

**The quality of services provided to female students in Princess  
Nourah bint Abdul Rahman University dormitory**

An applied study on a sample of female students residing in the dormitory  
of Princess Nourah Bint Abdul Rahman University in Riyadh

by

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## Abstract

Given the great role that university cities play in caring for expatriate students who need care in general, and social and psychological care in particular, this study aimed to determine the quality of services provided to Princess Nourah bint Abdulrahman University housing students (social and psychological, health and food, cultural and recreational, and support services) This study is considered one of the descriptive analytical studies, as it is one of the most appropriate studies suitable for the goal that the current study seeks to achieve. The study also relied on a questionnaire tool to collect data, consisting of (72) phrases distributed on the objectives and questions of the study. The study used the social survey method in a non-probability (intentional) sampling method, and it was applied to the female students residing in university dormitories, who have been residing for more than a year, equivalent to two semesters in university housing, and their number is (380) students, and the study reached a set of results that answered questions The study was at a level of significance (0.05\_0.01), through which the quality of services provided to students of Princess Nourah Bint Abdulrahman University housing was determined. And reaching a set of planning proposals and recommendations from the perspective of social service and social planning, which can contribute to improving the quality of services provided to university housing students at Princess Nourah University.

### Key words:

Quality, services, university housing, female students, The service quality model , Princess Princess Nourah Bint Abdulrahman University.

## جودة الخدمات المقدمة لطلاب سكن جامعة الاميرة نورة بنت عبدالرحمن

دراسة تطبيقية على عينة من الطالبات المقيمات في سكن جامعة الاميرة نورة بنت عبدالرحمن بالرياض.

### ملخص الدراسة باللغة العربية :

نظراً للدور الكبير الذي تلعبه المدن الجامعية في رعاية الطالبات المغتربات اللاتي يحتاجن للرعاية بصفة عامة ، والرعاية الاجتماعية والنفسية بصفة خاصة ، هدفت هذه الدراسة الى تحديد جودة الخدمات المقدمة لطالبات سكن جامعة الاميرة نورة بنت عبدالرحمن (الاجتماعية والنفسية ، الصحية والغذائية ، الثقافية والترفيهية ، والخدمات المساعدة ) وتعود هذه الدراسة من الدراسات الوصفية التحليلية، باعتبارها من انسب الدراسات الملائمة للهدف الذي تسعى الى تحقيقه الدراسة الحالية. كما اعتمدت الدراسة على اداة الاستبيان لجمع البيانات مكون من (72) عبارة موزعة على أهداف وتساؤلات الدراسة. استخدمت الدراسة منهج المسح الاجتماعي بأسلوب العينة العمدية ، وطبقت على الطالبات المقيمات بالسكن الجامعي واللاتي قد مضى على اقامتهن اكثر من عام بما يعادل فصلين دراسيين بالسكن الجامعي ، وعدهن (380) طالبة، وتوصلت الدراسة الى مجموعة من النتائج التي اجابت عن تساؤلات الدراسة عند مستوى معنوية (0.01 \_ 0.05 ) وتم من خلالها تحديد مدى جودة الخدمات المقدمة لطالبات سكن جامعة الاميرة نورة بنت عبدالرحمن. و التوصل الى مجموعة من المقترنات والتوصيات التخطيطية من منظور الخدمة الاجتماعية والتخطيط الاجتماعي والتي يمكن أن تساهم في تحسين جودة الخدمات المقدمة لطالبات السكن الجامعي بجامعة الأميرة نورة.

### الكلمات المفتاحية :

الجودة ، الخدمات ، السكن الجامعي ، نموذج جودة الخدمة ، الطالبات ، جامعة الأميرة نورة بنت عبدالرحمن .

### The Study Problem :

Contemporary human societies have been swept by huge revolutions in communication and information technology; they have effective effects in making changes in all areas of effective practice. These revolutions were accompanied by the emergence of new terms such as quality culture, total quality management (TQM), quality improvement, quality scales, and quality assurance... Ideas formulated by, Philip F. Crosspy, and Juran, have assisted the prevalence of these concepts, all of which focus on the necessity of creating a culture of quality. (Michael Egoyce 2014).

The concept of quality has become one of the most common concepts in contemporary management and has attracted the attention of many thinkers and decision makers in their various majors (Tounsend, P.L, and Gebhardt, 2015). This contributed to transfer the interest of quality from the industrial to the field or sector of service , including the educational field. This field is one of the best investments for the development of human wealth and strengthening its effectiveness and impact within society.

Accordingly, the interest in this topic has increased in order to reduce the criticism directed at many countries towards their educational systems and the emergence of dissatisfaction with the low level of their quality, it also focused on studying aspects related to the quality of education, as a result of its discovery of the low level of their education, this interest has increased in the contemporary time due to the explosion of knowledge and technological progress and the accompanying economic changes and educational expansion, social pressures on higher education institutions, the increase in motivation for education, until the pursuit of quality has become a necessary demand that requires the development of indicators and criteria that can be used to judge the level of quality in this type of education in order to improving and development. (Diab, Suhail: 2005, 25).

The university is one of higher education institutions to which the community entrusts the task of taking care of its youth and providing them with knowledge and skills. The importance of the university is not only limited to achieving educational objectives, but also it is concerned with achieving social objectives represented in providing them with skills and scientific experience and teaching them the art of dealing others ( Fahmi: 1998, 37), this is achieved by a fundamental modification in building the student's personality mentally, psychologically, emotionally and socially, allowing him to rely on himself economically and socially

and enabling him or her to properly deal with the individual of his or her community.

This cannot be only achieved through the curricula because the purely academic curricula do not give the university student any practical skill or field experience, as he becomes only mere recipient of information, through which he does not practice anything that can benefit him in life or add anything new to his personality.

Therefore, the university tends to achieve these objectives through the services provided to the student, whether inside or outside the university campus under the supervision of the university, according to the great importance of social services for female students, the university has tended to pay attention to them, providing the necessary financial and human support which contributes to their establishment, which will care about female students, direct their energies, take care of their tendencies, and provide them with various scientific and practical skills. Also, all humanitarian professions have combined their efforts to provide the appropriate atmosphere to care about university students and qualify them to exercise their roles in serving their community with a high level of quality (Badr El-Din: 2007, 75).

The social work profession is one of the professions that achieve desirable social changes in individuals, groups , organizations and societies with the aim of achieving social development, it also contributes along with other disciplines to help female students adapt various changes that occur in society and encouraging them to express their opinions and try satisfy their different needs which contributes in the growth of their personalities, and the achievement of general and desirable social objectives that contribute to achieving development.

There is no doubt that our needs for an educational system that achieves quality has become an urgent necessity to meet the current and future needs to advance the wheel towards development, education is the most important aspect of the progress triangle represented in education, democracy and technology, the upgrading of human wealth will only be achieved by education that meets the conditions of total quality until graduates become more able to enter the global market with high-level capabilities and skills, since total quality has become the main entrance to facing the internal and external challenges of educational institutions as a contemporary development trend in most countries of the world to evaluate and develop performance continuously.

