

ABSTRACT

The current study was conducted to explain the relationship and show the effect between three essential variables which are: Some of the essentialism elimination for Social responsibility, building the obligation for good quality and organizational values.

By considering both Some of the essentialism elimination for Social responsibility and building the obligation for good quality as an independent variable and the organizational values as a dependent variable.

The study was prepared depending on tow aspects, the theoretical aspect which rely on scientific reference books and scientific studies such as research papers and reports. The second aspect depends on field study of the health domain in the city of mosul which consist of six hospitals, namely, AL –Khansa, AL– Salam, AL– Batool, IBn – Seena, AL – Jamhoory and IBn – AL – Atheer.

The samples of study were chosen on the personnel's of these hospitals which include (the managers of these hospitals, their assistants, heads of department, heads of branches, senior doctors, head of nurses and laboratory supervisors), also (Doctors and nurses, medical assistants, and also the patients) as specimens of the study.

Interviews, application forms and field observation were employed to collect information necessary for the study.

The study problem materialized in showing the mutuality link between Some of the essentialism elimination for Social responsibility and building the obligation for good quality on the organizational values and whether the management could succeed in building the required social responsibility by concentrating on Governance, fairness in practice and customers issues also to pushes the employees to a high quality

medical services demanded of them. And if the management focused on values such as Justice, trust and employees welfare will that would reflect on the organizational values as a result?

So the study is based on an assumed plan prepared on four main assumptions; The first took into consideration the relationship between Some of the essentialism elimination for Social responsibility and the organizational values on one hand and the relationship between building the obligation for good quality and the organizational values on the other hand, also the relationship between the mutuality link for Some of the essentialism elimination for Social responsibility and the obligation for good quality ,finaly the relationship between the mutuality link for Some of the essentialism elimination for Social responsibility and the obligation for good quality and the organizational values .

The second assumption is concerned with the influence of the variables mentioned above.

The third assumption studied the scope of difference of the hospitals regarding its social responsibility and its employees obligation for good quality, and reflection of this on the organizational values . And the deviation of the hospitals under study from one another regarding the level of satisfaction of its customers and the different methods of job application between the different hospitals in order to prove the relationship between the combination of Some of the essentialism elimination for Social responsibility and employees obligation for good quality and the organizational values.

The study assumptions were tested by using the different methods of statistics, by using ready made statistic methods, the results obtained coincided with the study assumptions and reject null assumption.

As a result, a number of conclusions are obtained, the most important are:

1. By the exception of IBn – AL – Atheer hospital; which come first in complying with patients demands and patients wishes. The present study recommend the other five hospitals to pay more attention to all that is connected with medical care which satisfy the patients and fulfill his or her wisher.
2. The present study recommends all the remaining five hospitals to pay more attention to the variable projected by this study through a transparent and clear manner with the stake holders whether they are patients or others.

Also to standup to corruption, bribery and by making trust one of its top qualities.

They should also abide by international standard of good quality and environmental control when they present their services.

The study recommend AL – Batool hospital which come last in the relation of correlation and effect to improve its status among the other hospitals by concentrating and taking greater care to variables in the present study which are: (Governnance, fairness, patients issues, stakeholders, Justice, trust, taking care of employees and values form).

The study also gave some recommendation for future studies related directly to this study or indirectly.