Loss of confidence Between People and Health Sector and Its Impact on Civil Peace
"Field study in Duhok city"

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Abstract

Loss of confidence between the people of Duhok and the health sector and its impact on civil peace.

In this research, the loss of confidence between the people of Duhok and the health sector has not been studied only, has it really been lost or not and its impact on the civil peace only? Rather, the civil peace was defined as what it is, what its importance is and its relationship to the health sector and their impact on each other. The questionnaires were distributed in order to collect information about the residents 'confidence and opinion, and doctors were interviewed from most specialties because they are the front for the health sector in the community.

This study is research that discusses proving the loss of confidence and the reasons for the loss of confidence between the residents of the city of Duhok and the health sector and its impact on civil peace and access to the most important results and reasons that lie behind the loss of confidence between both parties.

Keywords: *civil peace, health sector, residents of the city of Duhok, confidence, distrust.*

1. Introduction

This paper seeks to briefly elaborate on the linkage between health and peace in the hope that others will see useful applications of this linkage. We use the term "health-peace initiative" to refer to any initiative that is intended to improve the health of a population and to simultaneously heighten that population's level of peace and security.

The transition towards peace in war-affected zones will often improve health care and health status of populations. But do health workers have a role in expanding peace? Progress towards more peaceful relationships, between large entities such as nations or blocs, or small entities like community groups, requires multitrack actions at several levels. Does health care offer one such track? Only empirical data will answer this question, but our preliminary analysis of information suggests that health initiatives have indeed been successfully used as peace initiatives.

According to the World Bank (2011), fifteen of the twenty poorest countries in the world had conflicts in the last two decades of the twentieth century. Armed conflicts cause direct casualties and have many kinds of indirect negative

effects on the health of individuals, communities and populations. The need for health care increases in the context of conflict and at the same time the effectiveness of health systems and health projects tends to be strongly affected (World Bank, 2011, Percival and Sondorp, 2010, p6)

In the early nineties of the last century a number of international initiatives and interventions with the objective to stop armed conflicts and to promote peace can be observed (Wenger et. al, 2006 p23). The subsequent search for more effective ways to contribute to the creation of peace was expressed with the introduction of the concept of "Post Conflict Peacebuilding" by the Secretary General of the United Nations (UN) on June 7th 1992. He defined peacebuilding as "action to identify and support structures which will tend to strengthen and solidify peace in order to avoid relapse into conflict" (UN, 1992،2007, p36). This new approach gained increasing attention and was further developed. Some of the recent approaches to peacebuilding and state building are becoming more associated with development aid, including aspects of health.

Since health and peace have a close relationship, health causes peace and peace causes health and the absence of one of them causes problems in the second. This calls us, as social researchers, to research health issues and problems in order to spread peace in society.

1.1 The Importance of this research lies in health is one of the most important issues of peace in society, as the saying "a healthy mind in a healthy body" says, the tension in its existence causes problems in society and civil peace. In the recent period, some unintended medical errors occurred in the city of Duhok, which caused a great commotion in the means of communication and social media, which caused tension in trust between the residents of the city of Duhok and the health sector. Here the importance of this research lies in studying the reasons for the tension of this trust and the

amount of its impact on the civil peace due to the lack of studies and research on this topic and not taking into account the importance of this problem and its negative impact on society.

1.2 The research problem lies in the loss of confidence between the residents of the city of Duhok and the health sector and the impact of the loss of this confidence on the civil peace in the community and what are the reasons for losing this trust is it only the occurrence of these medical errors by some doctors or are there other reasons that have caused this trust to become tense and become These medical errors are the biggest facet of this problem.

1.3 The question of the research is based on the questions: has trust between the residents of Duhok city and the health sector been lost and has negative impact on civil peace?

Were the causes of this loss of confidence only the medical errors that occurred? Or were there other underlying reasons for losing this confidence?

1.4 The research hypothesis is the Confidence between the residents of Duhok city and the health sector has been lost and has a negative impact on civil peace, and there was another underlying reason for this loss of confidence between the resident of Duhok city and the health sector other of the medical mistakes.

1.5 The aim of this research is to actually verify and highlight the tension of trust between the residents of Duhok and the health sector and the impact of these medical errors on the population and the health sector and to show other underlying causes that have caused this trust to be lost and taken away. And the listen to the opinion of doctors being one of the health sectors, but rather they are the biggest interface the health sector about the mistakes that occurred and the reasons for losing the confidence of the city's residents with them.

1.6 Research methodology: we adopted in this research quantitative and qualitative

methodology will be applied this research based on several different references such as books, articles, researches, questionnaires and interviews.

1.7 Research limits included the period between August month of the year 2020 to the August month of the year 2022.

1.8 The geographical limits of this research included the city of Duhok only.

1.9 Research structure: We distributed this research to two chapters, in the first chapter the topic was divided into two requirements in the first demand we defined and clarified the civil peace what it is and what is its importance and what are its obstacles and concepts, but in the second demand we have defined the health sector and the foundations and mechanism of the health sector and the importance of the sector Health on the civil peace and the negative effects of health projects on the civil peace. We finally challenged us with a brief summary of the health sector in the city of Duhok.

In the second chapter we gave an overview of the questionnaire paper that was distributed to the population and the questions that were included in the questionnaire paper and how it was selected and the number of questionnaire papers that were distributed and the category that was chosen to distribute the questionnaire on them and on what was adopted the choice of this category and talk about the interviews conducted and the choice of doctors For this interviews and the question that was raised in the interviews, then we presented the personal information of the group that was chosen to answer the questionnaire paper and presented the answers information for these questions and the doctors 'response from the health sector to these questions. Then we presented the conclusion and the result that was reached after studying this research and a list of sources that were used to write this research.

2. Chapter One

2.1 "Civil Peace"

We will divide this chapter which called "civil peace" into two sections. In the first section we will talk about civil peace, the concept of civil peace, its importance and obstacles of civil peace. As for the second section, we will talk about the health sector, its definitions, the base of health-peace mechanism, the importance of the health sector on civil peace, the negative impact of health projects on peacebuilding, and an overview of the health sector in Kurdistan and the city of Duhok.

2.1.1 The Concepts of civil peace

civil peace is a situation in which protection, security, well-being and reassurance are available to both the individual and the community in a society. (Hillis, 2008, p. 5)

In a sense close to the above definition, civil peace is the state of harmony and civil coexistence between the components of a society, through which the elements of understanding and consensus prevail among individuals and groups formed around different affiliations brought together by a general feeling of non-violence and a framed tendency. Resolve conflicts peacefully and transform rivalries into a state in which society is enriched and its members happy. (طالب، ٢٠١٣، عدد ٤٠٦٨).

Social peace, in other words, means the state of peace and harmony within the society itself, and in the relationship between its segments and its forces (الصفار،٢٠٠٢،ص٢٤). That is, the situation in which the individual and society feel reassured about his life, the life of his family, his future, his property, his wealth, the components of his originality, his culture, his beliefs, and his customs, from being distorted or disrupted, and transformed into constructive conflicts not associated with violence (Reychler & Paffenholz, 2001, P3.)

Civil peace has also been defined as a term synonymous with human security in a nutshell as freedom from fear and the need for individuals to exercise their choices in security and freedom (العبود،٢٠٠٦،العدد ١٥٧٦).

Valukas on those definitions, they equated between two vocabularies does not achieve the same result, namely security and safety, just went to d. Mohammed Amara said that safety and tranquility are achieved while the cause of fear remains, while security can only be achieved by the disappearance of those causes (عمارة، ١٩٩٨،ص٥).

In the definition of civil peace, there are those who focused on the results emanating from it in the formulation of its definition, through the definition of social security, as an outcome and the inevitable outcome of civil peace, and accordingly, civil peace and social security is not a single significance, the latter means: the aspect of the national sense of relations Social, material and spiritual, among the various segments and components of society, to reach a state of social solidarity excludes violence and extremism and ensure that different social groups to obtain their rights, without resorting to violence and breach of laws (Nelson, 1985, p. 41).

