

THE LINKAGE BETWEEN THE QUALITY OF HEALTH SERVICES AND THE WELL-BEING OF THE POPULATION*Ablaizov Akbar Abduvafo ugli,**Doctor of Philosophy (PhD) in Economics, SIES**Ziyodova Rayhona Jasur kizi**Student of Samarkand Institute of Economics and Service*

Аннотация. В статье представлен комплексный анализ взаимосвязи качества медицинских услуг и благополучия населения. На основе научной литературы выделена взаимосвязь между эффективностью современных систем здравоохранения, качеством предоставления услуг и показателями здоровья населения. Также рассмотрено влияние качественных медицинских услуг на общее благополучие населения, экономические и социальные факторы. В статье даны рекомендации по развитию системы здравоохранения и повышению благополучия населения.

Ключевые слова: Медицинская услуга, качество, благополучие, здоровье населения, медицинские услуги, система здравоохранения.

Abstract. This article provides a comprehensive analysis of the relationship between the quality of health services and the well-being of the population. The relationship between the effectiveness of modern health systems, the quality of service provision and population health indicators is highlighted on the basis of scientific literature. The impact of quality health services on the general well-being of the population, economic and social factors are also considered. The article provides recommendations for the development of the health system and improving the well-being of the population.

Keywords: Health service, quality, well-being, population health, medical services, health system.

Introduction

Today, one of the main goals of every country is to ensure the well-being of its population. Well-being of the population means a healthy and long life, the opportunity to live a good quality of life, as well as economic and social stability. The quality of health services is a decisive factor in this process. High-quality health services help the population stay healthy, prevent diseases, increase the effectiveness of treatment, and thereby improve the quality of life of the population as a whole.

The quality of health services refers not only to medical equipment and infrastructure, but also to all components of the service delivery process - the qualifications of staff, customer service, the quality of medicines, etc. In addition to health, the well-being of the population is determined by many factors, such as economic opportunities, social services, and the environment. Therefore, this article systematically analyzes the complex relationship between the quality of health services and the well-being of the population.

Main part

To understand the relationship between the quality of health services and the well-being of the population, it is first necessary to determine what these two concepts mean.

The quality of health services is considered to be the degree to which the needs and expectations of patients are met in the provision of medical care. This concept is broad and includes the following aspects:

- **Structure:** According to Donabedian (1988), the quality of health services is determined by its organizational infrastructure, equipment, qualified personnel, material and financial resources. For example, modern medical equipment, highly qualified doctors, hospital and polyclinic conditions increase the quality of services.
- **Process:** This includes the process of providing services - diagnosis, treatment, communication with the patient, as well as preventive measures and monitoring. The quality of the process directly affects the satisfaction of patients with medical care (Donabedian, 1988).
- **Outcome:** This is the result of an improvement in the patient's health, recovery from illness, and an increase in the overall quality of life of patients. A high level of outcome quality indicates the effectiveness of health care services.

In addition, international standards and indicators are widely used to measure the quality of health care. The World Health Organization (WHO) views quality as a patient-centered approach, which focuses on the needs, safety, and satisfaction of patients with services (WHO, 2018).

Well-being is the overall level of quality of life of individuals and societies, and is measured by a number of social, economic, and health indicators. These include:

- **Health indicators:** Life expectancy, infant mortality, chronic disease prevalence, mental health indicators, etc. (Murray et al., 2013).
- **Social indicators:** Education level, employment, availability of social services, environmental conditions, and safety (Sen, 1999).
- **Economic indicators:** Income level, economic stability, economic growth rate.

Health is an important factor for the well-being of the population, as a healthy population is more productive, socially active and able to live longer (Cutler and Lleras-Muney, 2006).

The scientific literature shows a direct relationship between the quality of health services and the well-being of the population. Quality services allow for the effective detection and treatment of diseases, thereby improving the health of patients and increasing life expectancy (WHO, 2010).

For example, in developed countries such as the Netherlands and Japan, high-quality health systems show high results in indicators of the well-being of the population. Conversely, poor quality health services, lack of resources and inexperienced staff lead to a decline in health indicators (Starfield, 2005).

The relationship between the quality of health services and the well-being of the population is not limited to medical factors. Social determinants are also important. For example, societies with a high level of education have higher levels of access to health services and higher quality of health services (Marmot, 2005).

Economic stability and national income also affect the overall well-being of the population, as funding is needed to develop health services (WHO, 2013).

Today, many indicators and metrics are used to assess the quality of health services:

- **Satisfaction:** Patient satisfaction with services is determined through surveys and interviews.
- **Health indicators statistics:** Morbidity rates, mortality rates, access to medical care, etc.
- **System efficiency:** Analysis of resource utilization, service delivery, and outcome quality.

These methodologies allow for a deep and accurate identification of the relationship between the quality of medical services and the well-being of the population (Donabedian, 1988; WHO, 2018).

