

Evaluating The Role Of The Social And Psychological Specialist In Supporting Patients In The Health Sector (Field Study At The Willpower And Mental Health Complex)

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Abstract:

The study aimed to evaluate the role of the social and psychological specialist in supporting patients in the health sector: a field study on a sample of patients in the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia. The study used the descriptive analytical approach and a questionnaire to collect data, which was applied to a sample of patients in the Irada Complex. And mental health in Jeddah, which numbered 100 patients. The data was analyzed using the Statistical Package for the Social Sciences (SPSS) program, and the study reached a number of results, the most important of which is that there are no statistically significant differences between the responses of patients in the Irada Complex and mental health in Jeddah Governorate in the Kingdom of Saudi Arabia according to their demographic characteristics (Gender, age, educational qualification) regarding the role of the social and psychological worker in supporting patients. The study presented a number of recommendations, the most important of which are: launching guidance and educational programs targeting patients and their families, including topics related to psychological and social health, such as stress management and improving family relationships. Providing psychological support services via the Internet or telephone, allowing patients to access support and advice even outside the complex. And using smart applications

and social media platforms to facilitate communication between social and psychological workers and patients, and provide advice and support remotely.

Keywords: social worker, psychologist, health sector, Irada and Mental Health Complex.

Introduction

First: Introduction to the study:

Health care occupies an important place at the present time, as the progress and development of societies is measured by the health services they provide to people. This interest in health care is due to the fact that it is considered a human investment for members of society to ensure their effective participation in the productive and progressive process. The profession of social and psychological service is one of the most important humanitarian professions that is concerned with bringing about the desired social and psychological changes in individuals, families and groups in cooperation with other professions in order to achieve social stability and provide ways to A decent life for citizens (Abdel Majeed, Hisham Sayed: 2006 AD).

Medical social and psychological service is a group of specialized professional services provided by social and psychological workers to serve patients while receiving treatment in hospitals or during subsequent follow-up after discharge from the hospital. It relies mainly on the experiences, skills and methods of the social and psychological worker in helping the patient and his family on the one hand and on the assistance of the hospital administration, the doctor and the nursing staff on the other hand. The profession of social and psychological service is also integrated with the roles of the rest of the members of the treating team so that it results in the provision of distinguished health services and better social and psychological care. For patients, it is no longer just a response to a stimulus or a reaction, but rather it has become a major profession and an active partner in the treatment process (Al-Shaibani, 2006).

In view of the importance of the social and psychological worker in hospitals and the roles he performs that require him to perform them fully, the current study seeks to evaluate the actual role played by the social and psychological worker that they exercise

towards patients and their families in the Eradah and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia.

Second: The theoretical framework of the study:

Below we will discuss the following points.

(1) Medical social service:

Social service in the medical field refers to a group of services and assistance provided to patients and their families in the health care environment. This service aims to provide social and psychological support and help in dealing with the social and psychological challenges that may arise as a result of illness or medical treatment. It is carried out by social workers, specially prepared for this work, and who work within the work teams of this institution, with the aim of fully assisting the individual who is sick or at risk of contracting the disease to benefit from all the capabilities available in the institution and the external environment, and to improve the various environmental conditions, in order to achieve his maximum social performance.” (Hassan, 1998).

The objectives of medical social service focus on providing social and psychological support to individuals and families who face health and psychological challenges. Among its most important goals (Qamar, Essam, 2007):

1. Providing social support: The medical social service aims to provide social support to patients and their family members, by providing advice, guidance, and emotional support to deal with health challenges.
2. Improving access to health services: The medical social service works to facilitate and improve access to the necessary health services for patients, and direct them to appropriate resources to meet their health needs.
3. Promoting social adaptation: The medical social service seeks to enhance the social adaptation of patients and their family members, by providing support and resources that help them adapt to changes in health status.
4. Promoting mental health: The medical social service aims to enhance the mental health of patients and families, by providing psychological and emotional support and helping in dealing with psychological challenges related to the health condition.

5. Guidance and education: The medical social service guides patients and their family members and educates them about their disease, available services, and strategies to deal with it.
6. Promoting integrated care: The medical social service aims to cooperate with other health care teams to provide integrated and comprehensive care for patients and their family members.

There are many social problems that patients may face while dealing with health diseases, including (Ibrahim, Qusay, 2011):

1. Social isolation: Patients can feel isolated and separated from friends and family as a result of the disease's impact on their ability to participate in social activities.
2. Difficulties in employment and work: Patients may face difficulties in maintaining their jobs or working fully as a result of the negative impact of the disease on their physical and mental abilities.
3. Discrimination and prejudice: Patients may be exposed to discrimination and prejudice from others because of their health condition, which increases feelings of isolation and psychological stress.
4. Financial difficulties: The high cost of treatment and health care can cause financial difficulties for patients and their families, leading to increased stress and anxiety.
5. Changes in family relationships: Illness can lead to changes in family relationships, such as psychological pressure on the partner or family and assuming additional responsibilities.
6. Difficulties in obtaining social support: Patients may face difficulties in obtaining social support from friends and family as a result of changes in health status and restrictions on social activities.