In other words, social security is the post-civil peace phase, achieved through the achievement of civil peace. Therefore, social security can be considered as an inevitable outcome of civil peace, and in this sense must include - as a prerequisite for its general line - the opportunity to participate in political, social and economic life. Denial of participation reduces individuals' belonging to society and their sense of political alienation (عزام،١٩٨٧،ص٢٢٨) and then influence social security (إسماعيل، ٢٠٠٨،ص١٣٣). Because the latter is concerned with societal conflicts (الصمادي، ٢٠١٠ ، ص ١٢). and to identify deviations from the norms and standards that guarantee good citizenship, prepare citizens for peaceful coexistence and

acceptance of others and national cohesion (غيث وآخرون، ١٩٨٥، ص٢٨٠-٢٨٤)

In the light of the presentation and discussion of the definitions of different trends, it is possible to formulate a definition of civil peace as:

A lifestyle of social, political, legal, economic, security, internal and external dimensions that aims not only to co-existence, but also to live a good life and a high quality of life within the framework of the state of institutions and law, and to invest its social conflicts in bridging its gaps and enriching life experiences. From the meaning of peace in General, and who either knows the absence of negative phenomena such as violence, or in the presence of positive aspects such as tranquility, stability, health, prosperity, etc., could approach the concept of social peace Social Peace.

2.1.2 The importance of civil peace

Civil peace is of great importance to the lives of individuals, communities and nations alike, as it contributes to the dissemination and promotion of a culture of peace that raises citizens' pure instinct, good citizenship, and human conscience, and stimulates their minds to think objectively and deeply, in the service of their social and national reality and future. It also draws their attention to the major challenges and dangers posing them and leads them to positively compete in production and creativity (الصفار ، ٢٠٠٢ ، ص٦٣-٦٤). And thus, create and establish the language of tolerance and constructive dialogue among members of society. On the other hand, there is a negative culture that calls for spreading hatred and hatred among people. (الصفار،٢٠٠٢،ص٦٦). In the Kurdistan region since 2003, the culture of peace is dominant, with appeals and inflammatory attempts under various headings, but it does not have an impact on the collective level and does not affect socially, but at the individual level, the individual Kurdish different nationalities and religions and other

social, political and cultural classifications, the degree of awareness has In addition, the institutions of the region carry out their responsibilities in the field of civil peace, which contribute to their non-response to these inflammatory calls. Civil peace also contributes to development and increase investment and productivity of society, unlike the rest of the unstable areas of Iraq, which do not enjoy a reasonable degree of civil peace, such as areas of armed conflict, for example, where the reverse migration ((Turn-around migration, displacement and mass migration) الحرفش (واخرون،۲۰۰۸،ص ۱۰ As civil peace positively affects society, producers and investors are reassured and attracted. Capital, thereby increasing production, and hence parallel to planned development plans at all levels and levels. That country or territory. It is possible to achieve development and progress in the civil peace; where individuals are oriented towards construction and production, and focus their attention on common interests, and focus efforts and capabilities in the service of society and the country (الصفار ، ۲۰۰۲، ص ۲۷-۲۸). Civil peace also achieves social security. Which is the reassurance that keeps an individual away from fear, whether an individual or a group. It is often the security of the individual, through its verification within the group (.عمارة،۱۹۹۸،ص۱۲).

Social security means the ability of the group (governments and individuals) to preserve and maintain their own values of absurdity and extinction ((الدويري ، ۲۰۱۳، ص ۱۰۱.

Samuel Hintonton's social security is the ability of society to preserve its basic personality, its culture and lifestyle in changing circumstances or developments in society (Gary, 2009, p.25) such as phases or emergency conditions in which a society finds itself.

It is also the safety of society from internal and external dangers such as military dangers, or their lives from murder, kidnapping, assault on property from vandalism, theft, and the like (Gary, 2009, P. 26).

It is also the ability of society to hold together in a particular cultural context, in which pluralism grows without prejudice to general principles and identity of society, and constructively resolving societal conflicts (الدويري، ۲۰۱۳، ص ۱۰۱-۱۰۲).

Achieving civil peace is a key factor to provide security and stability in society. Each party will then feel that its existence and interests are threatened, prompting it to escalate the conflict to the point of using violent means and then civil war. Moreover, the achievement of civil peace means consolidating the foundations of citizenship and national identity, as a result of citizens' feeling of achieving social justice, equality, social security, development, the rule of law and political pluralism (الصفار، ۲۰۰۲ ،ص ۲۷).

2.1.3 Obstacles of civil peace

An obstacle (also called a barrier, impediment, or stumbling block) is an object, thing, action or situation that causes an obstruction. Different types of obstacles include physical, economic, biopsychosocial, cultural, political, technological and military. (البرواري، ۲۰۱۲ ،ص ۲٤)

The civil peace also has obstacles that threaten and hinder the achievement of civil peace, which are divided into several groups, including: internal and external, public and private, as follows:

Internal obstacles :Civil peace in any country faces a range of internal legal, institutional, political, economic and social issues, some of which can be considered as obstacles to it.

External obstacles :Some countries try to interfere in the internal affairs of other countries and territories, or they may intervene to protect their strategic interests, thus

impeding their civil peace, and preventing its realization, consolidation and promotion.

Constitute the obstacles and difficulties faced by Iraqi society

In general, the Kurdish community in particular is one of the main reasons that led to the decline of a culture of tolerance that was to some extent spread in Iraqi society, which makes it difficult to work

Towards social stability.

The reasons for the lack or lack of general tolerance inCommunity to factors known in the structure of the Iraqi society that was raised, both religious that had the most influence (refusal to follow the religion of the followers of another religion of accepting the same level of intellectual and monopoly of faith and absolute right)And consolidation of clan natures, They also remained in control of the mindset of the individual in the East for long periods, which the eastern man in general and the Iraqi in particular could not get rid of them, and is the result of being influenced by geographic factors (neighboring states that exploit religion for their interests and economic because of the form of regimes in the region) or because of the entrenched narrow concepts of Religion in the mindset of individuals without pride in other concepts contrary to those concepts or practice and work on them in the light of public life, Religions in their contents reject ideas and call for acceptance of ideasIt declares attitudes towards a particular situation related to non-followers of religion, as well as concepts that encourage dealing and dealing. However, it is noted that the focus is on those that reject the other rather than those that encourage understanding of diversity and the freedom of man's choice of concepts in which light behaves in general. In his daily life and practices in dealing different. (دوملي،٢٠١٤،ص ١٩).

These factors, along with other more influential factors, were and still play their role in the weak concept of tolerance in society, especially in Iraq, which was and remains captive to the political reality and then religious and educational. These are due to a set of reasons we can influence some of them for the methodology of tolerance and the preparation of ideas and initiatives around it to become the basis of a community culture:

•   The nature of the formation and formation of the Iraqi state, which since its inception was based on religious and sectarian concepts.

•   control of an elite at the expense of other elites on the first decision by raising the status and status of some components at the expense of others.

•   Reducing the spread of freedoms and confiscating the other opinion ... Because the spread of freedoms, especially religious and recognized by the majority encourages the promotion of tolerance followers of religions who do not agree in some matters and concepts

•   With the main religion or majority religion.

•   Neglecting the role of women in society and fighting all the ways that were aimed at democratizing society and building civil pillars because the marginalization of this part of society was a factor in promoting a culture of patriarchal power and rejection

•   Participatory.

•   Regional conflicts in Iraq, especially sectarianism (Shiites and Sunnis) The fact that Iraq has been the scene of this conflict since one thousand three hundred years left behind a lot of rejectionist ideas, and societal attitudes from one category to the other.

(المزوري، ٢٠١٢،ص١٦)

Poverty of educational and educational programs of the vocabulary of tolerance, especially during the economic boom from the beginning of the sixties to the mid-eighties of the last century and the effects of internal and external wars on the individual's psyche and made him live deterioration and shrinking on himself, We must know that the culture of community tolerance "general tolerance" is based on several factors that support it to control the individual's thinking smoothly without imposing or directing based on atonement and marginalization of dissenting opinion, so that it has acquiescence and accept criticism and accept the other what it is, Or deal with it far from the logic of unilateral thinking that imposes an element on another.

Undoubtedly, introversions and duplicity and fighting the ambitions of the individual played a big role in the absence of entrenching modern concepts in his mentality and despite the capacity of the Iraqi individual of the capacity of the chest and the spirit of humor, but the culture of Satwa has lost the absorption of the other as it is, and the reason is also referred to spiritual Elite control over another.

