

Scientific Paper Entitled: Professional Seniority On The Quality Of Health Care Services From The Perspective Of Health Personnel In The Government Health Sector In The Kingdom Of Saudi Arabia

Hatam Mudhhi Saad Alotaibi*¹, Mashael Ayedh Almutiri², Talal Abdullah Ahmed Alqahtani³, Nasser Thaeb Almutairi⁴, Badreiah Mohammed Jabbar Alshahrani⁵, Hanan Abduh Ahmed Otif⁶, Maha saleh Alanezi⁷, Mohammed Sulaiman H Altheyab⁸, Manal Megbel Alanazi⁹, Munira Kallab Alharbi¹⁰, Mohamad Bader Almotiry¹¹, Naif Abdullah Alduhaimi¹², Faisal Nasser ALbasri¹³, Abdullah Fahad Alobaid¹⁴, Mohammed Ayed Alqahtani¹⁵, Arwa Ahmed Mohammed Alqahtani¹⁶, Mona Ahmed Mohammed Alqahtani¹⁷, Ghazi Saud Alotebi¹⁸

1. *Hatam Mudhhi Saad Alotaibi, Epidemiology Supervision Technician, General Directorate of Health Affairs in Riyadh, Ministry of Health, Kingdom of Saudi Arabia.
Halroge@moh.gov.sa
2. Mashael Ayedh Almutiri, Nursing Technician, Eradah complex and Mental Health-Riyadh, Ministry of Health, Kingdom of Saudi Arabia. mashaelaa@moh.gov.sa
3. Talal Abdullah Ahmed Alqahtani, Radiologic Technologist Al-Iman General Hospital, Ministry of Health, Kingdom of Saudi Arabia. X-ray1400@outlook.com
4. Nasser Thaeb Almutairi, Specialist of Nursing, General Directorate of Health Affairs in Riyadh Region, Ministry of Health, Kingdom of Saudi Arabia. n3rh_305@outlook.sa
5. Badreiah Mohammed Jabbar Alshahrani, Specialist Nursing, Aliman general hospital, Ministry of Health, Kingdom of Saudi Arabia. Musk10@gmail.com
6. Hanan Abduh Ahmed Otif, Technician Nursing, Aliman General Hospital, Ministry of Health, Kingdom of Saudi Arabia.
hananotif1434@gmail.com
7. Maha saleh Alanezi, Technician Nursing, Aliman general hospital, Ministry of Health, Kingdom of Saudi Arabia.
xctioy@gmail.com

8. Mohammed Sulaiman H Altheyab, Nursing Technician t, king Fahad Specialist Hospital Buraydah, Ministry of Health, Kingdom of Saudi Arabia. malthyab@moh.gov.sa
9. Manal Megbel Alanazi, Nursing, General Directorate of Health Affairs, Ministry of Health, Kingdom of Saudi Arabia. Prances1@hotmail.com
10. Munira Kallab Alharbi, nursing, Directorate of Training and Organizational Development at Riyadh Health Affairs, Ministry of Health, Kingdom of Saudi Arabia. muniraka@moh.gov.sa
11. Mohamad Bader Almotiry, Technician Nursing, Riyadh Third Health Cluster, Ministry of Health, Kingdom of Saudi Arabia. Mbalmotiry@moh.gov.sa
12. Naif Abdullah Alduhaimi, Pharmacy technician, medical supply in Riyadh, Ministry of Health, Kingdom of Saudi Arabia. nnaaiiff33@hotmail.com
13. Faisal Nasser ALbasri, Physical Therapy Technician, Al-Iman General Hospital, Ministry of Health, Kingdom of Saudi Arabia. falbassry@moh.gov.sa
14. Abdullah Fahad Alobaid, Physiotherapist, Al-Iman General hospital, Ministry of Health, Kingdom of Saudi Arabia. Afobaid@moh.gov.sa
15. Mohammed Ayed Alqahtani, Medical laboratory specialist , Forensic Toxicology Services Center, Ministry of Health, Kingdom of Saudi Arabia. Moaealqahtani@moh.gov.sa
16. Arwa Ahmed Mohammed Alqahtani, Medical laboratory technician, Forensic Toxicology Services Center, Ministry of Health, Kingdom of Saudi Arabia. arwaaa@moh.gov.sa
17. Mona Ahmed Mohammed Alqahtani, Health informatics technician, Specialized Dental Center, Ministry of Health, Kingdom of Saudi Arabia. Malqahtani27@moh.gov.sa
18. Ghazi Saud Alotebi, Nursing Technician, Bijadiah General Hospital, Ministry of Health, kingdom of Saudi Arabia. g-s-123@hotmail.com

