

The Impact of Digital Transformation as an Intermediate Variable in the Relationship Between Improving Administrative Business Tasks and Confronting Risks at Faisal Specialist Hospital – Riyadh

Introduction:

This field study aims to explore the impact of digital transformation as an intermediate factor in enhancing administrative business tasks and confronting operational risks at Faisal Specialist Hospital in Riyadh by focusing on employees from various departments, the study seeks to assess how digital innovations influence task efficiency, risk management, and the overall administrative processes within the hospital. Insights gathered from employees' experiences and perspectives will contribute to a better understanding of how digital transformation supports the hospital's ability to adapt to modern challenges and improve its service quality.

The sample characteristics:

The gender:

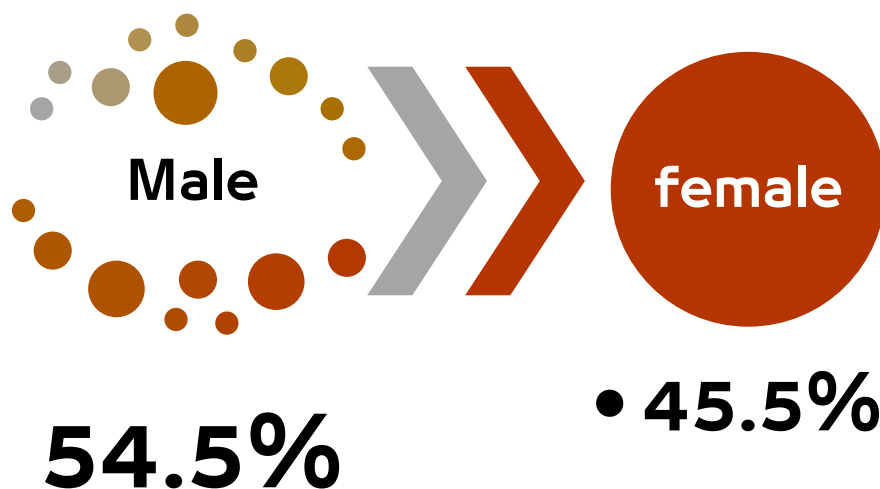


Figure no (1)- the sample gender

The study sample consists of 22 employees from Faisal Specialist Hospital in Riyadh, including 12 males (54.5%) and 10 females (45.5%). This gender distribution provides a balanced representation, allowing for a comprehensive understanding of perspectives from both male and female employees. The diversity in the sample is expected to contribute valuable

insights into the impact of digital transformation on administrative tasks and risk management within the hospital.

The age:

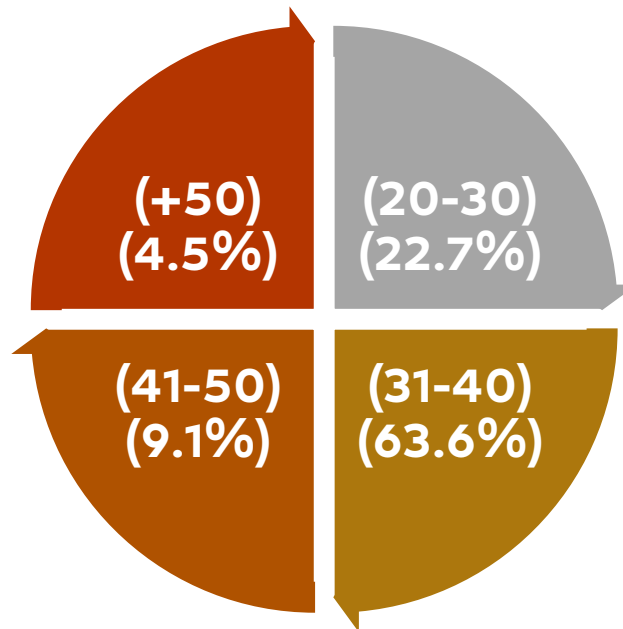


Figure no (2)- the sample age

The age characteristics of the study sample at Faisal Specialist Hospital in Riyadh are as follows: 22.7% of employees are aged between 20 and 30, 63.6% are aged between 31 and 40, 9.1% fall within the 41 to 50 age range, and only 4.5% are over the age of 50. This distribution indicates that the majority of the sample is in the 31-40 age group, providing insights into a workforce that is largely composed of employees in mid-career stages, which may influence their perspectives on digital transformation and administrative tasks.

All participants in the study sample, totalling 22 employees, are currently working at King Faisal Specialist Hospital & Research Centre. This ensures that the data collected directly reflects the experiences and insights of active staff members, providing relevant information on the impact of digital transformation on administrative tasks and risk management within the hospital.

The results:

- **The impact of digital transformation on improving administrative business tasks at King Faisal Specialist Hospital & Research Centre :**

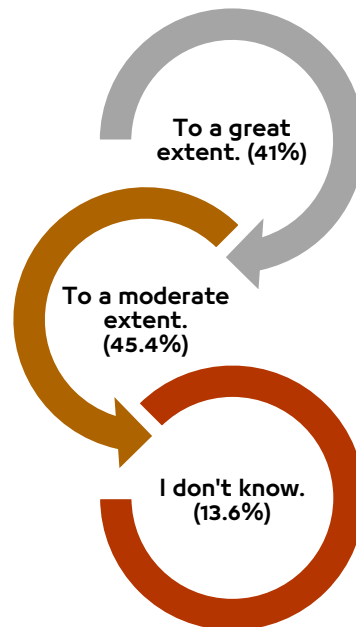


Figure no (3)- The impact of digital transformation on improving administrative business tasks at King Faisal Specialist Hospital & Research Centre

The responses to the question about the impact of digital transformation on improving administrative business tasks at King Faisal Specialist Hospital & Research Centre reveal that 40.9% of employees believe it has positively impacted these tasks to a great extent, while 45.5% feel the impact is moderate.

