

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

Habibah Ibrahim Alnakhli*¹, Mohammed Hashim Almadani², Zahrah Dafer Alqahtani³, Farhan Hadaban Alrshidi⁴, Abdulrhman Nasser Alhozaim⁵, Jaber Ali Mohammed Hulal⁶, Mohammed Rada Alruoaily⁷, Saqer Marzouq Alshammri⁸, Hasan Mohammad Ali Al Asiri⁹, Abdulaziz Lafi Alharbi¹⁰, Nahla Manie Ali Alghamdi¹¹, Sami Mohammed Ali Amri¹², Omar Mutaer Alshammari¹³, Waleed Eid Mounir Almutiri¹⁴, Turki Saad Mohammed Alharbi¹⁵, Nasser Dhim M Alotaibi¹⁶, Nasser Saad Nasser Alotaibi¹⁷, Bader Abdullah Fahad Alfahhd¹⁸.

1. *Habibah Ibrahim Alnakhli, Doctor, Riyadh First Health Cluster, Ministry of Health, Kingdom of Saudi Arabia.
Hialnakhli@moh.gov.sa
2. Mohammed Hashim Almadani, T.Pharmacy, Madinah Health Cluster, Ministry of Health, Kingdom of Saudi Arabia. moalmadani@moh.gov.sa
3. Zahrah Dafer Alqahtani, Madwife, Alfoutah PHC, Ministry of Health, Kingdom of Saudi Arabia.
Zozoalqahtani38@gmail.com
4. Farhan Hadaban Alrshidi, Nursing Technician, Hail Health Cluster, Ministry of Health, Kingdom of Saudi Arabia.
farshidi@moh.gov.sa
5. Abdulrhman Nasser Alhozaim, Public Health Technician Public Health, Riyadh Second Health Cluster, Ministry of Health, Kingdom of Saudi Arabia. Aalhozaim@moh.gov.sa
6. Jaber Ali Mohammed Hulal, Public Health Technician Public Health, Riyadh Second Health Cluster, Ministry of Health, Kingdom of Saudi Arabia. jhulal@moh.gov.sa
7. Mohammed Rada Alruoaily, Public Health Technician Public Health, Riyadh Second Health Cluster, Ministry of Health, Kingdom of Saudi Arabia. malrouaily@moh.gov.sa

8. Saqer Marzouq Alshammri, Emergency Medical Services Technician, Health Crisis and Disaster Management Center in Riyadh Health, Ministry of Health, Kingdom of Saudi Arabia. salshammri4@moh.gov.sa
9. Hasan Mohammad Ali Al Asiri, Nursing, General Administration of Emergency, Disaster and Medical Transport, Ministry of Health, Kingdom of Saudi Arabia. halasiri2@moh.gov.sa
10. Abdulaziz Lafi Alharbi, General dentist, Qassim health cluster, Ministry of Health, Kingdom of Saudi Arabia. alh.az.9932@gmail.com
11. Nahla Manie Ali Alghamdi, General Dentist, Qassim Health Cluster, Ministry of Health, Kingdom of Saudi Arabia. D.no0ona@hotmail.com
12. Sami Mohammed Ali Amri, General Dentist, King Fahad Central Hospital In Jazan, Ministry of Health, Kingdom of Saudi Arabia. samimhamri@gmail.com
13. Omar Mutaer Alshammari, Genral Dentist, National Gard Hospital, Ministry of Health, Kingdom of Saudi Arabia. dr.omar.msa@gmail.com
14. Waleed Eid Mounir Almutiri, Nursing Technician, Al-Iman General Hospital, Ministry of Health, Kingdom of Saudi Arabia. wwaa1406i@gmail.com
15. [Turki Saad Mohammed Alharbi, Health Management, Almeqat Hospital, Ministry of Health, kingdom of Saudi Arabia.](#)
16. Nasser Dhim M Alotaibi, Technician Nursing, Rifa Al-Jamsh General Hospital, Ministry of Health, Kingdom of Saudi Arabia. Ndalotibe@moh.gov.sa
17. Nasser Saad Nasser Alotaibi, Nursing, Dawadmi Hospital, Ministry of Health, Kingdom of Saudi Arabia. nalosime@moh.gov.sa
18. [Bader Abdullah Fahad Alfahhd, Specialist Nursing, Zulfi general hospital, Ministry of Health, Kingdom of Saudi Arabia.](#) Balfahhad@moh.gov.sa