(2) Medical psychological service:

The medical psychological service is a group of services that aim to care for the mental health of individuals by providing psychological support and treatment for psychological and mental problems. These services include psychological assessment, psychological and behavioral therapy, prescription of pharmacological treatment if necessary, and psychological guidance and counselling. The medical psychological service is usually provided by a multidisciplinary team that includes psychiatrists, psychotherapists, social workers, psychologists and pharmacotherapists, depending on The needs and circumstances

of each case. There are a variety of disorders that can be treated through the medical psychological service, including depression, anxiety, panic disorders, sleep disorders, and many other psychological disorders. Treatment aims to improve individuals' quality of life and enhance their overall psychological and mental health (Mabrouka, 2018).

The goals of the medical psychological service are diverse and include several aspects of mental health care. One of the goals of the medical psychological service is (Malaka, 2020).

1. Providing evaluation and diagnosis: Psychiatrists aim to provide a comprehensive assessment of the patient's condition and diagnose the psychological disorder he may suffer from, which helps direct the correct treatment.
 2. Providing psychological treatment: The medical psychological service includes providing psychological treatment, such as cognitive behavioral therapy, modern psychotherapy, and drug therapy, to help patients deal with mental illnesses and improve their quality of life.
 3. Prevention and education: The psychological medical service aims to provide education and awareness of mental health, and to encourage the prevention of psychological and mental disorders through awareness of influencing factors and preventive strategies.
 4. Supporting patients and families: The medical psychological service works to provide emotional support and assistance to patients and their family members, in order to help them deal with the psychological challenges involved in mental illnesses.
 5. Coordination with other medical teams: The medical psychological service aims to coordinate with other medical teams, such as general doctors and internal medicine doctors, to provide integrated and comprehensive care for patients.
 6. Improving the quality of life: The medical psychological service seeks to improve the quality of life of patients by providing the necessary psychological care and promoting adaptation to psychological and mental illnesses.
- There are many psychological problems that patients may face, including (Mabrouka, 2018):

1. Depression: Patients may suffer from depression as a result of the disease's impact on their daily life, energy level, and mood.

2. Anxiety: Anxiety can be a common problem for patients, whether due to the disease itself, medical treatment, or worry about the future.
3. Psychological stress: Psychological stress from health diseases can cause increased stress, anxiety, and deterioration of general health.
4. Feelings of isolation and loneliness: Patients may feel isolated and disconnected from society, friends, and family as a result of mental and physical health problems.
5. Low self-confidence: Illness can lead to low self-confidence and feelings of helplessness and incompetence in dealing with daily life.
6. Difficulties in adaptation: Health problems can cause difficulties in adapting to changes in life and limitations in the ability to carry out daily activities.

(3) Medical social worker:

The social worker is defined as: "A person who is academically and skillfully qualified to become capable and responsible for the assistance process in all its dimensions." The social worker is also defined as a person who graduated from a school of social service with a bachelor's or master's degree and uses his information and skill to provide social services to individuals who may be Individuals, groups, local communities, organizations, or society in general. The social worker helps individuals increase their abilities to solve problems and cope with life's requirements, helps them obtain the resources they need, facilitates interactions between individuals and their environments, and establishes organizations and organizations responsible for meeting people's needs and influencing their lives. Social policies (Abu Al-Maati, Maher et al. 1996).

The medical social worker is the main pillar of the medical social service within the therapeutic institution, whether it is general hospitals, health offices, clinics, specialized hospitals, dispensaries, maternal and child care centers, school health offices, health education offices, or nursing homes. Convalescence and vocational rehabilitation centers, and it has multiple professional roles, whether preventive roles, constructive roles, or therapeutic roles (Al-Rashidi et al. 2007).

In short, the social worker in hospitals works to provide social support and assistance to patients and their families during the

period of treatment and stay, and seeks to improve the quality of life and enhance adaptation to the social challenges associated with the disease.

(4) Medical psychologist

A medical psychologist is a specialist in providing mental health care using a medical approach. These specialists have specialized skills and experience in assessing, diagnosing and treating a wide range of psychological and mental disorders. They can use multiple psychological treatments such as psychotherapy, cognitive behavioral therapy, and pharmacotherapy. Medical psychologists usually have advanced training in psychiatry, which allows them to have a deeper understanding of mental illnesses and provide necessary care to patients suffering from them. They may work in hospitals, clinics, or public or private mental health care institutions (Malaka, 2020).

In short, the psychologist in hospitals provides psychological and therapeutic support to patients and improves their psychological and general quality of life during their stay in the hospital.

