



The extent of satisfaction of the beneficiaries of the services of the family reform offices in solving family problems and their reflection for early childhood from their viewpoint

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Abstract

This study aimed to identify the extent of satisfaction of the beneficiaries of the services of the family reform offices in solving family problems and their reflection for early childhood from their viewpoint, as the researcher used the descriptive approach to conduct this study because it is compatible with the nature of the study. The study community was among the beneficiaries of both sexes from the services provided by the correction, conciliation and family mediation offices in Jordanian society. A random sample of beneficiaries was chosen from the services provided by the family reconciliation offices in the Northern Region (Irbid, Ajloun, Jerash, and Al-Hosn) in Jordanian society, which amounted to (130) members of both sexes. The researcher prepared the questions on which the questionnaire was applied to a number of beneficiaries who have family disputes, disputes and problems in order to know the degree of their satisfaction with the services provided by the family reconciliation offices. To answer the study questions, the following statistical treatments were used through the Statistical Package Program (SPSS). The results of the study showed that the extent of satisfaction of the beneficiaries of the services of correction, mediation and family reconciliation services in Jordan came at a high rate. Also, there are no statistically significant differences in the degree of satisfaction of the beneficiaries of the services of family reconciliation offices in resolving family disputes and problems with different variables (gender, educational level, place of residence, age, income). The researcher recommended the necessity of activating the media of all kinds and directing it to perform in disseminating the correct family culture, and to limit the aggravation of marital problems.

Keywords: family repair, family disputes, family services and counseling, Jordanian society, early childhood

INTRODUCTION

The world in general and Jordan in particular have witnessed rapid changes in all political, economic, social and cultural fields, and these changes have brought about a clear and tangible change to the family's position in terms of its functions and role in society, especially after these families have opened up to the cultures of

Western societies by living in these societies or knowing on them from the modern media.

We know that any change that occurs in society, whether Arab or Western society, may have negative effects that affect members of society, whether economically or socially. The family has been directly affected by these accelerating changes, Such as unemployment the high cost of living, and women's

employment have affected the marital relationship within the family and the spread of accelerated technology such as social networking sites and the Internet have played a clear role in undermining confidence between spouses and the spread of family disputes, which affected the stability and cohesion of the family not only in Arab society but in all global societies, The family in the Arab community in general and the Jordanian community in particular has a specificity that may affect the stability of the marital relationship and this is confirmed by Jordanian studies on problems and family differences through issues registered with the Sharia courts and the Family Protection Foundation in Jordan and increasing every year and as a result of this clear increase in disputes Family problems, The Jordanian state had experience in confronting this scourge that invaded most of the Jordanian homes through the establishment of the Directorate of Reform, Mediation and Family Conciliation, affiliated to the Judge Chamber Department in Jordan, the Family Protection Foundation of the Public Security, and civil society organizations and associations whose goal was to harmonize with each other in broadcasting security And family stability, for the family, which is the backbone of community development in all social, political, economic and other fields.

Through the family, society can form, grow and develop, as it is the first institution in which society develops (Afifi, 2000). And that family security and stability and the enactment of social legislation may help the cohesion of societies, organize and stabilize social relations, confront negative phenomena that affect the family, reduce their impact on the social fabric, and transmit security and stability that all official and unofficial parties in society seek to achieve (Al-Suqor, 2012, p. 59).

The family disintegration and different marital problems may negatively affect the early childhood of children and generate frustration, reduction, psychological and health diseases and deviation, such as drug addiction, etc. Some studies in psychology such as the study (Woolfolk, 1987) and (jenkiis, 1995) indicated the importance of the family in refining Children's personality, especially in early childhood during the first five years of a child's life, where these studies have found that children who live in an aggressive family may resort to similar methods in the future. (Abdel Fattah Hafez and others, 2000)

Study Problem

The problem of the study is the knowledge of the differences, disputes, and increasing family problems that have occurred in the Jordanian family in particular and the family in general, such as divorce, family violence, separation between spouses, dowry, expenses, inclusion, child custody, viewing, and other family issues related to the spouses Through the role played by the correction, mediation, and family reconciliation offices, the Family Protection Foundation and various civil society institutions, which play an important role in the field of

reform guidance and treatment family problems.and that these growing problems have become affecting children, especially in early childhood, whether socially, psychologically or healthily, and other behavioral problems that are widespread among children and that hinder them from adapting and integrating with their families and the social environment in which they live.