Quality is the mean that globalization has proposed to deal effectively with the conditions of global competition in light of the fundamental

political and economic changes in the new world and in light of enabling enterprises to retain their current customers and attract new customers, quality means effectiveness and efficiency (Al-Adli, Nasser and Abdel Rahman, Hani: 2001).

Although the idea of quality appears due to the industrial field, it should have arisen in the field of human building (education), it must begin with the human being, because any comprehensive quality must be the product of the human mind and effort. Therefore, unless this comprehensive quality is found in a person, it will be absent in others, that requires more attention and focus on the overall quality in education according to standards and specifications for quality in terms of mind, performance and conscience (Al Naqa, Mahmoud: 2003).

It has become common to set standards to assess the extent of quality in service provision facilities at any field, including the educational field, specialists see the possibility of setting quality standards in most service sectors (Madi: 1995).

Reaching to an integrated educational system saturated with quality may require a radical change in the existing organizational climate and its determinants. It also requires extensive training in order to build a culture of quality. It also requires interaction and integration with the societal systems that make up the community if we really want to benefit the community with all its institutions, groups and individuals as the first beneficiary of all education efforts, in order to achieve the best findings and product that satisfies the community which is the first beneficiary (Ahmed: 2003).

The main aspects in the quality of education are: (Mohammed: 2006)

1. Reviewing the indirect educational product “research and studies - consultations - projects.
2. Discovering the limitations and shortcomings that lead to wasting all kinds of resources.
3. Education development through evaluating the educational system and diagnosing the disadvantages and deficiencies in the inputs, processes and outputs, so that the evaluation turns into real development and actual control of the educational service quality.
4. Continuity of development over successive periods to ensure success and achievement of objectives efficiently and effectively.

The full involvement in achieving quality in the services provided occurs through an integrated system of services. (Adams, Robert: 1998). It works to ensure the achievement of quality within the framework of social and community services it performs in its organizations through assessing and ensuring quality of great importance in order to contribute to understanding of all organizations of the humanitarian situation, since most people have experiences that can be benefited from and try to achieve in an easy and simple way (Daman Center Quality: 2006).

Mukhtar (2006) indicated that in order to achieve the quality of social service, a set of agreed-upon objective and criteria must be available to ensure quality, including diversity in services and continuous follow-up of services provided to students. In this regard, Carolline V. Gipps (2014) reached a set of criteria expressed by the views of a group of planners and experts in academic education and some higher education institutions in the United Kingdom.

There is a research in the consistency of quality assurance, total quality management and the new holistic doctrines, with a comparison between all these approaches and the role of each within the framework of higher education and (ISO 9000) levels in the United Kingdom which confirms the need to develop the culture of quality assurance for continuous development in higher education services with the need to quit strategic approaches and attention to the process of change within the framework of higher education institutions. (Lee Harvey: 2014).

The study conducted by (Al-Essa, 2015) indicated the role of services in achieving support; this confirms the importance of striving towards improving those services due to the multiple advantages they achieve.

Another study has agreed with it about the importance of services in achieving social development for the Algerian rural community (Zioch: 2015).

A study about quality assurance in services conducted on nine European countries stresses the important need for cooperation between institutions of all kinds, micro and macro professional institutions in order to provide advanced services in order to achieve quality assurance. (Eckert Severing &, Thomas Stahl: 2015).

A research about planning quality assurance in Australia, that was conducted over a period of six years, indicated a group of important factors in the framework of quality assurance, including communications between the various sectors related to industry, competitive training, government encouragement, continuous planning and attention to the

development and management of human resources, and this confirms the need for services planning (Paul Hager: 2015).

In another study on a set of professional requirements necessary for the implementation of total quality management, including administrative support, creating a positive organizational environment, developing leadership patterns, focusing on the customer, using quality methods in intervention, understanding quality management steps, developing information and quality management systems, and forming an informal organizational structure for quality management, and all of this refer to ensuring the achievement of quality in social work education in line with the nature of work (Gabriel: 2015).

A study conducted about quality assurance and its continuity clarified the political trends and preparations that achieve quality assurance of services and activities, stressing the need for good planning for these activities to ensure the successful functioning of educational institutions (Danielle, Colardyn: 2015).

A study about the quality of services confirms the importance of ensuring quality in the services provided within higher education institutions, this can only be achieved by overcoming a set of challenges to achieving this through the concerted workers of universities in order to improve the services provided. (El-Khawas, Elaine: 2015)

Despite the importance of quality as a basic requirement in all sectors, there are many challenges that stand in the way of achieving this, as one of the studies showed us that the low level of professional performance of the social worker in providing services is one of the obstacles that hinder the achievement of quality services. (Osman: 2016).

The findings of another study aimed at identifying the obstacles to the quality of services agreed with that there are obstacles due to the student himself, and obstacles due to the activity, as well as the conflict of different disciplines with the tasks assigned to social workers. (Al-Arab: 2016)

In light of this, the findings of the study by (Labyan, 2016) stress the need to hold training courses for social workers on ways to achieve the quality of services provided, including creating the right place to receive female students, focusing on beneficiaries, and providing services better than they expect.

**The researcher finds that all the previous research studies agreed on the following aspects:**

1. There is a clear emphasis on the necessity to pay attention to ensuring the quality of services provided within educational institutions at all levels and majors.
2. Ensuring the quality of the social planner and his ability to seriously carry out his role depends on his personal skills, appropriate preparation and qualifications.
3. Continuous development of educational institutions should be achieved to keep pace with various global developments.
4. The need to pay attention to the continuous development of services provided by educational and university institutions to male and female students in line with the age changes and requirements.
5. The necessity of establishing bodies and institutions to ensure quality within the framework of higher education.
6. The necessity of monitoring the services provided to the female students to find out their scientific vision of what they lack and what they want to gain of university services and plans compatible with what the students aspire.
7. Raising the level of services provided to female students, which requires attention to identifying standards of quality and excellence for all its elements.
8. Through the foregoing, the researcher believes that the current study has become of importance, as it deals with a set of services provided to one of the most important categories of education, namely university female students, also seeks to know the reality of the quality of services provided in a vision to develop that reality in the light of total quality, so this study achieves the benefit to bring about a positive change in the process of providing services in light of quality standards within the housing of princess Nourah university students.

In light of the findings of some previous research studies that revealed the importance of achieving total quality in educational institutions in all its forms, we conclude with the importance of measuring the quality of services provided inside the housing of Princess Nourah university students.

**Based on the foregoing, the problem of the study is determined by answering the following question:**

- What is the quality of services provided to princess NOURAH BINT ABDULRAHMAN university housing students?

### **Aims of the Study:-**

This current study seeks to achieve the main aim represented in:

Determining the quality of services provided to Princess Nourah bint Abdul Rahman University housing students.