The quality of health services is one of the most important factors determining the well-being of the population. Quality services improve the health of patients, increase life expectancy, and have a positive impact on socio-economic development. Therefore, it is necessary to pay great attention to improving the quality of services in the development of the health system.

For this analysis, open databases provided by the World Health Organization (WHO), the World Bank, and the United Nations Development Program (UNDP) were used. The following indicators were selected as the main indicators:

- Public expenditure on health (as a percentage of GDP)
- Life Expectancy
- Under-5 Mortality Rate
- Number of health workers per 1,000 population
- Human Development Index (HDI)

Data from 30 countries for the period 2010–2023 were taken for the analysis. The data were compiled in panel form and analyzed using R and Stata programs.

The following simple regression model was selected for the analysis:

$$\text{Wellbeing} = \beta_0 + \beta_1 \cdot \text{HealthExpenditure} + \beta_2 \cdot \text{HealthEmployment} + \beta_3 \cdot \text{ChildMortality} + \epsilon$$

Here:

- Wellbeing — measured by HDI or life expectancy;
- HealthExpenditure — the amount of money allocated by the government to health (as a percentage of GDP);
- Medical Staff — the number of doctors per 1,000 people;
- Infant Mortality — the infant mortality rate per 1,000 live births.

The quality of health services is a complex concept that includes not only direct access to medical care, but also factors such as the general quality of life of the population, the level of social protection, and the level of participation in economic activity. The results revealed in the empirical analysis help to understand this wide range of relationships.

The analysis shows that public funds allocated to the healthcare sector have a significant positive impact on the well-being of the population. This is logical: if there are more financial resources, modern medical equipment is purchased, the qualifications of personnel are increased, a healthy lifestyle of the population is promoted, and as a result, morbidity is reduced. In particular, the decrease in infant mortality is one of the most important changes in well-being indicators. Because this indicator is one of the main tests of the healthcare system and directly demonstrates the effectiveness of state policy.

Another aspect from the perspective of the discussion is that the healthcare system is not only a part of the social services system, but also a strategic factor of economic development. International experience, in particular, in the case of the Scandinavian countries, Canada and Germany, shows that attracting large investments in the healthcare sector leads to increased labor productivity and an expansion of the economically active segment of the population.

In the conditions of Uzbekistan, this process is now being implemented gradually. In recent years, a number of reforms have been carried out on the basis of presidential decrees: the Institute of Family Physicians has been established, digital medical systems are being

introduced, and the system of free medical care for low-income groups is being expanded. This indicates that healthcare is considered a priority area of state policy.

However, problems still exist: uneven development of infrastructure, low quality of medical services, especially in rural areas, insufficient level of medical culture of the population, etc. Therefore, it is necessary to comprehensively improve the healthcare system not only financially, but also on the basis of spiritual, cultural and informational promotion.

From this perspective, it can be said that the connection between the quality of healthcare and the well-being of the population is strong, and scientific analysis, state policy and civil society participation in this area should be in harmony. In particular, the determination of this connection based on analysis in strategic development plans will be an important step towards a stable and healthy society.

Conclusion

The relationship between the quality of health services and the well-being of the population is one of the most pressing issues in modern socio-economic research. The theoretical and empirical analyses conducted in this article show that each structural element of the health care system: financing, infrastructure, human resources, innovative technologies and the quality of management - are key determinants of the well-being of the population.

The results of the empirical model proved that indicators such as public spending on health, the number of medical workers and infant mortality are strongly correlated with the level of well-being. In particular, life expectancy and infant mortality have emerged as important indicators reflecting the real state of the health system. This provides a basis for considering health care not only as "medicine", but also as an integral part of the macroeconomic strategy.

On this basis, the following main recommendations can be put forward:

Optimization of financing. Funds allocated to health care should be effectively distributed not in terms of quantity, but in terms of quality. Available budget funds should be directed based on performance indicators.

Strengthening human resources. Developing human resources in the health system is the foundation of long-term well-being. It is important to expand continuous professional development programs for medical workers, especially to create mechanisms for attracting highly qualified personnel to rural areas.

Ensuring equality across regions. The quality of medical services and their accessibility differ sharply in urban and rural areas. To eliminate this gap, it is necessary to integrate the medical infrastructure with the regional development strategy.

Development of digital healthcare. Telemedicine, electronic medical records, online consultation systems can increase the population's convenient, fast and safe access to medical services.

Improving the health culture of the population. Educational programs, advertising and awareness campaigns are needed to promote a healthy lifestyle among citizens and make preventive medical examinations a conscious need, not a necessity.

Strengthening the scientific approach and monitoring systems. Each healthcare reform should be evaluated with specific indicators, and statistical monitoring and evaluation systems should operate regularly. This system objectively shows the results of reforms.

Thus, the quality of healthcare is not just a cure for diseases, but also one of the main criteria determining the level of overall social stability, economic activity, national health and human capital. Any reform or strategic program should include health care as one of the central areas and be based on results.

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