Study summary

The professional seniority of health personnel is considered an essential factor in ensuring the quality of health services, as they possess the experience and knowledge necessary to provide health care at the highest level. However, achieving the quality of health services requires a careful analysis of the impact of professional seniority on the provision of health services, by understanding the viewpoints of health cadres in the government sector. The study aimed to identify the role of professional seniority on the quality of health

care services from the perspective of health cadres in The government health sector in the Kingdom of Saudi Arabia. The descriptive survey method was used to suit the nature and objectives of the study. A questionnaire was designed targeting health personnel in the government sector. The results of the study highlighted the existence of a strong positive relationship between professional seniority and the quality of health care services from the point of view of health workers in the sector. The Government Health Ministry in the Kingdom of Saudi Arabia recommended the need to provide a work environment that encourages continuous learning and exchange of experiences among health personnel.

Keywords

- Professional seniority, quality of health care services, health personnel, health sector

Introduction

In light of the continuous developments in the field of health care in the Kingdom of Saudi Arabia, improving the quality of health services constitutes one of the main challenges faced by health authorities and medical personnel alike. This comes in the context of the development of the health system and the improvement of the level of services provided to citizens and residents of the Kingdom.

The quality of health services is considered vital and decisive in providing health care to patients and clients. One of the main factors that can affect the quality of health services is the professional seniority of health personnel. The Kingdom of Saudi Arabia is considered one of the countries that pays great attention to developing and improving the health sector, and health personnel in the government sector are considered one of the most important elements that contribute to providing high-quality health services. (Elif Sinocak Taşı, Erman Aytak, Mirak Agridini, Arda Ulaş Mutlu, Ibrahim Yıldız , and Leyla Ozer, 2022,)

Professional seniority is an important factor that can affect the quality of health services provided by health personnel. The experience and skill that an individual acquires over time can greatly affect his efficiency and performance in providing health services. Therefore, understanding the impact of professional seniority on the quality of health care services from the perspective of health personnel in the government

sector in the Kingdom of Saudi Arabia is an important topic that deserves deep study and analysis. (Kaya, O., Özok, A.F., 2012).)

The importance of understanding the viewpoints of health personnel in the government sector is evident in improving the quality of health services, as they are considered the main partners in implementing health policies and providing health care to the community. By surveying their opinions and the opinions of health experts, it is possible to identify the strong and weak points of the government health care system and determine strategic plans to improve them. In addition, understanding the viewpoints of health personnel contributes to building a positive and motivational work environment that enhances the performance of medical teams and enhances the level of services provided. (Gillet, N., Fouquereau, E., Bonnaud-Antignac, A., Mokoukoloa, R. ve Colombat, P. (2013

Study Problem

The research seeks to highlight professional seniority on the quality of health care services from the point of view of health personnel in the government health sector in the Kingdom of Saudi Arabia, as we find that at the present time many institutions, especially health care institutions, have not paid attention to professional seniority as an essential factor in ensuring the quality of health services, as They have the experience and knowledge necessary to provide healthcare at the highest level

Study questions

1. What is the level of professional seniority on the quality of health care services?
2. What is the level of quality of health care services from the point of view of health personnel in the government health sector in the Kingdom of Saudi Arabia?
3. What is the role of professional seniority on the quality of health care services from the perspective of health personnel in the government health sector in the Kingdom of Saudi Arabia?

Objectives of the study:

1. Identifying the level of professional seniority on the quality of health care services
2. Identify the level of quality of health care services from the point of view of health personnel in the

government health sector in the Kingdom of Saudi Arabia.