This majority perception underscores a general consensus among staff that digital transformation has had a meaningful, if varied, positive influence on administrative functions. Notably, none of the respondents believe the impact is slight, which may suggest a broad recognition of the benefits of digital technologies in the workplace.

However, 13.6% of participants expressed uncertainty, indicating that a small portion of employees might not fully understand or have yet to experience the effects of digital transformation in their roles.

- The sample's estimation of the improvements observed in administrative business tasks as a result of digital transformation:

Table no (1)

The sample's estimation of the improvements observed in administrative business tasks as a result of digital transformation

	freq	%
Between 25% and 50%	8	36.4%
Between 51% and 75%	8	36.4%
More than 75%	4	18.2%
Less than 25%	1	4.5%
I don't know	1	4.5%
Total	22	100

The data regarding the perceived improvement in administrative business tasks due to digital transformation at King Faisal Specialist Hospital & Research Centre reveals insightful trends. A significant portion of employees (36.4%) estimate that digital transformation has improved these tasks by 25% to 50%, while an equal percentage (36.4%) believe the improvement to be between 51% and 75%.

This balanced distribution between moderate and substantial improvement levels suggests that most employees recognize tangible benefits from digital transformation in streamlining administrative functions.

Furthermore, 18.2% of respondents perceive the improvement as exceeding 75%, indicating that for a notable minority, digital transformation has had a profound positive effect on task efficiency and effectiveness. However, 4.5% of participants noted improvements of less than 25%, and another 4.5% are uncertain about the impact.

These small percentages might indicate either limited exposure to digital transformation initiatives within their roles or insufficient clarity regarding how digital changes specifically influence their administrative tasks.

Overall, the results indicate a generally favourable view of digital transformation, though individual experiences vary.

- **The study sample believes that digital transformation has contributed to enhancing the hospital's capacity to manage health and administrative risks:**

Table no (2)

The study sample believes that digital transformation has contributed to enhancing the hospital's capacity to manage health and administrative risks

	freq	%
To a moderate extent.	11	50
To a great extent.	8	36.4
To a slight extent.	3	13.6
Total	22	100

The results reflect a generally positive perception of digital transformation's impact on managing health and administrative risks at the hospital. The fact that 50% of the respondents feel the transformation has contributed to a moderate extent suggests that while the improvements are noticeable, they may not be comprehensive or uniformly experienced across all departments. This could be due to variations in how digital tools and systems are implemented or the scope of their application in different areas of hospital operations.

The 36.4% who believe the impact is great further supports the idea that for many employees, digital transformation has significantly enhanced the hospital's ability to address both health and administrative risks. This group likely sees substantial improvements in efficiency, decision-making, and risk mitigation through the use of digital technologies.

However, the 13.6% who feel the impact is slight suggest that not all areas or employees have fully experienced the advantages of digital transformation. These employees might be working in departments or roles where digital tools have yet to make a major difference, or they may be facing challenges in adapting to new technologies.

Overall, the results indicate that digital transformation is perceived as a valuable tool in improving risk management, but its impact may vary depending on individual roles, departments, or stages of implementation.

Digital Transformation:

Table no (3)
Digital Transformation

Statement	Strongly agree.		Agree		Neutral		Total		Weight
	f	%	f	%	f	%	f	%	
I believe that digital transformation enhances work efficiency and contributes to accelerating management and operational processes within the organization.	8	36.4	11	50	3	13.6	22	100	80.7
I see that digital transformation contributes to improving communication and information exchange between different departments and branches within the organization.	6	27.3	13	59.1	3	13.6	22	100	78.4
I see that digital transformation contributes to improving information security and protecting patient privacy and sensitive data.	7	31.8	11	50	4	18.2	22	100	78.4
I think digital transformation fosters innovation and the continuous development of medical and administrative services.	6	27.3	12	54.5	4	18.2	22	100	77.3
I feel that digital transformation improves the experience of patients and visitors by providing	3	13.6	17	77.3	2	9.1	22	100	76.2

medical services online and through smart application.									
I feel that digital transformation facilitates the adoption of modern technology and attracts specialized professional talent.	6	27.3	11	50	5	22.7	22	100	76.2
I believe that digital transformation increases the organization's ability to adapt to rapid changes in the external environment.	5	22.7	13	59.1	4	18.2	22	100	76.2
I see that digital transformation enhances transparency and accountability in the organization's management and decision-making processes	5	22.7	13	59.1	4	18.2	22	100	76.2
I feel that digital transformation contributes to improving the experience of employees within the organization by providing effective and convenient work tools.	5	22.7	12	54.5	5	22.7	22	100	75
I believe that digital transformation helps reduce the organization's operational costs by improving efficiency and decreasing reliance on paper	3	13.6	15	68.2	4	18.2	22	100	73.9

The previous table reveals the sample opinion about Digital Transformation as the following answers:

- 1. I believe that digital transformation enhances work efficiency and contributes to accelerating management and operational processes within the organization (80.7):**

The results show that there is a strong belief among participants that digital transformation significantly contributes to increasing work efficiency and speeding up operations within the organization. Digital transformation helps automate many tasks that were previously done manually, reducing the time and effort required to complete tasks. Additionally, improving work efficiency through digital transformation accelerates administrative processes such as decision-making and operational execution, leading to higher overall productivity and achieving goals more quickly. Therefore, digital transformation is a key factor in improving performance within organizations and advancing swiftly in the work environment.

2. I see that digital transformation contributes to improving communication and information exchange between different departments and branches within the organization. (78.4)

Interaction between departments and branches is a crucial factor in achieving coordination and facilitating workflow within the organization. Digital transformation helps in simplifying the process of information exchange and communication between different departments. Digital tools such as integrated systems and digital platforms allow employees in various departments to share data and files quickly and accurately, reducing errors caused by misunderstandings or delays in communication. These systems also help unify the information available to all departments, improving coordination between teams and enhancing collaborative work.