Abstract

The study aimed to identify the relationship between regulatory compliance and the quality of health care service from the point of view of health workers in the government health sector in the Kingdom of Saudi Arabia. The study sample consisted of health care workers working in the government health sector in the Kingdom of Saudi Arabia. This diverse group included a range of roles, including doctors,

nurses, pharmacists, laboratory technicians, administrators, and support staff directly involved in patient care and hospital operations. The descriptive analytical approach was used by the researcher to achieve the objectives of the study. The researcher adopted the questionnaire as a tool for collecting information, and results were obtained. The study indicated that organizational commitment has a positive impact on the quality of health care services in the government health sector, and the study recommended the necessity of enhancing organizational commitment among health workers by providing training and development programs that contribute to enhancing loyalty and belonging to the health institution and the necessity of improving the work environment

Keywords

- Regulatory compliance, quality of services, healthcare, health sector

Introduction:

In the Kingdom of Saudi Arabia (KSA), the healthcare sector is a vital component of the country's infrastructure, serving a rapidly growing population with diverse healthcare needs. Ensuring the provision of high-quality healthcare services is not only a matter of public health but also a crucial element of the government's commitment to the well-being of its citizens. Within this context, regulatory compliance plays a significant role in shaping the delivery and quality of healthcare services, particularly within the government health (sector.Dessler. G. 2011).

Regulatory compliance encompasses adherence to laws, regulations, and standards set forth by governmental bodies and professional organizations. These regulations cover a wide range of aspects, including clinical practices, patient safety, medical ethics, documentation, and administrative procedures. In the KSA, regulatory compliance in healthcare is overseen by various entities, including the Saudi Food and Drug Authority (SFDA), the Saudi Commission for Health Specialties (SCFHS), and the Ministry of Health (MOH). These regulatory bodies establish and enforce standards to ensure that healthcare facilities and practitioners meet minimum requirements for quality and safety. (Greenberg, BaRon. 2014)

The significance of regulatory compliance in the government health sector cannot be overstated. It serves as a

framework to safeguard patients' rights, promote ethical conduct among healthcare professionals, and maintain the integrity of healthcare systems. Compliance with regulations helps mitigate risks associated with medical errors, malpractice, and substandard care, thereby enhancing patient outcomes and trust in the healthcare system.

(Halima,2011).

From the perspective of health personnel working within the government health sector in the KSA, regulatory compliance presents both challenges and opportunities. On one hand, strict adherence to regulations may impose administrative burdens, resource constraints, and increased documentation requirements, potentially diverting attention and resources away from direct patient care. On the other hand, compliance fosters a culture of accountability, professionalism, and continuous improvement, driving healthcare organizations to adopt best practices, implement quality improvement initiatives, and prioritize patient safety.(Hammadneh, 2019),

This research aims to explore the impact of regulatory compliance on the quality of healthcare services from the perspective of health personnel in the government health sector in the KSA. By examining the experiences, perceptions, and challenges faced by healthcare professionals, this study seeks to identify areas for improvement, inform policy decisions, and enhance the overall quality and effectiveness of healthcare delivery in the KSA.(Koueider, 2017)

The findings of this research are expected to provide valuable insights into the complex interplay between regulatory compliance and healthcare quality, shedding light on strategies to optimize regulatory frameworks, streamline compliance processes, and promote a culture of excellence in healthcare provision. Ultimately, the goal is to ensure that regulatory requirements align with the needs of patients, healthcare providers, and the broader healthcare system, thereby contributing to the delivery of safe, efficient, and patient-centered care in the Kingdom of Saudi Arabia (.Mildred, A. 2016)

Study Problem

This study seeks to explore the impact of regulatory compliance on healthcare quality in Saudi Arabia's government health sector. It aims to understand how healthcare personnel perceive and navigate regulatory requirements, and how these regulations influence patient care and outcomes. The research

will also identify barriers to compliance and propose strategies for improving healthcare quality within the regulatory framework.

