to Beatrice: (Béatrice Bréchignac, 2001, p. 71)

It is the insecurity, lack of separatism, and insecurity, and that the characteristics of the lack of service to store and the customer's participation in the production of the service, and the production and consumption of the service at the same time, as these characteristics fall within these three main characteristics:

a. The first property: Lammosia

Health services are not with material things, and for this we cannot smell, touch, or see, and for this it is difficult for us to evaluate the service , One of the effects of this characteristic: (lén, 2003, p. 994)

- We find it difficult to evaluate the competing service in order to distinguish between them, before obtaining it.
- The connection is to obtain it and use it with the element of risk, and dissatisfaction with it after trying it.
- A price becomes a standard of quality, when you want to get it.

Also, we can say that there is legal difficulty in protecting services through the patent, and for this it facilitates the process of imitation, as well as the services are produced and consumed at the same time, that is, they are not storage and requires a customer.

For example: The doctor wants to perform a surgery for the patient, as this requires his presence personally, as well as the customer benefits from the service, but he cannot.

b. The second characteristic: non-separability (Abbasi, 2009, p. 06)

by which we mean the production and consumption of the service are inseparable. The customer and the service provider must be present at the same time, so that the patient's presence is necessary during treatment and he is considered the basic element in performing

the service, and he is the doctor's guide to his condition so that the doctor can provide The service is according to his desires.

c. The third characteristic: heterogeneity (Kurtel, 2008, p. 315)

The more closely related the service is to a person, the more difficult it is for the service provider to provide a service of the same quality.

For example: it is difficult for a doctor to provide similar services. And always homogeneous, so that whenever the service provider obtains new data from the customer, he provides the service in a way that achieves customer satisfaction, and for this reason, hospital services organizations must work to :

- Make efforts to provide services that are characterized by consistency and quality.
- Create an accurate program To select and raise the efficiency of service providers.
- Raise the level of automation in service performance as much as possible.
- Develop and create a system to measure the degree of customer satisfaction with the services provided to him, and one of the most important methods used is complaints and suggestions systems.

3.5 Types of hospital services:

There are four types of hospital services, which are divided into: (Kurtel, 2008, p. 319)

- a. **Medical services related to the health of the individual:** This type of hospital services is directly related to the health of the individual, as it relates to diagnosis and treatment, as there are several departments in the hospital special for this:
- Department of Internal Diseases;
 - Department of Surgical Diseases;
 - Department of Pediatrics;
 - Department of Obstetrics and Gynecology;
 - Department of Head Diseases;
 - Department of Physiotherapy;
 - Department of Anesthesia and Resuscitation;
 - Department of Ambulance and Emergency;
 - Department of Laboratory;
 - Radiology Department.
- b. **Auxiliary medical services:** These are services that assist the basic service, which is everything related to clinical care within the hospital and falls within:
- Nursing services
 - Pharmacy services
- c. **health care:** It aims to encourage and enhance the health level of individuals, in various psychological, physical, mental, mental and social aspects, as health care works to occur in the disease in several ways, and if it happens to treat it, as health care is effective with treatment, and care does not stop to qualify the patient after a procedure Surgical work and treatment.

- d. **Environmental health services:** This section cannot neglect it at all, because it is linked to protection from epidemics, infectious diseases, and the hospital services protect it from diseases such as vaccines, health protection services on food stores, pest control services, media services and health awareness.

4. Methods and Materials:

4.1 Study population and sample:

The study population of the Algerian-Cuban Friendship Hospital for Ophthalmology in Djelfa includes about 85 employees, distributed among 27 specialized doctors and 58 nurses and technicians. The questionnaire was distributed to a sample of hospital employees in order to study their opinions and attitudes to the variables. The study, where the study sample represents 68.97%, i.e. 40 employees from the study population as a whole.

4.2 The method used:

Done Using the descriptive analytical approach, which relies on describing the studied phenomenon and depicting it quantitatively by collecting standardized data and information about the problem, classifying it, analyzing it, and subjecting it to careful study.

4.3 The value of Crombach's alpha:

In order to verify the stability The study directed to the employees of the Algerian-Cuban Friendship Ophthalmology Hospital in Djelfa, where the Crombach alpha value reached 0.966, which is a very good percentage, and this means that the stability High.