3. The role of professional seniority on the quality of health care services from the perspective of health personnel in the government health sector in the Kingdom of Saudi Arabia

Study limitations

Study limitations include:

- Spatial boundaries: The study will be applied in the Kingdom of Saudi Arabia.
- Time limits: The study will be implemented in 2022.
- Human limitations: The study will be applied to a sample of health personnel in the government health sector in the Kingdom of Saudi Arabia.
- Objective limits: limited to studying the “Professional Seniority On The Quality Of Health Care Services From The Perspective Of Health Personnel In The Government Health Sector In The Kingdom Of Saudi Arabia.”

Previous studies

1. Study by Bin Daraf Sama'in. Makki Muhammad, 2020, Job satisfaction among nurses in light of the variable of professional seniority. The current study aimed to reveal the level of job satisfaction among nurses in light of the variable of professional seniority. The researchers used the descriptive statistical approach, and the study sample consisted of 225 nurses working in public health institutions. For the state of Mostaganem (128 males and 97 females) they were taken in a simple random way, and in order to achieve the objectives of the study, a job satisfaction questionnaire for nurses was used (prepared by the researchers). The study concluded with the following results: - Nurses working in public health institutions have a low level of job satisfaction. - There are statistically significant differences in job satisfaction among nurses working in public health institutions depending on the variable of professional seniority.
2. Zahraa Reda's study, 2018, entitled Measuring and Evaluating the Quality of Health Services. This study aimed to identify the level of quality of health services in public and private hospitals. The study sample consisted of (21) citizens with different professions,

and a standardized tool was adopted for this study, which is a questionnaire containing two dimensions (Health service, quality) The results were analyzed using statistical methods and the results showed that patients negatively evaluated the level of quality of health services actually provided to them by public and private health institutions. They also showed that there were no statistically significant differences in patients' evaluation of the level of quality of health services actually provided to them. By public and private health institutions due to the variable of profession and age.

3. Study by Muhammad Ahmad Al-Buraiki, Saud Ali Al-Qahtani, Nayef Abdullah Al-Mutairi, Abdullah Nawar Al-Ruwais, Muhammad Ali Al-Shagathir, Turki Sayyah Al-Anazi, Abdullah Saleh Al-Shiha, Mona Obaid Al-Anazi, 2022, the effect of professional seniority on the job satisfaction of nurses in the Saudi health sector. The study aimed to Identifying the level of job satisfaction among nurses in the Saudi health sector, and the relationship between the effect of professional seniority on the job satisfaction of nurses in the Saudi health sector. The study used the descriptive survey method to identify the objectives of the study, and the current study population consisted of all nurses in the government health sector in Saudi Arabia in the academic year 2022 AD. The total sample of the study was (346) individuals from the study community. The study used the questionnaire to identify the objectives of the study. In light of the above, the study reached a number of results, the most important of which is the presence of statistically significant differences at the level of 0.05 in the averages of the answers of the study community members regarding the degree of job satisfaction level among employees. Nurses in the Saudi health sector are attributed to the degrading seniority variable, as it was found that the differences were in favor of those with professional seniority of 11-15 years. In light of the results, the study recommends conducting training courses and educational lectures for nurses in health institutions in the government sector by specialists in how to confront professional psychological problems that arise. Confronting them and conducting further studies on the degree of job satisfaction level on other practical environments, the

“private sector”, a comparative study. Further studies will also be conducted on the obstacles that contribute to raising the level of job satisfaction in the health environment and the ways, proposals and mechanisms that would enhance the level of job satisfaction among nurses in the Saudi health sector.

Study methodology

The descriptive survey method was used to suit the nature and objectives of the study. Al-Assaf (2003) p. (178) defined it as the type of research through which all members of the research community or a large sample of them are questioned, with the aim of describing the phenomenon studied in terms of its nature and degree of existence only without To go beyond that to study the relationship or deduce the causes.”

Study participants

- The study participants were health personnel in the government health sector in the Kingdom of Saudi Arabia, such as doctors, nurses, pharmacists, and administrative officials in hospitals and health centers. This category includes people who work directly in the provision of health services and who can be witnesses to the relationship between professional seniority and the quality of health care services.

The study sample

It is a random or intentional sample of health personnel in the government health sector in the Kingdom of Saudi Arabia. This sample could include doctors of different specialties, nurses, pharmacists, and administrative staff at different job levels and experiences. The sample should be representative of the target population and include diversity in gender, age, specialties, and geographic regions.

