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Reviewing of government investment in the health sector and its effect on improving the quality of health services in Herat city

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Abstract

Today, no expert can deny the significance of quality in healthcare; in fact, one of the main focuses of the quality improvement programme is the quality assessment of the investments made in this industry. We can only uncover possibilities to increase quality by doing this effort, after all. The most popular techniques for assessing medical care quality as well as the impacts of government spending on quality were briefly discussed in this article. Patients received 120 surveys for this purpose, and staff received 68 questions. The analysis of the research questions revealed that patient satisfaction with treatment facilities is impacted by all aspects of service quality (tangible elements, dependability, responsiveness, and empathy).

Keywords: Herat, health sector, investment, government investments

Introductions

When you invest, you put money into something with the hope of making a profit. Specifically, investing is the financial commitment of funds or capital for the acquisition of goods or other assets in order to profit from favourable returns in the form of interest, dividends, or an increase in the asset's value (capital gains). Investment is explored throughout a variety of economic sectors, such as company management, real estate, and finance, which includes families, businesses, governments, and the health sector.

Any nation's degree of prosperity (or standard of living) is based on its capacity for producing goods and services; investment is one of the most crucial variables that affects GDP growth and standard of living over the long run. Of the nations in the region, Afghanistan has the lowest standard health metrics. A startling statistic is revealed by the high mortality rate of mothers, newborns, and children under five years of age, the high prevalence of communicable and non-communicable diseases, the lack of focus on enhancing the quality of health services in rural communities and villages, and the dearth of high-quality hospitals across the entire nation. The 57% of the people still lack access to basic health care and other basic services, and 43% are denied these services, according to the results of the country's National Vulnerability Survey. Herat province is not an exception to this trend. Afghanistan is one of the most underdeveloped Asian nations in terms of investment, according to World Bank figures.

The significance and requirement of research

It is obvious that studying phenomena paves the route for discovering the truth. Any kind of research takes time and money to conduct. Therefore, no study will be conducted if it is not important and necessary, and each research project is dependent on the significance or necessity of the target subject. Most theories of economic growth and development place a strong emphasis on the function and significance of investment in the process of societal economic growth and development. Given the scarcity of investment resources and the requirement for their optimal allocation to promote economic growth, it is essential to accurately identify a country's relative advantages in the allocation of investment resources. By allocating investment resources to the most productive and effective sectors, the efficient use of scarce resources can be achieved to spur economic growth. And as the quality of providing healthcare services is now seen as the most important aspect of health, measuring it is crucial.

The most crucial factor that can help the health hospitals of the Islamic nation of Afghanistan reach their goals is to have health services of the desired quality. Clinics and hospitals that have been able to come close to meeting international standards in quality evaluations will have more value and dignity. Therefore, the impact of government investments on the standard of health services in Herat city is examined in this study.

Research history

The following studies are relevant to the subject of the research:

In 2013, Mohammad Hakak looked into how private health sector investment affected the standard of healthcare in the province of Herat. The findings indicated that people are largely satisfied with the private medical care centres' offerings, and that as investments rise, so does the level of service quality. In their 2014 study, Tabibi and Davoudi examined the economic analysis of national health accounts for Iran from 2011 to 2018. The findings demonstrated that greater public budgetary expenditure in the health services sector lowers households' direct costs and ultimately promotes economic growth.

Theoretical Foundations

Investment Concept and Nature

A desirable asset with the capacity to create content, capital can be divided into two categories: physical capital and spiritual capital. Physical capital is made up of fixed and temporary resources that are visible, while spiritual capital includes things like knowledge, skills, culture, and other privileges. There is a distinction between capital and assets; unlike money and inefficient assets that are regarded as assets, capital is not ineffective and stagnant and has the capacity to produce and raise interest. All assets, including those that aren't static and being used to produce capital, including repairs, vehicles, and money, are taken into account. The per capita income of the population in the society has an impact on capital formation. Any nation will be more capitalist if it has a higher per capita income as well as more natural and human resources. Due to their low levels of per capita income and inadequate levels of production capacity, developing nations constantly depend on wealthier nations.