A number of sub-aim are branched from this main aim:

1. Identifying the quality of social and psychological services provided to the students of Princess NOURAH BINT ABDULRAHMAN University housing.
2. Identifying the quality of health and nutritional services provided to the students of princess NOURAH BINT ABDULRAHMAN University housing.
3. Identifying the quality of the cultural and recreational services provided to the students of princess NOURAH BINT ABDULRAHMAN University housing.
4. Identifying the quality of the support services provided to the students of princess NOURAH BINT ABDULRAHMAN University housing.
5. Introducing some planning suggestions and recommendations from the social work and social planning perspective to improve the quality of services provided to princess NOURAH BINT ABDULRAHMAN University housing students.

### **The Study Importance :**

1. The importance of the study lies in focusing on the most important issues that receive great attention at all levels, it is the issue of quality that appears on the services provided and its role in achieving positive interaction for the beneficiaries.
2. The researcher believes that the upgrading of human wealth will only be achieved by the service provided within universities, especially the housing of female students, which will be highlighted by this study.
3. To highlight the role of social work in general and social planning in particular, in identifying what the profession highlights in terms of follow-up and plans that focus on services provided in university housing.

4. The necessity and importance of achieving a kind of self-insight about the product offered by Princess Nourah University to the community and the extent of this product's ability to deal with development challenges and problems in the community and the ability to efficiently perform the tasks and responsibilities concerned with providing services within university housing and its positive and negative forms... which enable us to put our hands on the weaknesses and the factors leading to that weakness, in an attempt to turn this weakness into strength or the negatives into positives, that will achieve students' ability to compete both internally and externally.
5. The interest of officials and decision-makers at Princess NOURAH BINT ABDULRAHMAN University in identifying the quality of services provided to female students inside university housing and the obstacles that prevent the student from taking the best use of them, since the findings of this study will clarify the facts for university officials to achieve continuous improvement of the services provided and achieve the desired objectives, especially in light of the successive and rapid changes.
6. What the previous Arab and foreign research studies indicated to the importance of conducting more studies on the quality of services within university housing to achieve psychological and social satisfaction for the residents of educational institutions.
7. Filling the gap in research on the quality of services provided by educational institutions, which the Arab Library lacks.
8. The great role that university cities play in caring for female students, especially university housing expatriate students who need care in general and social and psychological care in particular.

### **The Study Questions :**

This study attempts to answer the following main question:

What is the quality of services provided to princess Noura bint Abdul Rahman University housing students?

A number of sub-questions are branched from this main question:

1. What is the quality of the social and psychological services provided to princess NOURAH BINT ABDULRAHMAN University housing students?
2. What is the quality of the health and nutritional services provided to the housing students of princess NOURAH BINT ABDULRAHMAN University?

3. What is the quality of the cultural and recreational services provided to princess NOURAH BINT ABDULRAHMAN University housing students?

4. What is the quality of the supporting services provided to Princess NOURAH BINT ABDULRAHMAN University housing students?

### **Concepts of the Study:**

Determination of scientific concepts and terms is necessary in scientific research, since the researcher must specify the concepts he uses. The more accurate and clear this identification, the easier to realize the meanings and ideas that the researcher wants to express. The concepts of the current research are:

#### **1-The concept of Quality:**

Webster's dictionary defines quality as "the degree of excellence in something." (Webster's: 1991.) Al-Mawrid dictionary defines quality as how something is performed. (Al-Baalbaki, Mounir: 2002)

But the glossary of "social work terms", defines it as the measures taken by an institution to ensure that its products or services meet the standards and levels assessed for them. For social workers, measures to ensure service efficiency are graduation from social work faculties or colleges and institutes and with available professional supervision, examination system, continuing education, respect for the moral structure, work values and timing, and the imposition of punishment on the deserving. (Badawi, Ahmed: 1986).

Quality is defined as doing the right work correctly from the first glance, relying on work evaluation to know the extent of improving performance, designing products and providing future services to customers according to their needs and achieving continuous improvement. (Ali, Maher: 2006).

Within the framework of social work, Robert believes that quality refers to the processes, procedures, and technical methods aimed at ensuring that services provided by the social service profession to clients satisfy their needs with efficiency and required excellence. (Linn Robert: 2014).

It is also defined as the way to manage the organization, or the program, that aims at cooperation and continuous participation of the organization's employees, or those responsible for the program in order to improve services and activities that achieve customer satisfaction, workers' happiness, and the requirements of society. (Ali, Maher: 2006)

It is defined as an innovative management philosophy and a new way of thinking, as it is not only a change in values, beliefs, and responsibilities, but rather a philosophy that seeks to direct the customer towards satisfying his needs, achieving continuous improvement in all processes, creating a good relationship between employees and their customers, and instilling positive culture, the quality culture among employees, and an increase in the efficiency and effectiveness of the institution (Qasim: 2006).

Quality can be defined in the current study as: it is a set of specific procedures and specifications, the aim of adopting and implementing these procedures is to work continuously to develop and improve the services provided to the students of Princess Nourah University.

## 2- The concept of Services:

Services are defined as: a set of activities that depend on each other, directed to achieve specific purposes. (AL-Sukkari: 2000). It is defined as the workflow that must be performed to achieve the intended objectives, it also provides the tangible objectives for completing the work, and defines the aspects of the activity that must be performed during a certain period. (Badawi: 1986).

Services are defined as activities that are held and implemented to help female students and aim to achieve their upbringing and sustainable development (Sayed: 2001). It is also all the actions practiced by the members and provided by social life in the light of determining the members' needs and achieving the growth of the individual and the group and contribute to changing society. (Monquerios: 2010).

The services are a mean that provides opportunities for students to interact and participate, and help them with cohesion and bonding. (Al-Gendi Karam et al.: 2004).

Services can be defined in this study as a set of services that include: social and psychological services, health and nutrition services, cultural and recreational services, and support services, the quality of which is measured through the study tool.

## 3- The concept of University housing:

University housing or university cities are modern institutions whose availability has been linked to the universities, and they are known as the place that provides good care and education for students, which increases their ability to adapt, that helps them to achieve academic achievement on

the one hand and helps them adapt to new cultural developments on the other hand. (Yusuf, 2003: 22).

It is also known as a social institution affiliated to a specific university and aims to care for students and housing them during the academic year providing them with services such as nutrition, health care and team activities that help to provide students with the desired values and trends. (Sadeq, 1982: 80)

The university housing can be defined in this study as a governmental social institution affiliated to princess NOURAH BINT ABDULRAHMAN university, which aims to provide care for expatriate and resident students according to the conditions of residence, and its work is regulated by an internal regulation, which provides basic services such as social and psychological services, health and nutrition, cultural and recreational services, supporting services such as means of transportation, maintenance and cleaning, commercial library, and others which are practiced by specialists in the social, psychological, medical, administrative, nutrition, engineering and other aspects.

### **The service quality model :**

The service quality model from the perspective of the social work profession as one of the modern models that can be used in education, training, research and practice of social work. The social work profession is keen to apply the culture, principles and standards of Total Quality Management in order to ensure the quality of the social services it provides to its clients, and to ensure the efficiency and effectiveness of the helping process carried out by social workers ( Abo El Nasr, 2022 : 20 ).