3. I see that digital transformation contributes to improving information security and protecting patient privacy and sensitive data. (78.4)

One of the key advantages of digital transformation in sensitive sectors like healthcare is improving information security and protecting data. With increased reliance on digital systems, advanced technologies such as encryption and cybersecurity measures can be applied to safeguard patient data and sensitive information from threats. Digital transformation allows organizations to implement more secure methods for protecting data from unauthorized access, which helps in building trust between

patients and the healthcare institution and enhances its reputation in terms of digital security.

4. I think digital transformation fosters innovation and the continuous development of medical and administrative services. (77.3)

Digital transformation is a major driver of innovation across various sectors, including medical and administrative services. By adopting modern technologies such as artificial intelligence and big data analytics, the quality of healthcare services and administrative planning can be improved. These tools provide opportunities for innovation by improving processes and offering new services that align with the needs of the digital age. Moreover, digital transformation contributes to developing technological solutions that keep pace with rapid changes in the medical and administrative fields, pushing organizations toward continuous innovation and enhancing their competitiveness.

5. I feel that digital transformation improves the experience of patients and visitors by providing medical services online and through smart applications. (76.2)

The results confirm that digital transformation has a significant impact on improving the experience of patients and visitors, particularly in the healthcare sector. With the use of smart applications and online medical services, patients can access consultations and schedule appointments with ease, reducing the time and effort spent on traditional processes. These improvements make the patient experience more comfortable and flexible, offering them more options for interacting with healthcare providers. Additionally, these technologies help in providing accurate health data, improving the quality of healthcare services.

6. I feel that digital transformation facilitates the adoption of modern technology and attracts specialized professional talent. (76.2)

Modern technology has become an integral part of work across many sectors. Digital transformation makes it easier for organizations to adopt this technology quickly and efficiently, helping them stay ahead of technological advancements. Moreover, digital transformation is an attractive factor for specialized professional

talent in technical fields, offering them the opportunity to work in a technologically advanced environment. Attracting such talent enhances the organization's ability to utilize the latest innovations and available technologies in the market, benefiting its growth and development.

7. I believe that digital transformation increases the organization's ability to adapt to rapid changes in the external environment. (76.2)

The external environment of organizations is changing rapidly, and digital transformation is a powerful tool for enabling organizations to adapt to these changes. By using digital systems, organizations become more flexible in responding to new challenges, such as market changes or regulatory updates. Additionally, digital transformation helps enhance the ability to predict future changes through data analysis and predictive analytics, enabling organizations to make timely, data-driven strategic decisions.

8. I see that digital transformation enhances transparency and accountability in the organization's management and decision-making processes. (76.2)

Digital transformation greatly contributes to enhancing transparency within an organization by providing the necessary tools for closely monitoring performance. Through digital systems such as integrated platforms and dashboards, managers and employees can track all decisions and processes, increasing accountability. These systems also enable organizations to present information openly, which boosts transparency in management and supports data-driven decision-making.

9. I feel that digital transformation contributes to improving the experience of employees within the organization by providing effective and convenient work tools. (75)

Improving the employee experience is a key aspect of digital transformation. By providing modern work tools such as productivity applications, digital communication tools, and cloud-based systems, employees feel more efficient in performing their daily tasks. These tools create a more comfortable and flexible work environment, increasing job satisfaction and productivity.

Additionally, adopting these tools helps save time and effort, leading to higher efficiency and less stress.

10.I believe that digital transformation helps reduce the organization's operational costs by improving efficiency and decreasing reliance on paper. (73.9)

Digital transformation is an important factor in reducing operational costs for organizations. One of the main benefits of digital transformation is reducing reliance on paper, which previously required time and effort for printing and storage. By using digital systems, organizations can store data electronically, minimizing the need for physical storage space and the costs associated with it. Additionally, operational efficiency is improved through the automation of many tasks, enabling better resource allocation and achieving better results at a lower cost.

General Commentary on the Results:

The results of the survey clearly indicate a strong belief among participants in the positive impact of digital transformation across various aspects of organizational performance. Overall, the responses reflect a high level of agreement with the notion that digital transformation enhances work efficiency, fosters innovation, and significantly contributes to improving communication, data security, and transparency within the organization.

One of the most notable trends is the consistent high ratings for the belief that digital transformation improves operational efficiency and accelerates processes. This suggests that respondents recognize the substantial benefits of automating tasks and reducing reliance on manual methods, which ultimately lead to more streamlined operations and increased productivity.

Additionally, the responses highlight the important role of digital transformation in enhancing the experience of both patients and employees. In the healthcare sector, the ability to offer online medical services and access to information through smart applications is highly appreciated, signaling that digital tools play a crucial role in improving service quality and accessibility. Similarly, the adoption of modern technologies is seen as an effective way to attract specialized talent and maintain a competitive edge.

Another area where digital transformation has been recognized as highly effective is in improving communication and information exchange across different departments. The ability to share information quickly and efficiently between various branches and departments is seen as a key driver of organizational success. This is especially true in complex environments like healthcare, where coordination is critical.

However, it is worth noting that the scores for some statements, such as the impact of digital transformation on reducing operational costs and improving the overall experience for employees, are slightly lower compared to other areas. While these results still indicate a positive view, they suggest that there might be additional challenges or areas for improvement in fully realizing the potential of digital transformation in reducing costs or further enhancing employee satisfaction.

In conclusion, the overall results strongly suggest that digital transformation is viewed as an essential tool for modernizing and optimizing organizational operations, especially in terms of improving efficiency, communication, security, and the overall experience of both employees and clients. These findings underline the importance of continuing to invest in digital technologies and ensuring that organizations are equipped to handle the challenges and opportunities brought about by these transformations.