Research Questions:

1. What is the current status of regulatory compliance in the government health sector in the Kingdom of Saudi Arabia, as perceived by health personnel?
2. How do health personnel assess the quality of healthcare services within the government health sector in the Kingdom of Saudi Arabia, considering regulatory compliance?
3. What is the relationship between regulatory compliance and healthcare service quality from the perspective of health personnel in the government health sector in the Kingdom of Saudi Arabia?

Research Objectives:

1. To evaluate the extent of regulatory compliance within the government health sector in the Kingdom of Saudi Arabia from the viewpoint of health personnel.
2. To gauge health personnel's perceptions regarding the quality of healthcare services provided within the government health sector in the Kingdom of Saudi Arabia, taking regulatory compliance into account.
3. To investigate the association between regulatory compliance and healthcare service quality as perceived by health personnel in the government health sector in the Kingdom of Saudi Arabia.

Study Limitations:

1. Spatial Limits: The study will apply in the Kingdom of Saudi Arabia.
2. Time limits: The study will be implemented in 2022.
3. Human limitations: The study will be applied to a sample of health personnel in the government health sector in the Kingdom of Saudi Arabia.
4. Objective limitations: It was limited to studying the impact of organizational commitment on the quality of health care services from the point of view of health workers in the government health sector in the Kingdom of Saudi Arabia.

Previous studies

Al Remidi & Mohammed (2020): This study aims to explore the impact of job quality on performance and organizational effectiveness in Egyptian tourism companies. The results indicate a positive influence of job quality on organizational effectiveness, recommending the necessity of increasing wages, rewards, and enhancing job stability for employees.(Tripathy,2017)

Ahmed & Shashoua (2019): The objective of this study is to measure the dimensions of job quality and their impact on job performance in Batimal Company. Findings reveal a statistically significant effect of job quality on employee performance, highlighting the importance of wages, salaries, and financial incentives as key dimensions of job quality.

3. Sharnelan (2019): This study aims to utilize employee ideas to improve job quality in the Saudi government sector. Results uncover some issues related to poor hierarchy and dealing with subordinates, emphasizing the need to address employees' material aspects and improve the selection of managerial leadership.

Hamadneh (2019): This study evaluates the job quality level among faculty members at the Jordan University of Science and Technology. The study finds a high level of job quality across all dimensions at the university, recommending further studies on this topic in other Jordanian universities.

Shawash & Al-Ashoul (2018): This study seeks to explore the impact of job quality on organizational silence among employees at Dar Al-Salam University. Results indicate moderate levels of job quality and organizational silence, recommending improvements in job quality dimensions, salaries, incentives, and reducing fear among subordinates.

Al Barbary (2016): The aim of this study is to understand the availability of job quality dimensions and their impact on job inflation in Al-Aqsa Media Network. The study reveals a moderate level of job quality dimensions, suggesting the need to enhance job quality to reduce professional burnout feelings.(Verma, 2016).

Study Methodology:

The descriptive analytical approach was used by the researcher to achieve the objectives of the study, as this approach aims to describe and analyze contemporary and current phenomena and events. The researcher analyzed the study data, the relationships between its components and the opinions expressed about it, in addition to the processes and effects that result from it. In the study, the researcher relied on secondary

information sources such as relevant Arabic and foreign books and references, periodicals, articles, reports, and previous research and studies that dealt with the subject of the study. The researcher also used the questionnaire as a main tool for collecting primary data, which represents a basic source for analyzing aspects of the subject studied.

The study sample

- The study sample consisted of health care workers working in the government health sector in the Kingdom of Saudi Arabia. This diverse group included a range of roles, including doctors, nurses, pharmacists, laboratory technicians, administrators, and support staff directly involved in patient care and hospital operations.
- To ensure representation across the various departments and specialties within the hospital, participants were selected from areas such as emergency medicine, internal medicine, surgery, pediatrics, obstetrics and gynecology, radiology, and others. In addition, efforts were made to include healthcare workers at various levels of experience and seniority, from junior staff to senior physicians and department heads.
- Sample size was determined based on feasibility considerations and ensuring appropriate representation of diverse viewpoints within the healthcare workforce at Al Amal Hospital. While the exact number of participants may vary, the goal was to balance depth of insights with practicality of data collection.
- Participants were recruited through various channels, including email invitations, departmental meetings, and direct communication with hospital administration. Participation in the study was voluntary, and confidentiality of responses was guaranteed to encourage candid feedback from participants.