The standard of providing medical care

The meaning and development of quality

One of the words that, despite its age, has a clear and universal definition is "quality." According to a review of academic literature, quality has been studied from four main angles:

From the viewpoint of philosophy, which is concentrated on its distinctive features.

From the perspective of the economy, which prioritises the market's equilibrium point and profit maximisation.

From the perspective of marketing, which emphasises the factors of consumer behaviour and satisfaction.

From the perspective of operations management, which is concerned with the planning of activities and the supervision of production.

Definition of product-based quality

According to the definitions offered from this perspective, the difference in a product's quality can be attributed to the

quality of a few of the expected qualities and characteristics. Each product unit's features comprise a number of qualities. These qualities collectively make up quality.

Consumer-based quality explained:

In other words, in the long run of a market, the quality of a product depends on how well the intended product matches the patterns of consumer preferences. Quality is the ability and capability to meet needs.

According to this definition, quality also refers to fit for a given purpose.

Definition of quality based on production:

Some definitions equate quality with adherence to requirements, while others define it as the degree to which a given product complies with its design or specifications.

Value-based quality

Is defined as the best circumstances from the perspective of a particular consumer, which include the actual use and selling price of that product. Additionally, it is said in some sources that quality is excellence at a reasonable cost and level of change control. Affordable price.

Quality's history

The practise of using quality extends back more than 3,000 years. When parties to a Babylonian agreement used common units to weigh or measure products. The legislation of guilds in England granted inspectors the authority to check the quality of manufactured items in the 11th century in order to punish those whose goods did not meet the standard and to endorse good products.

In order to guarantee the quality of the items, the quality test of the goods actually spread throughout England in 1456 AD under the reign of Henry VI. Although it appears that formal inspection of goods to guarantee quality using improved and modern techniques started around 1850.

The understanding of quality has advanced significantly, fresh insights have consistently been gained, and the rediscovery of lost knowledge has been made possible by the reconstruction of earlier understandings. In the 1970s, it was thought that the quality control department was in charge of ensuring product quality. The focus was mostly on quality instruments like control charts and product inspections, and high-level managers were typically uninvolved in quality-related matters.

In the 1980s, there was a shift in the way that people became more aware of quality. The management of senior levels of organisations came to the realisation that they should personally accept responsibility for quality and face it during this time. They also came to believe that everyone in the organisation should take quality seriously and work to improve it. Therefore, quality managers were given a lot of responsibility. The method of preventing waste—that is, trying to avoid the production of defective products—was one of the most significant quality discoveries during this time period. This approach was much more cost-efficient and effective for producing high-quality products than focusing on already-defective products.

Quality programmes were mostly concentrated on manufacturing products in the 1980s, but in the 1990s, emphasis was placed on quality in other areas, such as sales and administrative divisions. Customers primarily desire high-quality goods and services, and more businesses are

ving to provide this demand.

Prior to the industrial revolution, people were competitors because they handled all aspects of production and service on their own. They sold everything they produced to customers, who then reported any issues or flaws with the goods they had received. Consumers received data and goods at a time when their demands were minimal. The same applied to services, and people performed service work. For instance, farmers would approach someone who owned a blacksmith shop to repair their agricultural tools, and the blacksmith would do the repairs as best he could with the tools at his disposal at the time. Customers checked their own products during this time, and if they found that the unrepaired item did not meet their expectations, they would let the blacksmith know and he would fix it again.

Qualitative characteristics

If someone were to ask you, "What is quality?" How will you respond? Your situation may influence the response you provide. For instance, if you are in a restaurant, you might define quality as having good cuisine, impeccable service, waitstaff dressed appropriately, and other such things.

If you are in a sandwich shop, quality may refer to the food, the surroundings, and the equipment used for serving customers. Keep in mind that the definition of quality varies depending on the circumstance. Additionally, it varies based on people's preferences. For instance, at a party, one person might think that good coffee is thick and sweet, while another person might think that it is too sweet or not sweet enough. Additionally, quality can be effectively defined by people's varied tastes. Quality is defined by the client, not by the manufacturer or the service provider, as this case demonstrates. In other words, quality is a collection of traits and qualities of a good or service that satisfy the needs of the customer. Now, by looking at the following, we can better understand the concept of quality:

Definition of service

There are many definitions of service, including one given in the book *Marketing Principles* by Philip Kotler and Gary Armstrong.

