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## Degree of satisfaction of elderly about the services provided to them in social care houses in White Beds Association

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## درجة رضا كبار السن عن الخدمات المقدمة لهم في دور الرعاية الاجتماعية في جمعية الأسرة البيضاء

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### المخلص

هدفت هذه الدراسة التعرف إلى مدى رضا المسنين عن الخدمات ( الاجتماعية، والصحية الترفيهية، والنفسية ) المقدمة لهم في دور الرعاية الاجتماعية، تكون مجتمع الدراسة من جميع نزلاء جمعية الأسرة البيضاء لرعاية المسنين / عمان . قام الباحث بتصميم استبانة ليستخدّمها أثناء مقابلة المسنين، تكونت من أربع فقرات تضمنت كل فقرة منها على مجموعة أسئلة تختص في نوع من الخدمات المقدمة للمسن ، حيث قام الباحث بإجراء مقابلات فردية مع جميع نزلاء جمعية الأسرة البيضاء التي سمحت حالتهم الصحية بذلك ( 75 مسنا منهم : 44 نزيلا و 31 نزيلا ) ، وتم تحليل البيانات واستخراج التكرارات والنسب المئوية لإجابات أفراد العينة، وفقرات الاستبانة باستخدام مربع كاي تربيع (chi-square) للكشف عن الفروق في إجابات أفراد العينة، وقد أظهرت نتائج الدراسة وجود مستوى رضا متوسط عن الخدمات الاجتماعية المقدمة للمسنين في المؤسسات الاجتماعية في حين أظهرت النتائج وجود مستوى عال من الرضا عن الخدمات الصحية والترفيهية المقدمة لهم، وظهر شعور عال من الرضا النفسي للمسنين المقيمين في المؤسسات الاجتماعية، وأوصى الباحث بضرورة تحسين وتطوير الخدمات الاجتماعية والصحية والترفيهية المقدمة للمسنين في المؤسسات الاجتماعية، إضافة إلى تحسين شبكة العلاقات الاجتماعية بين العاملين و النزلاء داخل هذه المؤسسات بما ينعكس إيجابا على الشعور النفسي للمسن.

### الكلمات المفتاحية

الرعاية الاجتماعية، العلاقات الاجتماعية، جمعية الأسرة البيضاء، درجة الرضا، دور الرعاية الاجتماعية، كبار السن.

## Degree of satisfaction of elderly about the services provided to them in social care houses in White Beds Association

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### Abstract

This study aims at identifying the degree of satisfaction of the elderly about the (social, health, entertainment, psychological) services provided to them in social care houses. The sample of the study includes all residents of the White Beds Association for the care of the elderly in Amman. The researcher designed a questionnaire to use in the interviews with the elderly. The questionnaire has four items, and each item includes a group of questions about the service provided to them. The researcher interviewed all the members of the White Beds Association, whose health condition allowed this, (75 elderly people: 44 men and 31 women). The data was analyzed and frequencies and percentages were extracted. The researcher used (Chi-Square) to detect any differences of the sample's responses. The results showed an average satisfaction about the social services provided to the elderly in social institutions while the results showed a high level of satisfaction about the health and entertainment services provided to them. The researcher recommended the need to improve and develop social, health and entertainment services for the elderly in social institutions and to improve the network of social relations between workers and residents within these institutions, which positively reflects the psychological feeling of the elderly.

### Key words

Degree of satisfaction, Elderly, Social care houses, Social Relations, Social Services, White Beds Association.