This model identifies eight dimensions of service quality, as follows:

- 1 -Time: How long does the client wait.
- 2 -Delivery Accuracy: Delivery on time.
- 3 -Completeness: Complete all aspects of it.
- 4 -Courtesy: staff welcome all clients.
- 5 -Consistency: Delivering all services in the same manner to the clients .
- 6 -Convenience: the possibility of obtaining the service easily.
- 7 -Accuracy: completing the service correctly from the first moment.

8- Responsiveness: the reaction of staff quickly to solve unexpected problems.

This model was guided in defining the study concepts, designing the data collection tool (the questionnaire), and analyzing the study tables.

### **The study Methodology :**

**1-Type of the study:** This study is considered one of the descriptive analytical studies. The descriptive study includes the study of current facts related to the nature of a phenomenon, a situation, a group of people, a group of events, or a group of situations. This is consistent with the current study objective.

**2- The Study Method :** This study relied on the social survey method in a non-probability (intentional) sampling method for the students of princess Noura University housing who have been residing for more than a year, equivalent to two semesters in university housing and the type of study, the social survey is a scientific method used in descriptive studies with the aim of describing or reporting a specific reality in a specific period of time.

**3- Population and Sample of the Study:** The current study population consists of (380) female students residing in the housing of Princess Nourah bint Abdulrahman University. The students were selected by the non- random sampling method, which is one of the non-probability samples as it is one of the samples that the researcher is forced to use when dealing with populations in which conditions and controls are adhered, it is difficult to use a probability sample (Al-Dhahyan, Hassan, 2002:278).

### **The most important conditions and determinants of selecting the study sample:**

- 1- To be a regular student at princess Nourah University.
- 2- To be one of the female students residing in the housing.
- 3- They have spent at least one year in the housing, equivalent to two semesters in the university housing.
- 4- To be a beneficiary of princess Noura University housing services.
- 5- Saudi and non-Saudi female students.

### **4- Data Collection Tool : A questionnaire was designed to collect the required data to answer the study questions.**

In designing the questionnaire, the researcher initially relied on reviewing articles, scientific studies and literature reviews about the subject of the

study, which dealt with the quality in providing services and related to topics, in addition to conducting a number of open interviews with social workers and some students residing inside the university housing to get acquainted closely with the services, the introduction and the most prominent problems or obstacles facing female students in obtaining the provided service or not benefiting from.

In light of the findings of the open interviews, the subject of the study, its objectives, its questions, and through the researcher's experience in administrative work inside university housing, the questionnaire was designed as a tool for data collection in the current study for a sample of princess Nourah University students.

The questionnaire consists of five parts: first part includes the initial data of the study sample. Second part includes the terms of the first axis in the study, which is the social and psychological services provided to the students of the housing of princess NOURAH BINT ABDULRAHMAN university, it consists of (13) phrases. Third part includes the phrases of the second axis, which is health and nutrition services provided to the students of the housing of princess NOURAH BINT ABDULRAHMAN University, the axis consists of (19) phrases. Fourth part includes the phrases of the third axis in the study, the cultural and recreational services provided to the students of the housing of princess NOURAH BINT ABDULRAHMAN University. The axis consists of (9) phrases. Fifth part: includes the phrases of the fourth axis, which is the support services provided to the students of the housing of princess NOURAH BINT ABDULRAHMAN University, the axis consists of (31) phrases as follows: movement and transportation, maintenance and cleaning, commercial library, shopping, family and social visits, automatic exchange, the internet (so that the form in its final structure contains (72) phrases to be answered by female university housing students).

\_ Putting answers to questionnaire phrases in the form of a graduated scale according to Likert Scale, which includes three answers (agree, neutral, disagree) and this design helps to collect more accurate information than the answers that are (yes, no) (Abo El-Nasr: 2014, 186).

##### **5- The form testing stage includes:**

**- The external validity of the tool (the arbitrators' validity):** The apparent validity was used, in order to ascertain the validity of the study tools and their suitability for research purposes, by presenting them in their initial form to (5) arbitrators, specialized professors of faculty members in Saudi universities (Princess Noura university, King Saud University, Imam Muhammad bin Saud Islamic University) in order to

check the questionnaire in terms of linguistic integrity, link to the axes and to express an opinion regarding the appropriateness of the phrases, and to make the necessary amendments appropriate with rephrasing or delete of some other phrases, then come out with the questionnaire in its final form.

**- Internal consistence Validity of the tool:** After confirming the external and content validity of the study tool, the researcher applied it in the field, according to the sample data, the researcher calculated the Pearson correlation coefficient to find out the internal validity of the questionnaire. The phrase has a value of (90%), which confirms the validity of the tool for application.

**Testing Reliability:** The value of the reliability coefficient was found by applying the tool to a sample of (10) female students of princess NOURAH BINT ABDULRAHMAN University housing, which the researcher later excluded from the sample of the study on which the questionnaire was applied, by re-testing with an interval of application (15) days on the same sample and the researcher using the stability coefficient (Alpha\_Cronbach) to measure the reliability, its value was(0.87%), which confirms the reliability of the tool for application.

**6- Statistical Tests :** The (SPSS) program was used.

#### **7-Fields of the study:**

A- The Spatial field : the students of Princess Nourah bint Abdulrahman University housing in Riyadh for the following justifications:

- Availability of the study sample
- The researcher's work is inside the female students' housing.
- The interest of those responsible for housing to know the quality of services provided to female students inside university housing.

B – The Human field : The study population consisted of the (380) female students residing in university housing who met the conditions for selecting the sample. A non-probability sample was drawn from the total number of female students (400), forms were distributed to them, after data collection and sorting, the forms that did not complete the data were excluded, so that the total sample of the study was (380 students). The researcher used social workers and students' council members to collect data from the female students.

C -The Time field : The period of data collection, analysis and interpretation of its findings took approximately two months, as this study was applied in the time period of the year 1439H.

## Analyzing and interpreting the findings of the study.

**First: the findings related to the description of the study sample's items.**

**Table No. (1)**

**Distribution of the study sample items according to the college variable**

S	College	Total (N= 380)	
		C	%
1	College of Nursing	18	4.74
2	College of Pharmacy	15	3.95
3	College of Rehabilitation Sciences	35	9.21
4	College of Dentistry	12	3.16
5	College of Human Medicine	36	9.47
6	Health Preparatory Year	6	1.58
7	College of Science	11	2.89
8	College of Computer and Information	12	3.16
9	College of Business Administration	70	18.42
10	College of Arts and Design	30	7.89
11	College of Education	24	6.32
12	College of Arts	40	10.53
13	College of Social Work	22	5.79
14	College of Languages and Translation	40	10.53
15	Community College	6	1.58
16	Teaching Arabic to non-native learners	3	0.79
<b>Total</b>		<b>380</b>	<b>100</b>

Findings in table (1) show that most of the female students in university housing are from the literary and humanities colleges, since the college of administration and business came at first with a rate of (18.42%),

followed by the college of arts, college of languages and translation with a rate of (10.53%), the least inhabited colleges for female students were teaching Arabic for non-native speakers with a rate of (0.79%), and community college (1.58%). This may be due to the large number of female students in literary colleges than scientific.