The responses from the study sample to the previous statements related to evaluating the digital transformation and its importance in the hospital can be summarized in a general scale, with the levels as follows:

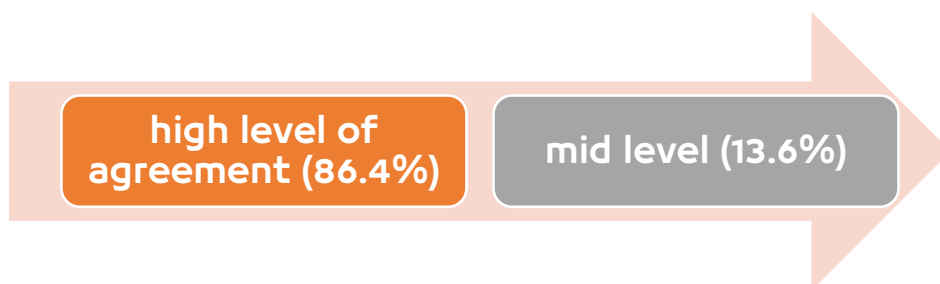


Figure no (4)- Results of the general scale for the impact of digital transformation on improving administrative tasks at King Faisal Specialist Hospital & Research Centre

The previous figure reveals the results of the general scale levels for the impact of digital transformation on improving administrative tasks at King Faisal Specialist Hospital & Research Centre. The data shows that 86.4% of the sample strongly support the significant and noticeable impact of digital transformation on administrative tasks.

This indicates that the majority of participants in the study believe that digital transformation has greatly contributed to improving administrative performance within the hospital. On the other hand, 13.6% of the sample believe that the impact was moderate, suggesting that they perceive the improvements as present but perhaps less noticeable or limited in some administrative aspects.

Improving Administrative Business Tasks at King Faisal Specialist Hospital & Research Centre:

Table no (4)
Improving Administrative Business Tasks at King Faisal Specialist Hospital & Research Centre

Statement	Strongly agree.		Agree		Neutral		Total		Weight
	f	%	f	%	f	%	f	%	
Providing centralized internal communication platforms to facilitate effective communication between senior management and employees for quick and efficient information exchange	10	45.5	8	36.4	4	18.2	22	100	81.8
Developing billing and collection processes through an electronic system that generates accurate invoices, tracks payments, and provides electronic billing to patients	6	27.3	13	59.1	3	13.6	22	100	78.4

Enhancing safety and security in the hospital through an integrated safety and security management system that effectively tracks incidents and manages emergencies	5	22.7	15	68.2	2	9.1	22	100	78.4
Improving patient registration and appointment management through an advanced electronic system that facilitates coordination and saves time for patients and staff	7	31.8	10	45.5	5	22.7	22	100	77.3
Enhancing inventory and supply management in the hospital through an enterprise resource management system that enables accurate and efficient inventory tracking and order placement	4	18.2	15	68.2	3	13.6	22	100	76.2
Facilitating training and development for employees through e-learning platforms that offer specialized training courses and educational materials available online	5	22.7	13	59.1	4	18.2	22	100	76.2
Strengthening communication and collaboration between different departments and branches within the hospital through collaborative work platforms and electronic data exchange	3	13.6	16	72.7	3	13.6	22	100	75
Simplifying medical and administrative follow-up processes through smartphone applications that allow for tracking	4	18.2	13	59.1	5	22.7	22	100	73.9

patient cases and coordinating healthcare more effectively									
Developing management reporting and analytics processes through a management information system that provides accurate and detailed reports on hospital performance and data analysis	4	18.2	12	54.5	6	27.3	22	100	72.7
Improving human resource management processes through an electronic system that facilitates tracking attendance, performance management, and evaluations	5	22.7	10	45.5	7	31.8	22	100	72.7

The previous table reveals the sample opinion about Improving Administrative Business Tasks at King Faisal Specialist Hospital & Research Center as the following answers :

1. Providing centralized internal communication platforms to facilitate effective communication between senior management and employees for quick and efficient information exchange (81.8)

This statement reflects a strong agreement with the importance of providing internal communication platforms to facilitate communication between various management levels. The high agreement percentage indicates that participants understand how these platforms improve the speed and efficiency of information flow, helping decision-making and enhancing interaction between employees and senior management. This is crucial for organizing and guiding work within the organization and achieving common goals more effectively.

2. Developing billing and collection processes through an electronic system that generates accurate invoices, tracks payments, and provides electronic billing to patients (78.4)

Participants agree that an electronic system for billing and collection is essential for improving efficiency and minimizing

human errors. The system, which enhances billing accuracy and enables payment tracking, helps the hospital manage financial matters more precisely and effectively. It also improves the patient experience by allowing them to receive electronic invoices easily.

3. Enhancing safety and security in the hospital through an integrated safety and security management system that effectively tracks incidents and manages emergencies (78.4)

This statement shows a strong agreement with the need to enhance security and safety measures within the hospital. The integrated system that tracks incidents and manages emergencies boosts the protection of patients and staff, ensuring a rapid and effective response during emergencies. This is crucial to maintaining a safe working environment for staff and ensuring the well-being of patients.

4. Improving patient registration and appointment management through an advanced electronic system that facilitates coordination and saves time for patients and staff (77.3)

This statement highlights the importance of using electronic systems to streamline daily operations in hospitals, such as patient registration and appointment management. The high level of agreement indicates that participants recognize the substantial benefits of saving time for both patients and staff through better coordination and appointment scheduling via electronic systems.

5. Enhancing inventory and supply management in the hospital through an enterprise resource management system that enables accurate and efficient inventory tracking and order placement (76.2)

This statement emphasizes the need for advanced systems in managing hospital inventory and supplies to ensure continuous and accurate tracking of materials and medical products. Systems that facilitate supply ordering and minimize risks related to supply shortages or wastage are essential to ensuring smooth operations in the hospital.

6. Facilitating training and development for employees through e-learning platforms that offer specialized training courses and educational materials available online (76.2)

This statement focuses on the role of e-learning platforms in enhancing employees' skills and knowledge. Participants agree that these platforms provide convenient access to specialized training anytime and anywhere, which contributes to continuous professional development for staff.