Study tool and design stages:

In the study titled “The Impact of Organizational Commitment on the Quality of Health Care Services from the Perspective of Health Workers in the Government Health Sector in the Kingdom of Saudi Arabia,” attention was paid to the following:

The following aspects: Developing and validating the study questionnaire.

The development of the questionnaire began with a rigorous process, drawing on experience gained in the areas of healthcare management and regulatory compliance. Collaboration with subject matter experts ensures that the questionnaire aligns with the study objectives while maintaining content validity.

After the initial development phase, the questionnaire underwent a robust validation process that included a panel of healthcare professionals at Al Amal Hospital in Jeddah. Their valuable insights and feedback guided modifications and improvements to enhance the relevance and suitability of the questionnaire for data collection.

The questionnaire consists of two distinct sections, and has been carefully designed to capture key ideas:

1. Demographic Information: This section aims to collect participants' demographic data, including age, gender, educational background, years of experience in the healthcare sector, and job role, providing valuable context for data analysis.

2. Impact evaluation: The second section addressed the perceived relationship between the quality of health care services and the viewpoint of health workers in the government health sector in the Kingdom of Saudi Arabia.

- Using Likert scale items and open-ended questions, this section sought to collect quantitative and qualitative data on different dimensions of service quality that are affected by regulatory compliance.
- Through iterative improvement and validation, the questionnaire achieved content validity, ensuring its effectiveness as a data collection tool. The collaborative efforts of experts and healthcare professionals at Al Amal Hospital in Jeddah were instrumental in improving the questionnaire to reflect the nuances of regulatory compliance and its impact on health workers in the government health sector in the Kingdom of Saudi Arabia.

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 extent of regulatory compliance within the government health sector in the Kingdom of Saudi Arabia.

Statement number	R
1	0.836**
2	0.874**
3	0.696**
4	0.847**
5	0.901**
6	0.784**
7	0.841**
8	0.869**
9	0.625**
10	0.714**

****:** p value <0.001

Table (2): Correlation coefficients of each items in the total score of personnel's perceptions regarding the quality of healthcare services provided within the government health sector in the Kingdom of Saudi Arabia

Statement number	R
1	0.821**
2	0.857**
3	0.651**
4	0.785**
5	0.741**
6	0.574**
7	0.639**
8	0.781**

9	0.854**
10	0.782**

****:** 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 (0.625 - 0.901), 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 for the total score of the questionnaire

	No. of statements	Cronbach's alpha
Regulatory compliance	10	0.847
personnel's perceptions regarding the quality of healthcare services	10	0.852
Total score	20	0.924

The table showed that the Cronbach's alpha reliability coefficient for the score of regulatory compliance was (0.847), personnel's perceptions regarding the quality of healthcare services was (0.852) and the total score of the questionnaire was (0.924), 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=168)	
	No.	%
Age category (years)		
Less than 25 years	69	41.1%
From 26 to 35 years	47	27.9%
From 36 to 47 years	14	8.33%
More than 47 years	38	22.6%
Gander		
Male	90	53.6%
Female	78	46.4%
Marital status		
single	94	55.9%
married	74	44.1%
Job		
doctor	48	28.5%
pharmaceutical	32	19.0%
specialist	24	14.3%
Technical	21	12.5%
nurse	32	19.0%
Administrative	11	6.5%
Educational status		
Diploma or less	81	48.2%
Bachelor's	50	29.7%

Postgraduate studies (PhD - Master)	37	22.1%
Years of experience		
1 – 5 years	67	39.9%
6 – 10 years	40	23.8%
11 - 15 years	51	30.4%
16 – 25 years	10	5.9%