Table 1. The value of Crombach's alpha

Number of expressions	Crombach's alpha coefficient
45	0,966

Source: Prepared by the researcher

4.4 Analysis of personal and job data:

Table 2. Distribution of personal and job variables

The variable	Category	Repetition	Percentage
Gender	Female	19	%47,50
	Male	21	%52,50
Age	Less than 25 years old	04	%10
	From 25 to 40 years old	19	%47,50
	From 41 to 50 years	11	%27.50
	More than 50 years old	06	%15
Academic level	Secondary	02	05%
	Master's degree	05	12,50%
	Bachelor's degree	13	32,50%
	Graduate studies	20	50%
Years of experience	Less than 5 years old	07	17,50%
	From 5 to 10 years old	23	57,50%
	More than 10 years old	10	25%

Source: Prepared by the researcher

The table above shows that 47.50% of the study sample are males and 52.5% are females. This reflects a moderate participation of women in the organization. As for age, the predominant age group in the study sample is between 25 and 40 years, with a percentage of

47.50%. Regarding educational level, it is clear that the most common qualification among the study subjects is a postgraduate degree, with 20 employees in the sample holding this qualification, accounting for 50%. We conclude that the highest percentage belongs to holders of postgraduate degrees, which may be due to the presence of doctors within the institution. As for other qualifications, they pertain to academic self-development. Regarding years of experience, it is evident that 23 employees have 5 to 10 years of experience, accounting for 57.50%.

4.5 Hypothesis Testing:

The first sub-hypothesis: The impact of the economic dimension on the quality of health services

To test the first sub-hypothesis, which states (**H0: There is no statistically significant effect at the significance level ($\alpha \leq 0.05$) between the economic dimension and the quality of health services**), simple linear regression analysis was used as shown in the table below.

Table 3. Results of the simple linear regression analysis on the impact of the economic dimension on the quality of health services

	Correlation coefficient r	Coefficient of determination R^2	Sig Fisher F test	Sig Student's t-test	Beta	The calculated Fisher value Fcal
The impact of the economic dimension on the quality of health services	0.328	0.102 10.2=%	0.026	0.026	0.541	5.405
The model	$Y_1 = 1.490 + 0.540x_1 + e_i$					

Source: Prepared by the researchers based on the results of the SPSS program.

From the table, it becomes clear to us:

- Correlation coefficient r:** The correlation coefficient has reached 32.8%, which indicates a weak positive relationship between the economic dimension and the quality of health services.
- Coefficient of determination R^2 :** The results show that the coefficient of determination has reached 10.2% ($R^2=10.2\%$). This result indicates that the economic dimension explains the change in the quality of health services by 10.2%, while 89.8% is explained by other factors. Therefore, there is a weak impact of the economic dimension on the quality of health services.
- Fisher's F-test:** We observe that the p-value for Fisher's F-test has reached sig f=0.026, which is less than 0.05. This means that the model has statistical significance, and the model as a whole is acceptable for hypothesis testing.
- Student's t-test:** We observe that the t-value has reached sig t=0.026, thus we reject the null hypothesis H0 and accept the alternative hypothesis H1, meaning there is a statistically significant effect at the significance level ($\alpha \leq 0.05$) of the economic dimension on the quality of health services.

The second sub-hypothesis: The impact of the legal dimension on the quality of health services.

To test the second sub-hypothesis, which states (**H0: There is no statistically significant effect at the significance level ($\alpha \leq 0.05$) between the legal dimension and the quality of health services**), simple linear regression analysis was used as shown in the table below.

Table 4. Results of the simple linear regression analysis on the impact of the legal dimension on the quality of health services

	Correlation coefficient r	Coefficient of determination R^2	Sig Fisher F test	Sig Student's t-test	Beta	The calculated Fisher value Fcal
The impact of the legal dimension on the quality of healthcare services	0.110	0.024 =2.4%	0.410	0.410	0.203	0.707
The model	$Y_2 = 2.564 + 0.203x_2 + e_i$					

Source: Prepared by the researchers based on the results of the SPSS program.

From the table, it becomes clear to us:

- Correlation coefficient r:** It shows that the correlation coefficient has reached 10%, which indicates a weak positive relationship between the legal dimension and the quality of health services.
- Coefficient of determination R^2 :** The results show that the coefficient of determination has reached 2.4% $R^2 =$, indicating that the legal dimension explains the change in the quality of health services by 2.4%, while 97.6% is explained by other factors. Therefore, there is a weak impact of the legal dimension on the quality of health services.
- Fisher's F-test:** We observe that the p-value for Fisher's test has reached sig f=0.410, which is less than 0.05. This means that the model does not have statistical significance, and thus the model as a whole is acceptable for hypothesis testing.
- Student's t-test:** We observe that the t value has reached sig t=0.410, and thus we accept the null hypothesis H_0 , meaning there is no statistically significant effect at the significance level ($\alpha \leq 0.05$) of the legal dimension on the quality of health services.