Importance of Study

Theoretically, the importance of this study lies in highlighting the important role of reform, mediation and family reconciliation offices in Jordanian society In resolving family disputes and reducing the number of lawsuits and cases transferred from the Sharia courts to these offices Such as divorce of various kinds, financial issues such as dowries, child custody, expenses, etc., shortening procedures in Sharia courts in economic and psychological terms, providing family counseling and advice to beneficiaries directly and indirectly to reduce the exacerbation of disputes and various family problems and making an effort to reconcile the parties to the conflict before or after it occurred. Which contribute to the healthy growth of children especially in childhood, whether it is social, dynamic, psychological or mental development which helps them to adapt to their families and members of society.

As for the practical aspect, the results of this study may contribute to providing a clear picture of the family reform and reconciliation offices in caring for the family and children and spreading security and tranquility for marital life between the spouses.and creating awareness required of them with regard to education their children in childhood.

Study Questions

- 1- How satisfied are the beneficiaries of the services of the repair, mediation and family conciliation offices in Jordan?
- 2- Does the satisfaction level of the services provided by the family reform offices differ according to some variables (such as gender, educational level, place of residence, age, income)?

Objectives of the Study

- 1- Knowing the extent of the satisfaction of the beneficiaries of the services of the correction, mediation and family conciliation offices in Jordan.
- 2- Knowing the extent of the difference in the satisfaction of the beneficiaries with the services provided by the family reconciliation and offices for the beneficiaries, according to some variables (such as gender, educational level, place of residence, age, income).

Procedural Terms and Concepts

Family reform: It is the contracting and agreement to eliminate dissonance and end the conflict between spouses,

litigants who are eager for harmony and peace between them in a legitimate manner in order to prevent the occurrence of divorce or negative effects (Al-Shalabi, 2010).

Family reform offices: It is a special section within the Sharia courts that aims to end family disputes through friendly means, awareness and educate of marital rights and duties and provide family counseling (Law No. 17 of 2017 of the Shari'a Procedures Law).

The family: It is the basic unit of society and it consists of spouses, parents, children and grandparents and the descendants among them are a blood and emotional bond, a womb bond, inheritance, rights and duties (Al-Ahmar, 2004, p. 35).

Family problems: They are a type of problem that can affect the family's structure and its ability to cope with its burdens (Al-Qarni and Zagazig, 2012, p. 228).

Childhood: Childhood is defined as the period between breastfeeding and adulthood, and is usually divided into three stages: the first childhood between the end of breastfeeding and the age of six and the middle childhood between the ages of six and ten and the last childhood between the ages of ten and twelve, which is called adolescence. (Badawi, 1986)

Procedural family reform: It is to deal with marital disputes between the two parties without resorting to Sharia and judicial courts to the satisfaction of both parties and guarantee their rights.

Procedural family reform offices: They are offices that were established in the sharia courts in Jordan called the family reform, mediation and conciliation offices. they aim at preventive, curative and developmental family counseling in order to include family members, their continuity and Treatment family conflicts.

Procedurally the family: is the first social institution that consists of marital, children, grandparents and grandchildren with ties of blood and social relations between them with the aim of providing security and stability for them.

Procedural family problems: are difficulties facing family members that lead to a failure to perform their functions due to the lack of social and psychological adjustment to the family.

Limits of the Study

Time limit: The study was implemented for the academic year 2019/2020, the second semester.

Place limit: repair and reconciliation offices affiliated to Sharia courts in the North (Irbid - Ajloun - Jerash - Al-Hosn).