Third: Previous studies:

Below will be presented some Arab and foreign studies and research that focused on evaluating the role of the social and psychological worker with patients, with the aim of identifying the most important problems and issues addressed by these studies, and learning about the methods and procedures these studies followed, and the results they reached.

- Auerbach et al (2007) study entitled “Evidence that supports the value of social work in hospitals.” The study aimed to support the value of social work in the hospital through a hospital tracking system that monitors social work discharge services and compares the results with discharge cases from hospitals. Non-social work. The sample consisted of a total of 64,722 patients admitted to the Med-Surg hospital unit over a 2.5-year time period from 2002 to 2004. Of the total patients in the sample, 15.7% ($n = 10,156$) had been involved in social work. Sixty percent of the social workers' patients were 70 years or older compared with the sample mean age of 56.2 years. The mean length of stay for patients served by social work was 11.4 days ($s.d. = 13.9$) compared with 4.3 days ($sd = 6.3$) for non-social work patients, a difference that was significant ($t = -8.3$; $p = 0.000$). The authors attribute the longer lengths of

stay to social workers receiving older, more difficult-to-treat patients. An evidence-based case was made for the value of containing the costs of hospital social workers and establishing a tracking infrastructure to help monitor the daily accomplishments of medical/surgical social workers.

- Lechman and Duder (2009) study entitled “Hospital length of stay: Social work services as an important factor”. In previous studies, it was found that the severity of patients’ psychosocial problems was an important predictor of length of stay (LOS). This current study compared predictors of LOS for samples of patients referred to social services at three large urban hospitals in June–October 2002 (n = 176) and 2006 (n = 147), and examined changes in patient characteristics and the nature of social work practice. A statistically significant relationship between psychosocial distress and vision loss was again found, underscoring the important role that social services can play in controlling hospital costs. Some important changes were also found in the pattern of social work practice; This was generally in the direction of greater community consultation and collaboration, indicating a greater emphasis on interdisciplinary teamwork.

- Al-Husseini and Fatima’s (2018) study entitled “The reality of the professional practice of social service in the medical field, a field study applied to government hospitals in the Makkah Al-Mukarramah region.” The study aimed to identify the reality of the professional practice of social service in the medical field, and therefore the problem of the current study lies in identifying On the reality of the professional practice of social service in the medical field from the point of view of the social worker in the medical field, and knowledge of the factors that affect the performance of the social worker, such as the patient, doctors, hospital administration, and his fellow social workers. To achieve the objectives of the study, the researcher followed the social survey approach by means of a comprehensive inventory of social workers in the Makkah Al-Mukarramah region (the Makkah region and the governorates of Jeddah and Taif), and this approach is useful for achieving the objectives of the current study. The results of the study revealed in terms of the importance of the professional role of the social worker in the hospital to maintain the confidentiality of patient information. The general average for the axis of obstacles facing the social worker in the hospital was

the lack of a budget for activities and work that serve the work of the social worker. The general average for the axis of available methods to overcome the obstacles that The social worker in the hospital confronted them with the fact that the social worker was keen to communicate with his fellow social worker in other health institutions. Through the general findings reached by the researcher, a set of proposed roles was produced for some parties that are related to the effectiveness of the reality of the professional practice of social service in the medical field.

- Ruqaya's study (2022) entitled "The Efforts of Social Workers in Helping Families of Alzheimer's Patients Face Their Problems: A Study Applied to Social Workers Working in Government Hospitals in Mecca-Jeddah-The Eastern Province." This study aimed to determine the efforts of social workers in helping families of Alzheimer's patients cope with their problems. Confronting their social, economic, and psychological problems. It also aims to identify the obstacles that hinder social workers from achieving their goals in helping the families of Alzheimer's patients face their problems, whether these obstacles are related to the medical institution, the family of the Alzheimer's patient, or related to the social workers themselves, as well as identifying the proposals necessary to confront them. These obstacles, and this study is considered one of the descriptive studies that relied on the approach of a comprehensive social survey of social workers working in government hospitals in the Jeddah region, Makkah Al-Mukarramah and the Eastern Province, who numbered (67) male and female medical social service specialists. The researcher relied on the questionnaire as a tool for collecting data and achieved The study led to a set of results, the most important of which are - The most professional efforts practiced by social workers to help families of Alzheimer's patients face their social problems is activating the role of the family in the process of implementing the treatment plan. The most professional efforts practiced by social workers to help families of Alzheimer's patients face their problems. Psychological assistance is the insight of caregivers of an Alzheimer's patient into the importance of psychological assistance from a social worker to support their ability to care for the patient. The most significant obstacle associated with the institution is that the social worker is assigned administrative tasks that hinder his work with patients and their families.