## Introduction:

The stage of aging, the third and the final stage in human life, where this stage is characterized by physical, health and psychological characteristics that make the feeling of the person living it closer to weakness rather than strength, due to the weakness that is inflicted on his structure and body composition. Therefore, we find the elderly at this stage, often depends on others on doing some of his needs. As a result, he needs the care of his family and his relatives, and as has been mentioned in the Holy Quran by Allah Almighty: ﴿وَقَضَىٰ رَبُّكَ أَلَّا تَعْبُدُوا إِلَّا إِيَّاهُ وَبِالْوَالِدَيْنِ إِحْسَانًا ۖ إِذَٰنًا مِّنْهُمَا كَيْفَ خَافْتُمَا أَنَّ تَوَلَّيْتُمَا آلَٰفًا ۚ وَلَا تَنْهَرْتُمَا ۚ إِنَّمَا يَنْتَعِنَ عِنْدَكَ الْكَبِيرَ أَحَدُهُمَا أَوْ كِلَاهُمَا فَلَا تَنفُلْ لَهُمَا أُفٍّ وَلَا تَنْهَرْتُمَا ۚ (سورة الاسراء، آية: 23)﴾ (And your Lord has decreed that you not worship except Him, and to parents, good treatment. Whether one or both of them reach old age [while] with you, say not to them [so much as], “uff,” and do not repel them but speak to them a noble word)” (Surat al-Esra, Ayah, 23). With the complexities of economic life, increasing pressure on the households, and the departure of their wives to work, it has become very necessary to think of the elderly, especially those who are in need of third-party care, and whose families have difficulty keeping them, hence it becomes necessity to find care homes that serve families in caring for the elderly and provide services that suit them.

These charitable and private institutions appeared in Jordan late after it first appeared in the western world, perhaps due to the strength of family cohesion and the ability of the Jordanian to give them the care they needed. These institutions took it upon themselves to provide care for the elderly according to their limited possibilities. These institutions have achieved some of their objectives as an alternative institution that has filled the shortage when some elderly people find themselves homeless especially those without families. This study sheds light on the satisfaction of the elderly about the services provided to them by these institutions.

## Problem of Study

The problem of study discusses the elderly and their satisfaction about the services provided to them in the homes of social care, whether they are: social services,

health services, entertainment or the feeling of satisfaction of the elderly in these social institutions, with our prior recognition that the family of the elderly remains the warm embrace, and that our religion urged charity to the elder, and that human morality imposes on us to appreciate their previous services in their youth. However, we may find some families that are unable to give care for the elderly, which leads to his placement in a social care home, and this study came to shed light on the services provided by these institutions to their residents and their satisfaction about them.

## Objectives of Study

This study aims to identify:

The degree of satisfaction about the services provided to the elderly in social care homes whether: Social, health, entertainment services or the feeling of psychological satisfaction of the elderly in these social institutions.

## Questions of the Study:

1. How satisfied are the elderly about the social services provided to them in social care homes?
2. How satisfied are the elderly about the health services provided to them in social care homes?
3. How much is the psychological satisfaction of the elderly in social care homes?
4. How satisfied are the elderly with the entertainment services provided to them in social care homes?

## The Importance of Study:

The importance of this study stems from the importance of the segment that it addresses, as the ageing segment in society is an important part and constitutes an increasing proportion according to the improvement and provision of health services provided to citizens. According to the statistical department in Jordan, the number of elderly people will reach 7% of the total population in 2025. Statistical estimates (Akroush, 1992, 3). in 2030, it will be about 8.6% of Jordan's population, while in 2050 it will reach about

15.8% (Najdaoui, 2017, 7-10). Besides, the problem of the study was investigated to recognize the degree of elderly's satisfaction about the services provided to them in social care houses in White Beds Association in order to provide the positive services and to treat the negative points.

### **Community of the Study:**

The study was conducted on all elderly people in the White Beds Association for The Elderly, where the social survey method was used for all white bed members, whose health and psychological conditions allow them to be interviewed.

### **Terminology:**

The elderly: is the one who is 60 years old or more, as he is considered to be in the last age of his life (Fahmy, 1984, 24).

Nursing home for the elderly: It is a social institution that works to care for its elderly residents by providing them with the necessary care services: social, health and entertainment, which make them, feel comfortable and safe (Fahmy, 1984, 95).

### **Procedural concepts:**

Elderly: Those who have reached the aging period and have been placed in a social welfare home.

Nursing home is a social institution found to provide social, health, psychological, and entertainment services to its elderly citizen regardless of the dependency of this institution. (Government/Private)

### **Explained theories for the elderly:**

#### **(A) Disengagement Theory:**

Proponents of this theory assume that when people reach aging period, they begin to gradually withdraw from social life and interact with community activities within the pattern in which they live (Khalifa, 1991, 35). The followers of this theory also believe that society is freeing the

elderly from the roles and positions they occupied in the age of youth (Hochschild, 1975).