The third sub-hypothesis: The impact of the ethical dimension on the quality of health services

To test the third sub-hypothesis, which states (**H0: There is no statistically significant effect at the significance level ($\alpha \leq 0.05$) between the ethical dimension and the quality of health services**), simple linear regression analysis was used as shown in the table below.

Table 5. Results of the simple linear regression analysis on the impact of the ethical dimension on the quality of health services.

	Correlation coefficient r	Coefficient of determination R ²	Sig Fisher F test	Sig Student's t-test	Beta	The calculated Fisher value Fcal
The impact of the ethical dimension on the quality of healthcare services	0.205	0.088 =8.8%	0.039	0.039	0.625 5	4.630
The model	$Y_3 = 0.856 + 0.625x_3 + e_i$					

Source: Prepared by the researchers based on the results of the SPSS program.

From the table, it becomes clear to us:

- Correlation coefficient r:** The correlation coefficient has reached 20.5%, indicating a weak positive relationship between the ethical dimension and the quality of health services.
- Coefficient of determination R²:** The results show that the coefficient of determination has reached 8.8% (R²=8.8%). This result indicates that the impact of the ethical dimension explains the change in the quality of health services by 8.8%, while 91.2% is explained by other factors. Therefore, there is a weak impact of the ethical dimension on the quality of health services.
- Fisher's F-test:** We observe that the p-value for Fisher's F-test has reached sigf=0.039, which is less than 0.05. This means that the model has statistical significance, and the model as a whole is acceptable for hypothesis testing.
- Student's t-test:** We observe that the t-value has reached sig t=0.039, thus we reject the null hypothesis H₀ and accept the alternative hypothesis H₁, meaning there is a statistically significant effect at the significance level ($\alpha \leq 0.05$) of the ethical dimension on the quality of health services.

The fourth sub-hypothesis: The impact of the charitable dimension on the quality of health services

To test the first sub-hypothesis, which states (**H₀: There is no statistically significant effect at the significance level ($\alpha \leq 0.05$) between the charitable dimension and the quality of health services**), simple linear regression analysis was used as shown in the table below.

Table 6. Results of the simple linear regression analysis on the impact of the charitable dimension on the quality of health services.

	Correlation coefficient r	Coefficient of determination R ²	Sig Fisher F test	Sig Student's t-test	Beta	The calculated Fisher value Fcal
The impact of the charitable dimension on the quality of healthcare services	0.228	0.122 12.2=%	0.036	0.036	0.522	5.231
The model	$Y_4 = 1.120 + 0.522x_1 + e_i$					

Source: Prepared by the researchers based on the results of the SPSS program.

From the table, it becomes clear to us:

- Correlation coefficient r:** The correlation coefficient has reached 22.8%, indicating a weak positive relationship between the charitable dimension and the quality of health services.
- Coefficient of determination R^2 :** The results show that the coefficient of determination has reached 12.2% ($R^2=12.2\%$). This result indicates that the charitable dimension explains the change in the quality of health services by 12.2%, while 87.8% is explained by other factors. Therefore, there is a weak impact of the charitable dimension on the quality of health services.
- Fisher's F-test:** We observe that the p-value for Fisher's F-test has reached $\text{sigf}=0.036$, which is less than 0.05. This means that the model has statistical significance, and thus the model as a whole is acceptable for hypothesis testing.
- Student's t-test:** We observe that the value of t has reached $\text{sig t}=0.036$, and thus we reject the null hypothesis H_0 and accept the alternative hypothesis H_1 , meaning there is a statistically significant effect at the significance level ($\alpha \leq 0.05$) between the charitable dimension and the quality of health services.

Main hypothesis: The impact of social responsibility on the quality of health services.

To test the main hypothesis, which states (**H_0 : There is no statistically significant effect at the significance level ($\alpha \leq 0.05$) between social responsibility and the quality of health services**), simple linear regression analysis was used as shown in the table below.

Table 7. Results of the simple linear regression analysis on the impact of the charitable dimension on the quality of health services.

