



**THE QUALITY OF HEALTH SERVICES AND THEIR IMPACT ON MEETING
PATIENTS' NEEDS IN SAUDI HOSPITALS**

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Abstract:

The current study aims to identify the Quality of Health Services and their impact on meeting patients' needs in Saudi Hospitals. The study relied on the descriptive analytical approach, while the questionnaire was used as a tool to collect data from the study sample. The study sample consisted of (154) patients at Al-Muzahmiya Hospital in Riyadh. A questionnaire was distributed



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to them to collect data and then analyze it using SPSS to achieve results. The results of the study showed that there is a high degree of appreciation for the quality of health services in Saudi hospitals, as applied in Al-Muzahmiya Hospital. The results also showed that there is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the quality of health services (reliability, dependability, tangibility, empathy, responsiveness) in meeting the needs of patients at Al-Muzahmiya Hospital. Based on the results, the study came out with a set of recommendations.

Keywords: Quality of Health Services, Patients' Needs, Saudi Hospitals, Al-Muzahmiya Hospital, Riyadh.

Introduction

Constantly, organizations and institutions in general, and service ones in particular, seek to improve the quality of the services they provide to their customers. Organizations also aim to enhance the performance of their employees, as they consider them the main factor that contributes to providing these services and direct interaction with customers. For example, the impact of the quality of service provided to a customer and his satisfaction with it can be positive or negative depending on how employees perform (Al-Fayad, 2020).

Therefore, organizations have placed significant emphasis on speed, innovation, and flexibility in task execution and service delivery. In the healthcare sector, the efforts of healthcare institutions stand out as one of the prominent examples of this trend. These institutions work diligently to develop and enhance the quality of the services they provide, in addition to improving the performance of their employees. This is achieved through the adoption of modern management concepts and the use of customer satisfaction assessment tools, with the aim of continually improving services and performance in order to overcome any challenges facing healthcare services and have a negative impact on patients' satisfaction (Kharoubi et al., 2021).

The adoption of new management concepts in health sector institutions has greatly contributed to their transformation from mere hospitals and treatment centers where doctors and nurses perform their jobs to a more comprehensive institutional framework. It has become a major priority for these institutions to effectively meet the needs of patients by focusing on how to provide health services in better ways, as well as developing plans and implementing research and development programs, in addition to setting standards for monitoring and evaluating the quality of health services and providers of these services (Zadira, 2017).

Thus, the concept of quality in health service is no longer limited to the doctor-patient relationship and what resulting from it as clinical care and treatment inside the hospital. Rather, the quality of health service has evolved to include patient service in all aspects, by linking all cadres and activities that take place in the hospital to ensure the achievement of patient satisfaction and meeting his needs (Saouli and Natour, 2018).

Problem Statement:

In the context of Saudi hospitals, an intricate problem emerges as we examine the intricate interplay between the quality of health services and the comprehensive fulfillment of patients' needs and rights. The complexity lies in the multifaceted nature of healthcare delivery, encompassing medical efficacy, cultural sensitivity, ethical considerations, and patient empowerment. This study seeks to unravel the nuanced challenges within this framework, exploring not only the quantitative aspects of service quality but also the qualitative dimensions that impact patients' experiences. By scrutinizing these intricacies, we aim to unearth insights that can inform targeted strategies for elevating the standard of care, ensuring patients not only receive medical treatment but also encounter an environment that respects their rights, values their individual needs, and empowers them in their healthcare.

The Study Significance:

The current study has practical importance in increasing awareness and guidance of the study problem in Saudi Hospitals. The study may also provide actionable insights for hospital managers, healthcare professionals, and policy makers in KSA on Meeting Patients' Needs and Rights. The study may ultimately contribute to improving Quality of Health Services in Saudi Hospitals.

The study also has scientific importance, where it is one of the rare studies that addressed this topic. The importance of the study also appears through its presentation of theoretical material about the Quality of Health Services and Patients' Needs and Rights.

The Study Objectives:

The study seeks to achieve the following objectives:

- A) Identify the Quality of Health Services in Saudi Hospitals.
- B) Identify the dimensions of health services quality applied in Saudi hospitals?
- C) Identify the most important Patients' Needs and Rights in Saudi Hospitals.
- D) Analyze the impact of between Quality of Health Services on Meeting Patients' Needs and Rights in Saudi Hospitals.

Hypotheses:

H₁ There is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the quality of health services (reliability, dependability, tangibility, empathy, and responsiveness) on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh.

The study hypothesis is divided into the following sub-hypotheses:

H₁₋₁ There is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the reliability on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh.

H1-2 There is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the dependability on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh.