An intangible action or benefit that one party provides to another party is called a service, and ownership does not follow. Physical products may or may not be necessary for service production. Such as hiring a doctor to do surgery, taking a plane, or renting a lodging. Depositing money in the hotel's bank, all of which call for the purchase of services.

However, the variety and significance of service activities in today's world have led to the consideration of a new mindset and paradigm for service. According to this perspective, customer service entails all the actions taken by a business to please its clients and assist them in getting the most out of the goods or services they have purchased.

Service classification

Different categories of services exist.

Origin of the service

The service can be broken down based on where it was created. Whether a service is created by a machine or a human, the type of service a machine provides depends on whether it is automatic or requires clients, skilled workers, or semi-skilled individuals. When it comes to whether they

are provided by trained, semi-skilled, or professional individuals, human services vary as well.

In person or not

While car maintenance does not require the consumer to be present, some services, such as dental services, do require the customer to be there.

Depending on the type of service, the presence of the customer is required at all times for services given by the health sector. For example, conducting surgery, writing a prescription, and receiving any type of therapy all require the patient's attendance.

According to the needs or preferences of the client

Services vary from one another in terms of how well they address either specific needs or general needs. It should be mentioned that clients often have hidden wants that are crucial to understand because they are not always evident and straightforward. Knowing the customer's evident and unspoken wants will enable us to carefully modify our strategic plan in order to meet the customer's expectations and, ultimately, convert them to regular clients by offering the right services.

The service provider's mission

The service provider may have private or public ownership and for-profit or non-profit goals.

Services offered

Services, whether they are for profit or not, public or private, have four key features. Intangibility, indivisibility, changeability, and non-accumulation are these four qualities.

Intangibility

In general, services are intangible. That is, you cannot purchase them before seeing, touching, hearing, or smelling them. In other words, services differ from products in terms of intangibility since they involve experiences, activities, and processes rather than physical objects that are determined by their size, weight, and location. Because of this, services will seek proof to lower the level of danger that denotes the calibre of services. It should be highlighted that consumers base their assessments of a service's quality on their observations of the setting, participants, technology, communication methods, and cost. Services are outcomes, not activities.

Inseparability

Tangible products are produced, kept, sold, and sometimes consumed over a period of time. Therefore, whether the supplier is a person or a machine, the service cannot be divorced from its source. In this case, the service provider and the customer have a reciprocal relationship because the customer is typically present during the production of the service. As a result, the outcomes of the service provider and the customer have an impact on the outcome of the service. For instance, when a client visits a medical service provider, the specialist's behaviour, demeanour, speed, and accuracy are all crucial components of the service he offers to the client.

Variability

The calibre of services varies greatly. This indicates that a

service's quality is influenced by the person who renders it as well as the setting in which it is delivered. Even an individual may do his duty differently across two distinct time periods. In a medical service centre, for instance, you might encounter two specialists: one is amiable and productive, and the other is cranky and laboriously slow.

Not being able to save

The simultaneous production, delivery, and consumption of services is another characteristic. Services are typically created and used in a single cycle, whereas products can be manufactured and stored all at once, transported to a different location, and then sold there and consumed there. The services, however, cannot be archived, saved, or kept like unsold items for future use. For instance, patients observe medical services, specialist services, and doctor's services while also learning how the services are provided. In other words, if the specialist and the doctor act badly, they cannot simultaneously make up for it.

Attitude toward service quality: Over the last few decades, the following viewpoints and attitudes have been developed in the area of quality:

Quality is a technical issue that can be managed and monitored since it is tied to the product and service that is supplied to the client. For quality to be at its highest level, it must be measured and regulated by supervisors.

New approaches to quality, however, address quality from a different angle: quality is tied to the organisation, quality is a strategic issue, everyone is responsible for quality management, quality is the attainment of utility, and quality must be controlled.