The limits of the study

- Spatial Limits: The study will apply in the Kingdom of Saudi Arabia.
- Time limits: The study will be implemented in 2022.
- Human limitations: The study will be applied to a sample of health personnel in the government health sector in the Kingdom of Saudi Arabia.
- Objective limits: It was limited to studying professional seniority on the quality of health care

services from the point of view of health personnel in the government health sector in the Kingdom of Saudi Arabia.

Study tool and design stages

Design stages

1. Determine the goal of the study and the specific research question you wish to answer.
2. Determine the group of health personnel in the government sector that will be included in the study.
3. Choose appropriate tools and metrics to collect data, such as questionnaires
4. Develop questionnaires based on the selected tools and metrics.
5. Validation and reliability check to ensure its validity and reliability
- 6.- Determine the sample size required for the study and the method of selecting it.
7. Data collection: Implement questionnaires and collect data from participating health personnel.
8. - Analyze data using appropriate statistical methods, such as descriptive analysis and regression analysis.
9. Interpreting the results and conclusions of the study based on the analyzes conducted.

Study tool:

- Questionnaire:

A questionnaire can be designed targeting health personnel in the government sector, including questions about professional seniority and its impact on the quality of health services.

- Validated standard questions can be included to measure professional seniority and quality of health services.

After designing the tool and defining the design stages, the study can be implemented and the results analyzed to reach the required conclusions and provide appropriate recommendations.

External validity (content validity) of the study tool:

1. To ensure the external validity or content validity of the study instrument, several measures can be taken:
2. Review of the tool by experts in the field where the tool can be presented to a group of experts in the field

of health or scientific research to provide their feedback and guidance on the validity and completeness of the content.

3. Use reliable and approved measures. Reliable and approved measures and tools must be used in the field of study to measure the phenomena to be studied, which increases content validity.
4. Testing the tool on a small sample of participants Where an initial test of the tool can be conducted on a small sample of participants to assess their understanding of the questions and directions of the tool.
5. Ensuring the representativeness of the sample. The representativeness of the sample targeted for the study must be ensured to increase the generalizability of the results and the validity of the content.

Clarity and simplicity of questions and instructions. Questions and instructions should be designed clearly and simply to facilitate understanding and reduce the possibility of misinterpretations.

Results

● Validity and Reliability Tests:

Internal Consistency Reliability Calculation:

After building the study tool and ensuring its apparent validity by presenting it to a group of specialized and experienced arbitrators, Pearson's Coefficient Correlation was calculated to verify the validity of the internal consistency between the statements of each goal and the total score for the belonging axis.

The questionnaire was administered to a pilot sample of 30 healthcare staff to confirm internal reliability, with researchers calculating correlation coefficients to assess the internal validity of the study tool, as the following tables show:

Table (1): Correlation coefficients of each items in the total score of the level of professional seniority on the quality of health care services.

Statement number	R
1	0.746**

2	0.854**
3	0.786**
4	0.757**
5	0.891**
6	0.734**
7	0.845**
8	0.789**
9	0.651**
10	0.874**

****:** p value <0.001

Table (2): Correlation coefficients of each items in the total score of level of quality of health care services within the government health sector in the Kingdom of

Statement number	R
1	0.904**
2	0.845**
3	0.789**
4	0.764**
5	0.871**
6	0.744**
7	0.579**
8	0.891**
9	0.764**
10	0.782**

Saudi Arabia

****:** p value <0.001

It is clear from the previous table that all of the statements are significant at the 0.01 level, as the values of the dimensional correlation coefficients ranged between (0.579 - 0.904), which are good correlation coefficients, and this gives an indication of high internal consistency coefficients as well. It indicates high validity indicators that can be trusted in applying the current study tool.

- **Reliability of the study tool:**

As for measuring the reliability of the questionnaire, we used Cronbach's alpha coefficient, and the following table shows the reliability axes of the study tool as follows:

Table (3): Cronbach's alpha coefficient reliability coefficient

	No. of statements	Cronbach's alpha
level of professional seniority	10	0.874
level of quality of health care services	10	0.784
Total score	20	0.898

for the total score of the questionnaire

The table showed that the Cronbach's alpha reliability coefficient for the score of level of professional seniority was (0.874), level of quality of health care services was (0.784) and the total score of the questionnaire was (0.898), which is a high reliability coefficient suitable for the study.