H1-3 There is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the tangibility on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh.

H1-4 There is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the empathy on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh.

H1-5 There is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the responsiveness on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh.

The Study limitations:

The study limitations represented in the following points:

- **Spatial limits:** Al-Muzahmiya Hospital in Riyadh, KSA.
- **Time limits:** 1445 AH- 2023.
- **Human limits:** Patients at Al-Muzahmiya Hospital in Riyadh.

Related Literature:

Al-Qarni's study (2023) aimed to identify the role of applying quality management in the health care process in hospitals and its impact on the degree of patient satisfaction by applying it to the Armed Forces Hospital in the South in the Kingdom of Saudi Arabia. The study sample consisted of (313) patients. The study used the descriptive approach. A questionnaire was used to collect data. The results of the study showed patients' satisfaction with the quality management applied in the health care process at the Armed Forces Hospital in the South, as well as patients' satisfaction with the dimensions of the quality of health services provided to them, in addition to a statistically significant effect between the level of quality of health services and the level of patient satisfaction at the Armed Forces Hospital in the South. The study recommended the need for the Armed Forces Hospital in the South to adopt strategies to build consensus within its work teams. It is also necessary to achieve a balance in the Armed Forces Hospital in the South between its goals and the goals of its patients. The administration of the Armed Forces Hospital in the South must organize time and tangibility more efficiently.

Rasheed and Fulayh(2022) conducted a study that aimed to identify the level of quality of health services in the Yarmouk Teaching Hospital in Baghdad and the satisfaction of patients admitted to them. The study sample included (171) patients. The study used the pubHosqual scale to collect data. The results showed an average level of quality for the health services provided by the hospital, as well as an average level of patient satisfaction. The results also indicated a weakness in the support and willingness of workers to help patients, and the hospital also provided the requirements to maintain a clean internal environment. The study recommended the need for financial support for public hospitals and behavioral training for employees, including doctors, nurses, and administrators, to enhance their moral role in treating patients.

The study by Rajimi and Bousalem(2022) aimed to identify the quality of health services and its impact on patient satisfaction at the Hakim Akbi Hospital Institution in Algeria. The study sample consisted of (175) patients. The study used a questionnaire to collect data. The results of the study showed the study sample's dissatisfaction with the material elements supporting the process of providing health services, as well as patients' dissatisfaction with the Al-Hakim Uqabi Foundation's lack of a policy that makes the patient depend on the institution to meet their health needs, as well as patients' dissatisfaction with the two dimensions of responsiveness and empathy in the Al-Hakim Uqabi Foundation. The study came out with several recommendations, the most important of which are: Providing a suitable work environment by equipping the hospital with the latest equipment, technologies, expertise, scientific qualifications and human resources to ensure better provision of health services, as well as working to provide all necessary medical specialties in the hospital, and providing various medications and tests that patients need, in addition to pay attention to the dimensions of the quality of health services because they are extremely important and one of the most effective ways to obtain a high level of patient satisfaction.

The study of Manzoor et al. (2019) aimed to determine patient satisfaction with health care services and includes physician behavior as moderation between patient satisfaction and health care services, and measurement of health care services, such as laboratory and diagnostic care, preventive health care, and prenatal care, to achieve patient satisfaction in public health sectors in Pakistan. The study sample consisted of (290) patients. The study used a questionnaire to collect data. The results showed that health care services, such as laboratory and diagnostic care, preventive health care, and prenatal care, have a significant and positive impact on patient satisfaction, the results also indicated that physician behavior significantly reduces the impact of health care services on patient satisfaction, and so were the opinions. The general level of patient satisfaction with the availability of health services in hospitals is good, in addition to the degree of satisfaction with regard to laboratory and diagnostic care, preventive health care, and prenatal care services.

The study by Tahboub and Nawajaa(2018) also aimed to identify the extent of patients' satisfaction at Al-Ahli Hospital in Hebron Governorate with all the services provided in the hospital and its impact on them, and to identify the importance of knowing patients' satisfaction with the services provided in the hospital and to identify the factors that should be paid attention to by the hospital's administration which helps increase patient satisfaction. The study sample consisted of (100) patients. The study used a questionnaire to collect data. It used the descriptive approach. The results showed a high degree of satisfaction with the services provided at Al-Ahli Hospital in Hebron Governorate, as well as the existence of a direct relationship between the quality of services provided at Al-Ahli Hospital and patient satisfaction, such that the higher the quality of the services provided, the greater patient satisfaction. The study recommended that the hospital administration should increase flexibility in dealing with patients and their families to increase satisfaction. The researchers also recommend increasing cleanliness care by the cleaning staff.