#### **(B) Activity or Substitution Theory:**

The followers of this theory believe that the relationship between the elderly and the society in which he lives is based on the benefit sought by each of them, the greater the benefit, the stronger is the relationship and the opposite is true (D.T.Lichter and J.A.Costanzo, 1992, 440-450). However, when an individual is unable to provide something for the service he needs, he finds himself facing two options: his ability to force others to serve him, or being submitted to them (Zeitling, Irving, 1989). Grandall Richard 1980 believes that the elderly who lost many of his roles he was performing in his youth, due to his inability to do them, resorts to looking for other roles suitable for his age.

#### **(C) Crisis Theory:**

The authors of this theory focus on the importance of work for the person, and the professional role played by the elderly in his society which positively reflects on his satisfaction about his interaction with his environment. (Bell , 1975, 153 – 168) .

#### **(D) The theory of power and impotence:**

The followers of this theory believe that the elderly are a vulnerable group, and that there are other groups in society stronger than them and therefore the stronger groups in society can abuse the less powerful groups in society (the elderly group) (R. Gilles, and M.A. Straus,1979, 16-40).

#### **(E) Social Learning Theory:**

Supporters of this social school point out that the abuse of the elderly in society is due to the poor socialization of the abuser (Barnett et al.1980, 205-250).

#### **Problems experienced by the elderly:**

The elderly usually suffers from many problems that vary from one social environment to another, governed by

environmental, health, social, psychological, cultural and other factors. Psychologists believe that the most important problems that the elderly suffered from are:

1. Social problems: One of the most socially suffered by the elderly is his feeling of losing his social roles, and the denial of society to him, which makes the life of the elderly isolated as a result of the lack of acceptance of others (Al-Obaidi, 2003, 91).
2. Economic problems: The lack of income for the elderly makes the elderly unable to get some of his needs, and shakes his image in front of others, especially under the economic conditions of societies (Fattouh, 1992, 31).
3. Religious problems: it can be observed that the dignity and the prestige of the elderly who are characterized by their wealth and morals derived from religion, so we find that the elderly with the greatest religious authority is the most acceptable one to his companions and the roles he plays, so we find him happy and satisfied to his situation and the stage he is living (Rawi, 1955, 51).
4. Health problems: These problems play a prominent and major role in determining the roles that the elderly can play, such as work, marriage, sports and cultural activities. It is the health status of the elderly that plays a prominent role in the daily activities of the elderly (Abdul Ghaffar, 2003, 111).
5. Problems arising from the free time of the elderly: Due to the nature of the age of the elderly, his roles in the society and his activities begin to decrease and shrink, and accordingly most of his time is free without work or little activity, which may be difficult for the elderly to adapt with this long free time without work (Assaad, 2000, 105).

### Literature review

- The first study:

The study of (Ibrahim, 2011) was entitled “Problems of

the elderly with a proposed perception of the role of social service in confronting them”. It aimed to try to highlight the problems suffered by the elderly living in social care institutions in the West Bank, as well as to reveal the problems faced by those responsible for this elderly. The study recommended the need to focus - as far as possible - on the care of the elderly in his natural family, and the development of social care institutions for the elderly and raise their efficiency, regarding the problems faced by officials in these institutions, represented by the limited facilities of these institutions, which negatively affects the quality of their services.

- The second study:

The study of (Plaan, 2009) entitled “A comparative study of the characteristic of anxiety among the elderly living in nursing homes or with their families, a field study in a sample of the elderly in the governorates of Damascus and its suburbia, Homs and Latakia”. It aimed to detect the differences between the elderly living in nursing homes on one hand and the elderly living with their families on the other hand, in terms of the degree of anxiety variables according to place of residence, age and sex. The sample of the study consisted of 436 elderly people, including 222 males and 214 females. The sample of elderly people living in nursing homes was 150 male and female residents and 286 male and female living with their families, from the governorates of Damascus, Homs and Latakia in Syria. The researcher used the measure of the Spielberger State-Trait Anxiety Inventory, which includes twenty items, half of which indicate symptoms of anxiety and the other half for non-existence and was treated statistically by social statistical analysis (packets) SPSS. The study reached the following results:

1. There are differences in the presence of a feature of anxiety among elderly living with their families and elderly living in care homes according to the change in the age group 71 years and above.
2. There are differences in the presence of a feature of anxiety among elderly males living with their families and elderly residents living in care homes.