- Al-Enezi and Melfi's (2022) study, entitled "The Role of the Social Worker with the Therapeutic Team in Hospitals." This study aimed to identify the role of the social worker with the therapeutic team in hospitals. The results showed that one of the most important tasks of the social worker in the medical field is to meet the patient and his family in the hospital and provide them with the appropriate service. Collecting and recording data on the patient and his family circumstances, and working to take them into account when preparing a case study or designing a treatment plan. Providing the treating team with the necessary social information regarding the patient's condition in order to participate in the treatment process. In light of the results reached in the current research, the following recommendations have been formulated: Researchers should conduct more studies related to evaluating the roles of social workers in the medical field. All types of media shed more light on the roles of social workers in the medical field. Those responsible for preparing and training social workers organize training courses and workshops aimed at refining their skills in the medical field.

- Al-Bashir and Al-Amin's study (2022) entitled "The Effectiveness of the Social Worker's Role in Aftercare Programs for Psychological Patients (A Study Applied to Psychiatric Hospitals in Omdurman)." This study aimed to identify the actual reality of aftercare programs for psychiatric patients in psychiatric hospitals. The researcher used the descriptive approach, as the study sample represented social workers working in psychiatric and mental hospitals in the city of Omdurman, through a comprehensive survey, as the number of social workers in those hospitals reached (31) social workers at the time of conducting the study. The questionnaire was used as a tool for collecting information and included: The primary data and four axes, the first relates to the actual reality of aftercare programs for psychiatric patients, while the second relates to the extent of social workers' understanding of aftercare, while the third dimension relates to whether aftercare programs achieve their role in the social rehabilitation of psychiatric patients, and finally the fourth dimension relates to the difficulties that it confronts the social worker in his implementation of aftercare programs. The researcher used the Statistical Package for Social Sciences (SPSS) programs to analyze the data, and the most important results that emerged from the study were: There is aftercare in the hospital and it is recognized

as part of the treatment plan for patients. Aftercare programs provide patients with all services related to treatment, rehabilitation, and financial assistance at a rate below average. The financial incentive provided to social workers when implementing aftercare programs is almost completely non-existent at 3%. The researcher concluded the study with recommendations and proposals focusing in the same direction.

- Al-Maliki and Khaled's (2022) study entitled "The Role of Social Service in Achieving Psychological and Social Adjustment for Kidney Failure Patients." This study aimed to identify the role of the social worker in achieving psychological and social adjustment for kidney failure patients, and to identify the obstacles facing the social worker in dealing with Kidney failure patients. The results showed that the most important roles played by the social worker in solving the problems of patients with kidney failure include: educating the patient and convincing him of the importance of regular dialysis, instructing the patient on how to take care of himself and his general health, communicating with the patient's employer and clarifying his health condition, and urging the patient to Commitment to his scheduled appointments to go to the hospital. The most important roles played by the social worker in achieving psychological adjustment for kidney failure patients were: standing by the patient no matter how long the illness lasts, encouraging him, providing him with the necessary assistance, and helping the patient get rid of feelings of sadness and depression. The results of the study also showed the diversity of the roles played by the social worker in achieving social harmony for kidney failure patients, as these roles include: facilitating interaction between family members, guiding the patient on how to achieve harmony with his family members, and making home visits to the family if necessary. He urged the patient's family to participate in some appropriate roles in the family.

- Hammoud's study (2022) entitled "The Role of Social Support in Serving Covid-19 Patients (A Descriptive Study Applied to Those Who Have Recovered from the Coronavirus and Social Workers in Health Centers in Tatamman Clinics in Turba Governorate)", the study aimed to identify the role of the social worker in providing social support to Covid-19 patients. - 19, and identifying the relationship between social support and the psychological, social and economic effects of Covid-19 patients, and revealing the most

important obstacles that limit the performance of clinical social service in dealing with victims of the Coronavirus. This study belongs to the type of descriptive studies, which relied on the social sample survey approach. The study sample consisted of two categories: the first category consisted of (150) individuals from among the beneficiaries and visitors in health centers in Tetamman clinics in Turba Governorate, while the second category consisted of (32) One of the social workers working in health centers in Tetamman clinics in Turba Governorate. The study reached a set of results, the most important of which are: The most important effects of the Corona pandemic are (fear of transmitting the infection to the family, feeling psychological pressure due to quarantine, the patient's feeling of psychological isolation during the period of infection, and his inability to adapt to the conditions of home quarantine). The study also showed that one of the most important roles played by the social worker in providing social support to Covid-19 patients is preparing the patient and removing his fears, as well as providing the medical team with social information about the case. The study recommended the need to provide on-the-job training courses on an ongoing basis to familiarize clinical social workers with the latest trends and methods for the general practice of social work in the medical field.