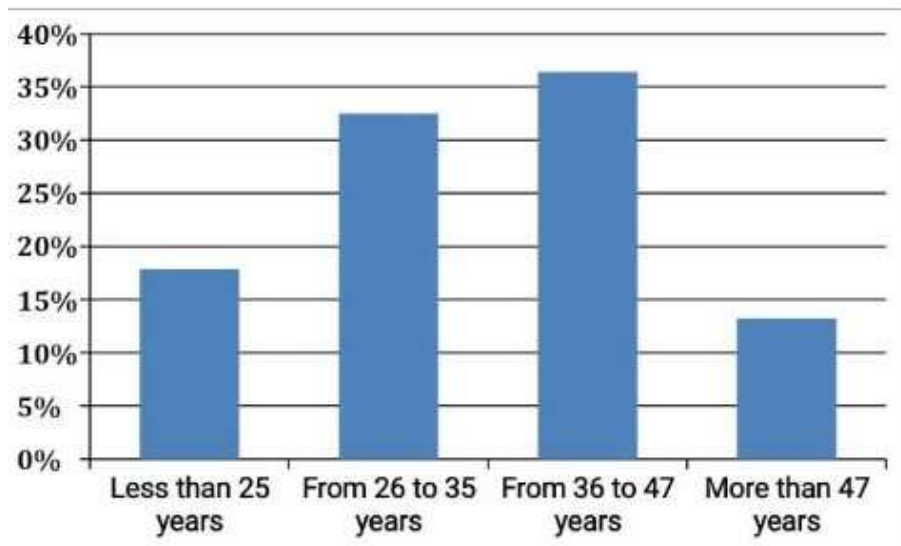


Fig (1): Age distribution among the studied participants

Table (1) showed that 36.4% and 32.5 % of the studied participants were aged 36 -47 years and 26-35 years respectively. Regarding to the gender, near to half (54.5%) were males and 45.5% were females. 45.7% of the studied participants were bachelor's while only 23.9% was diploma or less. As regard to years of experience, 45.7% of the studied participants worked from 6 – 10 years

Secondly: Results Related to impact of regulatory compliance 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 current status of regulatory compliance in the government health sector in the Kingdom of Saudi Arabia, as perceived by health personnel?

Table (6): response of the studied participants regarding to current status of regulatory compliance in the government health sector

No.	current status of regulatory compliance in the government health sector	Cases (n=250)			
		Mean	SD	Category	Rank
1-	The applicable laws and regulations affect the quality of healthcare services in the Kingdom of Saudi Arabia	4.46	0.77	Strongly Agree	2
2-	Compliance with health legislation increases the effectiveness of health care in the Kingdom	3.96	0.85	Agree	7
3-	Compliance with health regulations is a burden on the practice of your profession	4.45	0.80	Strongly Agree	3
4-	Health laws and regulations help improve patient safety	3.97	0.57	Agree	6
5-	Current laws and regulations are sufficient to ensure the provision of high-quality healthcare	4.05	0.78	Agree	5
6-	There is a significant discrepancy between regulatory compliance requirements and the field reality in your healthcare organization	2.84	1.05	Neutral	10
7-	Do you think there is a need to update the current health laws in the Kingdom?	4.65	0.29	Strongly Agree	1
8-	Regulatory compliance affects the freedom to practice your profession as an employee in the health sector	3.65	0.89	Agree	8
9-	Training and awareness of health laws and regulations are sufficient in your organization	4.06	0.76	Agree	4
10-	There are other factors that affect the quality of health care besides regulatory compliance	2.98	0.69	Neutral	9
Total score		3.89	0.61	Agree	

Table (6): revealed the response of the studied participants regarding to current status of regulatory compliance in the government health sector. It was found that the mean value of statement (7): Do you think there is a need to update the current health laws in the Kingdom was 4.65 (meaning strongly agree) and this represent the first rank. Statement (1) (The applicable laws and regulations affect the quality of healthcare services in the Kingdom of Saudi Arabia) came in the second rank with a mean value of (4.46). additionally, statement (3): Compliance with health regulations is a burden on the practice of your profession came in the third rank with a mean value of 4.45, Statement (9) Training and awareness of health laws and regulations are sufficient in your organization came in the fourth rank with a mean value of 4.06. Statement (5): Current laws and regulations are sufficient to ensure the provision of high-quality healthcare came in the fifth rank with a mean value of 4.05. Statement (4): Health laws and regulations help improve patient safety came in the sixth rank with a mean value of 3.97, statement (2): Compliance with health legislation increases the effectiveness of health care in the Kingdom came in the seventh rank with a mean value of

3.96, statement (8): Regulatory compliance affects the freedom to practice your profession as an employee in the health sector came in the eighth rank with a mean value of

3.65. finally, statement (10): There are other factors that affect the quality of health care besides regulatory compliance came in the ninth rank with a mean value of 2.98 and statement (6) There is a significant discrepancy between regulatory compliance requirements and the field reality in your healthcare organization came in the tenth rank with a mean value of 2.84