Application Method of the Study Tool:

After collecting the study data, the researchers reviewed it in preparation for inputting it into the computer for statistical analysis. Subsequently, they transcribed it onto appropriate tables, provided commentary, and linked it to previous studies. Responses were given five levels: strongly agree (5 points), agree (4 points), neutral (3 points), disagree (2 points), and strongly disagree (1 point). To determine the length of the pentavalent scale cells used in the study Phrases, the range (5-1=4) was calculated and divided by the number of questionnaire cells to obtain the correct cell length (4/5=0.80). This value was then added to the lowest value on the scale (or the beginning of the scale, which is one) to determine the upper limit of the cell. The following table illustrates the method for correcting the Likert pentavalent scale.

Table (4): Method for correcting the scale.

Scale	The weight	The average arithmetic mean value ranges
Strongly Disagree	1	From 1 to less than 1.80
Disagree	2	From 1.81 to less than 2.60
Neutral	3	From 2.61 to less than 3.40
Agree	4	From 3.41 to 4.20
Strongly agree	5	From 4.21 to 5.

Table (5): Socio demographic characteristics of the studied participants

Sociodemographic variables	Cases (n=200)	
	No.	%

Age category (years)		
Less than 25 years	78	39%
From 26 to 35 years	50	25%
From 36 to 47 years	28	14%
More than 47 years	44	22 %
Gander		
Male	124	62%
Female	76	38%
Marital status		
single	140	70%
married	60	30%
Job		
doctor	54	27%
pharmaceutical	24	12%
specialist	12	6%
Technical	14	7%
nurse	74	37%
Administrative	22	11%
Educational status		
Diploma or less	73	36.5%
Bachelor's	105	52.5%
Postgraduate studies (PhD - Master)	22	11%
Years of experience		
1 – 5 years	67	33.5%
6 – 10 years	84	42%
11 - 15 years	32	16%
16 – 25 years	17	8.5%