The study of Taqdees et al. (2018) aimed to clarify patients' perspective on the quality of services of healthcare providers in the private sector. The study sample consisted of (611) patients (inpatient and outpatient) in 6 private sector hospitals in the Pakistani capital, Islamabad. The study adopted the descriptive statistics approach. The questionnaire was used as a tool for data analysis. The results showed that private healthcare service providers try to provide good quality healthcare services to their clients, and the results also confirmed that better quality of healthcare services tends to achieve satisfaction and loyalty among patients.

The Al-Damen (2017) study also aimed to measure the impact of the quality of medical services on patient satisfaction in a major government hospital in Jordan. The study sample consisted of (448) patients from outpatient clinics. The study developed a tool based on the modified "Service Quality" using five dimensions of service quality (empathy, realism, credibility, responsiveness, and reassurance). The study adopted the descriptive approach and the deductive approach. The results of the study indicated that there is an impact of the quality of health care service on patients' satisfaction, as credibility had the greatest impact, followed by empathy and reassurance.

The Concept and Importance of Health Service Quality

The concept of health service quality includes all aspects of care within health institutions and is linked to the comfort and safety of patients. The facilities and services provided by the hospital have become an essential part in determining the level of quality of health service, as the hospital must ensure a comfortable waiting environment for patients and their companions, in addition to providing integrated services to patients and the presence of computerized medical records containing all patient data, and patients' conditions must be followed up after they are discharged from hospital. Hospital by phone and providing hot meals in the internal departments. Also, having clear instructions that the health care team adheres to is essential (Jellaba and Sararma, 2018).

The concept of health service quality has become defined by three basic variables that must be available in all health institutions. These variables include hotel and catering services, administrative services, and medical and paramedical services. In addition, the concept of health service quality depends on the distinctive character of the service itself, the benefits expected from its provision, in addition to the supporting services that contribute to improving it, ensuring patient satisfaction, and achieving their health care goals (Taleh, 2018).

Accordingly, the quality of health services expresses the continuous improvement of the way patients receive their health care within health institutions, as the departments in these institutions are expected to adopt a set of administrative methods and strategies, develop them constantly, and work to improve the performance of health teams, which contributes to provide high quality health services and ensuring that patients' needs and expectations are met (Mohieddin, 2022).

Health service quality is defined as the ability of health institutions and their departments to identify patients' needs and strive to meet them as quickly as possible, by creating more effective systems for providing and distributing health services, and also determining the appropriate value

for health services provided to patients, which contributes in improving their experience and ensuring the provision of health care with high quality, taking into account the prudence in providing these services (Bournaz, 2018).

Younis (2020) clarifies that the quality of health service means adhering to standards and guidelines in a safe and acceptable manner by society, at a reasonable cost, with the aim of achieving positive effects on morbidity and mortality rates.

Also, the concept of health service quality is represented in a set of standards and programs that aim to provide health services with the best results and in a timely manner, at the lowest possible costs, with the aim of meeting patients' needs (Prince et al., 2022).

The quality of health service also means the process of creating opportunities for recovery and contributing to improving the health condition of those who need health care, by meeting their needs and effectively directing their desires. This includes providing health care services and diagnostic services in a way that contributes to achieve improvements in their health (Tawafaq, 2021).

In addition, the concept of health service quality refers to the knowledge, skills and practical experiences that the health service provider possesses, which play a decisive role in determining the approach and method used by the service provider to meet the needs and requirements of patients effectively and satisfactorily (Haliteem, 2016).

Therefore, Bahr and Al-Jadi (2019) indicated that the concept of quality of health services reflects the quality of health services provided and the extent to which they are consistent with sound performance standards, as it is considered crucial to recognize the importance of these standards and their characteristics by patients, health service providers and health institutions alike with the aim of ensuring the quality of health service and patient satisfaction.

On the other hand, the importance of health service quality is noticeable in several important aspects, which Al-Ghazali (2014) explains as follows: First, it aims to achieve patient satisfaction and increase their loyalty to the health organization. Second, it helps identify clients' needs by understanding their views and measuring their level of satisfaction with health services, which contributes to meeting their expectations. Third, it contributes to developing and improving communication channels between health service beneficiaries and providers, which enhances interaction and effective communication. Fourth, it helps to determine the level and position of the health organization in the competing health care market, enabling it to improve its position and increase its attractiveness. Finally, it enables the health organization to improve its performance and efficiency in providing health services effectively and efficiently.