Human limit: beneficiaries of the services of family reconciliation and reconciliation offices of the Sharia courts in the North Region.

Theoretical Framework and Previous Studies

A healthy society is a society that is not free of crimes and social problems, and this is rooted in society since the emergence of human life when Adam and Eve descended on the ground, but society becomes unsound when it increases and crimes and various social problems appear and become an obstacle to the progress of society and the loss of security and stability, especially the family that is considered the unit The basic principle in building and developing a society is that if there is security and stability for the marital, it will positively reflect on their lives psychologically and socially in raising children and producing work.

Marital problems have been and continue to be the focus of attention of societies in addressing them in a variety of sophisticated ways, where the family reform is carried out through the elders and men of the town known in the reform process and achieved reforms in reducing the number of divorces before they occur and it is impossible to eliminate Family conflicts in society are a natural phenomenon that occurs between the spouses regardless of the causes but conflicts if they increase far from their limits here they pose a danger to the society for example the family disintegration resulting from divorce or immigration or the absence of one of the spouses or addiction may negatively affect the individual, family and society Marital relations, the values and culture of society, the spread of delinquency and the obstacles to the development goals of society. (Al-Sana'a and others, 2009).

The importance of the role played by the family in building society and social development in individuals and their social behaviour and morality has received increasing interest in international legislation charters in order to be able to perform their social functions. (Muhammad, 2009, p. 18).

Where the official and civil authorities in some communities were quick to establish offices of family reform and focus on the importance of the role provided by the Shariah courts reform between the spouses to reduce family disputes, and the creation of a section concerned with reform and family guidance in the Shariah courts became important under these Changing circumstances in the world and going to it officially before going to register the claims in the competent courts. (Al-Bakri, 2013).

The Role of the Offices of Reform and Family Guidance

The offices of reform and family guidance are tasked with helping to resolve disputes and conflicts between family members in order to protect the society from family disintegration, which is a department that follows the Shariah courts, especially in the Arab world, such as Jordan, Palestine, the United Arab Emirates, Egypt, Qatar and other Arab countries. Disputes and family-

related issues by guiding them from the formation of a family free of family problems and making them aware of the law of personal status. (Balbisi, 2015), these offices have three roles:

Preventive role: Through educating members of the community in the family culture, especially the youth coming to marry, to hold courses and awareness lectures and to activate the role of the media and related institutions by correcting social concepts and customs about the concept of family and family relations between spouses and children.

Therapeutic role: To address the problems and conflicts of secrecy, marital and social and to reform the spouses to their satisfaction without access to the courts of the courts and the family by identifying the cognitive reconstruction of the spouses by identifying patterns of irrational thinking and then helping the beneficiary to understand the negative impact of these patterns and replacing them with logical patterns that adapt and training the beneficiary to use self-control methods.(Al-Khatib, 2001).cormier&cormier mentioned the steps of cognitive reconstruction through the logical justification of the treatment process and educating the beneficiary of the causes of the problem and its effects on the family and replacing negative thoughts with positive thoughts, and identifying the ideas of the beneficiary before, during and after the situation through Self-monitoring, self-promotion of the progress he has made (Cormier&Corrmier, 1991).

Development role: by promoting the concept of marital relationship between spouses and making them aware of the rights and marital duties and responsibilities that they have during the marriage life and training families in the skills of married life in solving family problems, reproductive health and social relations Economics in household expenses, socialization and positive thinking skills (Hijazi, 2012).