7. Strengthening communication and collaboration between different departments and branches within the hospital through collaborative work platforms and electronic data exchange (75)

This statement highlights the importance of improving collaboration across different hospital departments through technological tools that facilitate data sharing and communication. The wide agreement indicates that participants see collaboration between departments as essential for improving healthcare quality and operational efficiency within the hospital.

8. Simplifying medical and administrative follow-up processes through smartphone applications that allow for tracking patient cases and coordinating healthcare more effectively (73.9)

This statement reflects the growing role of smartphone applications in simplifying medical and administrative follow-up. The high level of agreement suggests that participants believe these applications significantly enhance coordination between medical teams, saving time and improving the healthcare process for patients.

9. Developing management reporting and analytics processes through a management information system that provides accurate and detailed reports on hospital performance and data analysis (72.7)

This statement focuses on improving management reporting and analytics through advanced management information systems. Such systems provide accurate, detailed reports on hospital performance, aiding in data analysis and strategic decision-making. Participants strongly agree that these systems are crucial for evaluating hospital performance.

10. Improving human resource management processes through an electronic system that facilitates tracking attendance, performance management, and evaluations (72.7)

This statement reflects the importance of electronic systems in enhancing human resource management, particularly for tracking attendance, performance, and evaluations. Systems that simplify the evaluation and motivation of employees contribute to a better work environment and higher productivity.

The results generally indicate that participants see significant value in digital transformation for improving the effectiveness of administrative and medical processes within the hospital. Electronic systems are considered vital for enhancing efficiency, reducing costs, increasing data accuracy, and ensuring patient and staff safety.

General Commentary on the Results:

The results obtained indicate an increasing acceptance and enthusiasm for digital transformation in the healthcare sector, reflecting the significant shift occurring in this field currently. This trend can be explained by several key factors. First, the growing need to improve administrative and medical efficiency in hospitals stands out as a primary factor. Despite the availability of trained medical teams, enhancing administrative systems and processes within hospitals greatly improves service quality and accelerates operations, which is reflected in the high results for various aspects, such as centralized communication platforms and electronic billing and management systems.

Second, the results show a clear focus on technologies that contribute to enhancing safety and security, reflecting the growing awareness of the importance of these areas in delivering healthcare safely. Modern digital systems not only improve daily operations but also contribute to better safety and the management of medical emergencies, ensuring the well-being of both patients and medical staff.

Third, the results highlight the significance of using electronic systems to improve communication between different departments within hospitals. This demonstrates that these systems contribute to enhancing coordination and quick and accurate information exchange, which is essential in the healthcare environment that requires a rapid and effective response to emergencies. Collaborative electronic platforms also

help increase effectiveness and reduce gaps between various departments.

Finally, the emphasis on training employees and developing their skills through electronic systems was another key point in these results. Digital transformation is not limited to hardware and systems but also includes training staff to effectively use these systems. Therefore, implementing training programs via e-learning platforms continuously enhances the skills of the workforce, contributing to overall hospital performance and strengthening the institution's ability to face future challenges more effectively.

The responses from the study sample to the statements related to the extent of improvement in administrative tasks at King Faisal Specialist Hospital & Research Centre, based on technology and digital transformation, can be summarized in a general scale, with the following results:

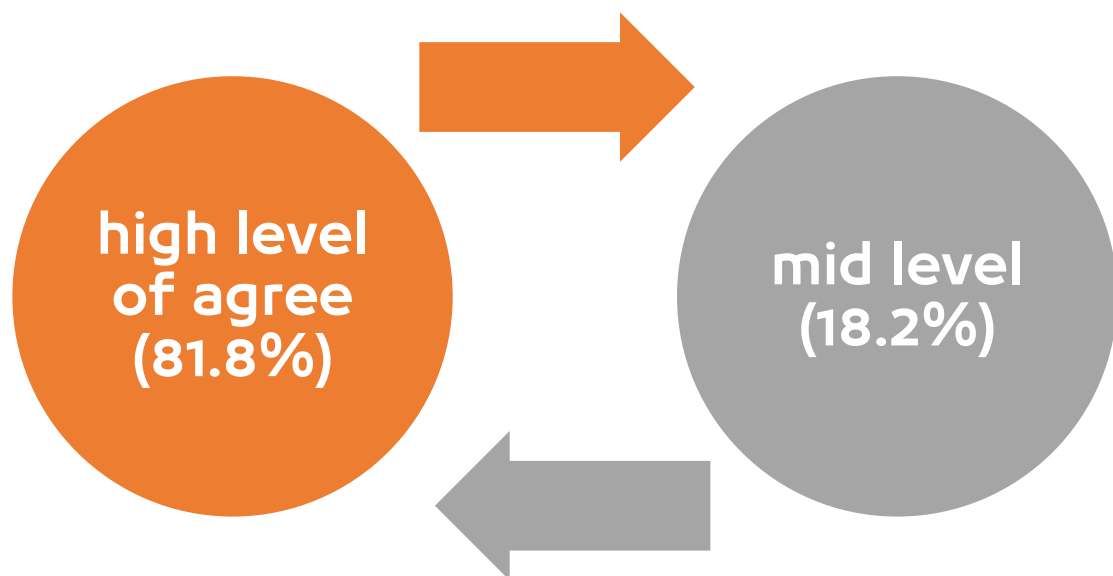


Figure no (5)- Results of the general scale for the study sample to the statements related to the extent of improvement in administrative tasks at King Faisal Specialist Hospital & Research Centre

The previous figure reveals that 81.8% of the sample strongly agree that digital transformation and the use of technology have significantly contributed to improving administrative tasks at King Faisal Specialist

Hospital & Research Centre. This indicates that the majority of participants believe that digital technology has greatly enhanced the efficiency and effectiveness of administrative operations in the hospital, whether in terms of speed, accuracy, or facilitating communication between departments.