**Table No. (2)**

**Distribution of the study sample items according to the academic level variable for university housing students.**

S	Academic level	Total (N= 380)	
		C	%
1	First	10	2.63
2	Second	48	12.63
3	Third	20	5.26
4	Fourth	90	23.68
5	Fifth	30	7.89
6	Sixth	52	13.68
7	Seventh	37	9.74
8	Eighth	36	9.47
9	Ninth	25	6.58
10	Tenth	10	2.63
11	Eleventh	14	2.68
12	Twelfth	8	2.11
<b>Total</b>		<b>380</b>	<b>100</b>

Findings of table (2) show that most of the female students who are in university housing are fourth-level students with a rate of (23.68%), followed by sixth-level students with a rate of (13.68%), in the third rank (12.63%) for the second level, while the least residing female students at Princess Noura University are the first- and tenth-level students with a rate of (2.63%) and finally the twelfth-level students with a rate of

(2.11%). But for the first-level students, they may not know the housing system inside the university, as they are new, and this requires those in charge to clarify the conditions of university housing, the application procedures, and the services provided to them inside the housing.

**Table No. (3)**

**Distribution of the study sample items according to the marital status variable of university housing students**

S	Marital status	Total (N= 380)	
		C	%
1	Married	135	35.53
2	Unmarried	245	64.47
<b>Total</b>		<b>380</b>	<b>100</b>

Data in table (3) shows that the category of unmarried female students came first with a percentage of (64.47%), while the category of married students came second with a percentage of (35.53%), that may be due to their relation with their husbands and their children, in addition to bearing the responsibility for their families.

**Second: Presentation and discussion of the findings related to the study questions:**

The answer to first question: What are the social and psychological services provided to students at Princess NOURAH BINT ABDULRAHMAN University housing?

**Table No. (4)**

The responses of the study sample items to the phrases of the axis of social and psychological services provided to university housing students according to the approval averages.

S	Social& Psychological Services	Agree		N.		Not Agree		MA	R
		C	%	C	%	C	%		
1	The social worker is interested in forming a good relationship with the student	30	7.89	134	35.26	216	56.84	1.51	5
2	The social worker helps me deal with my problems	33	8.68	170	44.74	177	46.58	1.62	1
3	The social worker is keen to quickly intervene in problematic situations	33	8.68	124	32.63	223	58.68	1.50	6
4	The social worker is keen to information confidentiality	35	9.21	137	36.05	208	54.74	1.54	4
5	The social worker is always there when I ask for help	28	7.37	165	43.42	187	49.21	1.58	3
6	The social worker prepares the appropriate place to meet the student	30	7.89	163	42.89	187	49.21	1.59	2
7	The social worker is interested in studying the various aspects and dimensions of the problem	30	7.89	163	42.89	187	49.21	1.59	2
8	The social worker helps me strengthen my own abilities	25	6.58	127	33.42	228	60.00	1.47	7
9	The social worker is interested to interviewing me regularly	38	10.00	147	38.68	195	51.32	1.59	2
10	The social worker helps me invest of environmental and housing resources	23	6.05	99	26.05	258	67.89	1.38	10
11	The social worker helps me achieve the best psychological and social stability	23	6.05	116	30.53	241	63.42	1.43	8
12	The social worker provides the student with psychological aid	26	6.84	111	29.21	243	63.95	1.43	8
13	The social worker is keen to follow up my problems and needs	18	4.74	111	29.21	251	66.05	1.39	9

Table (4) shows that there is a convergence in the responses of most of the study members to disagreement with the axis of social and psychological services. The phrase (the social worker helps me to face my problems) got first with a weighted average of (1.62), followed by the phrase (The social worker prepares the appropriate place to meet the

student and the phrase, (the social worker is interested in studying the aspects of the problem and its various dimensions) and (the social worker is interested in interviewing me regularly) in the second place with a weighted average of (1.59) and so on till go to the phrase (The social worker helps me invest of environmental and housing resources) on the last rank with a ratio of (1.38).

This explains the lack of professional performance of social workers and psychologists working in university housing, which may be due to the insufficient training of female workers, as well as the lack of experience in facing the problems of female students and dealing with them professionally, and this was confirmed by the study by (Al-ebayan, 2016, Al-Fraih, 2015) on the need to develop skills of social workers working in university housing by subjecting them to training programs under the supervision of specialists to prepare them theoretically and practically in proportion to their field of work, as well as the findings of the study (Al-Farikh, 2014), which indicated the importance of continuous professional development for them, which will reflect positively on improving the quality of programs and services provided to students, the findings of the study by (Khalil, 2011) indicated the importance of increasing the number of training programs to avoid underperformance by focusing on providing them with various knowledge, experiences and skills that increase their competencies in exercising their roles with youth which improve the quality of services provided to them.

The answer to the second question: What are the health and nutritional services provided to university housing students at princess NOURAH BINT ABDULRAHMAN University?

**Table No. (5)**

The responses of the study sample items to the phrases of the health and nutrition services axis provided to university housing students according to the approval averages

S	Health & Nutrition Services	Agree		N.		Not Agree		MA	R
		C	%	C	%	C	%		
1	The housing has a medical clinic to provide health services.	271	71.32	51	13.42	58	15.26	2.56	2
2	Health care is provided quickly.	58	15.26	132	34.74	190	50.00	1.65	12
3	The number of nurses is sufficient to meet the patients' health needs.	132	34.74	131	34.47	117	30.79	2.04	7
4	The physician comes to the student's room to examine her if needed.	63	16.58	94	24.74	223	58.68	1.58	13
5	The physician's performance is efficient in providing health care.	48	12.63	98	25.79	234	61.58	1.51	14
6	The speed of the ambulance response when needed.	76	20.00	160	42.11	144	37.89	1.82	9
7	Suitable clinic working hours from 3-11 pm.	63	16.58	59	15.53	258	67.89	1.49	15
8	Medical equipment is available inside the clinic.	66	17.37	147	38.68	167	43.95	1.73	11
9	The physician takes care of transferring sick cases to the hospital to provide the necessary health care.	107	28.16	134	35.26	139	36.58	1.92	8
10	There is a physician in the clinic on weekends.	36	9.47	106	27.89	238	62.63	1.47	16
11	Availability of the necessary medicines in the pharmacy of the housing clinic.	20	5.26	86	22.63	274	72.11	1.33	18
12	The level of cleanliness of the clinic as required.	231	60.79	114	30.00	35	9.21	2.52	3
13	There is a follow-up by the clinic physician for the student's health condition.	38	10.00	94	24.74	248	65.26	1.45	17
14	The clinic is interested in conducting awareness programs to promote female students's health.	13	3.42	61	16.05	306	80.53	1.23	19
15	University accommodation provides a variety of presented nutrition.	350	92.11	20	5.26	10	2.63	2.89	1
16	University housing is keen on the nutritional value in the nutrition provided.	174	45.79	84	22.11	122	32.11	2.14	6
17	Meals are provided at the appropriate times.	220	57.89	76	20.00	84	22.11	2.36	4
18	The provided meals are of good quality.	86	22.63	109	28.68	185	48.68	1.74	10
19	Suitable place designated to receive meals.	210	55.26	46	12.11	124	32.63	2.23	5