Goals of Family Reform Offices

The family reform offices aim to provide security, stability and family cohesion. Modern suitable for marital taking into account the individual differences of the family in providing the method that suits it because families may differ in their abilities and knowledge of married life and take into account privacy and confidentiality in the work of reform, as the reform offices aim to increase cultural and social awareness through educating individuals Society for changes that threaten marital relations such as the technological development of different media and the openness of societies to each other and revolutions that has occurred in Arab societies and led to migrations, asylum and mixing of community members with different cultures as well as subcultures in the same society, as well as the protection of the family. ensuring its stability and cohesion has positive implications for society in its economic, social and political development, which helps

the progress and development of society, and there are other objectives: (Al-Hammadi, 2014):

1. Reduce divorce rates and family conflicts before they are aggravated and resort to the sharia and judicial courts.
2. Protecting the rights of marital by legally documenting them in the sharia and judicial courts.
3. Spreading family and marital culture in society by holding courses, lectures, seminars and conferences that work on the cohesion of the family in the society.
4. Rehabilitation of individuals who are about to get married by making them aware of the role that they play during marital life.

The Reality of the Jordanian Experience of the Role of the Offices of Reform and Family Reconciliation

Marital and family conflicts have been long-standing since Adam and Eve landed on the ground when Cain killed Abel's brother, and the fact that Jordanian society was a tribal community was the solution of family problems through the community of elders, clerics and reformers of relatives, friends and others. the marital rarely went to the sharia courts to resolve marital disputes, but after the development, change and globalization that happened to societies in general and Jordanian society in particular, such as the spread of technology, various media and social media sites (such as WhatsApp, Facebook, etc.), mirror labor, education and the difficulty of the economic situation began to appear problems and marital disputes until it became a phenomenon suffered by society and led to a high rate of divorce and abandonment and the absence of a husband or The wife of the matrimonial home and family disintegration, and the same cases increase in the sharia courts and become a danger to the society and hence the sharia courts represented by the circuit judge of the judges began alternative ways to deal with family problems in a scientific, professional, orderly and purposeful manner and reform between spouses. (Bjo, 2011).

Jordanian society has not been isolated from other societies, where it has been affected by the changes that have taken place and marital problems, divorce and others have begun to increase in the Shariah courts and constitute a burden on the speed of completion and sentencing of pending cases. from here came the idea of establishing the offices of reform, conciliation and family mediation under the department of the judge of judges in Jordan in 2013, the system of family reform and reconciliation offices in Jordan was approved and in 2014 the Judge Chamber began the work of family reform and reconciliation through the 23 offices throughout the Jordanian community until 1 January 2020 within a clear organization mechanism:

Mechanism of Office Functioning

where the Shariah Court transfers all cases received to it such as(divorce, abandonment, differentiation of discord

and conflict, expenses, custody, etc.) to the office of family reform and conciliation in its shariah court, and receive cases and consultations for the beneficiaries directly without resorting to the sharia court by registering the case contained in the reform office and turning it into one of members of the office where the member communicates with the parties to the dispute or acting on his behalf and when the parties are present or one of them the guide (member) (who has experience, competence and ability to reform and has a degree in sharia, psychology, sociology, law or social service) by receiving them and listening to them in a modern professional manner and then providing family and legal guidance regarding the issue and after sitting with the parties is expected to reach a result of the following three results:

Reconciliation: The parties to the dispute (the spouses) agree to reconcile and withdraw from the registration of the case.

Agreement: The spouses, through the guide, can organize an agreement that preserves the rights of the spouses and is ratified by the judge while it is in the position of judicial judgment in terms of executive power.

Could not: the spouses disapproval of the reconciliation or agreement, after which the guide transfers the case file to the sharia judge, thus attaching the outcome of the reform session by reconciliation or agreement or inability within 30 days of the date of receipt of the case from the Reform Office.