It is wrong to think that tolerance is between only two different religious groups, nationalities or creeds, but even differences based on political and functional affiliations, even members of a functional institution or members of the same family, so in the light of the situation in Iraq and the Kurdistan region must stand firmly in front of Find ways to limit the persistence of a culture of intolerance and to work towards a culture of tolerance "The first principle in all life practices".(دوملي،٢٠١٤،ص٢١).

2.2. THE HEALTH SECTOR

A health sector, also sometimes referred to as health care system or as healthcare system, is the organization of people, institutions, and resources that deliver health care services to meet the health needs of target populations.

There is a wide variety of health systems around the world, with as many histories and organizational structures as there are nations. Implicitly, nations must design and develop health systems in accordance with their needs and resources, although common elements in virtually all health systems are primary healthcare and public health measures. In some countries, health system planning is distributed among market participants. In others, there is a concerted effort among governments, trade unions, charities, religious organizations, or other coordinated bodies to deliver planned health care services targeted to the populations they serve. However, health care planning has been described as often evolutionary rather than revolutionary.(White F (2015),p. 103–116).

2.2.1 Definition of Health Sector

Often health system has been defined with a reductionist perspective, for example reducing it to healthcare system. In many publications, for example, both expressions are used interchangeably. Some authors have developed arguments to expand the concept of health systems, indicating additional dimensions that should be considered:Health systems should not be expressed in terms of their components only, but also of their interrelationships;Health systems should include not only the institutional or supply side of the health system, but also the population;Health systems must be seen in terms of their goals, which include not only health improvement, but also equity, responsiveness to legitimate expectations, respect of dignity, and fair financing, among others; Health systems must also be defined in terms of their functions, including the direct provision of services, whether they are medical or public health services, but also "other enabling functions, such as stewardship, financing, and resource generation, including what is probably the most complex of all challenges, the health workforce(WHO. 2007)

The World Health Organization defines health systems as follows: A health system consists of all organizations, people and actions whose primary intent is to promote, restore or maintain health. This includes efforts to influence determinants of health as well as more direct health-improving activities. A health system is therefore more than the pyramid of publicly owned facilities that deliver personal health services. It includes, for example, a mother caring for a sick child at home; private providers; behavior change programmed; vector-control campaigns; health insurance organizations; occupational health and safety legislation. It includes inter-sectoral action by health staff, for example, encouraging the ministry of education to promote female education, a well-known determinant of better health.

(World Health Organization. (2000). World Health Report 2000 – Health systems: improving performance. Geneva, WHO http://www.who.int/whr/2000/en/index.html).

The World Health Organization (WHO), the directing and coordinating authority for health within the United Nations system, is promoting a goal of universal health care: to ensure that all people obtain the health services they need without suffering financial hardship when paying for them. According to WHO, healthcare systems' goals are good health for the citizens, responsiveness to the expectations of the population, and fair means of funding operations. Progress towards them depends on how systems carry out four vital functions: provision of health care services, resource generation, financing, and stewardship. Other dimensions for the evaluation of health systems include quality, efficiency, acceptability, and equity. They have also been described in the United States as "the five C's": Cost, Coverage, Consistency, Complexity, and Chronic Illness. Also, continuity of health care is a major goal. (World Health Organization, 2000)

2.2.2 THE IMPORTANCE OF THE HEALTH SECTOR ON THE CIVIL PEACE

Health care is one of the chief means by which members of a society express their commitment to each other's wellbeing. An adequate healthcare system accessible to all members of society can promote feelings of security and of belonging to a broad, inclusive group that respects people and meets their common needs. This civic identity makes hate-based mobilization of ethnic or other identity groups more difficult. In Uganda, for instance, renewed health structures have encouraged displaced people to return home, and it has become clear that rehabilitation of the healthcare system is linked to the wider process of social recovery from war. (A, Birungi ,1995.p. 67-101). In the mid-1980s, UNICEF, the Roman Catholic church, and other organizations negotiated "days of tranquility" in El Salvador. Fighting was suspended for the immunization of children for three days each year from 1985 until the peace accords in 1992. Major gains in the health goals of the campaign were ostensibly achieved, with a total of 300 000 children immunized at several thousand sites each year. The incidence of measles, tetanus, and polio dropped dramatically, that of polio to zero. A negotiating framework between government, the army, and rebel forces, mediated by the church, was created at the national level and multiple local levels. This ostensibly contributed favorably to the achievement of the peace accords. (Toronto, 1993.p.42).

2.2.3   The Bases of health-peace mechanisms

The five peace building mechanisms described below have been used by health care professionals. These mechanisms are appropriate to the unique characteristics of health care, which can be indicated through the term's "altruism", "science," and "legitimacy.". Altruism, a person's impulse to care about others, is found in every human society but is often expressed chiefly towards

"in-groups," with which a person identifies and feels a sense of community; the rest of humanity may be regarded as the "out-group," towards which hostility or indifference may be directed. Such delimited altruism may be contrasted with extended altruism, which is associated with broader forms of identification, often connected to conceptions of "universal compassion or law. (Lanham, 1993. p. viii.) Extended altruism pushes beyond traditional in-group identities, challenging and extending the boundaries of care.

Altruism is the basis of healthcare discourse and official policies. Although health care as practiced is often based on delimited altruism (Lifton R.(1986) , p 42-101) its role as one means by which society institutionalizes feelings of care and compassion; its association with humane, superordinate goals that transcend human differences; and its embodiment in international organization's such as the World Health Organization and non-governmental organization's such as Medicines sans Frontiers (Doctors Without Borders) and International Physicians for the Prevention of Nuclear War make it a natural agent of the extension of altruism. Extended altruism puts much of traditional war making in question, for it entails refusing to accept hate-based identities and depersonalization of the official enemy. The discourse of modern health care is also based on science. Value is accorded to systematic, empirical study that aims to achieve verifiable and replicable results. This valuation of supposedly objective "fact" is crucial to challenging key psychological processes of modern war. Ever since the rise of mass, citizen-based armies (roughly datable to the French revolution), the successful pursuit of war has depended on rousing a citizenry to determination and fervor through propaganda. Manipulation and suppression of information, as well as manufactured or exaggerated atrocity stories, have become pillars of modern war. (Lasswell H, (1972) , p 87) Accurate and unbiased information about the health effects of

policies, tactics, and weapons are rarely available, but act as an antidote to war propaganda and is essential to efforts to achieve a just peace. The third basis of health-peace initiatives is legitimacy. Unlike the two previous concepts, which refer to the discourse and culture of health professionals, this concept refers to the society within which health care is embedded. Healthcare workers are often accorded high legitimacy by society. In North America, for example, physicians have in recent years been consistently ranked by the public as among the most honest and ethical of all professionals. Although this may be inappropriate, and changing in many countries, they have been given a far higher rating than politicians, (Pharmacists,(1996)p. 56:26.) allowing them to exert considerable influence when they choose to do so. Health-peace initiatives aim simultaneously to improve outcomes in health and peace. Evaluation needs to be attempted in both areas, and where possible it should elucidate the relationships between these two forms of outcome. Evaluation of peace outcomes is difficult. In many situations use of a control group is impossible. Measures before and after intervention, for all their flaws, may be the best achievable—for example, counts of human rights violations against a group before and after a solidarity action. For some hoped-for peace outcomes, the only way of evaluating the health-peace linkage may be through the direct reports of key decision makers. Mikhail Gorbachev, for example, reported that his foreign policy, which enabled a shift away from the Cold War, was influenced by the analyses and policies of International Physicians for the Prevention of Nuclear War. (Lown B, Chazov E. JAMA,1995; 274:418).

2.2.4 Negative effects of health projects on civil peace

There is also a possibility for health projects to negatively affect peace-building, when they are not adapted to their fragile environment, or

when health projects and their material and financial resources are used as an instrument to strengthen one particular group of a conflict. At a structural level, the lack of equitable access to health is one more symptom of injustice and one more element, likely to increase tension. Negative examples of health professionals who have acted in an unethical manner exist. They may have abused their position, peoples trust and the special knowledge about their patients and the communities they are supposed to care for - to neglect, denounce or even kill persons, as it has been reported during the genocide in Rwanda (Mayer, (2013), p52).