3. There are differences in the presence of anxiety in the elderly depending on the change of place of residence in the family and in the homes of the elderly.

- The Third study:

The study of (Ibrahim, 2008), entitled “Problems of the Elderly in Palestinian Society”, conducted a field study in social welfare institutions for the elderly in the West Bank. The study community included social welfare institutions for the elderly in the West Bank, and a sample of the study was selected in a complex random sample method, consisting of (136 elderly, 5 officials), and the study tools included (a form for the elderly, and an interview guide for officials). The study showed that family problems are one of the most important problems affected the elderly, then health problems, psychological problems, and came in the last place religious problems. The study recommended that the state should support and motivate social welfare institutions to play their role in curing the hardship of the elderly.

- The fourth study:

The study of (Alawamleh, 2008), entitled “the attitude of Jordan University students towards the elderly living in home care institution”. The study aimed to know the attitudes of the University of Jordan students towards the social, psychological and health care received by the elderly living in the homes for the elderly in the Jordanian society in light of some qualitative variables for students such as: (gender, college, place of residence, family type, educational level of the father and mother). The sample of the study was 500 male and female students from the University of Jordan in the scientific and humanitarian colleges using a questionnaire prepared for the purposes of the study. The study reached several results that serve the goals and questions of the study, as it became clear that the attitudes of the students of the University of Jordan was positive towards social, psychological and health care received by the elderly in the home care institution in the Jordanian society.

- The fifth study

The Study of (Salamah, 2007) entitled “Development of a training program to improve comprehensive performance health care skills of workers in nursing homes in Jordan.” The study aimed to develop a training program to improve the comprehensive performance health care skills of workers in the elderly homes in Jordan based on the current reality and the experiences of developed countries. The social survey was used for each research community due to its small size and the possibility of doing so. The study community is made up of all the workers in the care center for the elderly in Jordan in both private and public sectors. There were 50 workers. The most important results of the study were the absence of statistically significant differences at 0.05 in the performance of workers of health care skills due to the sex variable and experience years.

- The sixth study:

The Study of (Al-Doesh, 2006) entitled “Social planning to meet the needs of the elderly.” It aimed to identify the characteristics, conditions and trends of the elderly in Kuwaiti society and to identify the actual needs of them and determine their priorities in various fields and activities to achieve psychosocial compatibility. The sample of the study reached 208 elderly people distributed in 46 residential services and 162 home care institutions for elderly people in their environments. The researcher used the method of social survey in two ways to comprehensively access residential services and the method of random sample. The study reached the following results:

1. The reliance of home service programs on planning has been high in social care institutions, whereas the service provided in the care program for the elderly in their homes (home care, day care) was based moderately on planning
2. Psychological attention to the elderly does not receive sufficient attention by the departments of various social welfare institutions.
3. There is a convergence in satisfying the health

needs of the elderly through the services provided to them.

- The seventh study

The study of (Gandari, 2006) was entitled “Sources of psychological pressure and compatibility strategies among the elderly Arabs of Israel”, which aimed to identify the sources of psychological stress faced by elderly Israeli Arabs and to identify the differences between males and females and the place of residence in terms of the pressures faced by the elderly people and the strategies they use to cope with these psychological pressures. A measure of psychological stress sources and a measure of compatibility strategies were applied to a sample of 964 elderly people of both sexes. The study reached the following results.

1. There are differences between the sources of pressure among the elderly Arabs of Israel due to the sex of the elderly and the place of residence. The differences tend in favor of males by sex, and in favor of the residents of the houses according to the place of residence
2. There are sources of psychological pressure in the elderly Arabs of Israel due to personal, economical and emotional reasons.