Since the beginning of its work to date in reducing marital disputes and divorces, these offices have doubled the number of family reform agreements in 2018 by 130 times compared to 2014 and 14,427 agreements were completed in 2018 official figures show a remarkable rise in the total number of agreements reform between 2014 and 2018 as agreements jumped from 79 in 2014 to 162 in 2015 it continued to climb to 3,141 agreements in 2016 in 2017, the agreements increased to 9,893 compared to 2018, with 14,427 agreements completed with a total of 27,702 agreements, and the reform offices are characterized by their services through specialized female and male members, most of whom hold master's and Ph.D. degrees. (the judges, 2019) and the family reform offices had items to which they were committed during the work of the reform:

- 1.The office's motto:** consent before litigation and reconciliation before discord.
- 2.Vision:** a stable security family, our hope for a promising tomorrow.
- 3.The message:** addressing the challenges facing the family through family consultation, ending family disputes amicably, training and guidance for those who are in marriage, family studies and research, and international family mediation.
- 4.Values:** combining authenticity and contemporary, confidentiality and family privacy, flexibility and capacity in family treatment and prevention methods and sustainable institutional work.

5.objectives: reducing divorces and family disintegration, protecting children from the negative effects of family disputes, educating families about the successful management of family problems, shortening the amount of litigation to save effort, cost and time on litigants

Early Childhood

Early childhood is considered one of the most important stages of a child's life, which may be affected in terms of forming and refining his personality from the physical, mental, emotional, social and childhood levels. The age is from birth to adolescence. In developmental psychology, it can be divided into the child's learning stage the early childhood stage, middle childhood stage, and adolescence stage, and here the family may have the largest role in educating and preparing the child to receive life roles and gain them social, educational and health trends aimed at and self-dependence (Hariri, 2002).

In order for the family to play this role, family security and stability must prevail between the spouses, but with the multiplicity and breadth of family functions, it may lead to weakness job performance, and as a result, family problems that may disturb the family and members of the family in carrying out their duties and roles and this may prompt the family to seek help from Institutions concerned with the care and guidance of the family, such as family reform and family protection offices (Siporin, 1975).

Aristotle considered tradition as a natural characteristic of a person, especially for a child in childhood, and that all children's behaviors may be traditional, especially from parents, because imitation is an innate process associated with the environment of the individual, and Skinner believes that tradition is a kind of classic conditioning of emotions and behaviors associated with social stimulus. (Saul, 1402 hajri).

Previous Studies

Study (Nizam al-Din, 2019), aims to identify the role of consulting centers in providing children's problem programs from the viewpoint of the female clients, and the researcher used the social survey and case study to on a sample of (50) female clients by the method of the sample deliberate and the study tools consisted of questionnaire and interview in jeddah area, Saudi Arabia, and the results of this study showed that the most important information provided is to encourage behavior and expression of feelings of love for children While the information on the skills of joint education between the spouses was the least from the of viewpoint of female clients. Study (Sawalha, 2017), this study aims to identify the role of the Family Extension and Reform Department in the Shariah courts in the West Bank in keeping the Palestinian family from disintegration and granting the

Palestinian mirror its legal rights from the of viewpoint of the employees of the department, and used the researcher The questionnaire was based on the study and followed the descriptive survey method of the study and the sample of the study consisted of (32) employees working in that department, and the results showed that the role of the Department of Guidance and Family Reform came in an average percentage (78.50%), while the therapeutic role of the department came high by a percentage (85.50%), and showed The study found statistically significant differences at the level of significance ($\alpha \leq 0.05$) on the gender variable in favor of males. Study (Houli, Abu Makhda, 2007), this study aimed to identify the role of sharia courts in reducing divorce in the Gaza Strip and to identify the role of the Family Guidance Department, and used the descriptive method of islamic religious report, and the results showed that the judge has a high place of piety and understanding knowledge in resolving cognitive conflicts. Study (Al-Qahtani, 2018), the study aimed to identify the role of the Family Development Association in family reform in Al-Ahsa in providing services, procedures, mechanisms and obstacles that hinder the work of family reform, and the questionnaire was the study tool in collecting information and was distributed to a sample of workers in The association and their number (53) reformed and (340) beneficiaries of the services of the association where the researcher used the descriptive analytical method and the most important results of this study was to prepare the next to marriage and spread the concepts of family culture and address family differences and activate the advisory telephone to solve family problems and fear parties the case of the reformer divulging their secrets. Study (Abu Amira, 2018), the study aimed to identify the educational bases that deal with the issues received by the Directorate of Correction and Family Reconciliation in Jordan from the of viewpoint of the forensic judges for the academic year 2014/2015, the researcher used the study survey method and the sample of the study consisted of (163) forensic judges and then used mathematical averages and standard deviations and analysis of bilateral variation. the results of the study showed that the application of the reality of the role of the Directorate of Reform and Family Reconciliation for the role of education came in fifth place and with an average degree while the religious role came in first place and then the social role then economic and then moral and in the last place psychological role as the study showed differences statistical significance attributable to the scientific qualification in favor of the bachelor and change of experience in favor of less than five years. Ferclath et al. 2018, this study aimed to use a evaluation program for parents to evaluate the negative effects of marital problems, It is an evaluation study directed at parents by dealing with methods of dealing with daily differences and guiding parents to distinguish between positive and negative reactions towards these differences and to know the impact of reactions on the

