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### Staff Satisfaction from Medical Service Provided by University Outpatient Clinic, Taif University, Saudi Arabia

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**Objective:** Primary health care involves a sustained partnership between providers that addresses the patient's health needs over time. Staff satisfaction is, quite simply, how content or satisfied employees are with their jobs. The degree of staff satisfaction is one among the mechanisms used in assessing the patient safety in the health care services. Hence, the aim of this study is to determine staff satisfaction regarding the quality of medical care at the Taif University Outpatient Clinic (TUOC).

**Methods:** An analytical observational cross sectional study was conducted on 41 employee at the TUOC both male and female section. All staff (physicians, nurses, technicians) hared in the survey over a three month period; from February 1st to June 31st 2013. A self administered (Arabic/English) questionnaire consist of 32 questions and divided into five major groups including management, trust, influence, relationship and communication and remuneration was used.

**Results:** As regards staff satisfaction related to management, total agreement was 221 (67.5%), somehow agree 34 (10.5%) and 72 (22%) disagree. Staff satisfaction related to trust, total agreement was 172 (70.6%), somehow agree 39 (16%) and 33 (13.4%) disagree. Staff satisfaction related to influence, total agreement was 185 (76.6%), somehow agree 29 (12%) and 28 (12.4%) disagree. Staff satisfaction related to relationship and communication, total agreement was 110 (68%), somehow agree 25 (15%) and 28 (17%) disagree. Finally, staff satisfaction related to remuneration, total agreement was 168 (51%), somehow agree 52 (16%) and 108 (33%) disagree. It was noted that influence and trust satisfactions are got higher rate (76.6% & 70.6% respectively), while remuneration got lowest value (51%).

**Conclusion:** The majority of staff in TUOC were satisfied with the measured issues especially influence and trust. While, remuneration got low satisfaction rate that need more studies to discuss the causes and methods to improve it.

**Recommendations:** continuous evaluation of staff satisfaction is to be part and parcel of the patient safety and general health care delivery by TUOC to ensure patient satisfaction.

### Biography

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