

**Kingdom of Saudi Arabia**  
**Ministry of Higher Education**  
**Al-Imam Muhammad ibn Saud Islamic University**  
**Faculty of Social Sciences**  
**Department of Sociology & Social Work**  
**Masters Level**



**The Effectiveness of the Social Services  
Provided to Employees and their  
Relationship to Job Satisfaction**  
*A Field Study on the Staff of the Advanced  
Electronics Company*

**A thesis submitted in partial fulfillment of the requirements  
for the Masters Degree in Principles of Education  
(With Specialization in planning and management of social  
welfare institutions)**

**By**  
**Abdullah bin Dhaoui Al-Otaibi**

**Supervised By**  
**Dr. Rashid bin Saad Al-Baz**  
**Professor, Department of Sociology & Social Work**

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## **Thesis Abstract**

Title: The Effectiveness of the Social Services Provided to Employees and their Relationship to Job Satisfaction – A Field Study on the Staff of the Advanced Electronics Company.

Researcher's Name: Abdullah bin Dhaoui Al-Otaibi

Supervisor's Name: Dr. Rashid bin Saad Al-Baz

Faculty: Social Sciences, Department of Sociology & Social Work

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This study deals with the effectiveness of social services provided to employees and their relationship to job satisfaction, which is a field study on the staff of the "Advanced Electronics Company" in Riyadh in 1426 AH. The researcher studied the effectiveness of the social services provided to the employees of the company, namely: health care services, housing loans service, and recreational and cultural activities.

The researcher used the evaluation study of the social survey (descriptive) approach to detect and clarify the extent to which the program realizes its stated objectives in order to improve the standard of practice as a strategy for the development of programs and social policy-making. The study sample includes (176) members of the staff of the company. The study's questionnaire has been composed in light of the objectives of the study and its questions where it has been divided into two parts (the personal information; questions about the social services). The questions on these social services have been distributed over two areas. (the first of which measures the degree of effectiveness of social programs and services provided by the company according to three dimensions, namely: the extent to which social services meet the staff's wishes; The ease of procedures for accessing the social services; and staff participation in the development of social services).

The second part measures the level of job satisfaction among staff as to the social services provided to them in two parts: the first secondary (qualitative), which is measuring the level of satisfaction with health care services, housing loans service, and recreational and cultural activities. The other is about the general satisfaction of all social services provided, and the importance of their presence in the company.

Through his study, the researcher found out about the validity of some of his study hypotheses, the importance of having a Department of Social Service, and work towards increasing the effectiveness of social services in order to increase satisfaction.