On the other hand, 18.2% of the sample believe that the improvement in administrative tasks was moderate. This may be due to a range of factors, such as challenges faced in implementing certain digital technologies in practice, or some administrative processes still relying heavily on traditional systems that require further development or updates to fully integrate with digital transformation.

The high percentage of agreement on improvement suggests that most individuals in the sample observe a noticeable change in administrative performance due to technology. Digital transformation may have helped speed up procedures, improve data organization, and reduce human errors, leading to a better experience for patients, staff, and management overall.

As for the 18.2% who see the improvement as moderate, they may be influenced by other challenges such as resistance to change or insufficient training for staff on the new systems. Additionally, some systems or processes may not have been fully integrated with modern technology, leading to a perception that the improvement has not reached the desired level across all areas.

Managing Risks at King Faisal Specialist Hospital & Research Centre:

Table no (5)

Managing Risks at King Faisal Specialist Hospital & Research Centre

Statement	Strongly agree.		Agree		Neutral		Total		Weight
	f	%	f	%	f	%	f	%	
Implementing a regular monitoring and follow-up system for health and security risks within the hospital, and taking necessary actions to address any potential risks	8	36.4	9	40.9	5	22.7	22	100	78.4
Developing and implementing strict procedures and policies to mitigate risks related to medical safety and the quality of healthcare at King Faisal Specialist Hospital & Research Centre	5	22.7	14	63.6	3	13.6	22	100	77.3
Encouraging ongoing interaction and exchange of experiences with other hospitals and relevant entities to enhance good practices in managing health risks.	6	27.3	12	54.5	4	18.2	22	100	77.3
Strengthening communication and collaboration with external entities concerned with public safety and health, such as government agencies and international health organizations	5	22.7	13	59.1	4	18.2	22	100	76.1
Promoting a safety culture and risk awareness among patients and visitors by providing information and	5	22.7	13	59.1	4	18.2	22	100	76.1

training on safety and prevention										
Developing comprehensive emergency plans and training teams for effective responses to potential emergencies such as natural disasters and public health incidents	3	13.6	16	72.7	3	13.6	22	100	75	
Updating and developing hygiene and sterilization policies within the hospital to reduce the spread of infections and communicable diseases	5	22.7	12	54.5	5	22.7	22	100	75	
Conducting periodic assessments of various potential risks in the hospital and developing updated action plans to effectively manage these risks	5	22.7	12	54.5	5	22.7	22	100	75	
Improving infrastructure and utilizing technology to enhance security and protection within the hospital, such as access control systems and surveillance cameras	3	13.6	14	63.6	5	22.7	22	100	72.7	
Providing continuous training for staff on handling potential health risks and correctly applying safety procedures	5	22.7	10	45.5	7	31.6	22	100	72.7	

The previous table reveals the sample opinion about Managing Risks at King Faisal Specialist Hospital & Research Centre as the following answers :

1. Implementing a regular monitoring and follow-up system for health and security risks within the hospital, and taking necessary actions to address any potential risks (78.4)

This result reflects the importance of continuous monitoring of risks within the hospital environment. Establishing a regular

follow-up system ensures that any potential health or security threats are identified early, enabling the hospital to take preventive measures to mitigate negative impacts. Swift action in response to potential risks can have a significant effect on the safety of both patients and staff. This also indicates that the hospital places great importance on security and safety within its healthcare facilities as these are key priorities for determining the quality of care.

2. Developing and implementing strict procedures and policies to mitigate risks related to medical safety and the quality of healthcare at King Faisal Specialist Hospital & Research Centre (77.3)

Focusing on the development of strict policies to mitigate medical risks indicates King Faisal Hospital's commitment to providing the highest quality healthcare. Strong measures to reduce medical accidents and errors are essential to ensuring patient safety, particularly in a complex and diverse healthcare environment like large hospitals. These policies include tightening control over medical systems and surgical processes, thereby reducing the rates of medical errors, which directly enhances the hospital's reputation and quality.

3. Encouraging ongoing interaction and exchange of experiences with other hospitals and relevant entities to enhance good practices in managing health risks (77.3)

Exchanging experiences with other healthcare institutions is an effective strategy for enhancing risk management practices. By engaging in the sharing of best practices and learning from successes and mistakes, the hospital can adopt innovative solutions or improve current processes. This practice strengthens the hospital's ability to adapt to new health challenges and achieve the highest levels of safety and quality in care. Additionally, continuous collaboration enables the hospital to interact with global developments and share optimal solutions for managing health risks.

4. Strengthening communication and collaboration with external entities concerned with public safety and health, such as

government agencies and international health organizations (76.1)

This highlights the importance of building external networks with both local and global entities to improve risk management strategies. Collaborating with government bodies and international health organizations enables the hospital to stay aligned with global standards and apply best practices in risk prevention. This collaboration is also vital in ensuring swift and effective responses in public health emergencies, such as epidemics or natural disasters, by benefiting from global experiences in risk management.

5. Promoting a safety culture and risk awareness among patients and visitors by providing information and training on safety and prevention (76.1)

Promoting a safety culture within the hospital also involves engaging all individuals interacting with the healthcare environment, including patients and visitors. By providing them with information and training on safety procedures, the risk of infection or other unexpected incidents can be minimized. Enhancing safety awareness among patients and visitors contributes to their active participation in maintaining a safe environment. Training becomes an integral part of the broader strategy to elevate the cultural understanding of health risks.

6. Developing comprehensive emergency plans and training teams for effective responses to potential emergencies such as natural disasters and public health incidents (75)

Emergency response training is not merely a precaution but a fundamental component of enabling the hospital to react quickly and effectively to a variety of health threats. Developing comprehensive emergency plans that cover a wide range of scenarios, from natural disasters to health epidemics, ensures a coordinated response when crises occur. The fast and coordinated interaction between medical teams during emergencies can have a major impact on saving lives and minimizing damage.