marital relationship between them and their impact on children The program used various educational methods, and the study sample consisted of (55) husband and wife who were chosen from the nursery of children centers and primary schools, The study used the semi-experimental curriculum by dividing the sample and experimental and the duration of the program is a full year and used the questionnaire and tribal and dimensional measures and the results of the experimental group showed an increase in the level of parent awareness And their knowledge of positive ways to deal with marital problems compared to the control group, as it showed positive trends among parents towards raising their children.

STUDY METHODOLOGY

Study Approach

The researcher used the descriptive approach to conduct this study, as it is compatible with the nature of the study.

Study Community

The study population shall be of the beneficiaries of both sexes from the services provided by the correction, conciliation and family mediation offices in Jordanian society.

Study Sample

A random sample of beneficiaries was chosen from the services provided by family reconciliation and reconciliation offices in the Northern Region state (Irbid, Ajloun, Jerash, and Al-Hosn) in the Jordanian society, which amounted to (130) members of both sexes.

Study Tool

The researcher used the descriptive method to prepare the questions that the questionnaire depends on, which was applied to a number of beneficiaries who have family disputes and problems in order to know the degree of their satisfaction with the services provided by the family reconciliation and offices.

Validity of the Tool

The researcher presented the tool to a number of specialists in the field of social service, psychology and Islamic law in order to know what these paragraphs measure of the required performance.

Statistical Processing

The researcher used statistical treatments by extracting the averages and standard deviations. The stability of the

tool was extracted through the use of the coefficient of stability and Cronbach Alpha and analysis of variance (ANOVA) to detect differences according to study variables.

Study Sample

The sample of the study consisted of (130) individuals, and Table 1 shows the distribution of the sample members according to personal and functional variables

Table 1: Distribution of the sample population according to personal and functional variables

Variables	Category	Iteration	Percentage	
Sex	Female	80	61.5	
	Male	50	38.5	
Total		130	100.0	
Scientific level	Less than a high school.	27	20.8	
	Public High School	48	36.9	
	Bachelor	31	23.8	
Graduate		24	18.5	
Total		130	100.0	
Place of residence	Village	73	56.2	
	City	57	43.8	
Total		130	100.0	
Age	20 years below	30	23.1	
	20-25 years	39	30.0	
26-30 years		21	16.2	
31-35 years		12	9.2	
36-40 years		16	12.3	
40 f more		12	9.2	
Total		130	100.0	
Income	400 dinars and less	26	20.0	
	401-500	73	56.2	
501-600		7	5.4	
601-700		10	7.7	
701 and above		14	10.8	
Total		130	100.0	

Table 1 shows the following:

- According to the gender variable, we notice that (female) are the most frequent, which reached (80) by a percentage (61.5%), while (male) are the least frequent, which reached (50) by a percentage (38.5%).
- According to the variable of the scientific level, we note that (high school) is the most frequent, which has reached (48) by a percentage (36.9%), while (higher education) are the least frequent, which has reached (24) by a percentage (18.5%).