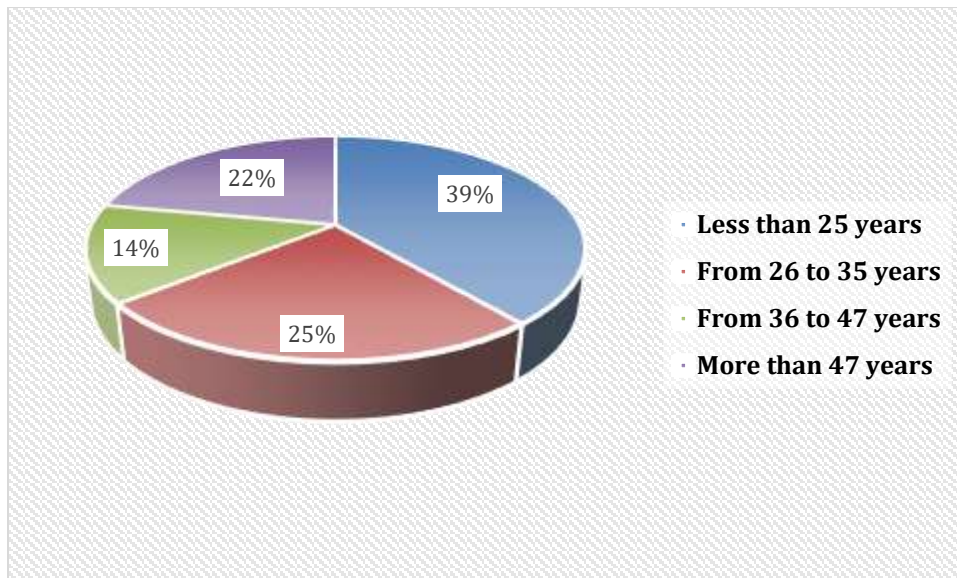


Fig (1): Age distribution among the studied participants

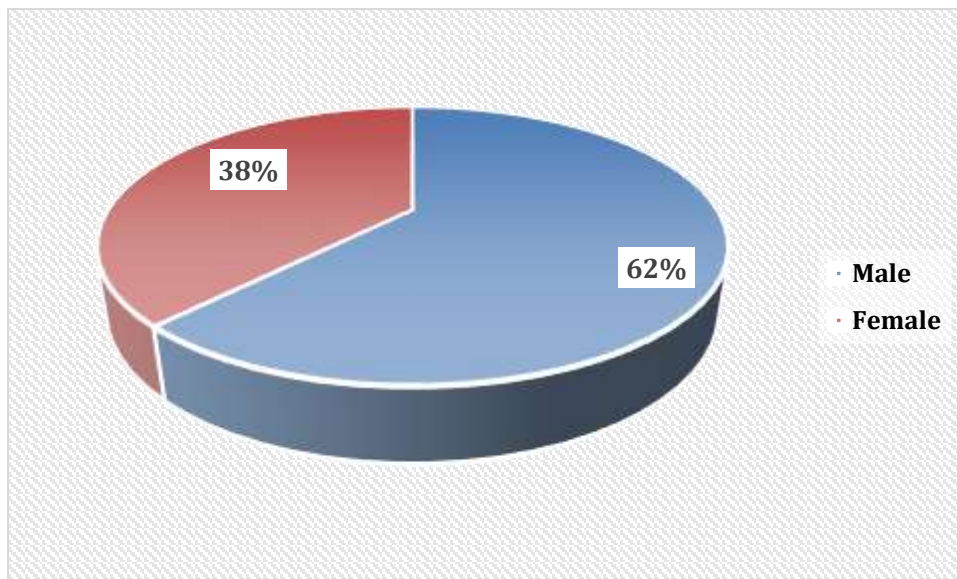


Fig (2): gander distribution among the studied participants

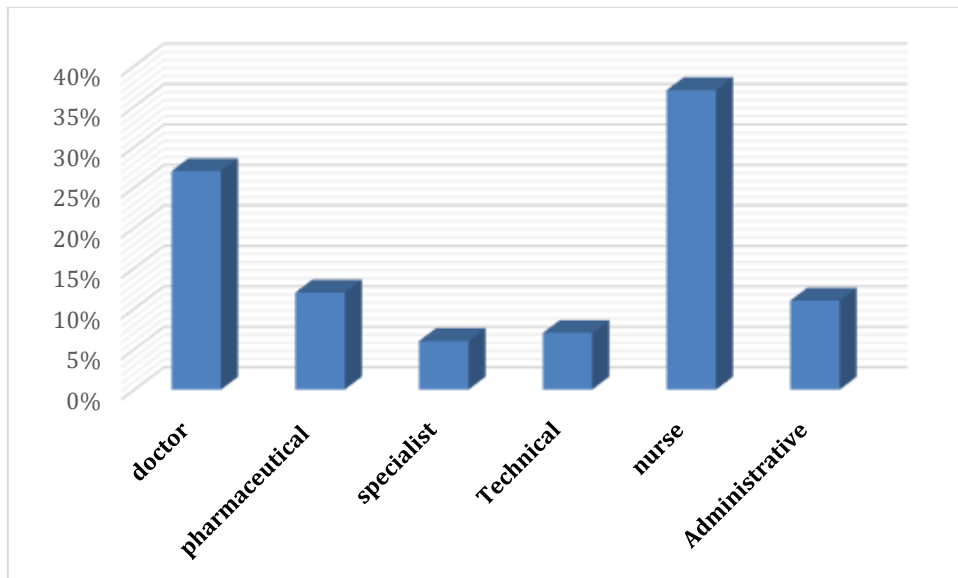


Fig (3): job distribution among the studied participants

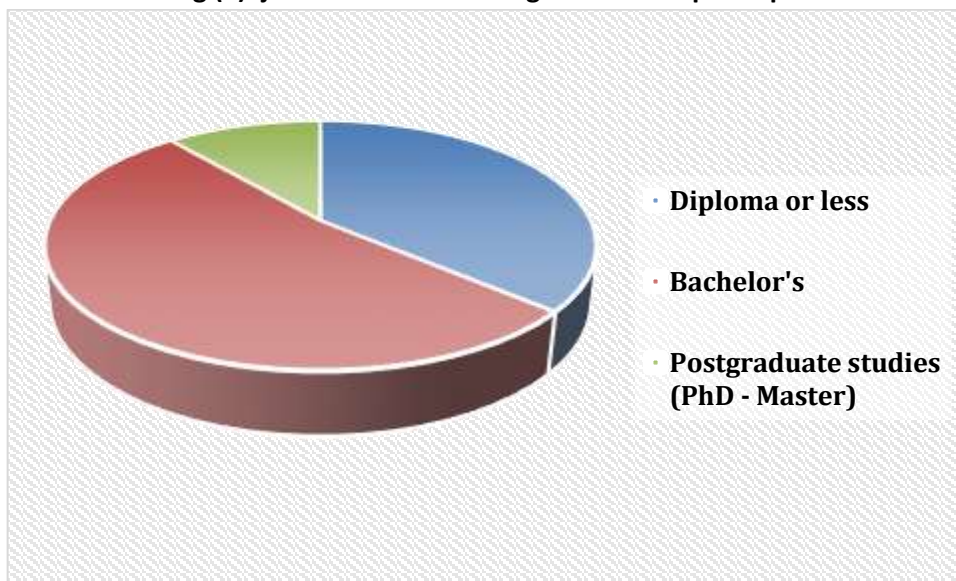


Fig (4): educational level distribution among the studied participants

Table (5) & Figure (1-4) showed that 39% and 25 % of the studied participants were aged less than 25 years and 26-35 years respectively. Regarding to the gender, near to two-third (62%) were males and 38% were females. 52.5% of the studied participants were bachelor's while only 36.5% had diploma or less. As regard to years of experience, 42% of the studied participants worked from 6 – 10 years

Secondly: Results Related to Professional seniority on the quality of health care services from the perspective of health personnel in the government health sector in the Kingdom of Saudi Arabia

First question: What is the level of professional seniority on the quality of health care services

Table (6): response of the studied participants regarding to the level of professional seniority

No.	the level of professional seniority	Cases (n=200)			
		Mean	SD	Category	Rank
1-	Possess extensive skills in the healthcare field.	4.44	0.74	Strongly Agree	2
2-	You have long practical experience in the health sector.	3.96	0.85	Agree	7
3-	Your professional record demonstrates your dedication to providing health services.	4.30	0.80	Strongly Agree	3
4-	She has rich experience in various aspects of healthcare.	3.97	0.57	Agree	6
5-	You enjoy a prestigious professional position in the field of health care.	4.02	0.71	Agree	5
6-	Health personnel in the Kingdom of Saudi Arabia have extensive experience in the field of health care.	2.84	1.05	Neutral	10
7-	The professional experience of health personnel reflects their skills and abilities in providing health services at the highest level.	4.54	0.35	Strongly Agree	1
8-	The health team works in an encouraging environment that contributes to developing and improving their professional skills.	3.65	0.89	Agree	8