- The eighth study

The study of (Nawasa, 2006) entitled “Problems of the elderly and the building of a training program to help them adapt to these problems”. It aimed at identifying the problems of the elderly in Jordan and building a training program to help them adapt to these problems, the sample of the study was formed in the first phase of all elderly in Karak city; they were 65 years and older, the total is 235 elderly of both sexes. In the second stage, they used a random sample of 40 elderly women aged 65 years or more. They are divided into two groups, control and experimental groups from the Shihabiya region. Two measures have been built to for this purpose. The first is to detect the problems of the elderly and the second is to identify positive adjustment strategies of the elderly. The honesty and stability of the metrics were confirmed before they were used, and the method of interviewing was used to ap-

ply the two metrics to the sample, and a training program was built to help the elderly to adapt to their problems, the study reached some results, and most importantly:

1. There are problems to a high degree at the members of the sample in the field of knowledge, health, social and entertainment.
2. There is an impact of the training program used in this study in helping elder people to adapt to problems.
3. The study revealed that the members of the sample are more inclined to use positive adjustment strategies within the areas of the search to support: social, expression of feelings and practice behaviors of acceptance.

- The Ninth Study

The study of (Akroush, 2005) entitled “The view of Jordanian society towards the elderly” on a sample of 200 individuals from the Hashemite Kingdom of Jordan. The study showed the following results: 74% of the members of the study confirmed that the elderly is wise, 92.5% of the members of the sample feel that the elderly adhere to customs and traditions, 84.5% mention their glories and previous positions, and 82.5% support the ability to arbitrate disputes. The researcher recommended the need to educate the elderly in society about the characteristics and the features of old age.

- The tenth study

Study of (Akroush, 2000), Entitled “Problems of the elderly in Jordanian society, a sociological approach”. The study was conducted on 1,200 elderly people living within their families, 42 elderly people living in nursing homes, and 200 non-elderly people. The study revealed the following results: about 65% of the elderly feel their sons are busy from them, and they feel the isolation and loneliness, and that more than 61% of them feel forgotten, and that their psychological situation is bad due to division, loneliness and depression.

- The eleventh study:

Study of (Mahaftheh, 1993) was conducted on all the el-

derly in social welfare institutions in Jordan, whose health and social conditions allowed them to cooperate with the researcher, where their number at the time of the study was (eighty) elderly men and women. The questionnaire was conducted to (sixty) elderly men and women, Whose health conditions allowed to. The study revealed the following results: There is a feeling among the elderly that there are no alternatives to their stay in nursing homes, and there is a low level of nutritional value of their meals, and they do not pay attention to their diets. The study showed that sons of elderly do not take their opinion and they do not involve them when taking decisions concerning the family, and they feel divided and lonely. At the end, the researcher recommended the need to improve the network of social relations for the elderly both within nursing homes or outside, as well as working to find care institutions with special building specifications suitable for the elderly.

**Study procedures:** The researcher used the comprehensive social survey method of the research community, which is represented by all 116 white beds residents (74 male and 42 female residents). At the White Beds Association for the Care of the Elderly located in the capital Amman, which has a capacity of 124 elderly men and women.

**The sample of the study:** it was made up of all elderly residents (male and female) whose health conditions allow cooperation with the researcher to answer the questionnaire questions he designed for this purpose; 75 residents (44 males and 31 females).

**The study tool:** The questionnaire was designed for the purposes of this study to include questions that measure the satisfaction of the members of the sample about services provided to them by the care home (social, health, psychological and entertainment). In addition to the questions that revolve around the independent variables like (sex, place of family residence, family income) to show its role in the results of this study.

**The sincerity of the study tool:** After preparing and designing of the questionnaire, it was presented to a number of faculty members at the Balqa Applied University who hold a PhD in the social and educational sciences, where some modifications were made to the questionnaire until

it got 96% final approval of the arbitrary. This percentage supports the sincerity of the apparent content of this tool, and after analyzing the questionnaire items; the values of Pearson coefficients were positive and ranged between .41 & .96 for each item of the questionnaire and the total score of the questionnaire. Such a ratio is sufficient to indicate the internal consistency of the instrument's terms.

**Stability of the study tool:** To ensure the stability of the tool, kai square was used to measure the stability of the tool.