- According to the variable of the place of residence, we note that (town) is the highest frequency which reached (73) by percentage (56.2%), while (city) is the least frequent, which reached (57) percentage (43.8%).
- According to the age variable, we notice that (20-25 years) are the highest iterations, which reached (39) by a percentage (30.0%), while (31-35 years) and (40 and more) are the least frequent and it reached (12) by a percentage (9.2%).

- According to the income variable, we notice that (401-500) are the highest iterations reached (73) by a percentage (56.2%), while (501-600) they are the least repetitive it reached (7) by a percentage (5.4%).

Scale Correction

The questionnaire consisted of (15) items in the final form. The researcher used Likert scale for the triple gradation in order to measure the opinions of the study sample members. approved (3), disagree (2), neutral (1), by placing a sign (√) in front of the answer that reflects the degree of their approval, and the following classification was adopted to judge the arithmetic averages as follows:

Less than 1.66 low.

- From 1.67-2.33 medium.

- More than 2.34 high.

Statistical Processing

To answer the study questions, the following statistical treatments were used through the Statistical Packages Program (SPSS):

- Repetitions and percentages of personal and functional variables for the study sample individuals.

- Arithmetic mean and standard deviations of the responses of the study sample individuals for all areas of the study tool.

- Analysis of variance ((ANOVA)).

Show Results

The results of the study, which aimed to identify the extent of satisfaction of the beneficiaries of the services of family reconciliation and reconciliation offices in resolving disputes and family problems facing them, will be presented according to the study questions.

Study questions

The first question of the study: How satisfied are the beneficiaries of the services of the offices of reform and family reconciliation in resolving the conflicts and family problems facing them? To answer this question, the arithmetic averages and standard deviations of the paragraphs were calculated with the scale.

Table 2: Computational averages and standard deviations of the scale and scale paragraphs as a whole (n=130)

Number	Paragraph	Average arithmetic	Standard deviation	Rank	Class
1	I trust the educational courses prepared by the Center for Those Who Are Married	2.36	0.73	11	High
2	I receive useful guidance services from the repair offices.	2.32	0.65	13	Medium
3	There are constantly developments in the services I receive from the Centre.	2.30	0.74	14	Medium
4	Family reform offices ease my anger when i resort to them.	2.38	0.72	10	High
5	Family reform offices reduce my economic, social and psychological burdens.	2.45	0.66	6	High
6	I can get legal, social and family counseling for free.	2.48	0.61	5	High
7	Family reform offices take my family disputes seriously.	2.42	0.63	8	High
8	Family repair offices are limited to time and effort in obtaining service	2.42	0.67	8	High
9	The workshops, seminars and lectures I receive from the Center enhance my family relationships.	2.43	0.66	7	High
10	Family reform offices can solve my problems without resorting to sharia courts.	2.36	0.72	11	High

Table 2 Cont'd

11	The center has mentors of the same sexuality that are easy to deal with.	2.66	0.55	2	High
12	Family repair offices maintain the privacy of my family problems.	2.76	0.43	1	High
13	I deal with Efficient and experienced guides in solving my family problems.	2.53	0.72	3	High
14	Family reform offices deal with everyone within clear laws and legislation	2.52	0.50	4	High
15	I receive attention and follow-up to my case that continues beyond the end of the sessions.	2.30	0.58	14	Medium
The scale as a whole		2.45	0.26	-	High

It appears from Table (2) that the arithmetic averages ranged between (2.30-2.76), where paragraph (12) states that "family reform offices maintain the privacy of my family problems" first rank with an arithmetic average (2.76) and a high degree, and last rank paragraph No. (3) which states "There are developments on the services I receive from the center continuously" and paragraph No. (15) which states "I receive attention and follow-up to my case that continues beyond the sessions" with an average of (2.30) and an average degree, and the average of the scale A whole (2.45) with a high degree.

The reason for this is due to the awareness of these centers for the services they provide and their compatibility with their clients in providing their services, and these centers were established for lofty goals in society to alleviate the problems of some individuals of both sexes in order to increase marital harmony and solve problems related to families, especially those who are about to marry, as well Provides legal and social services in a way that meets the needs of the audited individuals and facilitates them to deal with their various problems.