2.2.5 The Health Sector in Kurdistan and Duhok Government

In Kurdistan, the health situation during the monarchy was bad and the government was deliberate. Hospitals were only present in the city centers, which are old and lacked doctors, services, medicines and family. The number of Kurdistan doctors did not reach seventy of the 874 doctors in Iraq in 1955. These numbers were concentrated in the cities, while the villages were completely deprived of all medical and health services, however simple. In fact, the health services in the last years of the monarchy tended to improve after the construction of a number of hospitals in some cities of Kurdistan, however, continued to spread diseases there and it seems that the reason is due to the lack of medical staff and poor economic and social conditions. Access to medicines was difficult and hard, prompting the population to use primitive drugs and vegetable drugs, as the Iraqi government prevented access to medicines to the areas under the Kurdish revolution in Kurdistan and the pharmacist was not able to buy any amount of medicine only with the consent of the military authorities.

As for the province of Duhok, it was not until the province became on May 29, 1969 only a small hospital, including a doctor and a doctor in most cases and because of the lack of

medical services and the inability of treatment was forced to go to the city of Mosul. However, the situation changed after the adoption of autonomy for Kurdistan under the agreement of March 11, 1970, where the work of the presidency of health began to bifurcate under the Kurdish administration, there became two dispensaries in the city, one east and the other west of the city, as well as popular evening clinics. Foreign Affairs in all sections. The number of practicing doctors was about 22, and the hospital's beds were about 210 beds. There is no doubt that after the March 11, 1970 agreement, Kurdistan witnessed development in most fields, especially in the fields of health and education. For the first time, the Authority started to set up dispensaries in remote areas and large hospitals in small city centers, and the number of doctors and health staff increased. What is important is that the health sector in Kurdistan and the province of Duhok began to develop slowly. Perhaps the most important achievement in Duhok was the construction of Azadi hospital in 1982 and completed construction in 1986. After the uprising in March 1991, the health sector witnessed rapid development in Kurdistan and Duhok governorate. (٣١-٢١ ص ،)٢٠١٤، العبيدي،)

3. "Practical Part"

This chapter includes explaining the scientific methods that were used in the study of this research and the method of collecting data and information related to the research throw the methodology of the research, then presenting the research data and the information collected through the special questionnaire and explaining the information that was required in the questionnaire and which the study relied upon and the questions raised in the questionnaire, The opinions of doctors and hospital managers in the city of Duhok were also presented and the questions asked to them during the interviews for the sake of the study, finally we present the most important results which have been conclusion of this research.

3.1   Methodology of the research

3.1.1 Research objective

According to the objective of the research that we mentioned it in the introduction, we have worked on the form of the questionnaire and we have chosen a good sample in order to achieve the goal of our research, as it is the main goal of any scientific research that the form of the questionnaire be clear, short and easy. That is why we, with the help of a number of experienced professors, avoided difficult questions from the questionnaire and focused on short and correct questions in order to obtain better and clearer results.

3.1.2 Research method

In order to follow scientific methods on the extent of distrust between the residents of the city of Duhok and the health sector in the city of Duhok. The scientific method used in social studies has been followed. Because the subject of the study is a social and psychological issue before it is political - legal. Note that sociology, psychology, politics, law, information, and the study of religions are among the humanities. The methods of studying and monitoring their phenomena are close together, and they have many commonalities and wide overlapping areas.

From this section, the questionnaire was used as an effective tool in collecting information and knowing how to measure individual attitudes to answer study questions. Many of which cannot be obtained from official institutions. Several interviews were conducted with doctors from most specialties to answer directly the questions in the questionnaire. In order for the study to be clearly defined in its applied field. And follow the scientific method and in order to be objective and impartial. The researchers formulated a set of questions that contribute to answering the main and secondary study questions. And measure some of the attitudes of members of society. The final form of the questionnaire was formulated and

designed. The Duhok city community has been studied as a study community. We also used interviews with doctors of various specialties in the city of Duhok, and our interviews also included directors of governmental and private hospitals for the purpose of reaching the best results.

3.1.3 Research Population

The study population of our research was the city of Dohuk and its inhabitants, as the city of Dohuk is one of the cities of the Kurdistan region of Iraq, which includes the northern part of Iraq and the northwestern parts of the Kurdistan region of Iraq. From the north it reaches the borders of the government of Turkey, from the west it borders the state of Syria, from the southwest side it reaches the Iraqi province of Nineveh, and from the east and southeast side it borders the province of Erbil, the capital of the Kurdistan Region of Iraq (هروري أ، ٢٠١٧ ل٣٩), its area is about 10,777 km Square, with a total population of about 1,177,714 people.(هروري ب، ٢٠١٧ ل٢٠٦).

3.1.4 Research Sample

The questionnaire was distributed to the patients reviewed in governmental and private hospitals in order to find out the amount of confidence of these auditors in the health sector, despite their review of the doctors and their presence in these hospitals. The questionnaire was also distributed to a percentage of professors of Duhok University in order to get an opinion on the opinion of the educated group from the community.

The questionnaire included 10 questions, the questions were chosen accurately and clearly for easy understanding by the person answering the questionnaire. The researchers discussed to choose the appropriate and useful questions for studying this research and appropriate for submission to the residents of the city and the health sector as well. It was chosen according to the most widespread and expected reasons as

it is the strongest cause of the loss of confidence between the residents of the city of Duhok and the health sector. Doctors were also selected for interviews as they are the second part to this problem, as it includes the population on one side and the health sector on the other side, which includes doctors because they are the biggest facade of the health sector that meets the population more and more on a daily basis. Doctors were chosen from most of the specialties in order to know the amount of the impact of this problem on all specialties. We tried to choose the most famous doctors because they meet a larger amount of the population. Also, some doctors of regular fame were chosen in order to know their views and share them as well. We also conducted interviews with some managers of government and private hospitals because they are aware of the information and data that changed during this time in their administrative capacity and supervision of hospitals.
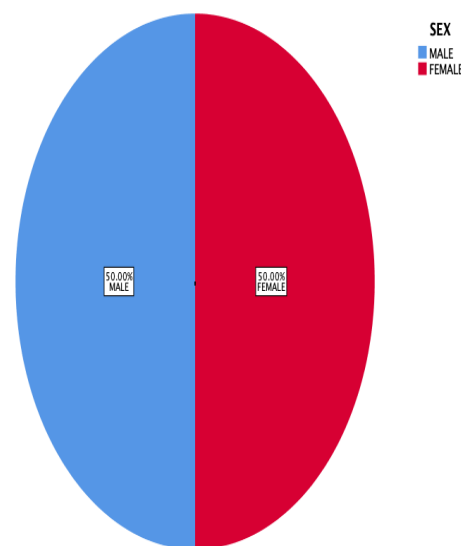
The questions of the interviews with the health sector were identical to the questions of the questionnaire, but the difference in the answer was in the interviews. The doctors 'answer is an open answer to know their views on those questions, while the questionnaire's answer was limited between (yes, I do not know and no) to facilitate the collection of data. The questionnaire, which includes 50 questionnaires, was distributed. Randomly, organized, depends on the organization between the sexes, age groups and the education level in order to get the correct result as much as possible to can includes most of the society groups.

The questionnaire was randomly distributed and organized according to the personal information below:

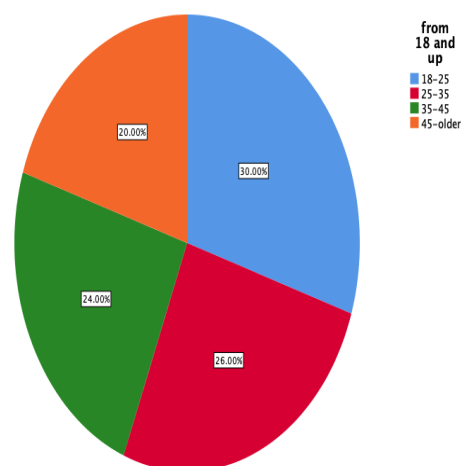3.2   The Tablic Data of Questionnaire

First: The Sex

Figure 1

Resource: by authors, detailing on questionary data

The questionnaire was distributed to 50 persons in an organized and random manner, including 25 males and 25 females, due to the difference in opinions of both sexes. We tried to reach the largest percentage of citizens' opinions by knowing the views of both sexes in an equal percentage due to the impact of the opinion of women and men in society.
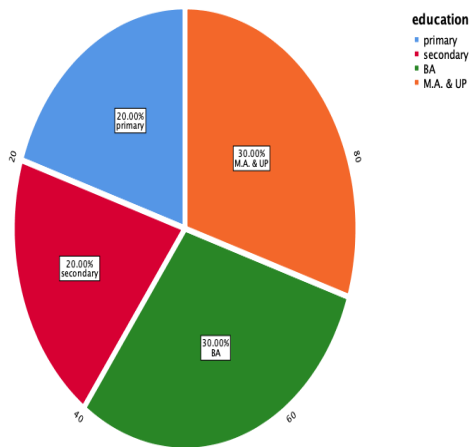
Second: The Age