Also, the importance of health service quality stands out through identifying problems and challenges facing the health institution and affecting the quality of its services and the performance of its staff. This helps direct efforts towards finding appropriate solutions with the least time and

effort possible, which leads to improving the overall quality of health care and increasing patient satisfaction (Zuaiter and Qasimi, 2020).

Likewise, the quality of health service is a vital measure of patients' level of satisfaction and the ability to meet their expectations from that service. In addition, the quality of health services contributes to achieving comprehensiveness and integration in performance, as comprehensiveness expresses the expansion of the level of quality in medical and clinical services expected of the patient, while integration is linked to a system composed of several subsystems that interact and integrate with each other, and each subsystem carries it has its own programs, but interacts with other programs to ensure comprehensive and effective patient care (Dreddy, 2014).

According to Greenhalgh et al. (2016), the importance of the quality of health services involves motivating the health institution to enhance and improve its ability to provide health care services and develop systems and infrastructure, by improving the quality and efficiency of health services and systems, and linking the patient to primary care and preventive services. Which means that the quality of health services reflects the positive impact it has on the institution and the patient alike.

In addition, the importance of quality in health service is emphasized by the competences it provides to the health institution that help it design the quality of service by anticipating obstacles, challenges, and patient needs, which increase the ability of the health institutions to identify the skills and tools of the staff in the health institution and work to develop them (Budhan, 2015).

The importance of providing appropriate and high-quality health care services is reflected in reducing unnecessary referrals, thus reducing additional costs. Besides, high-quality healthcare services can increase patients' satisfaction and confidence, enhance the speed of service delivery and increase the cost-effectiveness of healthcare, as well as reduce waiting time (Sharif et al., 2021).

The importance of health service quality is emphasized by enabling the health institution to take effective measures in its operations, with the aim of achieving its planned strategic goals, by creating a dynamic environment that contributes to its sustainability and success in the long term. In addition, the quality of health service enhances the ability of health institutions to meet the expectations and desires of patients by providing the necessary conditions and equipment to provide health services at the highest level (Al-Otaibi et al., 2022).

Therefore, Almutairi et al. (2022) point out that the importance of the quality of health services lies in providing appropriate care to patients by identifying their needs and expectations, and then meeting those needs and expectations permanently. This is done by making effective use of available resources and improving productivity levels. It also includes adapting treatment and care to different disease conditions, ensuring the most appropriate and effective health care is provided to patients.

Dimensions of Health Service Quality

In determining patients' needs, health institutions rely on a set of main dimensions that ensure that they achieve quality in the health services they provide to ensure that those needs are met. These dimensions are (responsiveness, tangibility, reliability, guarantee, and empathy). However, Boukhadra and Amara (2018) explain these dimensions as follows:

Tangibility: represents the physical and visible aspect of service delivery, and includes the equipment and tools used, and the appearance of individuals who interact with service providers. In addition, the tangible dimension includes the formal and basic characteristics associated with the service, which can be clearly observed by customers. This dimension also includes the general atmosphere in the establishment and its surroundings, including the design and decor of the place, and it is usually neglected to be a comfortable atmosphere for customers.

Reliability: refers to the extent of trust that patients give to health care centers and institutions. This trust depends on the performance of the health care team with their various responsibilities and specializations and on the extent of compliance with the promises and pledges that the health institution makes to its clients. It also includes the ability to anticipate potential challenges and problems that the organization and its customers may face, and take proactive measures to resolve them effectively.

Responsiveness: refers to the health institution's ability to provide health services as quickly as possible. This dimension also relates to the ability of the health institution and its employees to deal with patient complaints and inquiries. In addition, the responsiveness dimension includes attention to informing patients of the timing of service provision, and ensuring that the service is provided immediately to patients. It also requires rapid response by the institution's employees to patients' requests, even when they are busy.

Assurance: It expresses the trust and confidence of patients regarding health service providers and the reputation of the health institution and its staff, and this confidence is a result of the good reputation of the institution and the performance of its employees. This dimension is enhanced through the use of various promotional methods to build and enhance patients' trust towards the health institution.

Empathy: It includes hospital staff caring for patients on a personal level. This also includes understanding patients' desires, being able to anticipate and meet their needs, and providing care in a way that shows personal interest and empathy for their condition. The health institution's working hours must also be diverse and appropriate to serve all patients and meet their needs.

Accordingly, Balak (2016) indicates that developing health service quality depends on a set of standards that include: physical quality, which relates to the physical features and manifestations of the service, and institutional quality, which represents the image of the health institution and its formation in the eyes of customers, whether before or after receiving the service. In addition to

interactive quality, which is related to the interaction between front office staff and customers, in addition to the interaction between employees of the health institution itself.