- Dunkle et al (2022) entitled "Exploring dementia care in acute care settings: Perspectives of nurses and social workers on caring for patients with behavioral and psychological symptoms", this qualitative study compares the perspectives of nurses (n = 5) and social workers (n = 12) about their role in caring for patients with dementia who have behavioral and psychological problems in the acute care setting. Thematic qualitative analysis was performed using the rigorous and accelerated data reduction (RADaR) technique. Three themes emerged: patient engagement and coordination with family and professionals, treatment and medical management of behavioral and psychological symptoms of dementia (BPSD) in the hospital, and barriers to care. Barriers to care are identified by both professions, each with its own care niche. Social workers and nurses work as a team with the understanding that they face challenges of care. Person-centered care is a successful approach for care teams working with patients with borderline personality disorder.

Benefits from previous studies: -

- Building the general idea of the study, where the importance of the role of the social and psychological specialist in supporting patients in the health sector was recognized.
 - The ability to identify and formulate the problem, questions, and hypotheses.
 - Determine the appropriate method for use, build study tools (questionnaire), define and develop their fields, and determine appropriate statistical methods for the current study.
 - Learn about the experiences of others, local, Arab and foreign.
- Areas of agreement with previous studies: -
- The studies agreed with most previous studies in their approach, which is the descriptive and analytical approach.
 - It agreed with previous studies in using the questionnaire as a main tool.

What distinguishes the current study:

- This study is considered a cognitive and cumulative construction of previous studies and a continuation of what researchers have begun in this field, in that it deals with evaluating the role of the social worker and psychologist in supporting patients in the health sector.
- The current study - to the researchers' knowledge - is one of the rare and few studies that deal with evaluating the role of the social worker and psychologist in supporting patients in the health sector in the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia.

Fourth: The problem of the study:

The Kingdom of Saudi Arabia pays special attention to health care by providing medical care to all members of Saudi society through government and private hospitals and medical centers. In order for health care to bear fruit and for medical treatment to be successful, it is not only necessary to identify the disease that afflicts humans, but also to recognize the patient's circumstances. social, psychological, cultural, economic and environmental, Based on the above, the study problem can be formulated in the following main question:

What is the evaluation of the role of the social and psychological specialist in supporting patients in the health sector in the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia?

Two sub-questions emerge from this question:

1. What is the evaluation of the role of the social worker in supporting patients in the health sector in the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia?
2. What is the evaluation of the role of the psychologist in supporting patients in the health sector in the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia?

Fifth: The importance of the study:

The importance of the research stems from two main aspects:

1) Theoretical importance:

The theoretical importance of the current study lies in the following:

- The importance of the topic of the current study, as the social worker and psychologist play an important role in achieving patient satisfaction in the health sector.
- The scarcity of studies that dealt with evaluating the role of social and psychological workers with patients in Saudi society, as far as researchers know.
- To benefit researchers in the field of social and psychological service in medical departments in Saudi hospitals about the nature of the practice of social and psychological service in this medical sector.
- Giving those interested in activating social and psychological service in the medical sector in the Kingdom of Saudi Arabia a realistic, scientific picture of its role in supporting patients.

2) Practical importance:

The practical importance of the current study lies in the following:

An attempt to highlight the role of the social and psychological worker towards patients in hospitals. The results of the current study and its recommendations may open the way for responsible researchers in the field of social and psychological service to identify the obstacles and difficulties facing the social and psychological worker to carry out his role and try to remove those obstacles in light of the study's results and recommendations.

Its results and recommendations may prompt officials in the field of social and medical psychological service to develop the role of social and medical psychological service in various Saudi medical institutions.

Sixth: Objectives of the study:

The current study aims to evaluate the role of the social and psychological worker in supporting patients at the Eradah and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia, through the following objectives:

1. Describe, analyze and evaluate the role of the social worker in supporting patients.
2. Describe, analyze and evaluate the role of the psychologist in supporting patients' health.
3. Develop a set of recommendations to improve the role of the social and psychological worker in supporting patients.

Seventh: Study hypotheses

Based on the problem and objectives of the study, the study hypotheses can be formulated as follows:

The main hypothesis: There are statistically significant differences between the responses of patients at the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia according to their general demographic characteristics (gender, age, educational qualification) in their opinions related to the role of the social and psychological worker in supporting patients.

A number of sub-hypotheses emerge from this hypothesis as follows:

The first sub-hypothesis: There are statistically significant differences between the responses of patients at the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia in their opinions related to the role of the social and psychological worker in supporting patients of different types.

The second sub-hypothesis: There are statistically significant differences between the responses of patients at the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia in their opinions related to the role of the social and psychological worker in supporting patients of different ages.

The third sub-hypothesis: There are statistically significant differences between the responses of patients at the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia in their opinions related to the role of the social and psychological worker in supporting patients with different academic qualifications.

Eighth: Limitations of the study:

1. Objective limits: The subject of the study is limited to evaluating the role of the social and psychological worker in supporting

patients at the Eradah and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia.

2. Human limits: The human limits represent a survey of the opinions of a sample of patients numbering 100 people at the Willpower and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia.