#### **Statistical analysis:**

Description of the characteristics of the study sample:

- The table shows that that the most frequency of the gender variable was (44) for the (males) group with a percentage of (58.66%), and the lowest frequency of the (females) was (31) with a percentage of (41.33%).
- The table shows that the highest frequency of the age variable was (25) for the group between (71-75) with a percentage of (33.33%), and the lowest frequency for the age group between (80-76) was 9 with a percentage of (12.0%).
- The table shows that the highest frequency of the social status variable was (30) for the (married) group with a percentage of (40.0%), while the lowest frequency for the (single) group was repeatedly (7) and with a percentage of (9.33%).
- The table shows that the highest frequency of the education level variable was (44) for the group (lower than the secondary school) with a percentage of (58.66%), and the lowest frequency of the (postgraduate) group was (1) with a percentage of (1.33%).
- The table shows that the highest frequency for the nature of work variable was (33) for the (government) category with a percentage of (44.0%), and the lowest frequency of the (private) category was (14) and with a percentage of (18.66%).
- The table shows that the highest frequency of the change of housing was (41) for the (city) category with a percentage of (54.66%), and the lowest frequency of the category of place of residence in

**Table (1):** Distribution of sample members according to personal variables

Percentage (%)	Frequency	Category	Variables
<b>Sex</b>	Male	44	58.66
	Female	31	41.33
	<b>Total</b>	75	100
<b>Age</b>	60- 65	22	29.33
	66 – 70	19	25.33
	71 – 75	25	33.33
	76 – 80	9	12
	More than 80	-	-
	<b>Total</b>	75	100
<b>Social status</b>	Married	30	40
	Single	7	9.33
	Divorced	9	12
	Widower	29	38.66
	<b>Total</b>	75	100
<b>Educational level</b>	Less than high school	44	58.66
	Diploma	8	10.66
	Bachelor	22	29.33
	Graduate	1	1.33
	<b>Total</b>	75	100
<b>The nature of the work</b>	Government	33	44
	Private	14	18.66
	Not working	28	37.33
	<b>Total</b>	75	100
<b>Living location</b>	Village	9	12
	City	41	54.66
	Camp	25	33.33
	<b>Total</b>	75	100
<b>Monthly income</b>	220 dinars or less	30	40
	221-300 dinars	15	20
	301-400 dinars	18	24
	401- 500 dinars	10	13.33
	501 dinars or more	2	2.66
	<b>Total</b>	75	100
<b>Number of family members</b>	1-4	44	58.66
	5-8	25	33.33
	More than 8	6	8
	<b>Total</b>	75	100

(village) was (9) with a percentage of (12.0%)

- The table shows that the highest frequency of the monthly income variable was (30) for the category of (less than 200 JD) with a percentage of (40.0%), and the lowest frequency of the category (over 500) was (2) and with a percentage of (2.66%).
- The table shows that the highest frequency of the family variable was (44) for the group between (1-4) with a percentage of (58.66%), and the lowest frequency of the (more than 8) category with a frequency of (6) and a percentage of (8.0%).

### Statistical processing:

The Social Statistical Analysis Program “Statistical Packets” (SPSS) was used

to calculate the frequency and percentages of personal and functional variables of the study sample members, and to calculate the frequency and percentages of the study sample answers. In addition, the researcher uses Chi-square to show the differences of the respondent’s answers to the study variable.

### Answering study questions:

**Question 1:** How satisfied are the elderly about the social services provided to them in social care homes?

To answer this question, the frequencies, and percentages of all items of this area and values of ( $X^2$ ) were calculated to detect differences in the study sample of (Yes/NO) responses, **table (2)** explains this.

It appears from **table (2)** that the highest frequency was for item (1) “I find it difficult to establish relationships with the resident of the nursing home”, where the frequency of the (yes) response was 53 (70.66%), then item (4) “The care home provides us with modern means of communication with family and friends”, where the frequency of the yes answer was (38), (50.66%). The (no) answer frequency was (187) by (49.86%), and  $X^2$  was (14%). Statistically speaking, (70%) is the average satisfaction about the social services provided to the elderly in social care homes.