Figure 2

Resource: by authors, detailing on questionary data

The questionnaire was distributed among the various age groups from 18 years old until 40 an up ,to reach the opinions of most age groups as much as possible in order to get a good percentage of society's opinions because the community includes all age groups and we tried to equal the age groups and give the greatest opinion to the groups that control the society's views being the most responsible group from the small group Which parents control more.
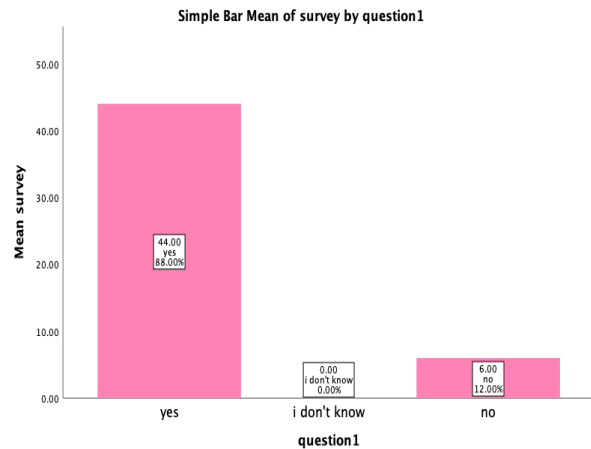
Third: The Education level

Figure 3

Resource: by authors, detailing on questionary data

The questionnaire was distributed to all classes of education, from non-learners who left school in the elementary stages to university professors and learners above the master's degree in order to know the views of society from all educational groups. We tried to give the largest percentage of opinions to the educated group, as it is the most in the social media category and the largest interface for the community to know their views more clearly.

3.3   The questions:

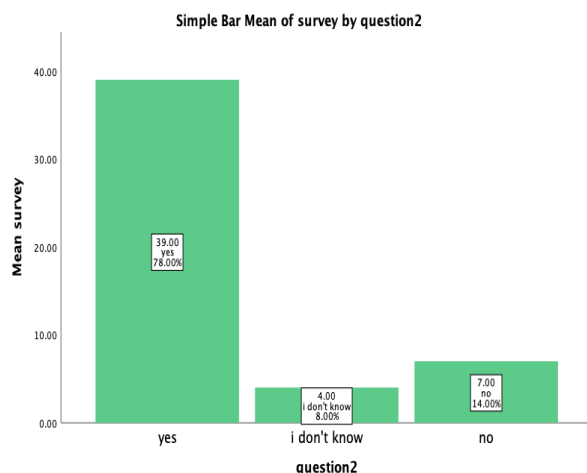1.   Do you lose confidence in the health sector?

When city residents answered a question, did they lose confidence in the health sector of the city of Duhok? 88% of them answered "Yes" and 12% answered "No"

The confidence of the people in general has been lost between them and the health sector in Duhok, while there is still confidence in the people who have member of their family works in this sector, which makes them have more information about the nature of the health sector's work and their positives. As for the rest of the people, most of them do not have a healthy education and the media largely controls them. Which made the errors and medical problems that have occurred in recent years, a reason to lose more of their confidence. (Abdulqadir, 2021, interview). The confidence of residents of the city of Duhok has decreased by a large percentage in the recent time for the health sector after the doctors mistakes that happened. The Mistakes in this type of work greatly affect the confidence of the population because the work of doctors is related to people lives. (Ihsan, 2021, interview).There is no longer a strong confidence between the residents of Duhok and the health sector, especially after the recent medical errors that made a great sensation in social media affect the residents of Duhok in a wide way and made

them the fear of repeating these mistakes with them or with one of their family members.

2.   Does losing the confidence of the residents of Duhok in the health sector affect conflicts and disagreement in civil society?
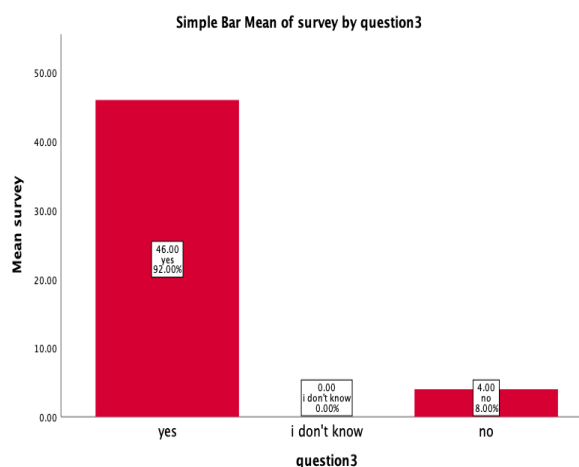
Simple Bar Mean of survey by question2

In a question about whether the loss of trust between the residents of the city of Duhok and the health sector affects conflicts, disputes and civil peace in society, 78% answered, "Yes, it affects civil peace," 8% answered "I don't know," while 12% answered "no".

Certainly, if the patient visit to the government hospital and gives him a long appointment, and his treatment is late and he remains in the tragedy of this disease, he will tired psychologically because of his disease, causing him to create problems between him and his neighbors, his wife or his relatives, which causes civil problems and disputes.(Jalalaldin,2021, interview).The current lack of confidence between the residents of Duhok and the health sector has caused a lot of problems in civil society and this is due to when the patient loses his trust in doctors, he is forced to use all means and problems to collect money in order to travel for treatment outside the country, which has caused theft and family problems Financial and psychological discomfort that drives a person to create problems .. and other situations. (Ghaffour, 2021, interview). Actually, the lack of

confidence between the residents of the city and the health sector does not affect the civil peace in many respects. In addition to the reasons that the doctors referred to in the interviews, the Duhok city community is a clan society, and when any minor dispute between the patient and the specialist doctor, this dispute develops into a clan dispute and causes conflicts Civilization between the family of the patient and the family of the doctor and relatives from both directions.

3.   Loss of confidence did not include the entire health sector in general, but rather anesthetists and surgeons in particular?
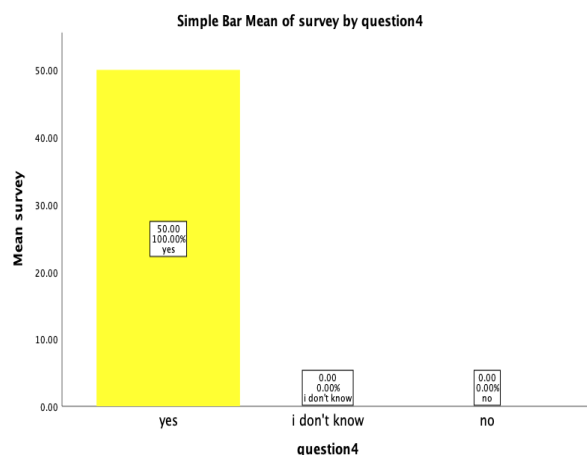
Simple Bar Mean of survey by question3

In a question, was confidence between the residents of Duhok and the health sector not affected in general, but affected the population, anesthetists and surgeons in particular more, 92% answered yes, while only 8% answered no.

According to the cases that the doctor see, the loss of confidence occurred in the largest size on the anesthesiologists and surgeons due to the errors and critical cases that occurred in the last period, so when the doctor perform an operation for any case it becomes the first question from the patient and his family whether the patient will return to consciousness after the anesthesia or not, and how The anesthesia will be and what are the negative consequences that will occur, and can the

operation be performed with non-general anesthesia or not.(Balandi, 2021, interview).some of doctors did not notice any effects on their specialty after the tension in trust between the residents of the city of Duhok and the health sector like the psych doctors. During this period, the number of patients or patients was not less than during the previous period, while the effect of losing this confidence was more on anesthesiologists and surgeons. When the psych doctors perform the "ECT" operation, which is electro shock therapy for mental illness. they anesthetize the patient before using the device, they noticed the fear of the patients 'families during this period more than before of anesthesia, and their strong question about the effect of anesthesia on the patient more than asking them about this treatment of " ECT " and urging them to ensure the patient wakes up after the anesthesia. (Taher, 2021, interview).The loss of confidence between the people of Duhok and the health sector was the largest for anesthesiologists and surgeons, among the doctors and health in general. This is due to the reason for the mistakes that occurred in this field in recent times, which made the fear of the people more than the repetition of these mistakes more than their fear of other mistakes in other areas.