Second question How do health personnel assess the quality of healthcare services within the government health sector in the Kingdom of Saudi Arabia,

Table (7): response of the studied participants about health personnel assessment the quality of healthcare services within the government health sector

No.	health personnel assess the quality of healthcare services within the government health sector	Cases (n=250)			
		Mean	SD	Category	Rank
11-	11. Fines and penalties for regulatory non-compliance are sufficient to ensure quality	4.04	0.78	Agree	4
12-	12. Administrative procedures for regulatory compliance hinder or facilitate your work	4.36	0.84	Strongly Agree	3
13-	13. Implementing regulatory compliance affects the efficiency of management in your healthcare organization	4.51	0.41	Strongly Agree	2
14-	14. Regulatory compliance increases the costs of providing health services	3.65	0.98	Agree	8
15-	15. There is a need to simplify health laws to facilitate compliance and improve quality	3.95	1.20	Agree	6
16-	16. Interaction between regulatory agencies and health sector employees contributes to improving quality	3.85	1.01	Agree	7
17-	17. Efforts to achieve regulatory compliance place an additional burden on health professionals	4.36	0.78	Strongly agree	3
18-	18. Continuous monitoring and evaluation of regulatory compliance is essential for quality improvement	4.65	0.69	Strongly Agree	1
19-	19. There are clear, detailed guidelines for regulatory compliance at your healthcare facility	4.02	0.65	Agree	5
20-	20. Regulatory compliance contributes to building trust between patients and healthcare providers	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 level of healthcare service quality as perceived by health personnel in the government health sector. It was found that The study participants **Strongly Agree with** Statement (18) Continuous monitoring and evaluation of regulatory compliance is essential for quality improvement with a mean rank of (4.65), Statement (13): Implementing regulatory compliance affects the efficiency of management in your healthcare organization with a mean rank of (4.51) , Statement (12):. Administrative procedures for regulatory compliance hinder or facilitate your work with a mean rank of (4.36), Statement (17). Efforts to achieve regulatory compliance place an additional burden on health professionals with a mean rank of (4.36), while they agree with Statement (11): Fines and penalties for regulatory non-compliance are sufficient to ensure quality 4.04, Statement (19): There are clear, detailed guidelines for regulatory compliance at your healthcare facility with a mean rank of (4.02), Statement (15): There is a need to simplify health laws to facilitate compliance and improve quality with a mean rank of (3.95), Statement (16): Interaction between regulatory agencies and health sector employees contributes to improving quality 3.85, Statement (14): Regulatory compliance increases the costs of providing health services with a mean rank of (3.65). however they neutrally agree with statement (20): Regulatory compliance contributes to building trust between patients and healthcare providers with a mean rank of (2.98).

Third question: association between regulatory compliance and healthcare service quality as perceived by health personnel in the government health sector in the Kingdom of Saudi Arabia.

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

	regulatory compliance	
	R	P
healthcare service quality	0.721**	0.001**

Table (8) found positive strong correlation between regulatory compliance and healthcare service quality from the perspective of health personnel in the government health sector in the Kingdom of Saudi Arabia

Discussion:

This study explores the impact of regulatory compliance on healthcare quality in the government health sector in Saudi Arabia. It emphasizes the importance of compliance in ensuring patient safety and upholding professional standards, while also highlighting challenges such as administrative burdens and resource constraints. The findings underscore the need for a culture of compliance, stronger leadership, and policy interventions to enhance healthcare delivery. The mixed-methods approach provided comprehensive insights, but limitations such as sample representativeness should be considered. Overall, the study contributes to efforts to strengthen regulatory frameworks and promote quality improvement in Saudi Arabia's healthcare system.

Results

- _The results showed that organizational commitment has a positive impact on the quality of health care services in the government health sector.

Recommendations

1. Strengthening organizational commitment among health workers by providing training and development programs that contribute to enhancing loyalty and belonging to the health institution.
2. Improving the work environment and providing the necessary support to health workers in order to enhance organizational commitment and thus improve the quality of health services.
3. Encouraging communication and interaction between management and health workers to enhance the sense of belonging and responsibility towards providing high-quality health services.

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