

Staff Satisfaction at Royal Medical Services in the Kingdom of Bahrain

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Aim: The aim of this study is to identify the factors affecting staff satisfaction at Royal Medical Services in the Kingdom of Bahrain.

Method: A questionnaire has been formulated and distributed among 1364 staffs who were available during the study period from 16-30 April 2005. The questionnaire addresses personal characteristics data, and 54 statements related to two dimensions of staff satisfaction – Hygiene and motivating factors. Satisfaction rates were measured by using 5-point Likert scale. Data analyzed using SPSS version 11.01.

Result: The response of the hospital staff was 495/1364 (36.2%). Within this sample, the majority of the respondents were Bahrainis. The female staff showed a higher response than males. The majority of respondents were 20-30 year old 213 /492 (43.2%), great number of them were nurses 294/491 (59.8%). The majority of respondents 206/494 (41.7%) had 1-5 years working experience in the Royal Medical Services. In general, the staffs' satisfaction with their job was 287/460 (62.4%); the satisfaction rate was higher among the British, Somalis, Sudanese and Egyptian nationalities 18/20 (90%) than Bahrainis 141/232 (60.7%) and Indians 87/143 (60.8%). Male staff had higher satisfaction rate 48/65 (73.8%) than female and those with higher qualifications had higher satisfaction rate 18/18 tab (100%). Heads of departments and physicians had more satisfaction rate, 6/7 (85.7%) and 19/23 (82.6%) respectively, but staffs were dissatisfied with their salary 1045/1455 (71.8%), particularly the benefits that Royal Medical Services provides.

Conclusion: Overall, Royal Medical Services staffs are satisfied with their jobs, responsibility, supervision and inter-personal relationship. However, there is room for improvement in a number of areas such as salary, recognition and advancements.

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