4.   Was the doctors' mishandling of the auditors one of the factors in the loss of confidence between the residents of Duhok and the health sector?
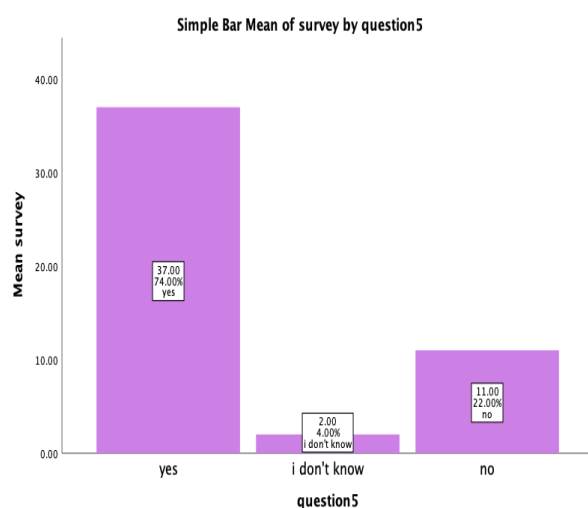

Simple Bar Mean of survey by question4

On our question, is the mistreatment of doctors for the patients in the city of Duhok, one of the factors that caused the loss of confidence between the people of the city and the health sector?

The percentage of the answer with yes was 100%, while the answer with no or i don't know is equal to 0%.

Certainly, their mistreatment as doctors has had a great impact on the loss of confidence in the city's residents with them, but the reason for their mistreatment is due to the bad system of the health in their government , that make them face great pressure in the government's hospital because of the large number of auditors in one day and a short time, which leads them to treat them with pressure and Urgency which causes them not to answer many of their questions and not to explain the details of the situation or the process to the patient or his family due to lack of time, which makes the patients ignorant of the results that happen after it and caused the loss of their confidence with the doctors.(Albrifkani,2021, interview).Their mistreatment as doctors affects the loss of the city's resident confidence in the health sector, of course. However, the reason for their mistreatment is due to the bad system of health that they face in government hospitals. When the doctor speaks for himself, he receives about 50 patients and more in the government hospital within 5 hours which compels him to facilitate them quickly and briefly and not to clarify many details to them as it makes him face psychological pressure Because of the crowding. While on his private clinic, he receives about 20 patients within 8 hours or more, which leads him to listen to them comfortably, discuss all details, explain them to them, and treat them more beautifully and psychologically more comfortable. (Alsulaivani, 2021, interview). When doctors face a large number of auditors in government hospitals in a short time and face that pressure and overcrowding with limited time, they are

subjected to great psychological pressure, just as any ordinary person is exposed to while facing pressure of this type. Which makes them behave with pressure and somewhat nervous because of the pressure they face and the lack of everyone's sense of their feelings and their psyche in those times, which makes the patients understand and translate that pressure that the doctor faces with mistreatment and a somewhat harsh which causes a loss of confidence between them.

5. Has the doctor's dealing changed with the auditors after a loss of confidence between the people of the Duhok city and the health sector?
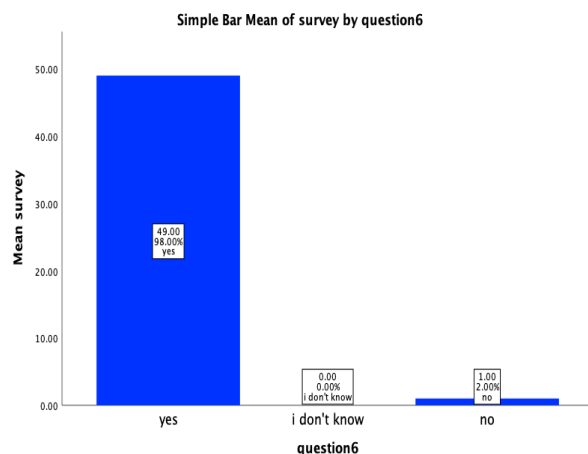

When we asked, did the dealing of doctors towards patients change after a loss of confidence between the city's residents and the health sector? The answer was "yes" with 74%, the answer "I don't know" was 4%, and the answer "no" was 22%.

The doctor's dealing has been changed a great deal after the mistakes and the loss of confidence at recent time. they became more attentive and keen to alert the patient to all the side effects of anesthesia and the possible danger that occurs and the instructions that must be adhered to, and they warn the patients if the patient is not an educated person that asks an educated member from his family to help him to understand these instructions. and if

necessary and the situation has become urgent they call the Parents of patients and talking to them in order to know all the details of the case in case of any negative development. (Barzani, 2021, interview). The doctor's dealing, which changed after the recent medical errors, changed significantly for the better and the change by anesthesiologists and surgeons more than other doctors due to the impact of this incident on people's confidence in them more than the rest of the terms of reference. They are now trying to explain more details to patients and clarify their condition in more detail than before. As for a pediatrician, even if they do not change their dealing with people than before, then people compel them to change the dealing and clarify more details for them through their questions, which have become much more than the period before these events. (Abdullah,2021, interview). Indeed, the doctors' treatment of patients has changed dramatically after these events, and the change has definitely been for the better. Doctors have become more careful not to fall into error again. When informing the patient and his family of the side effects and conditions that are expected to happen and their agreement to complete the process after informing them with all the details, the responsibility does not remain with the doctor, and the patient's family does not have any right when any negative cases occur that have been warned of their occurrence before the operation.

1.   Failure of the resident of Duhok city to follow the doctor's instructions regularly and taking some types of medications without the knowledge of the specialist, which leads to negative results, causes a loss of confidence in the city's residents with the doctor, which causes them to think that the doctor is the cause of these negative results?
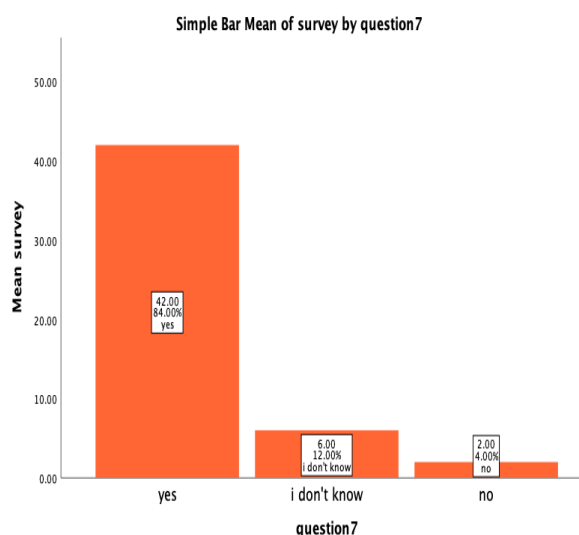
Simple Bar Mean of survey by question6

In this question. The response of the doctors was very strong, and they showed us the high incidence of this condition with them by the residents, as did the residents who were chosen to answer the questionnaire with this question, and they showed the high incidence of this case in the community of Duhok city, where the answer of the population was yes by 98%, while the answer was no by just 2 %.

As a gynecologist, they suffer a lot from this condition. Many of their reviews come with negative results, and when the doctor asks them if they took something other than the medicines that he/she gave them, the doctor surprises that they took many herbs and medicines that are not in their instructions that they took through the advice of one of their relatives or neighbors who tried these drugs and benefited from them, which made them take them also without Consult the doctor or inform him/her about it before taking it.(Waadallah , 2021, interview). This question is the most common condition in most patients who check with all doctors in our city. It is one of the most common problems that the doctor suffers from with patients. the Duhok community suffers from a lack of health education for them. This leads them to not abide by many of the instructions that the doctor give them as doctors. For example, when the doctor gives a patient a medicine for pressure, then he takes it in the days when he suffers from high pressure while he does not take it in the days when his pressure becomes

regular! So, he reaches negative results and throws the guilt over the doctor while talking to his relatives or friends. And they do not confess their mis commitment to the doctor's instructions, and they also take medicines that they do not know if it will suit them, such as the case in which they were treated by their relatives and do not consult us about them, of course the end of this will be negative results and will affect the doctor reputation significantly.(Al-Brifkani, 2021, interview). In addition to the large number of these cases in the Duhok city community, and the patient's failure to adhere to the doctor's instructions, the patient is reviewing more than one doctor for one disease condition or is reviewing doctors from other specialties for a situation that does not belong to this specialization, which makes it difficult for himself and the doctor and is taking mixed medicines Among all the doctors he reviewed, he did not even realize in the end which drugs caused him negative results. He does not admit his mistake, while he blames the doctor when he talks with his relatives and friends and make him the reason of this negative results.