	Correlation coefficient r	Coefficient of determination R^2	Sig Fisher F test	Sig Student's t-test	Beta	The calculated Fisher value Fcal
The impact of social responsibility on the quality of healthcare services	0,242	0.115 =11.5%	0.026	0.026	0.450	5.600
The model	$Y=1.637+0.450x+e_i$					

Source: Prepared by the researchers based on the results of the SPSS program

From the table, it becomes clear to us:

- Correlation coefficient r:** It shows that the correlation coefficient has reached 22.4%, which indicates a weak positive relationship between social responsibility and the quality of health services.
- Coefficient of determination R^2 :** The results show that the coefficient of determination has reached 11.5% ($R^2=11.5\%$). This result indicates that social responsibility explains the change in the quality of health services by 11.5%, while 88.5% is explained by other factors. Therefore, there is a weak impact of social responsibility on the quality of health services.

- c. **Fisher's F-test:** We observe that the p-value for Fisher's F-test has reached $\text{sigf}=0.026$, which is less than 0.05. This means that the model has statistical significance, and the model as a whole is acceptable for hypothesis testing.
- d. **Student's t-test:** We observe that the t-value has reached $\text{sig t}=0.026$, and thus we reject the null hypothesis H_0 and accept the alternative hypothesis H_1 , indicating that there is a statistically significant effect at the significance level ($\alpha \leq 0.05$) of social responsibility on the quality of health services.

5. Results analysis:

The results of our study were:

- **The main hypothesis:** There is a statistically significant effect at a moral level ($\alpha \leq 0.05$) between social responsibility on the quality of health services.
- **The first sub -hypothesis:** There is a statistically significant effect at a moral level ($\alpha \leq 0.05$) between the economic dimension on the quality of health services.
- **The second sub -hypothesis:** There is no statistically significant effect at a moral level ($\alpha \leq 0.05$) between the legal dimension on the quality of health services.
- **The third sub -hypothesis:** There is a statistically significant effect at a moral level ($\alpha \leq 0.05$) between the moral dimension of the quality of health services.
- **The fourth sub -hypothesis:** There is a statistically significant effect at a moral level ($\alpha \leq 0.05$) between the charitable dimension on the quality of health services.

6. Conclusion:

In conclusion, this study highlights the importance of social responsibility in improving the quality of healthcare services at Al-Ayoun Hospital in Djelfa. Through theoretical and field analysis, a positive and statistically significant relationship was proven between social responsibility, with its various dimensions, and the quality of healthcare services provided. However, it is worth noting that the legal dimension of social responsibility did not show a significant impact, which may reflect a basic compliance with legal standards in the hospital. And through the results reached we conclude the following:

- The statistical analysis revealed that the economic impact of social responsibility is primarily manifested in providing local job opportunities and enhancing the economic growth of the community surrounding the hospital.
- It has been shown that the ethical impact of social responsibility is reflected in the hospital's commitment to the highest standards of professional and ethical conduct in dealing with both patients and employees.
- The study clarified that the charitable impact of social responsibility is manifested in providing free or subsidized medical services to needy patients and organizing health awareness campaigns for the local community.
- Interviews with employees revealed a need to enhance communication and coordination between various departments to ensure the effective implementation of social responsibility principles.

- A patient satisfaction survey showed that the quality of healthcare services is still affected by other factors such as waiting time and the availability of medications and equipment.
- The hospital provides health services for all age groups around the clock.
- The hospital is committed to adhering to safety and healthcare procedures.
- The hospital is committed to the confidentiality and privacy of the information provided to patients.

Among the recommendations that should be suggested are:

- **Developing strategic partnerships:** The hospital should develop strategic partnerships with government institutions, non-governmental organizations, and private companies to enhance social responsibility initiatives and expand their impact.
- **Improving resource management:** The hospital must improve the management of available resources, including financial, human, and material resources, to ensure the provision of high-quality healthcare services to all patients.
- **Focusing on employee satisfaction:** The hospital should prioritize employee satisfaction and provide a healthy, safe, and motivating work environment, as satisfied employees are more likely to deliver high-quality healthcare services.
- **Activating the quality management system:** The comprehensive quality management system must be activated in the hospital, including performance measurement, process evaluation, and continuous improvement, to ensure meeting patients' needs and expectations.
- **Conducting comparative studies:** It is recommended to conduct comparative studies between the Eye Hospital in Djelfa and other hospitals in Algeria and abroad, to identify best practices in the field of social responsibility and the quality of healthcare services.
- **Encouraging scientific research:** Scientific research in the field of social responsibility in the healthcare sector should be encouraged to enhance knowledge and understanding and to develop effective strategies for improving the quality of healthcare services.

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