



**Faculty of Social Work**

**Department of Social Work Fields**

**Research summary**

**Evaluating the social care services provided for burns victims using  
the "SERVPERF" actual performance model.**

**Preparation**

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## Abstract

Quality of service is one of the most important areas in the health services sector. The research on the quality of services in general, and health care services in particular, is based on the research method used in this research by using the researcher quality service scale (SERVPERF) (36) words related to the main dimensions referred to and which translate quality of service aspects, to assess the quality of health care services in the "Ahmed Orabi" Hospital for the treatment of patients Burns ", where it was made The researcher used the descriptive approach in the analysis, and two data collection tools were used, the first tool (the questionnaire of the service providers, the second tool), the recipient of the service. The results of the study reached a number of results, the most important of which is: that there is efficiency and effectiveness in the quality of health services provided to patients, as well as a difference in the importance of the members of the research sample for each variable of the main variables.