Patients' Needs

Meeting patients' needs contributes to improving the quality of health care and ensuring that patients' needs are met in a comprehensive and humane manner. Patients' needs include a variety of health and social needs that they need while receiving health care. These needs vary from one patient to another and depend on the type and severity of the disease and personal circumstances, which poses a challenge to the hospital and its staff (Rapport et al., 2019).

Understanding patients' needs before designing health services represents the first and essential point for achieving health service quality, as patients' needs are understood through analyzing the expectations of patients who benefit from the service. These expectations are on several levels, which Radwan (2021) describes as follows:

Expected quality: represents the required level of quality that patients expect. Determining this level is difficult due to the different characteristics of patients and their treatment conditions, and the various services they expect from the health institution.

Perceived quality: represents the quality that is perceived in relation to the health service based on the capabilities available in health institutions.

Normative quality: means the compliance of the level of health service with the standards and specifications specified by the health institution.

Actual quality: represents the degree and level of actual quality provided by health institutions to patients and beneficiaries of health services.

Shabil and Kaal (2022) indicated that health service providers must be careful and prepared to understand and meet patients' expectations, by striving to work hard to achieve the expected quality in providing health services, and focusing on excellence in providing health services as a way to meet those expectations effectively.

In addition, there are three main levels of providing health services which determine the nature of the relationship between the health institution and service providers with the patient and meeting his needs. It is also characterized by a hierarchical structure arranged according to the complexity and severity of the health challenges being addressed. Muhammad (2022) explains these levels as follows:

Primary level of health care: it is the level that covers the majority of an individual's health needs throughout his life. This level includes preventive care, treatment, rehabilitation, and palliative care. The most prominent primary care services include improving the provision of health services and providing health care to all members of society. It also includes educating citizens about the preventive and curative services provided to them.

Secondary level of health care: this type of care is often provided in hospitals. Care services at this level include specialized treatment and support provided by doctors and other health care professionals to patients who have been referred for specific specialty care.

Tertiary level of health care: this level is usually defined as highly specialized medical care and is often provided over a long period of time, which includes advanced and complex diagnoses, procedures and treatments performed by medical specialists in the most modern medical facilities.

On the other hand, Bouabbas (2010) identifies a set of factors that help the hospital to identify patients' needs and work to meet them. These factors are:

- The patient's expectations regarding the services he will receive and that are provided to him.
- The patient's previous experiences in receiving health services.
- The nature of the relationship between staff and health service providers with the patient, which includes communication with the patient and make trust towards the hospital and its staff.
- Using feedback from patients regularly to choose between available alternatives to provide a high level of quality health care.

Therefore, quality is one of the main factors that plays a prominent role in the success of the health institution, as it reflects the competence and ability of its medical and administrative staff to provide high-quality health services and ensure that all beneficiaries' needs are met. In addition, quality contributes to the process of planning health care and formulating policies related to it, by collecting the opinions and impressions of beneficiaries and measuring their level of satisfaction. As well as, quality enhances the reputation of the health institution and enhances confidence among patients, which contributes to improving health care in general and improving the experience of beneficiaries (Bourouina, 2022).

Methodology:

The study adopted the descriptive approach in describing the Quality of Health Services and Meeting Patients' Needs and Rights. The analytical approach was also relied upon to analyze the impact of Quality of Health Services on Meeting Patients' Needs and Rights in Saudi Hospitals.

Study Population and Sample:

In order to apply the study, Al-Muzahmiya Hospital in Riyadh was selected. The population of the study includes all Patients at this Hospital.

For the purposes of the study, the random sample method was used, which includes a random sample whose size was determined based on the (Sample Size Calculator) and it amounted to (154) Patients at Al-Muzahmiya Hospital in Riyadh. The study tool was electronically distributed and responses were stopped when they reached the required limit.

The following table is an explanation of the study sample members according to their basic information in questionnaire:

Table (1) sample characteristics according to their basic information

Demographic characteristics	Variable	Repetition	Percentage %
Gender	Male	138	89.6
	Female	16	10.4
	Total	154	100.0
Age	25 years and less	14	9.1
	26-35 years	64	41.6
	36-45 years	59	38.3
	46 years and more	17	11.0
	Total	154	100.0
Duration of stay in hospital	One day or less	123	79.9
	2-5 days	20	13.0
	6-10 days	4	2.6
	11 days and more	7	4.5
	Total	154	100.0
Reason for entering the hospital	Receiving treatment	139	90.3
	Undergoing surgery	15	9.7
	Total	154	100.0

Table (1) indicates that (89.6%) of the sample are males, while females were just (10.4%) of the sample of Patients at Al-Muzahmiya Hospital in Riyadh. The table also showed that most of the sample were between the ages 26-35 years (41.6%), while the smaller percentage of the sample was aged between 25 years and younger (9.1%) at Al-Muzahmiya Hospital. In addition, the results showed that (79.9%) of the sample's hospital stay was one day or less, while a smaller percentage of the sample (2.6%) spends 6-10 days in the hospital. Finally, the table indicates that (90.3%) of the sample entered the hospital to receive treatment, while (9.7%) of the sample entered the hospital to undergo surgery.

