



Faculty of Commerce

Department of Insurance

***Correction the social health insurance  
system***

**In Arab Republic of Egypt  
(Comparative Study)**

A Thesis submitted in partial fulfillment of the  
Requirements for the Degree of  
Master in Insurance

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## **Abstract**

The study aims to provide the Knowledge of the reality of the health service in Egypt and how to provide this service, in addition to addressing the challenges faced by the social health insurance in Egypt and taking experience all of the Kingdom of Saudi Arabia and the United States in the field of health insurance and how to benefit from the experiences of these countries in the field of health insurance in the face of challenges facing health insurance in Egypt. To achieve this goal, research depended on a review of previous studies and analysis of secondary data and a list of survey users of the service-oriented health determine the extent of these beneficiaries satisfaction with the quality of health service provided to them.

To achieve this goal, the research based on literature review, secondary data analysis and the survey list of users to the service-oriented health determine the extent of these beneficiaries satisfaction with the quality of health service provided to them.

The research reached to these results:-

- 1- There is a positive relationship between the independent variables to the dimensions of quality of service (reliability, security and responsive and tangibles and empathy) and the users' satisfaction with the quality of health service provided
  - 2- It is known that many of the recommendations of the health reform will take a long time to be executive
- A- Created Committee for evaluation and follow-up of the reform process.
- B- Develop a national plan to train and update the skills of doctors and nurses.

**Key words:**

- 1- The emergence of social health insurance in Egypt.
- 2- Health systems in various countries around the world.
- 3- Evaluating the social health insurance.
- 4- Saudi Arabia experience in the field of health insurance.
- 5- How to meet the challenges of health insurance system reform in Egypt.