2.   Was the media an important role in losing confidence between the people of Duhok and the health sector?

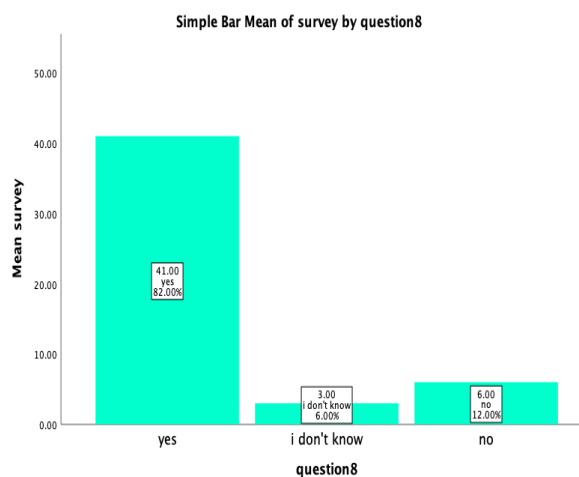Simple Bar Mean of survey by question7

When we asked the question, does the media have a big role in losing this trust between the people of Duhok and the health sector? The answer rate was yes, 84%, and the answer "I don't know "was 12%, and the answer was 4%.

The media has caused a great impact on the loss of confidence between people in the city of Duhok and the health sector. The failure of the health media to mention the benefits of the health sector and the successful operations that were almost impossible, cause people to influence more when they hear a medical error. Also, social networking sites and pages caused a stir and made use of these mistakes to attract more people and for a commercial purpose for the benefits of travel offices contracting with hospitals in neighboring countries. (Muhammad, 2021, interview). The biggest reason for losing this trust is due to the media. Because they do not have mercy on medical errors, as it is a natural thing in all countries of the world, and they exploit them to create a sensation and act like they are working against the health sector. Instead of praising the private health sector in their city and showing their positives and fatigue in this area and the amount of time that doctors and the health sector all take in their work at the expense of their time with their families and their private lives. (Kocher, 2021, interview). Medical errors exist in all countries of the world and in the most developed countries with the most powerful medical capabilities, so the rate of errors, according to recent studies in the United States, is at a rate in every 100 successful operations. There are errors in one or two operations. And it is unreasonable to make these mistakes on purpose. I do not think that there is a doctor who would like the reason to harm a person's soul, especially that his work is to preserve people's lives and treat them, just as medicine is a profession like all professions where mistakes will occur. In any field, these mistakes should be appreciated and compared to the pros, fatigue and sacrifice these doctors make towards their profession and not using it

to underestimate their affairs. On the contrary, the profession of the doctor was before and is still a sacred profession in norm.

Of course, the media has a great role to play in the loss and deterioration of this confidence, and even working on its deterioration, and exploiting the conditions of our country from wars and the conditions that our people are exposed to in persuading them and working to instill confidence in them that the health sector in our country is not valid and the health sector must be trusted in other countries more than ours. As I specialize in surgery and being a hospital director on the one hand and a dean of the College of Medicine at the University of Mosul on the other hand, I see that the health sector of our country in general and in Dohuk Governorate in particular is much better than the health sector of many neighboring countries and they have good experience, but They are not supported by the media, a quarter of the support provided by the media in other countries.al life, wars and all conditions of life.(Alkhayat, 2021, interview).

3.   Did the loss of confidence between the residents of the city of Duhok and the health sector cause a visit by the residents of the city to neighboring countries for the simpler health problems more than the past years?
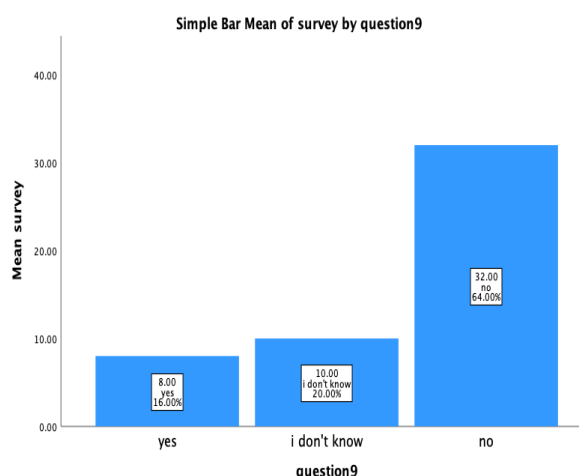

In our question, if the loss of confidence between the people of Duhok City and the

health sector in recent times has caused them to go to neighboring countries for the purpose of seeing doctors more than the previous period, then the answer to "yes" was 82%, while the answer was "I don't know" by 6%, and the answer "no" was 12%.

Our society remains more inclined towards foreign doctors with their ignorance of the skill of these doctors and their lack of awareness of the skill of most of our doctors, which overcomes the skill of these foreign doctors who visit them. And that their visit to neighboring countries is due to a commercial reason that these countries are doing in our society by breaking the reputation of our doctors and exploiting their mistakes and attracting them to visit them. When any patient from Duhok goes to neighboring countries, the first thing that doctors in neighboring countries do is to repeat the tests for the patient, even though the patient's tests done in Duhok do not differentiate from their exams and there is no difference in their medical devices. And during the re-examinations of the patient, they mean to say that all the tests that you performed in Duhok were wrong, which makes these people believe their words and return and mention these words in front of their relatives, so the rest of the people are encouraged to visit the neighboring countries for health problems instead of seeing our doctors. (Nasrallah, 2021, interview).Our society largely lacks healthy culture, and the negative influence of the media and media encourages them more to go to neighboring countries without guiding them to our doctors and mentioning our doctors' capabilities to them.According to what the doctor saw during a visit by a patient from one of the large families in Duhok to Iran to a problem in his kidney, the doctors there asked him why you did not review Dr.shakir for example in Duhok because he had the skills to treat you and there was no reason to come here! the doctors talked about this reason in many TV channels and mentioned the commercial reason for the offices that work for neighboring

countries such as Iran and Turkey and their contract with their hospitals, which makes them encourage people to go to these countries in a big way and attack their sector heavily in the media, which caused the loss of this confidence and encouraged them More than before to go to neighboring countries.That is why the doctors of Duhok do not blame people for going, because the city's residents need healthier education and awareness. (Balandi, 2021, interview). Yes, people going to neighboring countries increased by more than the period before these medical mistakes, but I regretfully see that the Duhok community suffers from the problem of imitation! People in our society imitate each other in all matters. When they see a relative, he visited a neighboring country for a health problem. They will visit the same country, the hospital, and sometimes even the same doctor, just to satisfy their psychological purpose and their sense of not being inferior to others and that they are able to do what they do.

4.   Is the biggest role in the loss of confidence between the residents of the city of Duhok and the health sector was by the residents of the city?
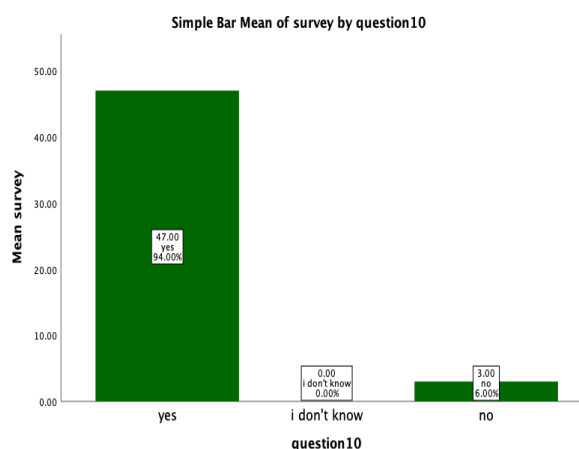

Simple Bar Mean of survey by question9

When asked if the biggest reason for the lack of confidence between the residents of Duhok and the health sector is for the residents themselves instead of the health sector, the answer was

"yes" by 16%, and the answer "I don't know" by 20%, while the answer "no" by 64 %.