Data Collection:

Two sources will be relied upon to collect data related to the study:

- I. **Primary sources:** These include books, research and studies, and the Internet.
- II. **Secondary sources:** A questionnaire that will be prepared based on the steps of scientific research in accordance with the objectives and variables of the study.

The Study tool:

The study relied on related Literature in developing a questionnaire to collect primary data. The responses were classified according to the five-point Likert scale, and were identified with five responses (strongly agree, agree, neutral, disagree, and strongly disagree).

Validity and reliability of the study tool:

Cronbach's alpha test was used to measure the stability and internal consistency of the measurement tool as described in the following table:

Table (2) the consistency values using Cronbach's alpha method to find the coefficient of internal consistency

Number	Dimension	Paragraphs	Cronbach's alpha
Quality of health services		30	0.985
1	Reliability	6	0.940
2	Dependability	6	0.963
3	Tangibility	6	0.902
4	Empathy	6	0.966
5	Responsiveness	6	0.963
Meeting patients' needs		6	0.960
The whole tool		36	0.988

Source: Statistical analysis outputs

Table (2) showing that Cronbach's alpha factors of the study's tool dimensions and variables were between (0.902 - 0.985) and all of them are higher than (0.70). Moreover, the Cronbach's alpha factor for the whole tool was (98.8%) and it higher than (60%), which means the validity of the tool to achieve the study objectives.

Statistical Analysis Methods:

In order to reach accurate and standardized indicators that serve the objectives of the study and test its hypotheses, the study relied on the following statistical methods:

- ❖ **Descriptive statistics:** In which percentages, frequency, arithmetic mean, and standard deviation were measured and analyzed. Descriptive statistics used to show the views of the study sample on its variables and determine the importance of the items contained in the questionnaire.
- ❖ **Cronbach Alpha test:** to test the consistency of the areas of the study tool used to measure the variables included in the study.
- ❖ **Multiple regression:** to test the effect of the independent variable and its dimensions on the dependent variable.

Descriptive Analysis:

First, Independent Variable, Quality of health services:

Arithmetic means and standard deviations were found for the study sample's answers to the paragraphs of the dimensions of the independent variable "Quality of health services" in Saudi Hospitals, and here are the results:

Table (3) Arithmetic means and standard deviations for the dimensions of "Quality of health services"

No.	Dimension	Arithmetic Means	Standard Deviations	Rank	Level
1	Reliability	3.922	1.067	4	High
2	Dependability	3.994	1.064	3	High
3	Tangibility	3.856	1.111	5	High
4	Empathy	4.074	1.023	1	High
5	Responsiveness	4.052	1.017	2	
Quality of health services		3.980	-----		High

Table (3) indicating to the answers of the sample's individuals to the dimensions of the independent variable (Quality of health services) in Saudi hospitals, as applied at Al-Muzahmiya Hospital in Riyadh. The results showed that the general arithmetic mean of Quality of health services in Saudi Hospitals was (3.980) at a high level.

However, the dimension of "Empathy" was in the first rank with an arithmetic mean reached (4.074) at a high level. In second rank, there was the dimension "Responsiveness" with an arithmetic mean reached (4.052) at a high level. The dimension "Dependability" was in the third rank with an arithmetic mean reached (3.994) at high level, while in in forth rank there was the dimension "Reliability" with an arithmetic mean reached (3.922) at high level. Finally, the dimension of "Tangibility" was in the last rank with an arithmetic mean reached (3.856) at a high level in Saudi Hospitals.