Table (5) shows that there is a discrepancy in the approval of the study members on the health and nutrition services axis. The phrase (University

accommodation provides a variety of presented nutrition) came first with a weighted average of (2.89), followed by the phrase (The housing has a medical clinic to provide health services) with a weighted average of (2.56), followed by the phrase (the level of cleanliness of the clinic as required) with a weighted average of (2.52) and so on until the phrase (The clinic is interested in conducting awareness programs to promote female students' health) comes in the last with a weighted average of (1.23), these findings explain the university's care about the health and nutritional aspect of students, especially since health and nutritional services are an integral part of the necessary services provided to students, which should be continuously improved and keen to follow them, this was confirmed by the findings of the study of (Eckert Severing, &, Thomas Stahl, 2015) about the importance of periodic follow-up of health and nutrition services because of its importance in achieving quality services provided to female students.

The answer to the third question: What are the cultural and recreational services provided to university housing students at princess NOURAH BINT ABDULRAHMAN University?

**Table No. (6)**

The responses of the study sample's items to the expressions of the axis of cultural and recreational services provided to university housing students according to the approval averages

S	Social& Psychological Services	Agree		N.		Not Agree		MA	R
		C	%	C	%	C	%		
1	University housing provides the opportunity to participate in cultural and recreational activities.	205	53.95	85	22.37	90	23.68	2.30	4
2	The cultural and entertainment programs are in diversity.	195	51.32	110	28.95	75	19.74	2.32	3
3	The times of activation of cultural and recreational activities are appropriate.	162	42.63	148	38.95	70	18.42	2.24	5
4	Availability of suitable places to activate cultural and recreational activities inside the housing.	196	51.58	132	34.74	52	13.68	2.38	1
5	University housing provides the opportunity to participate in the sports health center to spend free time.	147	38.68	123	32.37	110	28.95	2.10	6
6	Enjoy the services of the sports health center throughout the week.	162	42.63	147	38.68	71	18.68	2.24	5
7	The university housing is keen to take recreational trips Janadriyah and book fair and so on.	176	46.32	165	43.42	39	10.26	2.36	2
8	The university housing provides the opportunity for the student to participate in sports activities within the sports health center.	177	46.58	163	42.89	40	10.53	2.36	2
9	Attending collaborators, lectures and professors from inside and outside the university to conduct training courses and educational religious seminars to raise awareness of female students.	175	46.05	143	37.63	62	16.32	2.30	4

Table (6) shows that there is a discrepancy in the approval of the study members on the axis of cultural and recreational services. The phrase (Availability of suitable places to activate cultural and recreational activities inside the housing) comes first with a weighted average of (2.38), followed by the second phrase (The university housing is keen to take recreational trips Janadriyah and book fair and so on), the phrase (University housing provides the opportunity to participate in the sports health center) with a weighted average of (2.36), the phrase (The cultural and entertainment programs are in diversity) come in the third place with a weighted average of (2.32). The phrase (university housing provides the opportunity to participate in the sports health center to spend free time) came last with a weighted average of (2.10).

These findings explain the care of the housing administration and its conviction with the importance of the sports for female student health, psychologically, socially and recreationally, because of their positive impact on the educational side of the student, and these findings agree with the study (Mukhtar, 2006) which confirms that achieving the quality of social service must be available. A set of objective and agreed standards to ensure quality, including diversity in services and continuous follow-up of services provided to students, and emphasized by the study (Mohammed, 2006), which emphasized the importance of continuity of development over successive periods to ensure success and achieve objectives efficiently and effectively.

The answer to the fourth question: What is the support services provided to university housing students at princess Nourah bint Abdulrahman University?

**Table No. (7)**

The responses of the study sample's items to the phrases of the support services axis provided to university housing students according to the approval averages A- Transportation Services.

S	Social& Psychological Services	Agree		N.		Not Agree		MA	R
		C	%	C	%	C	%		
1	Transportation is provided to attend the field training places.	155	40.79	130	34.21	95	25.00	2.16	5
2	My arrival times to the training site are appropriate.	217	57.11	138	36.32	25	6.58	2.51	1
3	My return time from training is appropriate.	194	51.05	148	38.95	38	10.00	2.41	2
4	My office and art supplies are bought weekly.	173	45.53	145	38.16	62	16.32	2.29	3
5	My days out for educational and commercial libraries are enough.	169	44.47	123	32.37	88	23.16	2.21	4
6	Transportation is available for me to attend seminars and conferences organized by the university.	143	37.63	117	30.79	120	31.58	2.06	8
7	Transportation is available for me to attend seminars and conferences outside the university.	126	33.16	109	28.68	145	38.16	1.95	11
8	I have transportation to get out to the central library inside the university.	131	34.47	123	32.37	126	33.16	2.01	9
9	I have transportation to buy my personal items.	109	28.68	136	35.79	135	35.53	1.93	13
10	I have transportation to go to the airport - the train.	115	30.26	146	38.42	119	31.32	1.99	10
11	Transportation is available for me to travel at all times.	95	25.00	126	33.16	159	41.84	1.83	14
12	I have transportation to go to the hospital, whether with reference or an emergency case.	145	38.16	146	38.42	89	23.42	2.15	6
13	Transportation is available for me to follow up on my personal needs (dental appointments, etc.)	114	30.00	130	34.21	136	35.79	1.94	12
14	Transportation is available for me to attend the measurement and aptitude test.	138	36.32	164	43.16	78	20.53	2.16	5
15	Means of transportation suitability in terms of cooling and safety	136	35.79	146	38.42	98	25.79	2.10	7

Table (7) shows that there is a discrepancy in the approval of the study members on the axis of support services related to the movement of transportation. The phrase (My arrival times to the training site are appropriate) come first with a weighted average of (2.51), followed by the phrase (My return time from training is appropriate) with a weighted average of (2.41), followed by the phrase (My office and art supplies are bought weekly) with a weighted average of (2.29) and the phrase (Transportation is available for me to travel at all times) come last with a weighted average of (1.83)

The aforementioned data show that the weighted averages are close to the maximum degree of (3), this indicates the quality of transportation services within Princess Nourah University and its suitability for the convenience of students.