Service quality

Service is an independent process based on a sequence of naturally occurring, although not usually, activities that take place through exchanges between customers and staff, or between customers and physical resources or items, or between customers and service provider systems. Be clients. People now inhabit a world that is steadily transitioning to a service-based economy. In the Netherlands, while employment in industry has decreased to one-third, more than 70% of occupations require service-related skills, and over two-thirds of gross national income is produced by services. Most of the things we buy involve a variety of services, so they are not just restricted to banking, postal, insurance, health, and educational services. In actuality, a variety of items depend on service-based industries to gain a competitive edge.

Any firm that wants to be competitive must prioritise quality. Quality and management have developed over the past 50 years to become what is now referred to as comprehensive service quality management. Increased efforts have been made in recent years to enhance service quality, raise customer satisfaction, and achieve a better competitive share in the market as a result of the development of service industries and the growth of their share in the national gross product.

Customers will respond differently if we ask them what kind of quality they desire; they typically respond that they want the greatest, but everyone's definition of the best varies depending on how they act. If their purchases are taken into account, it is evident that they select the best products available; in most cases, price can be a deciding factor, or in

general several variables including price, performance, economy, beauty, reliability, and so on. A consideration in service selection is suitability. The aforementioned items can all be used to depict quality.

When we think of a service as being "excellent," we typically think of something that meets or surpasses our expectations. These expectations are based on the intended application, cost, and additional elements. When a product exceeds our expectations, we focus on its quality. For instance, if the treatment department's clients anticipate a surgery to take place in 5 hours, but Roderick's surgery's treatment centre went above and above the client's expectations, this is how quality is developed.

The following formulations can be used to define quality: Performance divided by expectations equals quality. When using a service, a consumer will feel satisfied if the quality is more than one. A methodology called service quality was created to gauge how well services are perceived by customers.

Customers have expectations that, if not met, will lead to their dissatisfaction. The only way to keep customers content with a firm is to operate effectively at a high level and to accomplish performance at an ideal level.

Many businesses currently lose some of their clients each year, but they frequently are unaware of how much money is lost as a result of these losses or where, when, or why they happen. What is the cost of the service provided by the business?

- According to studies on the causes of customer connection termination with certain service providers, 3% of customers sever their ties to their provider without cause.
- 5% interact with different service providers.
- 9 percent of customers switch to another first-service provider due to competition.
- 14 percent of those who are unhappy with the product recommend a different service provider.
- 68 percent of the respondents felt some level of disregard from the business's owner, managers, or certain employees.

Elements influencing service quality:

Customers' expectations are not monolithic; rather, they depend on a variety of services. In this context, dependability, responsiveness, level of dependability and guarantee of services, comprehension, perceptibility, and ease of access to services, communication, competence, humility and politeness, credibility and acceptability, organisational structure, and competitors are all crucial factors.

The significance of quality in providing clients with services:

This section discusses the elements and motivations that drive businesses to be conscientious about offering clients high-quality services. Profits for businesses come from happy consumers. Businesses and organisations that can't satisfy customers won't last long in the market. They need to offer clients services that are of the highest calibre, performed at a high level, and go above and beyond their expectations. For the organisation, it consistently produces the following benefits, which might be noted in this regard:

When rivals enter a market, not paying attention to the quality of items and the services they offer clients may

present significant challenges.

Companies that focus on building customer loyalty recognise the value of retaining a customer after each purchase. They view their clients as precious assets and require all of their employees to keep them happy so they stay loyal. Enduring commitment to clients under any circumstance.

Many goods and services available today are increasingly identical to one another. How can we persuade clients to choose our product if it is utterly identical to that of our rivals' products and services? According to experts, extremely basic product categories can be differentiated based on better quality and services.

Providing customers with high-quality services could cut marketing expenses dramatically.

First of all, because it might be very expensive to acquire a new customer compared to maintaining an existing one.

Second, since happy consumers are more likely to suggest a business to their friends, family, and neighbours, they can be the best information sources. Thirdly, unhappy customers have the power to ruin a company.