Second, Dependent Variable, Meeting patients' needs:

Arithmetic means and standard deviations were calculated for the study sample's answers to the paragraphs of the dependent variable "Meeting patients' needs" in Saudi Hospitals, and here are the results:

Table (4) Arithmetic means and standard deviations for the Paragraphs of the dependent variable "Meeting patients' needs"

No.	Paragraph	Arithmetic Means	Standard Deviations	Rank	Level
31	Al-Muzahmiya Hospital is characterized by the availability of services that meet patients' requirements.	3.728	1.162	6	High
32	Al-Muzahmiya Hospital is characterized by cleanliness and proper arrangement.	3.980	1.023	1	High
33	Al-Muzahmiya Hospital is characterized by easy access to information through male and female nurses.	3.858	1.075	3	High
34	Al-Muzahmiya Hospital is characterized by the rapid response of staff to the special needs of patients in the hospital.	3.912	1.088	2	High
35	I receive appropriate medical care without discrimination based on age, sex, religion, marital status, or any special needs.	3.742	1.222	5	High
36	The hospital provides all my rights as a patient.	3.857	1.147	4	High
Meeting patients' needs		3.846	1.120	---	High

Table (3) indicating to the answers of the sample's individuals to the paragraphs of the independent variable (Meeting patients' needs) in Saudi hospitals, as applied at Al-Muzahmiya Hospital in Riyadh. The results showed that the arithmetic mean of Meeting patients' needs in Saudi hospitals

was (3.846) at a high level, where the arithmetic means were between (3.728 – 3.980) at a high level for all paragraphs.

The table showed that paragraph (32), which states “Al-Muzahmiya Hospital is characterized by cleanliness and proper arrangement” was in the first rank with an arithmetic mean (3.980) at a high level. The paragraph (31), which states “Al-Muzahmiya Hospital is characterized by the availability of services that meet patients’ requirements” was in the last rank, with an arithmetic mean reached (3.728) at a high level in Saudi hospitals.

Hypotheses Test:

Main hypothesis:

H₁ There is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the quality of health services (reliability, dependability, tangibility, empathy, and responsiveness) on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh.

To test the hypothesis, a multiple regression test was performed to reveal the extent of a statistically significant impact for the quality of health services (reliability, dependability, tangibility, empathy, and responsiveness) on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh at the significance level ($0.05 \geq \alpha$). However, the results are as the following:

Model strength test:

Table (5) b model summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.937 ^a	.878	.874	.36368

Table (5) indicates that the value of the correlation coefficient between the independent variable and the dependent variable was (0.937) as described, and the value of the coefficient of determination (R^2) was (0.878). Therefore, the independent variable was able to explain (87.8%) of the changes in the dependent variable.

The overall significance test of the regression model:

Table (6) represents results of ANOVA analysis of alteration to test the significance of the regression model:

Table (6) Analysis of alteration results

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	135.851	5	27.170	205.426	.000 ^b
	Residual	18.914	143	.132		
	Total	154.764	148			

Table (6) describes the analysis of alteration that aims to identify the explanatory power of the model and of the independent variable quality of health services on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh by statistical analysis (F).

According to what described in table (6), it is clear that there is a high significance of (F) test estimated (205.426), which higher than its tabular value (2.19) with the significance level that estimated (Sig = 0.00), which less than the significance level ($0.05 \leq \alpha$). Thus, the regression model has a significant impact suitable for measuring the relationship between the independent variable and the dependent variable.

Hence, the null hypothesis is rejected and the alternative hypothesis is accepted, which states that the regression model is significant (there is an impact for the independent variables on the dependent variables), as the independent variables explained (87.8%) of the dependent variable. Therefore, there is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the quality of health services (reliability, dependability, tangibility, empathy, and responsiveness) on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh.

On the other hand, it can be said that at least there is one variable of the independent variables has a statistically significant impact on the dependent variable that it could be moral, and this is known by testing the significance of the multi-regression equation.

Multiple regression significance:

Table (7) describes the values of regression coefficients for estimators and statistical tests as the following:

Table (7) Correlation coefficients between the independent variables and Meeting patients' needs

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	-.582	.143		-4.077	.000
Reliability	.436	.083	.386	5.231	.000
Dependability	.039	.106	.034	.364	.716
Tangibility	.097	.067	.085	1.456	.148
Empathy	.184	.113	.166	1.628	.106
Responsiveness	.354	.093	.322	3.814	.000

H1-1 There is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the reliability on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh.

Table (7) indicates that there is statistically significant impact at the level of significance ($\alpha = 0.05$) for the reliability on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh. This result is

evident because (T) rate was (5.231), which is more than its tabular value, at the level of statistical significance (0.00), which is less than the specified value (0.05). Therefore, the null hypothesis is rejected and the alternative is accepted.

H1-2 There is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the Dependability on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh.

Table (7) indicates that there is no statistically significant impact at the level of significance ($\alpha = 0.05$) for the Dependability on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh. This result is evident because (T) rate was (0.364), which is less than its tabular value, at the level of statistical significance (0.716), which is more than the specified value (0.05). Therefore, the alternative hypothesis is rejected and the null is accepted.

H1-3 There is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the Tangibility on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh.