3. Spatial boundaries: Irada and Mental Health Complex in Jeddah Governorate, Kingdom of Saudi Arabia:

4. Time limits: one year (2022 AD).

Ninth: Field study:

The field study aims to identify the opinions of a sample of patients at the Eradah and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia, on "Evaluating the Role of the Social and Psychological Worker in Supporting Patients," with the aim of obtaining scientific and logical answers from that sample to the questions of the study tool (the questionnaire). Then analyze it, test the validity or incorrectness of the study hypotheses using the Statistical Package for Social Sciences (SPSS), and then arrive at results that are useful in developing recommendations. The methodological procedures relied upon in conducting the questionnaire are as follows:

1- Study methodology

The study relied on the descriptive analytical method as it is more suitable for this type of studies, by collecting data and information, classifying and analyzing it. The descriptive analytical method relies on studying the phenomenon as it is in reality, to describe it accurately, while the quantitative expression gives a numerical description that shows the amount of the phenomenon or its size, and the degree of its connection with other phenomena.

2- Study population and sample

The study population consists of patients at the Eradah and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia. Due to the difficulty of communicating with all patients in the complex and for considerations of time and effort, the researchers adopted a survey of the opinions of a sample of patients, numbering 100 people, through a questionnaire that was specially prepared for this purpose, in which simplicity and clarity were taken into account in the design and arrangement of

questions and phrases. The questionnaire consists of three sections:

Section One: Demographic Data: It includes personal information about the sample members (gender, age, educational qualification)

Section Two: Themes of the study tool: include:

The first axis: Evaluating the role of the social worker in supporting the patient, and it contains 5 statements.

The second axis: Evaluating the role of the psychologist in supporting the patient, and it contains 5 statements.

The study dimensions questions were answered using a five-point Likert scale, as the following table shows:

Table (1) Five-point Likert scale

Strongly agree	Agree	Neutral	Strongly Disagree	Strongly Disagree
5	4	3	2	1

Source: Prepared by researchers.

3- Data sources:

The researchers used two primary sources:

1) Secondary sources: These include relevant Arabic and foreign books and references, periodicals, articles, reports, previous research and studies that dealt with the subject of the study, and research and reading on various Internet sites.

2) Primary sources: To address the analytical aspects of the research topic, the researchers resorted to collecting primary data through a questionnaire as a tool for this study that was designed specifically for this purpose.

4- Analyzing the trends of the sample items and testing the study hypotheses:

The researchers used a set of statistical methods and tests that are consistent with the study and the nature of the data to analyze the questionnaire forms, using the Statistical Package for the Social Sciences (SPSS), which includes the following:

1) Validity and reliability of the tool

Reliability means the extent to which the scale is stable and does not contradict itself, as a high value indicates that reliability has

been achieved to a high degree. As for validity, it means that the study tool measures what it was designed to measure.

Validity means that the study tool measures what it was designed to measure, and it includes:

- Apparent validity: The validity of the tool was confirmed by presenting it to (3) arbitrators of specialists and experts.
- Content validity: The researchers reviewed the theoretical frameworks and previous studies that addressed the themes of the study.
- Statistical validity: represents the square root of the reliability coefficient
- Stability of the tool: It means the extent to which the scale is stable and does not contradict itself, and it was measured through the Cronbach's alpha coefficient.

The following table contains the results of the SPSS program for the reliability coefficient and validity coefficient for the study topics.

Table (2) Reliability coefficient and statistical validity coefficient for the study axes:

Statistical validity coefficient	Cronbach's alpha coefficient	Number of phrases	Study topics
0.973	0.946	5	The first axis: Evaluating the role of the social worker in supporting the patient.
0.921	0.849	5	The second axis: Evaluating the role of the psychologist in supporting the patient.
0.964	0.93	10	Total

Source: SPSS outputs.

It is clear from the previous table that the value of the reliability coefficient for the study axes exceeds 0.7, which is an acceptable and high value to achieve the purposes of the study, and therefore the study tool enjoys stability. The validity coefficient for each axis exceeds 0.8, and this value is considered acceptable and high as well. The reliability coefficient and validity coefficient of the

questionnaire as a whole are acceptable and high for the purposes of the study. Thus, the questionnaire has internal consistency and stability, which confirms the possibility of adopting its results and reassurance in achieving the desired goals.

2) Demographic data for the study sample:

The following is an analysis of the basic data of the sample items, which are (gender, age, job title), as follows:

Table (3) Distribution of study items according to demographic data:

Percentage	Frequency	Categories	Property
63%	63	Male	Type
37%	37	Female	
24%	24	Less than 30 years old	the age
33%	33	From 30 to less than 40 years old	
43%	43	40 years and over	

48%	48	Intermediate qualification or less	Qualification
30%	30	Bachelor's	
22%	22	Postgraduate	

Source: SPSS output

It is clear from the previous table that:

The number of males is greater than the number of females, as the number of males in the sample reached 63, representing 63%, while the number of females in the sample reached 37, representing 37%.