9-	.Professional expertise is a key element in achieving health care goals effectively and efficiently.	4.06	0.76	Agree	4
10-	The long professional experience of health personnel contributes to building strong relationships with patients and enhancing a positive health care experience.	2.97	0.69	Neutral	9
Total score		3.89	0.61	Agree	

Table (6): revealed the response of the studied participants regarding to the level of professional seniority. It was found that the mean value of statement (7): The professional experience of health personnel reflects their skills and abilities in providing health services at the highest level was 4.65 (meaning strongly agree) and this represent the first rank. Statement (1) (Possess extensive skills in the healthcare field) came in the second rank with a mean value of (4.44). additionally, statement (3): Your professional record demonstrates your dedication to providing health services

came in the third rank with a mean value of 4.45, Statement (9): Professional expertise is a key element in achieving health care goals effectively and efficiently came in the fourth rank with a mean value of 4.06. Statement (5): You enjoy a prestigious professional position in the field of health care came in the fifth rank with a mean value of 4.02. Statement (4): She has rich experience in various aspects of healthcare came in the sixth rank with a mean value of 3.97, statement (2): You have long practical experience in the health sector came in the seventh rank with a mean value of 3.96, statement (8): The health team works in an encouraging environment that contributes to developing and improving their professional skills came in the eighth rank with a mean value of 3.65. finally, statement (10): The long professional experience of health personnel contributes to building strong relationships with patients and enhancing a positive health care experience came in the ninth rank with a mean value of 2.97 and statement (6)- Health personnel in the Kingdom of Saudi Arabia have extensive experience in the field of health care in the last rank with a mean value of 2.84

Second question: What is the level of quality of health care services from the point of view of health personnel in the government health sector in the Kingdom of Saudi Arabia?