B- Maintenance and cleaning services provided to students housing at Princess NOURAH BINT ABDULRAHMAN University

**Table No. (8)**

The responses of the study sample's items to the phrases of the maintenance and cleaning services axis provided to university housing students according to the approval averages

S	Social& Psychological Services	Agree		N.		Not Agree		MA	R
		C	%	C	%	C	%		
1	I have emergency and periodic maintenance for all my needs inside the residence.	128	33.68	139	36.58	113	29.74	2.04	2
2	The number of female workers is sufficient to achieve a good level of buildings' cleanliness.	155	40.79	160	42.11	65	17.11	2.24	1

Table (8) shows that there is a discrepancy in the approval of the study members on the maintenance and cleaning services axis. The phrase (The number of female workers is sufficient to achieve a good level of buildings' cleanliness) come first with a weighted average of (2.24), followed by the phrase (I have emergency and periodic maintenance for all my needs inside the residence) with a weighted average of (2.04), this finding is explained by the housing administration's periodic follow-up of the cleanliness process inside the female students' housing to maintain its quality.

C- Commercial library services provided to university housing students at Princess NOURAH BINT ABDULRAHMAN University

**Table No. (9)**

The responses of the study sample's items to the axis phrases of the commercial library services provided to university housing students according to the approval averages

S	Social& Psychological Services	Agree		N.		Not Agree		MA	R
		C	%	C	%	C	%		
1	The library meets all my educational and artistic needs, such as stationery, printing, Etc.	175	46.05	135	35.53	70	18.42	2.28	1
2	Commercial library working hour's suitability.	143	37.63	160	42.11	77	20.26	2.17	2
3	The library works on weekends.	120	31.58	140	36.84	120	31.58	2.00	3

Table (9) shows that there is a discrepancy in the approval of the study members on the axis of the commercial library services. The phrase (The library meets all my educational and artistic needs, such as stationery, printing, Etc.) come first with a weighted average of (2.28), followed by the phrase (Commercial library working hour's suitability) with a weighted average of (2.17), and finally (the library works on weekends) with a weighted average of (2.00). Library services are among the necessary services provided to female students inside the university, so care must be taken to achieve quality within them.

D-Shopping services for university housing students at Princess NOURAH BINT ABDULRAHMAN University

**Table No. (10)**

The responses of the study sample items to the phrases of shopping services axis provided to university housing students according to the approval averages

S	Social& Psychological Services	Agree		N.		Not Agree		MA	R
		C	%	C	%	C	%		
1	The supermarket is distinguished by diversity of its products.	195	51.32	145	38.16	40	10.53	2.41	1
2	Reasonable prices for products in the supermarket.	156	41.05	187	49.21	37	9.74	2.31	2
3	Reasonable supermarket's working hours.	146	38.42	175	46.05	59	15.53	2.23	3

Table (10) shows that there is a discrepancy in the approval of the study members on the shopping services axis. The phrase (the supermarket is distinguished by the diversity of its products) come first with a weighted average of (2.41), followed by the phrase (Reasonable prices for products in the supermarket) with a weighted average of (2.31) and the phrase (Reasonable supermarket's working hours) come last with a weighted average of (2.23).

These findings indicate the university's care and its keen follow-up of shopping services within the university housing for female students, and this is consistent with the study by (Mukhtar 2006) that to achieve quality, it is necessary to continuously monitor the services provided to students.

E - Family and social visits services for university housing students at Princess NOURAH BINT ABDULRAHMAN University

**Table No. (11)**

The responses of the study sample's items to the phrases of the axis of family and social visits services provided to university housing students according to the approval averages

S	Social& Psychological Services	Agree		N.		Not Agree		MA	R
		C	%	C	%	C	%		
1	Enough days for meeting visitors inside the housing.	136	35.79	176	46.32	68	17.89	2.18	2
2	Suitable times for visiting.	176	46.32	174	45.79	30	7.89	2.38	1
3	Reasonable limiting of visitors number.	123	32.37	186	48.95	71	18.68	2.14	3

Table (11) shows that there is a discrepancy in the approval of the study members on the axis of family and social visits services. The phrase (Suitable times for visiting) come first with a weighted average of (2.38), followed by (Enough days for meeting visitors inside the housing) with a weighted average of (2.18), and the phrase (Reasonable limiting of visitors number) come last with a weighted average of (2.14).

These findings explain the keenness of the housing administration to open the door for family visits to female housing students, especially since the percentage of (35.53%) of female student's category are married.

F - Automated banking services provided to university housing students at Princess NOURAH BINT ABDULRAHMAN University

**Table No. (12)**

The responses of the study sample items to the phrases of the axis of the automated bank services provided to university housing students according to the approval averages

S	Social& Psychological Services	Agree		N.		Not Agree		MA	R
		C	%	C	%	C	%		
1	The ATM meets my financial needs at all days and times.	235	61.84	125	32.89	20	5.26	2.57	1
2	Appropriate denomination of currency withdrawn from ATM.	175	46.05	145	38.16	60	15.79	2.30	3
3	The number of ATM inside the residence is sufficient.	206	54.21	131	34.47	43	11.32	2.43	2

Table (12) shows that there is a convergence in the approval of the study members on the axis of the automated bank services, the phrase (The ATM meets my financial needs at all days and times) come first with a weighted average of (2.57), followed by the phrase (The number of ATM inside the residence is sufficient) with a weighted average of (2.43), the phrase (Appropriate denomination of currency withdrawn from ATM) come last with weighted average of (2.30), these findings indicate the quality of the automated bank services and their suitability within the housing of the students at Princess Nourah University because they are close to the maximum degree (3).

G- Internet services provided to university housing students at Princess NOURAH BINT ABDULRAHMAN University

**Table No. (13)**

The responses of the study sample's items to the phrases of the axis of internet services provided to university housing students according to the approval averages

S	Social& Psychological Services	Agree		N.		Not Agree		MA	R
		C	%	C	%	C	%		
1	Internet speed is available.	196	51.58	167	43.95	17	4.47	2.47	1
2	Frequent internet outages.	68	17.89	86	22.63	226	59.47	1.58	2

Table (13) shows that there is a discrepancy in the approval of the study members on the internet services axis, the phrase (the internet speed is

available) come first with a weighted average of (2.47), followed by the phrase (Frequent internet outages) with a weighted average of (1.58) in the second place.

These findings indicate the need to follow up the internet services inside the housing of Princess Nourah University students to avoid frequent interruptions of service for female students due to its importance in following up their lessons and communicating with their families.