- Almost all of the sample members belong to the age group of 40 years and over, as their number reached 43 individuals, representing 43%, followed by those belonging to the age group from 30 to less than 40 years, where their number reached 33 individuals, representing 33%. Finally, those who belong to the age

group under 30 years, where their number reached 24 individuals, representing 24%.

Almost half of the subjects in the study sample had an intermediate education or less, with their number reaching 48 subjects, or 48%, followed by those holding a bachelor's degree, with 30 subjects, or 30%. Finally, those with postgraduate studies numbered 22 individuals, or 22%.

3) Descriptive statistics for the study topics:

In this section, we present some statistical measures (such as the arithmetic mean and standard deviation) for the questions of each axis of the study, to know the relative importance of the questionnaire statements and the general trend of the questionnaire form axes.

The first axis: The role of the social worker in supporting the patient.

We will present in the following tables the trends of the sample members regarding the role of the social worker in supporting patients at the Eradah and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia. The sample responses were as follows:

Table (4) Arithmetic mean and standard deviation for statements about the role of the social worker in supporting the patient:

General trend	Order of importance	standard deviation	Average	Paragraphs	
Strongly Agree	1	0.890	4.299	The social worker works to provide emotional support to patients and their families.	1
Agree	2	0.877	4.070	The social worker provides advice and	2

				guidance to patients and their families about the social challenges they may face as a result of the disease	
Agree	3	0.973	4.000	The social worker works on planning the necessary care after the patient leaves the complex.	3
Agree	4	0.871	3.986	The social worker helps patients deal with crises and social challenges that may arise as a result of the illness, such as financial pressures or changes in family relationships..	4
Agree	5	0.004	3.942	The social worker contributes to enhancing the quality of health care by directing efforts towards	5

				achieving social justice and providing comprehensive care for patients in all aspects.	
Agree	4.0594			The general direction of the Topics	6

Source: SPSS output

From the previous table, it is clear that the sample members' opinions range between agreeing and strongly agreeing on the questions of the first axis: The role of the social worker in supporting the patient. This appears from the arithmetic mean values, which are more than 3.4 with small standard deviations, which indicates low dispersion between the sample members' opinions. The general trend of the questions in this axis is agreement, as the value of the arithmetic mean reached 4.0594, and the order of these paragraphs was in terms of relative importance, as shown in this table in the order of importance column.

The second axis: The role of the psychologist in supporting the patient.

We will present in the following tables the trends of the sample members regarding the role of the psychologist in supporting patients at the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia. The sample responses were as follows:

Table (5) Arithmetic mean and standard deviation for statements about the role of the social worker in supporting the patient:

General trend	Order of importance	standard deviation	Average	Paragraphs
Agree	1	0.046	4.157	The psychologist evaluates the psychological state of patients who suffer from psychological or mental problems such as depression, anxiety, or eating disorders.
Agree	2	0.913	3.907	The psychologist provides psychological and emotional support to patients during their stay in the complex, whether by listening to their problems and fears or providing advice and guidance.
Agree	3	0.896	3.873	The psychologist provides psychological treatment to patients, whether

				through individual or group sessions, to help them deal with the psychological challenges they may face as a result of the disease.
Agree	4	0.981	3.82	The psychologist provides guidance and education to patients and their families on how to deal with psychological problems and apply psychological and mental improvement strategies.
Agree	5	0.922	3.803	The psychologist works to improve the quality of life of patients by helping them deal with the psychological and social challenges they face and improving adaptation to

				the health condition.
Agree	3.912			The general direction of the Topic.

Source: SPSS output

From the previous table, it is clear that the sample members' opinions are represented in agreeing to the questions of the second axis: The role of the psychologist in supporting the patient. This appears from the arithmetic mean values, which range between 3.4-4.19 with small standard deviations, which indicates low dispersion between the sample members' opinions. The general trend for the questions in this axis is agreement, as the arithmetic mean value reached 3.912, and the order of these paragraphs was in terms of relative importance, as shown in this table in the importance order column.

4) Testing the study hypotheses:

In this section, the study hypotheses will be tested, based on the analysis results, as follows:

The main hypothesis: There are statistically significant differences between the responses of patients at the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia according to their general demographic characteristics (gender, age, educational qualification) in their opinions related to the role of the social and psychological worker in supporting patients.

A number of sub-hypotheses emerge from this hypothesis as follows:

The first sub-hypothesis: There are statistically significant differences between the responses of patients at the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia in their opinions related to the role of the social and psychological worker in supporting patients of different types.

To test this hypothesis, an Independent Two Samples T Test was used. The results of this test are as follows:

Table (6): Results of testing the primary sub-hypothesis of the main hypothesis using a t-test for two independent samples:

Test T		standard deviation	Arithmetic mean	Type	variable
(sig) Morality	Value "T"				
.320	1.083	.4232	3.6627	Male	The role of the social and psychological worker in supporting patients
		.2324	3.7937	Female	

Source: SPSS outputs.