The reason belongs to everyone. The media and the commercial reason are some people doing this work, it is necessary to be held accountable, The failure in the health system is also a strong reason, The health sector in Duhok city do not have enough nurses and the doctors do not have support or even compensation for their work, their tiredness, and exhaustion. With sentry and community service. for example the Doctors have not received their salaries for the sentry duty they have been doing since 2014, yet they continue to adhere to the sentry duty only in order to serve the community.as for the residents, they have the biggest role, because they are the largest number, and they do not estimate any fatigue or fatigue that doctors make for them, and they do not mention the positives that doctors make towards them, but they complain and criticize the doctors with the slightest mistake towards them, and they do not mention the percentage of mistakes that they commit towards doctors.(Barzani, 2021, interview).The balance between the city's residents and the health sector is equal in making mistakes to reach the loss and tension of confidence that occurred between them. The two parties are guilty of the mistakes of both parties, and the exploitation of some of these mistakes by both parties, such as the media and trade for their purposes and their interest, has caused the expansion of these mistakes. The health sector alone cannot establish confidence among the population without the cooperation of the population with them and the population cannot trust the health sector without cooperation the health sector with them and make them more aware. (Al-Brifkani, 2021, interview) The biggest failure is due to the health system and the union. If there was a regular health system and it was easy to work on the doctors and distribute the time between them and provide all the doctors 'needs from nurses to the other .. then the doctor can after he feels myself comfortable in

his work and can treating patients in an excellent way which makes the residents also be able to trust them and talk to them more comfortable, As if the health system, in cooperation with the union, created pages and sites in social media and more media channels to spread the positives and semi-impossible operations in which our doctors succeed every day, spread their efforts and skills more, educate the city's residents more healthily, and educate them through these campaigns will definitely develop These trust greatly and can't then loss this confidence through a few mistakes.

5.   Is the treatment of doctors for auditors in government hospitals different from private hospitals?

When asked, does the treatment of doctors with residents in government hospitals differ from their treatment of patients in private hospitals? The answer was "Yes" by 94%, while the answer "No" was only 6%.

The treatment of all doctors is often different in the government hospital than the Ahli Hospital, and that is due to a reason, when the doctor speak for himself, he receives more than 50 patients per day in a government hospital within a short time, so he cannot give the time that is supposed to be given to the patients while in his private clinic he receives A small number of patients at the expense of his time with his family and his rest, it is his personal

time so that he can give them the time that they are supposed to give them and listen to them more comfortable, which makes them think that the doctors treatment differs with them in their private clinic from the government hospital. (Taher, 2021, interview).The pressure that the doctor faces in the government hospital for the large number of auditors within a short time forces him to deal briefly and somewhat nervously due to the high psychological pressure he faces due to the crowding while psychological relief in private hospitals is due to the lack of auditors and the availability of time makes the doctor more comfortable than he pays to treat patients more beautifully and explain the details More to them. (Abdulqadir, 2021, interview). A large number of auditors in a short time for one doctor and the doctor's commitment to seeing all auditors and listening to them compels him to give them a very short time, unlike what he does in the private clinic or private hospital because of the small number of auditors and saving a lot of time. But the error here is due to the government health system that causes this. People also do not understand the reason for the mistreatment of doctors with them in government hospitals and compare them to the treatment of doctors in private hospitals, which encourages them to lose confidence and see them poorly.

4. Conclusion:

According to the conclusion that we reached through the research, we divided the conclusion into two parts consisting of the results and recommendations that we proposed after the results of the research.

4.1　　Results:

The results of this research concluded that the trust between the people of Dohuk city and the health sector has been shaken and caused the deterioration of civil peace and caused many clan problems in it. However, the results of this research concluded that the reason for the loss of this confidence is not only the medical errors

that occurred during these years, but there are other reasons that lie behind these medical errors that others may not notice, including:

1.　　One of the main reasons for the loss of this trust is the media because of the noise it caused and the exploitation of that Mistakes to launch a major attack on the city's doctors without taking into account their exhaustion, positives, and sacrifices that they make for the safety of society. Also, one of the strong reasons is the health ignorance of the city's people and the lack of health and medical awareness, which leads them to believe any rumors that are published on social media.

2.　　The government health system, which is irregular, which causes crowding, exhaustion and psychological pressure for doctors in their work and the lack of doctors and nurses and regular patrols among doctors, which leads to the loss of control of their mood due to the pressure they are exposed to and their treatment in a somewhat harsh manner with patients.

3.　　The commercial goal between travel offices and private hospitals in neighboring countries that lies behind the exploitation of medical errors that occur in our city in order to persuade the people to travel to neighboring countries for treatment.

4.　　The failure of patients and reviewers to adhere to their doctor's instructions, review more than one doctor in several areas of the same condition, take medications and drugs without consulting the doctor, and change the doctor's instructions, which leads to negative results and their lack of recognition that they are the cause of these results and to catch these negative results to the doctor Their own.

5.　　The failure of the Doctors 'Syndicate to provide pages, newspapers and private sites, and to finance the media and channels in order to publish the operations and successes of doctors in the city of Duhok, which makes the occurrence of the slightest medical mistake causing a stir among the people and their lack

of attention to the positives that occur against these mistakes.

6.   The failure by government agencies to hold accountable those who post and make a fuss on social media, exploiting the slightest mistake of its occurrence and adding fake details to confuse people for social problems or commercial goals.

7.   The treatment of private hospitals and doctors in the neighboring countries of the people of Duhok and their persuasion of the poor tests of the city's laboratories and the misdiagnosis of the disease by our doctors for their commercial purpose and the repeated visit to their relatives and friends for treatment in their hospitals, which causes the residents of Duhok to lose confidence in our doctors.

8.   Some doctors neglected to speak to the patient or his family about the negative effects expected to occur during any surgery or any medical treatment, which leads the people to stop these symptoms of blame and consider the reason for these symptoms because they are ignorant of their occurrence before the operation.

9.   It became clear to us that one of the most important reasons for losing this confidence is the lack of researchers carrying out studies on these topics and showing facts to people, which gives way to the media and social networking sites to have greater control over the population. when i interviewed the doctors, Most of the doctors reacted when notifying them of my research address was the amount of their desire to study and publish researches of this type due to the lack of researchers who choose such health topics to study in our society and everyone asked me to publish this research in order to contribute to educating people more through This research shows some of the hidden facts that most people do not know.

4.2 Recommendations:

Through our study of this research, and proving the importance of the topic of research in society, and when we reached the most important results, the most important recommendations for this problem that we do are:

1.   proceedings for media that makes noise and broadens problems in society that cause similar problems to occur.

2.   Organizing the government health system, organizing the doctors 'patrols in government hospitals, and arranging them in a way that gives the doctor comfort and reducing the crowding caused by patients through a more comfortable and regular system.

3.   Carry out health awareness and education campaigns for the population by the Ministry, departments and unions affiliated to health to educate and help the population in the health field, making them difficult to believe the rumors that are published in social media and the media and give them the appropriate size, and that health awareness campaigns will help the population in their awareness to adhere to the instructions of the private doctor With them and not taking drugs without the knowledge of the doctor and not reviewing other doctors in different specialties for one case.

4.   Accounting the commercial offices that spread rumors and discredit our hospitals and doctors to persuade the residents to travel to neighboring countries and prosecute them to prevent this phenomenon.

5.   Providing magazines, websites, social media pages, and advertising campaigns by the Medical Syndicate and government health agencies and publishing the successes and activities of our doctors and the health sector in them, which makes a health error difficult to affect the confidence of the population because of the successes they see and hear.

6.   Doctors should clarify and explain for the patient and his family for the negative and side effects expected to occur during all illnesses and surgeries in order to sensitize them and warn them before they occur so that they do not blame the doctor when they occur.

7.   Researchers should be encouraged and urged to do studies and research related to the health field in order to study the problems of this field in more depth and find appropriate solutions due to the few researches that make it easier for the beneficiaries to publish negative news about health.

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