

Organization's Characteristics, Service Climate, and Nurses' Satisfaction in Relation to Patients' Satisfaction Egyptian Hospitals

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Abstract: Service climate is an important attribute that belongs to service organizations. It reflects the climate built as a result of a set of organizational characteristics, events, policies, practices and procedure. The aim of this work is to investigate the organizational work system characteristics influencing service climate in Egyptian service organizations. The relationship between service climate evaluating elements and employees' perceived job satisfaction is investigated at one end and between job satisfaction and customer satisfaction is investigated at the other. Four hospitals and healthcare centers - two of which are public and the other two are private sector- are selected as the targeted service organization. Two questionnaires are built and developed especially for the purpose of this study to suit healthcare sector. Questionnaires' data derived from face -to-face interviews with 99 Nurses and 175 patients. Reliability of both used questionnaires are tested and ensured. Statistical analysis is undertaken and ANOVA results are developed. The analysis of the present study shows that several aspects of nurses' perceived working conditions differ significantly depending on hospital ownership. This study shows that human resources practices significantly affect Nurses' Job satisfaction. Moreover, patients of private hospital are more satisfied than patients of public hospitals. Service Climate, Department Services Quality, Nursing Services Quality, Physician Services Quality, Accommodations and Physical Facility are significant parameters that affect patients' satisfaction. As a byproduct of the questionnaire this study provides a comparison between both investigated hospital ownership on nurses' job satisfaction and managerial characteristics and demonstrated that the type of ownership is a potential factor accounting for differences in working conditions. . However, results also indicated that Nurses' job satisfaction does not vary between different types of hospital ownership. The findings provide an informative basis to find solutions improving nurses' working conditions in Egyptian hospitals.

Keywords: Service Climate, Managerial Styles, Job Satisfactions, Health Care, Human Resources Management