**Question 2:** How satisfied are the elderly about the health services provided to them in social care homes?

To answer this question, the frequency, and percentages of all items of this area and the values of ( $X^2$ ) were calculated to detect differences in the study sample of (yes/no), **table (3)** illustrates this:

The **table (3)** shows that the highest frequency was for item, (1) “there is a continuous follow-up to our health condition by the doctors in the care home”, where the frequency of the (yes) answer was (59) by (78.66%), then item (3) “emergency cases were dealt with quickly by the staff”, where the frequency of the (yes) answer was (55) by (73.33%). The same table shows that the total of (yes) answers was (234) and with a percentage of (62.4%), the (no) answer was (141) by (37.6%), and the total value of ( $X^2$ ) was (24.8%) and (0.00%) statistical function in favor of the (yes) responses. This indicates high satisfaction about health services provided to the elderly in social care homes.

**Question 3:** How much is the psychological satisfaction of the elderly in social care homes? To answer this question, the frequencies and percentages of all items of this area and  $X^2$  were calculated to detect differences in the study sample (yes, no) responses; table (3) explains this

**Table (4)** shows that the highest frequency was for item (1) “I feel that the care provided to the residents from foundation’s staff is good “ where the frequency of the yes response was (65) with a percentage of (86.66%), followed by item (4) “I would like to go home if my family invited me to do so”, where the frequency of the yes response was (58) by (77.33%)

The table shows us that the total “yes” answers were (224) with a percentage of (74.66%) The no answer was (76) by (25.33%), and the ( $X^2$ ) total value was (36.12%). (0.00%) is the statistical function in favor of the (yes) answer. This indicates a high sense of psychological satisfaction for the elderly in social welfare institutions.

**Table (2):** Test results of ( $X^2$ ) to detect differences in study sample of (Yes / No) responses on all items and area as a whole: social services

Number	Item	The answer	Frequency	Percentage	$X^2$	Statistical significance
1	I find it difficult to establish relationships with the residents of the nursing home	Yes	53	70.66	7,98	0.00
		No	22	29.33		
2	I find it hard to deal with the staff at the nursing home	Yes	29	38.66	3,96	0.02
		No	46	61.33		
3	My family visits me and contacts me	Yes	36	48	0.08	0, 9
		No	39	52		
4	The care home provides us with modern means of communication with family and friends	Yes	38	50.66	0.01	0.99
		No	37	49.33		
5	My visitors face some obstacles from the association during my visit	Yes	32	42.66	1.97	0.18
		No	43	57.33		

**Table (3):** Test results of ( $X^2$ ) to detect differences of the study sample of (yes/no) responses on all items and field as a whole of all health services

Number	Paragraph	The answer	Frequency	Percentage	$X^2$	Statistical significance
1	There is constant follow-up to our health condition by the doctors in the nursing home	Yes	59	78.66	7,99	0.00
		No	16	21.33		
2	There's a regularity in giving us the medicine on time by the staff	Yes	51	68	1.49	0.00
		No	24	32		
3	Emergencies are dealt with quickly by employees	Yes	55	73.33	7,00	0, 01
		No	20	26.66		
4	The cleanliness of the house is satisfied by the residents	Yes	44	58.66	1.30	0.23
		No	31	41.33		
5	Physical therapy is available to those who need it.	Yes	25	33.33	6.50	0.00
		No	50	66.66		

**Table (4):** Test results of ( $X^2$ ) to detect differences in study sample of (yes/no) responses on all items and the area as a whole Psychological status

Number	Paragraph	The answer	Frequency	Percentage	$X^2$	Statistical significance
1	I feel that the care provided to the guests by the staff of the institution is good	Yes	65	86.66	22.0	0.01
		No	10	13.33		
2	I feel comfortable during my stay at the nursing home	Yes	50	66.66	3.90	0.03
		No	25	33.33		
3	I'm worried about being away from my family	Yes	51	68	5,10	0, 03
		No	24	32		
4	I'd like to go home if my family invites me to	Yes	58	77.33	5,12	0.02
		No	17	22.66		

**Question 4:** How satisfied are the elderly with the entertainment services provided to them in social care homes?

To answer this question, the frequencies and percentages of all items of this area and the values of ( $X^2$ ) were calculated to detect differences in the study sample of (yes/no) responses. **Table (5)** illustrates this.