It is clear from the previous table that the significance value (sig.) reached .320, which is greater than 0.05, and therefore there is no statistically significant difference between patients (male and female) with regard to their attitudes about the role of the social and psychological worker in supporting patients.

Accordingly, the first sub-hypothesis is rejected, which states: "There are statistically significant differences between the responses of patients at the Eradah and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia in their opinions related to the role of the social and psychological worker in supporting patients of different types, with a degree of confidence (95). %)".

The second sub-hypothesis: There are statistically significant differences between the responses of patients at the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia in their opinions related to the role of the social and psychological worker in supporting patients of different ages.

To test this hypothesis, an analysis of variance (ANOVA) test was used. The results of this test are as follows:

Table (7): Results of testing the second sub-hypothesis of the main hypothesis using the analysis of variance test:

Test F		standard deviation	Arithmetic mean	Age	variable
(sig) Morality	Value "F"				

.127	2.613	.424	3.4532	Less Than 30 years	The role of the social and psychological worker in supporting patients
		.535	3.3453	From 30 to less than 40 years old	
		.984	3.5342	40 years and over	

Source: SPSS outputs.

It is clear from the table that the significance value (sig.) reached .127, which is greater than (0.05), and therefore there is no significant difference in the opinions of patients according to age with regard to their attitudes about the role of the social and psychological worker in supporting patients.

Accordingly, the second sub-hypothesis is rejected, which states: "There are statistically significant differences between the responses of patients at the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia in their opinions related to the role of the social and psychological worker in supporting patients with different ages, with a confidence degree of (95). %)".

The third sub-hypothesis: There are statistically significant differences between the responses of patients at the Irada and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia in their opinions related to the role of the social and psychological worker in supporting patients with different academic qualifications.

To test this hypothesis, an analysis of variance (ANOVA) test was used. The results of this test are as follows:

Table (8): Results of testing the second sub-hypothesis of the main hypothesis using the analysis of variance test:

Test F		standard deviation	Arithmetic mean	Qualification	variable
(sig)	Value F"				
.274	1.500	.7438	3.783	Intermediate qualification or less	The role of the social and psychological worker in supporting patients
		.3432	3.687	Bachelor's	
		.9827	3.892	Postgraduate	

It is clear from the table that the significance value (sig.) reached .274, which is greater than (0.05), and therefore there is no significant difference in the opinions of patients with different educational qualifications regarding their attitudes about the role of the social and psychological worker in supporting patients.

Accordingly, the second sub-hypothesis is rejected, which states: "There are statistically significant differences between the responses of patients at the Eradah and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia in their opinions related to the role of the social and psychological worker in supporting patients with different academic qualifications, with a degree of confidence (95%).

Tenth: Summary of findings and recommendations

The results of the descriptive statistics for the study's axes showed that the prevailing opinion of the majority of the study's sample of social patients at the Eradah and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia largely agrees with the extent of the effectiveness and efficiency of the role of the social and psychological worker in supporting patients.

The results of hypothesis tests also showed that there were no statistically significant differences between the responses of

patients at the Eradah and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia according to their general demographic characteristics (gender, age, educational qualification) in their opinions related to the role of the social and psychological worker in supporting patients. This indicates that social and psychological workers do not differentiate between patients in treatment, advice and guidance according to the patient's gender, age or educational level.

In light of the results of the study, the researchers can make the following recommendations, which they hope will contribute to improving and developing the role of the social and psychological worker in the health field, which are as follows:

1. Establish health guidance and education programmes: Guidance and education programs can be launched targeting patients and their families, including topics related to psychological and social health, such as managing stress and improving family relationships.
2. Providing remote psychological support: Psychological support services can be provided via the Internet or telephone, allowing patients to access support and advice even outside the complex.
3. Using technology to enhance communication: Smart applications and social media platforms can be used to facilitate communication between social and psychological workers and patients, and provide advice and support remotely.
4. Encouraging interaction between patients: Social networking sessions can be organized for patients in the complex, where patients can exchange experiences and mutual support.
5. Providing relaxation and therapeutic programs: Yoga, meditation, expressive arts, and other relaxation and therapeutic programs can be organized to help relieve stress and improve mental health.
6. Providing social support to children and families: Dedicated programs can be launched to provide social and psychological support to sick children and their families, with a focus on providing specialized support for specific conditions such as chronic diseases or long-term treatments.

7. Organizing initiatives to encourage mental health: Awareness and educational campaigns and events can be organized to increase awareness of the importance of mental and social health, and encourage the community to support patients and reach understanding with them.

By adopting these innovative recommendations, the role of the social and psychological worker in the health sector in general and in the Eradah and Mental Health Complex in Jeddah Governorate in the Kingdom of Saudi Arabia in particular can be strengthened.

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