Table (7) indicates that there is no statistically significant impact at the level of significance ($\alpha = 0.05$) for the Tangibility on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh. This result is evident because (T) rate was (1.456), which is less than its tabular value, at the level of statistical significance (0.148), which is more than the specified value (0.05). Therefore, the alternative hypothesis is rejected and the null is accepted.

H1-4 There is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the Empathy on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh.

Table (7) indicates that there is no statistically significant impact at the level of significance ($\alpha = 0.05$) for the Empathy on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh. This result is evident because (T) rate was (1.628), which is less than its tabular value, at the level of statistical significance (0.106), which is more than the specified value (0.05). Therefore, the alternative hypothesis is rejected and the null is accepted.

H1-5 There is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the Responsiveness on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh.

Table (7) indicates that there is statistically significant impact at the level of significance ($\alpha = 0.05$) for the Responsiveness on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh. This result is evident because (T) rate was (3.814), which is more than its tabular value, at the level of statistical significance (0.00), which is less than the specified value (0.05). Therefore, the null hypothesis is rejected and the alternative is accepted.

Conclusion:

The quality of health services in Saudi hospitals may relate to meeting diverse needs and supporting the rights of patients, as the effectiveness of health care provision is closely related to the satisfaction, well-being and rights of individuals who seek medical care. Recognizing the

importance of patient-centered care, Saudi hospitals must continue to invest in strong quality assurance mechanisms, ongoing staff training, and integration of patient feedback in order to continually enhance service standards. By prioritizing the comprehensive fulfillment of patients' needs and rights, Saudi hospitals contribute not only to the health and satisfaction of the diverse patient population but also to the overall advancement of healthcare practices in the Kingdom. Therefore, the current study seeks to identify the Quality of Health Services and their Impact on Meeting Patients' Needs and Rights in Saudi Hospitals, as applied at Al-Muzahmiya Hospital in Riyadh.

Descriptive method and analytical method were used in this study, and the study revealed results, and the following is a presentation of its most important results:

The results indicated that there is a high degree of appreciation for Quality of health services in Saudi hospitals, as applied at Al-Muzahmiya Hospital in Riyadh. Quality of health services, which represents in (reliability, dependability, tangibility, empathy, and responsiveness) has a high degree of appreciation in Saudi hospitals.

The results indicated that the dimension "Empathy" was in the first rank, while in second rank, there was the dimension "Responsiveness". The dimension "Dependability" was in the third rank, while in in forth rank there was the dimension "Reliability". Finally, the dimension of "Tangibility" was in the last rank, where all that dimensions were at a high level in Saudi Hospitals.

On the other hand, the results also indicated that there is a high degree of appreciation for Meeting patients' needs in Saudi hospitals, as applied at Al-Muzahmiya Hospital according to the opinions of the study sample individuals. The results indicated that Al-Muzahmiya Hospital is characterized by cleanliness and proper arrangement. In addition, Al-Muzahmiya Hospital is characterized by the availability of services that meet patients.

Which it refers to the relation between quality of health services and Meeting patients' needs, and thereunder clarifying the results related to the impact of quality of health services (reliability, dependability, tangibility, empathy, and responsiveness) on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh:

The results indicated that there is a statistically significant impact at the level of statistical significance ($\alpha = 0.05$) for the quality of health services (reliability, dependability, tangibility, empathy, and responsiveness) on Meeting patients' needs at Al-Muzahmiya Hospital in Riyadh. After conducting a multi-regression test for each dimension of the quality of health services, the results showed an impact of both (Reliability and Responsiveness) on meeting patients' needs. On the other hand, the results showed that there was no impact for each of (Dependability, Tangibility, and Empathy) on meeting the needs of patients at Al-Muzahmiya Hospital in Riyadh.

Recommendation:

Based on the results, the study recommends the following:

- Create clear and accessible channels for disseminating information about health care services, treatment plans and patient rights. This can include developing information materials, workshops and digital platforms to empower patients with knowledge and facilitate informed decision-making.
- Review and revise hospital policies to prioritize patient-centered care. Ensure that policies are in line with national healthcare standards and regulations, and promote a patient-friendly environment that meets individual needs and preferences.
- Strengthen patient feedback mechanisms: Establish robust patient feedback mechanisms to collect patients' views on the quality of services provided.
- Conduct regular assessments of service quality through internal audits and patient satisfaction surveys, and then use the results to identify strengths and areas for improvement, allowing for continuous improvement of services to better match evolving patient needs.
- Promote a culture within the hospital that puts patients at the center of care. This includes promoting the values of empathy, respect and responsiveness among all staff, creating an environment where patients feel heard, understood and supported.

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