7. Updating and developing hygiene and sterilization policies within the hospital to reduce the spread of infections and communicable diseases (75)

Hygiene and sterilization policies play a crucial role in a healthcare setting, where maintaining a clean, pathogen-free environment is vital to protecting patients and staff. Regular updates to these policies ensure the use of the latest methods in infection control and disease prevention. This not only helps reduce the spread of infectious diseases within the hospital but also improves patient trust in the hospital's ability to provide a safe and healthy environment.

8. Conducting periodic assessments of various potential risks in the hospital and developing updated action plans to effectively manage these risks (75)

Periodic risk assessments are a proactive approach that allows the hospital to identify potential threats and take appropriate action before they escalate into major issues. This shows the hospital's commitment to constantly analyzing its internal and external environment to stay updated on changes and adapt its safety and prevention strategies accordingly. Updated action plans help prioritize risks and contribute to a more effective response in emergency situations.

9. Improving infrastructure and utilizing technology to enhance security and protection within the hospital, such as access control systems and surveillance cameras (72.7)

This statement emphasizes the importance of investing in technological infrastructure to enhance security within the hospital. Access control systems and surveillance cameras can prevent unauthorized access and improve personal safety across the facility. Additionally, these systems help monitor sensitive areas within the hospital, contributing to the prevention of incidents or assaults that could threaten the safety of patients and staff.

10. Providing continuous training for staff on handling potential health risks and correctly applying safety procedures (72.7)

Continuous staff training is a key element in building employees' capabilities to manage health risks effectively. Employees need to be prepared to handle challenges in the healthcare environment, and ongoing training ensures they are equipped to apply safety protocols efficiently. This training includes how to

respond to emergencies, correctly handle medical equipment, and provide care in line with the highest safety standards.

General Commentary on the Results:

The results obtained indicate that risk management at King Faisal Specialist Hospital & Research Centre is considered an essential part of the hospital's strategy to improve healthcare quality and ensure the safety of patients and staff. By focusing on developing preventive policies and procedures, the hospital can reduce potential risks that may threaten the stability of medical operations. This importance is evident in the results, which show a strong commitment to improving health and safety measures, including risk monitoring and training staff to handle emergency situations.

Through the continuous development of procedures and policies, the hospital demonstrates its commitment to implementing strict policies that contribute to reducing risks related to medical quality and safety. Strict policies not only help prevent medical errors but also enhance patient satisfaction and trust in healthcare services. Additionally, ongoing interaction with other hospitals and relevant health entities reflects the hospital's desire to learn from best practices and exchange experiences. This interaction contributes to strengthening effective risk management and enhances the hospital's ability to adapt to global health challenges.

The results also highlight the importance of collaboration with external entities such as government agencies and international health organizations. This collaboration contributes to improving public safety strategies and coordinating between hospitals to face major health risks, such as pandemics. Furthermore, promoting a safety culture and risk awareness among patients and visitors is a vital aspect of the hospital's strategy. Providing information and training helps reduce potential risks and enhances everyone's commitment to safety and prevention procedures.

Finally, the hospital's focus on developing infrastructure and technology and continuously training staff demonstrates its commitment to achieving the highest levels of safety within the

hospital. Modern systems such as access control and surveillance cameras not only protect individuals but also help monitor emergency situations in real-time. These investments in technology and infrastructure enable the hospital to efficiently adapt to emerging risks, reflecting a high level of preparedness for any health challenges that may arise in the future.

The general scale results derived from the study sample's responses to the previous statements, which clarify the opinions regarding how risks are managed at King Faisal Specialist Hospital & Research Centre, are as follows:

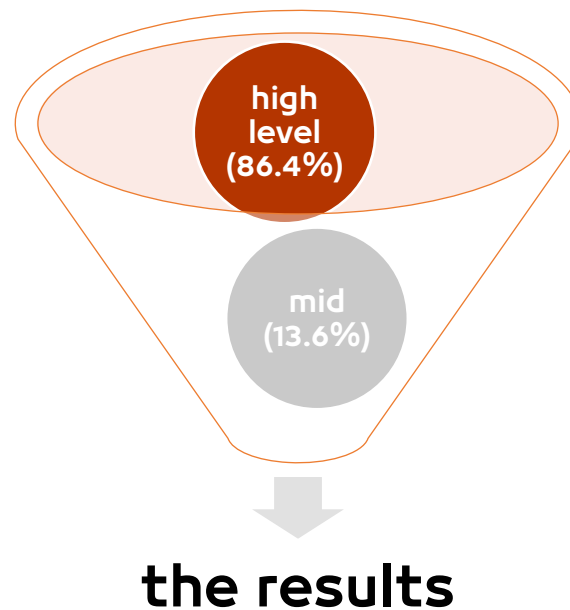


Figure no (6)- Results of the general scale for the study sample's responses to the previous statements, which clarify the opinions regarding how risks are managed at King Faisal Specialist Hospital & Research Centre

The previous figure reveals that 86.4% of the sample show a high level of support for the success of King Faisal Specialist Hospital & Research Centre in managing risks, compared to 13.6% of the sample who show moderate support for the success of risk management at the hospital.

The figure indicates that the majority of the study sample (86.4%) strongly support the success of King Faisal Specialist Hospital & Research Centre in risk management. This suggests that most participants believe the hospital has effectively implemented strategies

to manage risks. On the other hand, the 13.6% who showed moderate support may indicate some reservations or observations about specific aspects of risk management that have not been fully optimized yet, or there may be external factors influencing their evaluation.

Overall, these results demonstrate the hospital's success in managing risks, but also highlight the need for continued improvement and adaptation to any new challenges that may arise in the future.