Customers will perceive the cost of the company's goods and services as being low if they are pleased with them, and the business will be able to generate greater profits by offering high-quality services.

Research Approaches

In terms of its goal and methodology, the current study falls under the descriptive-survey research category because it gives a picture of the existing condition. And a survey because the data collection method is done through a questionnaire in a field study. In which, first, the study and review of scientific texts, research literature in the field of "government investment in the health sector and its effect on the quality of health services" is compiled. Through the use of Excel software, the survey's data will be examined and analysed. Because government-funded hospitals and clinics make up the majority of the study's statistical population, there are three groups of respondents in this study.

1. The Department of Public Health, which conducts interviews to get the necessary data.
2. Due to time constraints, high expenses, and limited access to all personnel, I employed the cluster sampling method and delivered 68 questionnaires to the 1351 public health workers (different departments of public health organizations).
3. Government health centre patients. Since the statistical population is infinite, I utilise the random sample method using the formula for an infinite population. Therefore, we will hand out 120 surveys.

Findings and commentary

The health environment is one of the factors that affects how well medical services are provided. The fact that the health environment comes close to meeting international standards indicates that the calibre of the services offered is on par with those requirements. The respondent is asked to assess the government centres' overall health environment in this area. Option C has the highest frequency (48.33), as can be seen in the answers, demonstrating the relative nature of

the clinics' standards for health.

Table 1: The standard of clean backs in terms of health

Category	Frequency	Percentage
Very little	10	8.33
low	40	33.33
Average	58	48.33
High	12	10
Very High	0	0
Total	120	100.00

When asked to express their opinions regarding the decrease in the cost of treatment, which is one of the factors determining the quality of delivering health services, the respondents to this question, 70% of whom think that the cost of treatment is 30% of them are opposed to the cause for the rise in government investment, which has diminished. These responses lead us to the conclusion that the rise in government spending has resulted in a drop in treatment costs.

Table 2: Lowering the cost of treatment due to the increase in

Category	Frequency	Percentage
Yes	84	70
No	36	30
Total	120	100

In order to better understand the situation, the amount of the cost reduction was questioned about. About 52.38% of the respondents selected option D (a lot), which is a clear justification for the decrease in treatment costs. Lastly, the decline in treatment costs indicates improvement. the standard of medical care.

Table 3: The reduction in treatment costs due to the increase

Category	Frequency	Percentage
Very low	4	4.76
low	10	11.9
Average	40	47.6
High	30	35.7
Very High	0	0.00
Total	84	100.00

It is clear from the above table and figure that 58.33% of respondents selected the "yes" option, while only 41.67% selected the "no" option, which is one of the obvious markers of enhancing the quality of services supplied in that business. This demonstrates that the aforementioned individuals are now more receptive, which is evidence of the rise in the calibre of healthcare services.

Table 4: Responsiveness of doctors, specialists and other

Category	Frequency	Percentage
Yes	70	58.33
No	50	41.76
Total	120	100

In order to better understand the situation, the level of response was questioned, and 54.29% of respondents chose option C (moderate), which is clearly the reason why doctors, specialists, and other health centre administrators responded as they did.

Table 5: Response rate of doctors, specialists and other health workers

Category	Frequency	Percentage
Very Low	0	0
Low	8	11.4
Average	38	54.29
High	14	20
Very High	10	14.28
Total	84	100

Updated, adaptable, and continuous service is one indication of rising service quality. Because the majority of respondents to the question below chose the yes option, 56.67% of respondents selected that choice, while 43.33% did not. We arrive to the conclusion that while providing health services, the features raised in the question are taken into account, and when the aforementioned components are taken into account in the provision of services, it means that the quality of those services is improved.

Table 6: Provision of health services in a continuous, timely and suitable variety

Category	Frequency	Percentage
Yes	68	56.67
No	52	43.33
Total	120	100.00

When questioned about the frequency of delivering health services continuously, on time, and with an appropriate variety, 41.17% of respondents selected option C (moderate), which has the highest frequency, which is a clear justification for the issue. Health services are being provided in a consistent, timely, and appropriate range.