### **The Main Study Finding :**

#### **The findings of the study prevailed that:-**

- Most of the female students who live in Princess Nourah University are students of the literary and humanities faculties, this was evident in the college of administration and business with the percent of (18.42%), college of arts, college of languages and translation (10.53%), the least inhabited colleges for female students were in teaching Arabic for female speakers with a percent of (0.79%), community college (1.58%). This may be due to the large number of female students in literary colleges than scientific.
- Most of female students who live inside Princess Nourah University are fourth-level students, with a percent of (23.68%), the least-residing female students at Princess Nourah University are the twelfth-level students, followed by the first-level students. This may be due to the fact that the last-level students do not care about being at the university because of the near time of their graduation so don't care to reside in the university housing, but the first-level students, they may not know the housing system inside the university, and this requires the administrators to clarify the conditions of university housing and the application procedures.
- The percentage of those who live inside Princess Nourah University was (64.47%) of the unmarried female students, while the percentage of (35.53%) of the married female students. This may be due to the association of the married female students with a husband and children, which makes it difficult for them to be separated from their families.
- Social and psychological services that most of the sample items answers to (disagree) in the study tool, which is as follows: the social worker helps me to face my problems with a weighted average of (1.62), the social workers prepare the appropriate place to meet the student, the social worker studies interested with the aspects of the problem and its various dimensions, the social worker is interested in interviewing me regularly with a weighted average of (1.59). This explains the

shortcoming in the professional performance of social and psychological workers, it is not hidden from us the importance of the role that the social worker plays in helping girls solve their problems. This requires continuous training of social workers on how to dealing with the modern problems facing girls to fulfill their renewed requirements, and this is confirmed in the study conducted by (AL-abyan, 2016, Al-Fraih, 2015, Khalil, 2011, Al-Fraih, 2014), that clarified the importance of holding training courses for social workers to achieve the quality of services provided, including the creation of the appropriate place to reciprocate students, focus on beneficiaries, and provide better services than they expect.

- Health and nutrition services came at the highest levels as follows: University housing provides diversity in the nutrition provided with a weighted average of (2.89), medical clinic is available in the housing to provide health services, with a weighted average of (2.56), the level of cleanliness of the clinic as required with a weighted average of (2.52). There is no doubt that health and nutrition services are an integral part of the necessary services provided to female students, which emphasizes the need for continuous improvement and care to follow them, and stresses the importance of periodic follow-up of services. The study by (Eckert severing, &, Thomas Stahl, 2015) which emphasized the need for cooperation between institutions various types, small professional and major professional institutions in order to provide advanced services to ensure the achievement of quality in the services provided.
- Cultural and recreational services came at the highest levels as follows: the availability of suitable places to activate cultural and recreational activities inside the housing with a weighted average of (2.38), the university housing is keen to take recreational trips, book fair and others, the university housing provides an opportunity for the student to participate in the activities with a weighted average of (2.36), We must be keen on the importance of diversity in the provision of cultural and recreational services to achieve the quality of services provided to female students. These findings are consistent with the study by (Mukhtar, 2006, Mohammad, 2006) which emphasizes the achievement of the quality of social services provided.
- Transportation services came at the highest levels as follows: My arrival times to the training place are appropriate with a weighted average of (2.51), my return from training to housing is appropriate with a weighted average of (2.41), my office and technical supplies are bought weekly with a weighted average of (2.29). The aforementioned data shows that the weighted averages are close to the maximum end degree of (3), this

indicates the quality of movement and transportation services within Princess Noura University and its suitability for the convenience of students.

- Maintenance and cleaning services came at the highest levels as follows: The number of female workers is sufficient to achieve a good level of building cleanliness with a weighted average of (2.24), I have emergency and periodic maintenance for all my needs inside the housing with a weighted average of (2.04). We stress here the importance of periodic follow-up the process of cleaning inside the housing for female students to maintain its quality, and this is consistent with the study by (Mokhtar, 2006) that to achieve quality, continuous follow-up of the services provided to students is required.
- Commercial library services came at the highest levels as follows: The library meets all my educational needs, such as stationery, printing, etc. (2.28), suitable for the working hours of the commercial library inside the housing with a weighted average of (2.17). Attention must be paid to achieve quality within.
- It is clear from the findings of the study that the shopping services came at the highest levels as follows: The supermarket is characterized by the diversity of its products with a weighted average of (2.41), the prices of the products inside the supermarket are appropriate with a weighted average of (2.31). These findings indicate the quality of shopping services provided within Princess Noura University and its suitability for the convenience of students, we stress here the importance of periodic follow-up of shopping services inside the female students' housing to maintain their quality.
- Family visit services came at the highest levels as follows: the appropriate times allocated for the visit with a weighted average of (2.38), the days of meeting visitors inside the housing cafe with a weighted average of (2.18) and these findings indicate the keenness of the housing administration to achieve the family and domestic atmosphere in particular and (35.53%) of the female students are married.
- Automated banking services came at the highest levels as follows: the ATM fulfills my financial needs on all days and times with a weighted average of (2.57), the number of ATMs inside the housing is sufficient with a weighted average of (2.43) and these findings indicate the quality of the bank's services and its appropriateness inside the housing of the students of Princess Nourah University because it is close to the max degree (3).

- Internet services came at the highest levels as follows: internet speed is available with a weighted average of (2.47), Internet interruption is frequent with a weighted average of (1.58). These findings indicate the necessity to follow up the internet services for female students due to its importance in following up their lessons and communicating with their families.

### **Planning Recommendations and suggestions of the study:**

In light of the findings of the current study and previous research studies that dealt with the issue of service quality, theoretical data and literature, and the researcher's experience in the field of work in university housing, the study suggested a set of measures from social work and social planning perspective to improve the quality of services provided to female students in university housing:

1-The necessity of adopting a quality method in all services provided within university housing.

2-The importance of finding channels of communication between professional leaders and community institutions that can be achieved through their cooperation in achieving the objectives of university housing and integrating their efforts that help to raise the level of quality of services provided within the university housing for female students.

3-Providing awareness programs for female students about the standards of service quality within the university housing.

4-The necessity of providing the material, human and technical resources and capabilities necessary to implement the services that the female students desire, provided that they are related to societal changes.

5-The necessity of periodic follow-up of the services provided to female students in line with the quality requirements and the development vision of the Kingdom 2030.

6-Attempting to overcome the obstacles to the quality of services provided to female students inside the housing in light of the quality standards within the university.

7-The need to develop and improve the professional performance of female social workers and psychologists and provide them with a set of knowledge related to professional preparation and professional practice, as well as the availability of many personal skills, necessary human and professional values , to perform roles to fullest, especially in light of the continuous changes through the design and implementation of training

programs to help them in developing their skills and abilities to face the problems of the students and interact with those problems to improve the quality of the outputs of the institution, and this depends heavily on vocational training and the identification of responsibilities for each of them.

8-Increasing the number of training programs in order to provide them with various knowledge, modern theories, contemporary approaches to social service, experiences and skills that increase their efficiency in exercising their roles with female students, as well as improving the quality of services provided within the housing.

9-Continuous follow-up of the professional performance of the social workers and psychologists, and the improvement of their actual level of performance according to the comprehensive quality standards.

10-Intensifying efforts to spread the culture of quality within university housing on the various services provided to female students to work on developing and improving and achieving benefit.

11-The importance of conducting more studies related to the professional performance of social workers in university housing, with the aim of identifying the most important obstacles that hinder their roles performance, and trying to overcome these obstacles that contributes to the development and improvement of professional practice to address the problems resulting from the lack of professional performance through activating the training programs provided in the light of the culture of quality, knowledge and major.

#### **Acknowledgment:**

This research was funded by the Deanship of Scientific Research at Princess Nourah bint Abdulrahman University through the Fast-track Research Funding Program to support publication in the top journal (Grant no. 42-FTTJ-60).

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