Conclusion:

The results obtained from the survey show a generally positive impression regarding the impact of digital transformation at King Faisal Specialist Hospital & Research Centre. The majority of employees (86.4%) believe that digital transformation has significantly contributed to improving administrative tasks within the hospital. This indicates that the hospital has successfully implemented digital tools that have positively impacted the efficiency and effectiveness of administrative operations. On the other hand, only 13.6% indicated that the impact was moderate, suggesting that some employees may still face challenges in adapting to these technological changes or may not have noticed a significant improvement in their administrative tasks.

Regarding the impact of digital transformation on risk management, the results also show that the majority of employees (86.4%) support the success of the hospital in this area, reflecting a strong commitment from the hospital to implement effective risk management strategies, both health-related and administrative. However, the 13.6% of participants who perceived the impact as moderate may suggest that certain aspects of risk management still require further improvement.

The results also indicate that digital transformation has led to noticeable improvements in communication between different departments and facilitated information exchange. However, challenges such as resistance to change or the need for additional training for employees on digital systems remain.

Discussion of the Results Regarding the Impact of Digital Transformation on Improving Administrative Business Tasks at King Faisal Specialist Hospital & Research Centre:

The results indicate a noticeable positive impact of digital transformation on improving administrative tasks at King Faisal Specialist Hospital & Research Centre. 40.9% of the respondents believe that digital transformation has greatly impacted these tasks, while 45.5% see the impact as moderate. This suggests that a majority of employees recognize the positive effects of digital transformation, although their experiences vary. It is significant that none of the respondents felt the impact was minimal, reflecting widespread recognition of the benefits of digital technology in the workplace. However, 13.6% of participants expressed uncertainty, suggesting that a small portion of employees might not fully understand or experience the effects of digital transformation in their roles.

Discussion of the Results Regarding the Improvement of Administrative Business Tasks through Digital Transformation:

Regarding the perceived improvement in administrative business tasks due to digital transformation, a significant proportion (36.4%) of employees estimate that the improvement is between 25% and 50%, while another 36.4% believe the improvement is between 51% and 75%. This balanced distribution suggests that most employees acknowledge tangible benefits, whether moderate or substantial. Furthermore, 18.2% of respondents see improvements of over 75%, indicating that for some, digital transformation has had a profound positive effect on efficiency and effectiveness. However, 4.5% noted improvements of less than 25%, and another 4.5% expressed uncertainty, suggesting that digital transformation's impact may not have been fully realized by all staff members.

Discussion of the Results Regarding Risk Management:

Concerning the impact of digital transformation on managing health and administrative risks, 50% of respondents felt the transformation had a moderate impact, suggesting noticeable improvements, but not necessarily across all departments. A further 36.4% believed the impact was significant, indicating that for many employees, digital transformation has had a clear positive effect on the hospital's ability to address and mitigate risks. However, 13.6% felt the impact was minimal,

which might reflect areas where digital tools have not yet been fully integrated or employees have struggled to adapt to new technologies.

In conclusion, the results suggest that digital transformation has significantly improved administrative tasks and risk management at the hospital. While most employees report positive effects, there is still room for further integration of digital tools in all areas. Additionally, the hospital's efforts in fostering a culture of safety and continuous improvement demonstrate its commitment to modernizing healthcare operations through technology. Continued training and investment in digital systems will be essential to ensure all employees benefit from these advancements.

Recommendation:

Based on the results obtained, a set of recommendations can be made to enhance the King Faisal Specialist Hospital and Research Center in terms of digital transformation and improving administrative operations. First, it is crucial to enhance training programs and technical support for all staff members, as it was noted that some were still unsure about the impact of digital transformation or had not yet felt its tangible effects. Therefore, it is important to provide comprehensive training programs that cater to the needs of each department, ensuring full understanding of digital tools and how to utilize them to improve administrative performance.

Second, despite some improvements in certain departments through digital transformation, there is a need to expand the use of digital systems across all departments. The use of technological systems should be enhanced to include all administrative and medical facilities to ensure overall performance improvement. Additionally, continuous improvement of risk management systems is needed, as the results showed that half of the staff felt that digital transformation had moderately contributed to enhancing these systems. Hence, digital systems for managing health and administrative risks can be developed by utilizing artificial intelligence and predictive analytics to address challenges and opportunities.

Furthermore, employees should be encouraged to engage more with digital technologies by offering incentives or rewards to those who creatively use these technologies to improve their work. Such incentives

could increase awareness about the importance of digital transformation and encourage the adoption of digital tools across various departments. It is also essential for the hospital administration to conduct regular reviews and evaluations of the technological tools in use to ensure they are up to date and aligned with the latest innovations in healthcare and administration, enhancing the hospital's ability to adapt to rapid changes in the healthcare sector.

Additionally, investment in digital infrastructure should be increased, particularly in areas that showed lower results due to insufficient resources or inadequate digital tools. This could include enhancing networks, upgrading computers, and expanding programs to facilitate the adoption of modern technologies. Moreover, internal communication systems should be improved by using digital platforms that contribute to better collaboration across departments, thereby increasing administrative effectiveness and providing a dynamic work environment.

Regarding measurement and evaluation, the hospital should conduct periodic surveys to assess the impact of digital transformation on employee performance. These studies will help identify areas that need improvement and assist in adjusting systems that may be ineffective. Moreover, the hospital should adopt a comprehensive change management strategy focused on promoting digital culture among employees through workshops and awareness sessions highlighting the importance of digital transformation in enhancing healthcare and administrative services.

Finally, it is important to involve staff in the process of developing digital systems to ensure that these systems meet their needs more effectively. This can be done through listening sessions or surveys to encourage employees to provide their feedback and suggestions about the systems in use, thereby improving the effectiveness of digital work within the hospital.

These recommendations serve as strategic steps that will contribute to further strengthening digital transformation within King Faisal Specialist Hospital, leading to improved administrative performance, increased employee satisfaction, and enhanced the hospital's ability to meet patient needs and achieve its institutional goals.