Table 7: The amount of provision of health services in a continuous form, on time and appropriate variety

Category	Frequency	Percentage
Very low	0	0.00
Low	11	16.17
Average	28	41.17
High	21	30.08
Very High	8	11.76
Total	68	100.00

The decrease in medical travel overseas is one of the factors that can be used to determine whether or not the quality of medical services has improved. 63.33 percent of respondents said yes, while 36.67% said no, indicating that the quality of healthcare has improved. This finding indicates that fewer people are travelling abroad for medical care as a result of increased government spending.

Table 8: Reduction of medical trips due to increase in government investments

Category	Frequency	Percentage
Yes	76	63.33
No	44	36.67
Total	100	100

They have been asked to provide us with information regarding the magnitude of this reduction in order to understand the situation. Government investments in the health sector have led to a decrease in these trips and an improvement in the quality of health services because

54.55% of respondents in this situation selected the medium choice.

Table 9: Reduction of medical trips abroad

Category	Frequency	Percentage
Very low	3	3.94
Low	13	17.10
Average	40	52.63
High	20	26.31
Very High	0	0.00
Total	76	100.00

When asked if complaints, comments, and suggestions from patients were handled, the majority of respondents (80%) selected "yes." It aims to raise the standard of services offered in this industry.

Table 10: Dealing with patients' suggestions, complaints and criticisms

Category	Frequency	Percentage
Yes	96	80
No	24	20
Total	120	100

When asked how they handle patient complaints, critiques, and suggestions, the respondents to this question chose option C (average), which has a 58.33% response rate. There is also evidence to support it.

Table 11: The rate of handling patients' complaints, criticisms, suggestions

Category	Frequency	Percentage
Very low	6	6.25
Low	22	22.91
Average	56	58.33
High	12	12.50
Very High	0	0
Total	96	100

One of the glaring indicators of enhancing the quality of healthcare services is the availability of the necessary equipment to treat the greatest number of patients, which 26.67% of respondents believe to exist to a low extent, 56.67% believe to an average extent, and 16.67% believe to exist. The information provided above leads us to the conclusion that there is equipment accessible to treat the greatest number of patients, which is a sign that the standard of healthcare services is rising.

Table 12: The amount of equipment needed to treat the maximum number of patients

Category	Frequency	Percentage
Very low	0	0.00
Low	16	26.67
Average	34	56.67
High	10	16.67
Very High	0	0.00
Total	60	100

As can be seen in the table and figure, 80% of the respondents indicated yes to the question, indicating an increase in this desire and desire, which is a reason for improving the quality of health services. Whenever there is a desire and desire to do something, without a doubt, this

work will be done gradually.

Table 13: The desire and enthusiasm to provide quality health services has increased

Category	Frequency	Percentage
Yes	48	75
No	12	25
Total	60	100

The respondents were asked to rate the effectiveness of government investments in the health sector in terms of their ability to deliver high-quality medical care. 40% of the respondents chose the no option, while 60% of the respondents selected the yes option. We come to the conclusion that government investments in the health sector have been successful in delivering high-quality medical care.

Table 14: The effectiveness of government investment in providing quality health services

Category	Frequency	Percentage
Yes	36	60
No	24	40
Total	60	100

According to the responses to this question, which asked people to rate the effectiveness of the question, 11.11% of respondents said it was effective to a low extent, 61.11% said it was effective to a medium amount, and 22.22% said it was effective to a high extent. Additionally, 5.56% of them think it is very effective. These responses show how well government spending on high-quality healthcare has worked.

Table 15: The effectiveness of government investments in providing quality health services

Category	Frequency	Percentage
Very Low	0	0.00
Low	4	11.11
Average	22	61.11
High	8	22.22
Very High	2	5.56
Total	36	100.00

Overarching conclusions and recommendations

Today, no expert can deny the significance of quality in healthcare; in fact, one of the main focuses of the quality improvement programme is the quality assessment of the investments made in this industry. We can only uncover possibilities to increase quality by doing this effort, after all. The most popular techniques for assessing medical care quality as well as the impacts of government spending on quality were briefly discussed in this article. What matters is that these techniques will work when they are applied in conjunction with a management philosophy and a technique for quality improvement. In other words, we need to be aware of "where" and "how" to use it; otherwise, our effort would only waste organisational resources and lure personnel into the "numbers, statistics" trap.

