



Client Feedback and Satisfaction Rates in Mental Health Service Provider Training Programmes within Urban Slums of Cairo, Egypt

Amro Hussein Fattah^{1,2}, Hossam El-Masri^{2,3}, Maha Fahim Abdelrahman^{4,5}

¹ Department of Pediatrics, Environmental Research Institute (ERI)

² Alexandria University

³ Department of Public Health, Helwan University

⁴ Department of Pediatrics, Alexandria University

⁵ Department of Epidemiology, Environmental Research Institute (ERI)

Published: 13 July 2001 | **Received:** 30 January 2001 | **Accepted:** 17 May 2001

Correspondence: afattah@yahoo.com

DOI: [10.5281/zenodo.18726109](https://doi.org/10.5281/zenodo.18726109)

Author notes

Amro Hussein Fattah is affiliated with Department of Pediatrics, Environmental Research Institute (ERI) and focuses on Medicine research in Africa.

Hossam El-Masri is affiliated with Department of Public Health, Helwan University and focuses on Medicine research in Africa.

Maha Fahim Abdelrahman is affiliated with Department of Pediatrics, Alexandria University and focuses on Medicine research in Africa.

Abstract

Urban slums in Cairo, Egypt present unique challenges for mental health service provision, characterized by high population density and limited resources. A mixed-methods approach was employed, combining quantitative surveys with qualitative interviews to gather comprehensive data from participants in Cairo's urban slums. Client feedback indicated a significant improvement ($p < 0.05$) in service quality post-training programmes, with over 80% of clients reporting enhanced satisfaction levels. The training programmes have been effective in improving client satisfaction and service delivery within urban slums. Future interventions should focus on scaling up successful elements identified through this study to broader populations. mental health, Cairo, Egypt, urban slums, training programmes, feedback, satisfaction Treatment effect was estimated with $\text{logit}(\pi) = \beta_0 + \beta_1 X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *Cairo, Urbanization, Community-Based, Qualitative Research, Quantitative Methods, Client Engagement, Service Delivery Assessment*

ABSTRACT-ONLY PUBLICATION

This is an abstract-only publication. The complete research paper with full methodology, results, discussion, and references is available upon request.

✉ **REQUEST FULL PAPER**

Email: info@parj.africa

Request your copy of the full paper today!

SUBMIT YOUR RESEARCH

Are you a researcher in Africa? We welcome your submissions!

Join our community of African scholars and share your groundbreaking work.

Submit at: app.parj.africa



Scan to visit app.parj.africa

Open Access Scholarship from PARJ

Empowering African Research | Advancing Global Knowledge