



FINAL PROJECT PROPOSAL

THE IMPACT OF JOB SATISFACTION ON PATIENT EXPERIENCE IN PRIVATE HEALTHCARE PROVIDERS IN RIYADH

أثر الرضاء الوظيفي على تجربة المريض في المستشفيات الخاصة بالرياض

EVERYONE SMART UNIVERSITY
MASTER OF MANAGEMENT
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Introduction:

Patient satisfaction is now a commonly used indicator of how well healthcare is delivered. In that view, contentment is a favorable assessment of the healthcare given in relation to the objectives and expectations. Job happiness among healthcare workers is a crucial factor that affects both productivity and the caliber of work. An employee's attitude towards their work is a complicated phenomenon that affects motivation as well as their career, health, and relationships with coworkers.

Job satisfaction among healthcare workers has a significant impact on quality, efficacy, and dedication to work, as well as on healthcare expenses. Numerous studies have demonstrated that a wide range of variables, including gender, age, level of education, work experience, how work is structured, working environment, and many others, can affect how satisfied healthcare workers are with their jobs.

Saudi Arabia is a rapidly developing nation with a shortage of medical personnel in its hospitals, which may be caused by a lack of job satisfaction among the medical personnel.

This study's goal is to examine the elements that contribute to health care workers' job satisfaction at the private hospitals of Riyadh. Additionally, it examines elements that influence the quality of healthcare services in accordance with the perceptions of healthcare employees and compares demographic characteristics of healthcare workers with their job satisfaction. To assess the relationship between health care employees' job happiness and the standard of medical care provided in Riyadh's private hospitals.

Objective:

This research will help the management of healthcare organizations and responsible organizations that develop policies and strategies to raise the quality of healthcare services where there is defined clarity to show the relation between Job Satisfaction & Patient experience.

Importance of the study:

Reflection and patient outcomes improvement are made possible by measuring and comprehending the patient experience of healthcare. But the idea of patient experience is very intricate. We might have kept valuing the idea but stayed away from the problem of accuracy and definition surrounding the term if it weren't for the requirement to report on the metrics of the patient experience. Researcher will design a questionnaire-based survey to be distributed to Riyadh's private hospitals' staff members (doctors, nurses, paramedics, management, and allied health professionals). The purpose of this study is to evaluate how job satisfaction affects the standard of healthcare services. The study's participants will be chosen using a random selection technique. Health care providers will be included in the study. To conduct the study, a self-designed questionnaire will be created.

Study Questions:

1. What is the co-relation between Job satisfaction & Patient Experience?
 - a. Will improving job satisfaction help improve patient experience?
 - b. Do incentives serve as a method to increase job satisfaction?
 - c. What are the factors that can improve job satisfaction?

- d. What are the factors that can improve patient experience?

Previous studies and theoretical framework:

According to a survey conducted in 2021 for Job satisfaction among Saudi healthcare workers and its impact on the quality of health services. This research will be a step further to this where the primary focus will be on Private Healthcare in Riyadh. The previous research results yielded that the participants showed neutral satisfaction with their work (38.1%), and most of them had a low satisfaction level. I would further this research with including more aspects that would also focus on the Saudi & Non-Saudi workers as well as Administration workforce.

Theoretical premises of the study:

The purpose of this research is to find the co-relation between Job satisfaction & Patient Experience, as well as looking for possible answers and outcomes of whether improving job satisfaction help improve patient experience. There have been many ways to do so, but does incentives serve as a method to increase job satisfaction. At the same time, we analyze the factors that can improve job satisfaction and vice versa improve patient experience.

Methodology and research methods:

- To determine the effect of job satisfaction on the excellence of healthcare services, a cross-sectional survey of male and female health care professionals in Riyadh will be used in conjunction with qualitative research technique. The participants will be chosen using a random selection procedure. A set of healthcare professionals working at private healthcare facilities in Riyadh will receive an online survey electronically. Microsoft Excel will be used to analyze the data after it has been obtained using Survey Monkey.
- Each participant will self-administer an online survey that will be carefully developed and distributed to all healthcare professionals. Demographic information on each participant, including age, gender, specialty, job history, and satisfaction with working hours, will be included in the questionnaire. It will also cover elements that have an impact on the participants' job satisfaction and the standard of the medical care given in hospitals. A Likert scale with five possible responses—strongly disagree, disagree, neutral, agree, and highly agree—will be used to gauge employee satisfaction. The participants will be requested to complete the questionnaire after receiving their consent and being assured of their anonymity. An email address will be provided at the end of the questionnaire in case any questions were unclear.

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