Table (7): response of the studied participants about the level of quality of health care services

N o.	level of quality of health care services	Cases (n=200)			
		Me an	SD	Categor y	Ran k
11-	Customers feel completely satisfied with the services you provide.	4.04	0.78	Agree	4
12-	Your health services are characterized by quality and efficiency.	4.36	0.84	Strongly Agree	3
13-	Always seeking to improve the quality of health services provided.	4.51	0.41	Strongly Agree	2
14-	Provides value-added services to patients and the community.	3.65	0.98	Agree	8
15-	. Strives to achieve the highest levels of care and satisfaction for patients.	3.95	1.20	Agree	6

16-	The quality of health services consists of providing comprehensive and distinguished health care to patients.	3.85	1.01	Agree	7
17-	Evaluating patient satisfaction and meeting their needs is one of the main indicators of the quality of health services.	4.36	0.78	Strongly agree	3
18-	Continuous training and professional updating of health personnel is one of the factors contributing to improving the quality of health services.	4.65	0.69	Strongly Agree	1
19-	The key to quality health services is compliance with the highest standards of health care and safety.	4.02	0.65	Agree	5
20-	The Kingdom of Saudi Arabia adopts multiple strategies to ensure and enhance the quality of health services in the government sector.	2.98	1.35	Neutral	9
Total score		4.03	0.86	Strongly Agree	

Table (7): reported the response of the studied participants regarding to the level of quality of health care services from the point of view of health personnel in the government health sector in the Kingdom of Saudi Arabia. It was found that The study participants Strongly Agree with Statement (18) Continuous training and professional updating of health personnel is one of the factors contributing to improving the quality of health services with a mean rank of (4.65), Statement (13): with a mean rank of (4.51) , Statement (12):. Your health services are characterized by quality and efficiency with a mean rank of (4.3), Statement (17). Evaluating patient satisfaction and meeting their needs is one of the main indicators of the quality of health serviceswith a mean rank of (4.36)), while they agree with Statement (11): Customers feel completely satisfied with the services you provide(4.04), Statement (19): The key to quality health services is compliance with the highest standards of health care and safety with a mean rank of)4.02) , Statement (15): Strives to achieve the highest levels of care and satisfaction for patientswith a mean rank of (3.95)), Statement (16): The quality of health services consists of providing comprehensive and distinguished health care to patients (3.85) , Statement (14): Regulatory compliance increases the costs of providing health services Provides value-added services to patients and the community with a mean rank of (3.65)).

however they neutrally agree with statement (20): The Kingdom of Saudi Arabia adopts multiple strategies to ensure and enhance the quality of health services in the government sector with a mean rank of (2.98).

Third question: What is the role of professional seniority on the quality of health care services from the perspective of health personnel in the government health sector in the Kingdom of Saudi Arabia?

Table (8): : association between **professional seniority** and healthcare service quality as perceived by health personnel in the government health sector in the Kingdom of Saudi Arabia.

	professional seniority	
	R	P
quality of health care services	0.628**	0.001**

Table (8) found positive strong correlation between professional seniority and quality of health care services from the perspective of health personnel in the government health sector in the Kingdom of Saudi Arabia

Results

1. It has been shown that the professional seniority of health personnel has a significant impact on the quality of health care services in the Kingdom of Saudi Arabia.
2. Health personnel with long experience demonstrate higher levels of competence and care for patients.
3. More senior health personnel can effectively deal with complex health challenges and problems

Study recommendations:

1. Motivating health personnel to continue developing their skills and increasing their experience through training programs and workshops.
2. . Providing a work environment that encourages continuous learning and exchange of experiences among health personnel.
3. Enhancing the role of professional seniority in providing health care by providing benefits and incentives to cadres with long experience.

4. . Conduct other studies to evaluate the impact of professional seniority on the quality of health care in the government sector more broadly.

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