The statistical population of this research is hospitals and clinics because we are examining the effectiveness of government investments on the improvement of the quality of health services in Herat city and because we are examining the effect of government investments on this

improvement. The city of Herat's government sector provides the funding. There are only 19 government hospitals and clinics, and the statistical sample for this study is divided into two groups: the first group consists of the health facilities' patients, and the second group is composed of its doctors, specialists, and other staff members.

I have utilized a variety of sources to gather information, including primary sources interviews and questionnaires and secondary sources books, periodicals, and scholarly publications about investments and healthcare services. Additionally, analysis has been done with Excel software.

The fundamental prerequisite for quality improvement is the measurement of service quality. Until the service's quality is established, it won't be changed. The analysis of the research questions reveals that patient satisfaction with treatment facilities is impacted by all aspects of service quality (tangible elements, dependability, responsiveness, and empathy).

One indication of improved health services due to government funding is the decline in treatment costs, which has been supported by 70% of research findings. The decrease of the cost of the first sub-hypothesis has therefore been confirmed in this dimension, according to the inferred finding.

According to research findings, 56.67% of employees verified this problem, demonstrating that the presence of appropriate equipment for providing health services is one of the signals of enhancing the quality of providing health services in the "tangible aspects" dimension. As a result, the government health centres in Herat City are able to meet the needs of the patients in terms of the tools required to deliver healthcare. Patient happiness entails raising the standard of care, and this progress is made possible by greater government spending. It was made in the right manner. The second sub-hypothesis is therefore also supported.

The handling of patient complaints, criticisms, and suggestions is one of the indicators of improving the quality of health care services in the "empathy" dimension. According to the research findings, 80% of respondents confirmed that this indicator was true, meaning that the patients' complaints, criticisms, and suggestions had been taken into account. and this entails raising the standard of healthcare delivery as a result of public sector investment. The third sub-hypothesis is therefore supported as well.

According to the research findings, 54.29% of respondents acknowledged that the "responsiveness" dimension, which measures how well medical professionals respond to patients, is improving, is one of the indicators. The problem suggests that doctors and specialists are more readily available for patients' needs and are more responsive when responsiveness and giving priority to patients' needs increase. This suggests that the quality of health services provided has improved and that patients are largely exempt from the provision of government health services. Are content the fourth sub-hypothesis is further supported by the fact that increased government spending on the health sector is a contributing factor in this.

The supply of services continuously, on schedule, and with the required variety is one of the indicators that the quality of delivering health services is improving in the "reliability" dimension. We draw this conclusion based on the research data that 56.67% of respondents confirmed this problem. That while delivering health services, the factors addressed in the question are taken into account, and that raising the

quality of services when the aforementioned factors are taken into account.

Based on the statistics and data gathered from the surveys of the relevant organisations, it can be said that government investments have improved most aspects of the quality of providing health care.

Since there is a substantial correlation between government investments in the health sector and the quality of health services, the primary hypothesis of this study "the existence of a significant relationship between government investments and improving the quality of health services is confirmed.

The study's findings suggest that government investment in the health care industry is one of the key factors for raising the standard of care. As previously mentioned, there is a positive correlation between these two variables, and as investment rises, so does the standard of care to a certain extent.

Finally, the following recommendations are made:

1. To deliver higher-quality medical services, government hospitals and clinics should standardise their environments as much as feasible.
2. Medical excursions abroad will be prevented as a result of government investments being made in the treatment of incurable diseases.
3. The aforementioned organisations should work to meet the needs of the patients because doing so will improve the quality, which will lower the number of patients travelling abroad for treatment and raise their interest in visiting the aforementioned institutes.
4. To find strengths, weaknesses, opportunities, and dangers, the aforementioned centres should aim to conduct periodic research at specific intervals, such as seasonally, annually, etc.

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