And its endeavor to contribute to human and social development in society and contribute to strengthening marriage and family connections and reducing disintegration of the targeted groups of families that suffer

from marital and family problems, by providing services in the preventive and curative areas, deepen the culture of responsible parenthood also seeks to reduce the negative effects of divorce on the divorced men and women and children in society.

This result differs with the results of my studies (Al-Sawalha, 2017), which showed results that the role of the Family Guidance and Reform Department came as an average percentage (78.50%), while the therapeutic role of the department was high by a percentage (85.50%), and the study showed that there were statistically significant differences At the level ($\alpha \leq 0.05$) of the gender variable in favor of males. And a study (Abu Amira, 2018) that showed that applying the reality of the role of the Family Reform and Reconciliation Directorate to the educational role came in the fifth rank and with a medium degree.

The second question of the study: Is the degree of satisfaction of the beneficiaries of the services of family reconciliation offices in resolving family disputes and problems facing them with different variables (gender, educational level, place of residence, age, income)?

To answer this question, ANOVA analysis was used according to the variables (gender, educational level, place of residence, age, income), and Table (3) illustrates this.

Table 3: ANOVA results to detect differences in the degree of satisfaction of the users of the services of family reform and reconciliation offices in resolving family disputes and problems according to the variables (gender, educational level, place of residence, age, income).

Variable	Total squares	Degrees of freedom	Average squares	Value "f"	Statistical "f" indication
Sex	.070	1	.070	1.026	.313
Scientific level	.025	3	.008	.122	.947
Where to stay	1.080	1	1.080	.000	.990
Age	.494	5	.099	1.455	.210
Income	.119	4	.030	.440	.779
The error.	7.806	115	.068		
Corrected total	8.827	129			

Table 3 shows the following:

There were no Statistical indication differences at the level of significance ($\alpha \leq 0.05$) in the degree of satisfaction of the users of the services of family reform and reconciliation offices in resolving family disputes and problems according to the variables (gender, educational level, place of residence, age, income), where The value of "F" did not reach the level of statistical indication.

This indicates the convergence of the sample views on the extent of customer satisfaction with the services provided by the family reconciliation offices in resolving family disputes and problems in Irbid, and therefore it can be said that these services obtain the satisfaction of everyone regardless of their various variables, these centers were carrying out their duties in a manner conformity with the objectives for which they had been set.

And because its supreme goal is to help family members understand the nature of family life and how to deal with its problems to achieve family compatibility, and achieve sound mental health for its members in a way that leads to family happiness and is consistent with community standards, and the educational and educational role with all family members in order to understand the nature of family life, and therefore Reducing the rate of family disputes; the role of family reform is an active cell in society.

CONCLUSION

Through the results of the two study questions, it was reached:

- The extent of satisfaction of the beneficiaries of the services of the correction, mediation and family reconciliation services in Jordan came at a high rate.
- There were no statistically significant differences to the degree of satisfaction of the beneficiaries of the services of family reconciliation offices in resolving family disputes and problems with different variables (gender, educational level, place of residence, age, income).

RECOMMENDATIONS

- 1- Activating the role of family reform and its impact on children in childhood.
- 2- Spreading marital culture to educate spouses about marital rights and duties, discussion and family dialogue and its reflection on early childhood.
- 3- Development of the peace offices in the Sharia courts, from the role of reconciliation only to an educational role for the parties to the conflict.
- 4- Inviting those who are about to get married to take training courses in married life and allocate incentives from the government to those who obtain them.
- 5- Investing billboards in roads and public places in spreading targeted messages that enhance family

understanding.it limits the effects of family disputes and the spread of marital awareness generally.

6- Activating the media of all kinds and directing it to perform in disseminating the correct family culture, and to limit the aggravation of marital problems and its negative effects on children.

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