**Table (5)** shows that the highest frequency was for item (1, 2) “We go with the nursing home on entertainment trips “ and “ the institution has entertainment that enables us to entertain for a while” where the frequency of both of them for the (yes) answer was (70) and by (93.33%), followed by item (4) “I am bored because of the many free time in the nursing home “, where the frequency of the yes answer was (50), (66.66%).

From the table we also see that the total yes responses were (230) with a percentage of (76.66%). The total responses of (no) responses was (70), (23.33%), and the total  $X^2$  responses was (51.5) and (0.00%) is the statistical function in favor of the (yes) responses. This indicates high satisfaction about the entertainment services provided to the elderly in social care homes.

**Summary of results:**

The study showed the following results:

A state of moderate satisfaction about the social services provided to the elderly in social care homes. This result comes in the light of (Ibrahim, 2008) and (Awamleh, 2008)

and it did not agree with the following studies (Salameh, 2007; Nawaisa, 2006 & Muhaftheh,1993).

- A state of high satisfaction about health services provided to the elderly in social care homes. This result comes in the light of the following studies: (Ibrahim, 2008; Awamleh, 2008; Al-Duwish, 2006). It did not agree with the following studies: (Nawaisa, 2006 & Muhaftheh,1993).

-A high sense of psychological satisfaction for the elderly in social care homes. This result comes in the light of the following studies: (Ibrahim, 2008 &Awamleh, 2008). It did not agree with the following studies: (Al-Duwish, 2006& Akroush, 2000).

-A state of high satisfaction about entertainment services provided for the elderly in social care homes. This result comes in the light of (Ibrahim, 2008) &Awamleh, 2008) and it did not agree with the following studies: (Nawaisa, 2006 & Gandari, 2006).

**Conclusion and recommendations:**

Altogether, the presented findings and observation during the interviews showed that there are some matters that the elderly may not want to reveal and prefer to keep it. As when someone moans, or releases deep groan, the interpretations are left to the researcher. We are fully aware that the body language is honest and does not fool the good observer. When the elderly says that he is comfortable inside the social care home and follows it with moans from the bottom of his heart, then responds eagerly that he is

**Table (5):** Test results of ( $X^2$ ) to detect differences in study sample of (yes/no) responses on all items and the area as a whole Entertainment services.

Number	Paragraph	The answer	Frequency	Percentage	$X^2$	Statistical significance
1	We go with the nursing home on entertainment trips	Yes	70	93.33	17.9	0.01
		No	5	6.66		
2	The institution has entertainment facilities that enables us to entertain for a while	Yes	70	93.33	17.9	0.01
		No	5	6.66		
3	There is a library in the nursing home that caters to the needs of the institution’s guests	Yes	40	53.33	8.11	0, 55
		No	35	46.66		
4	I'm bored because I have lots of free time in the nursing home	Yes	50	66.66	3.90	0.03
		No	25	33.33		

ready to return to family if they invite him. Such a matter makes us review the elderly's life stages, who valued the place where he grew, develop in it when he was young, and left it unwillingly elder.

We must realize that one day we will go through this age, and that the elderly had provided great services during his youth. The time has come to respect and appreciate him in recognition of the efforts he gave to his family and society in his youth; and based on the teachings of our religion, which obliges us to admire and respect the elderly, as we, the individuals, and everything we have belongs to our parents. Therefore, it is necessary to abide the teachings of our religion and not to let go the elderly in our families as they represent the wisdom and the value of the house.

Considering what mentioned above, the researcher recommends:

1. The need to improve and develop social, health and entertainment services provided to the elderly in social institutions.
2. Creating social awareness programs to promote solidarity among all family members.
3. Rehabilitation of the staff working in social care homes for the elderly and provide them with workshops and trainee courses to improve relationships network between workers and the elderly within institutions, which will be reflected positively on the psychological aspect of the elderly.
4. encouraging the relatives of elderly who are in the White Beds Society to invite them to stay a day per month at their homes.

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