

Relationship between Professional Commitment, Job Satisfaction and Professional Roles' Practice Level of Medical Social Workers

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Introduction

Work occupies an important place in individuals' lives. Their belonging to, and their satisfaction with their work, contribute to a higher level of life quality for them and their families. Social work is practiced through institutions that aspire to provide efficient assistance services to those who need it (clients). Any Organization must provide supportive and attractive work environment, and a good level of professional commitment and job satisfaction among its employees; in order to succeed, to achieve its vision and organizational goals, to become efficient and effective, and to achieve a high level of professional Roles' practice. In spite of the development of social work's profession in Arab countries, it is still facing many challenges: societal recognition and importance of its status. Moreover, any profession derives its status and community recognition from the importance of its role in serving community. Social work in Saudi Arabia Kingdom is relatively new and faces some difficulties: lack of local programs in practices, conflicts among social workers, graduates' conversion to other jobs, and professional fatigue, Fattouh (2002). The interest in social work requires the attention of its custodians (social workers) in various areas of professional practice. This interest must be represented in their choices, their professional preparation, and in their direction towards practicing their profession to acquire professional commitment, or through the development of their skills and experiences, and by providing an appropriate work environment for their practice.

Medical social workers need care and attention from the hospitals, so that they can overcome work pressures that weaken their professional commitment, reduce their job satisfaction, and may even make them leave social work. All those factors will directly affect the process of assistance to clients, and the status and effectiveness of practice in medical field. They may cause poor performance of professional roles with patients, their families, within medical institutions and the whole community. Based on this, the present study examined the relationship between professional commitment, job satisfaction and professional Roles' practice level of medical social workers. It is also meant as a tool to benefit social institutions' decision makers and managers from its results to provide an appropriate supportive social and professional environment to social medical work's practice in the Kingdom of Saudi Arabia.

Literature Review

Professional commitment

The commitment to a job expresses to which extent individuals understand their job practice, and whether it is meeting their different needs, or not. Al-Salami (1992: 75-76). Professionalism is seen as the individual's positive feeling towards a particular profession satisfying material and moral needs.

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The aspects that reflect the manifestation of professional commitment to social work as profession are: conviction of professional work, teamwork, and commitment to social work ethics. Many previous studies examined the professional commitment: Al Kandri (1992) examined the relationship between the qualitative dimension of commitment and some personal factors (gender, nationality, years of experience, educational qualifications, etc.) and other material and moral factors that decrease commitment. Awad (2013): high degree of professional commitment of psychologists and social workers in mental health centers/ significant differences in commitment level due to: gender (males had higher commitment than females), workplace, monthly income/no statistically significant differences concerning commitment's degree attributed to: marital status, scientific qualification, years of experience/ identification of some obstacles: bureaucracy, routine, lack of appreciation and support and incentives, negative view of professionals, low salary, work pressures, contradictive and overlapping roles, inappropriate workplace. Giffords (2009: 389): weak professional and organizational commitment of social workers has a detrimental effect on clients/ professional transformations destroy the relationship, capacity and continuity of effective assistance, weaken organizations and profession. Due to the importance of studying medical social workers' professional commitment in Saudi Arabia, and because of the absence of such studies; this study came to examine professional commitment level and its relationship to other variables (to be defined later).

Job Satisfaction

Shraideh (2010: 65) defines job satisfaction as the degree to which individuals feel that their psychological needs are met/ ability to respect oneself and others will lead to strong social relationships with colleagues and superiors, self-motivation and put away economic, social or psychological threats. Ozpehllan and Acar (2016) described job satisfaction through six basic combined and interdependent dimensions:

- Management skills,
- Job and work conditions,
- External environment,
- Pay,
- Promotion,
- Co-workers.

Job satisfaction can be defined as "the set of feelings and senses felt by individuals towards their job". Medical social workers' job satisfaction can be measured through: work relationships with superiors/ colleagues/ clients and their families, material and moral incentives, nature and conditions of work.

Literature review:

Sweidan(2007): dissatisfaction of social workers in kindergarten was about the adequacy of salaries versus efforts, weak possibilities to have job opportunities with other organizations/factors may come from the work environment and the relationships with their management: nature of admission, preparation programs, salary, material incentives, administrative procedures/satisfying variables: nature of job, interaction, social appreciation/ positive influence of variables: job performance, job itself, social interaction, appreciation / negative influence of variables: salary, material and moral incentives, professional preparation programs. Flores et al. (2012): job satisfaction may vary according to the nature of the institution in which they work/ those working in private sector's organizations have higher level than others working in public sector's organizations. Ham et al. (2006): factors increasing job satisfaction, are: diversity of work, relationships with colleagues, work participation; while those that reduce it are: low income, administrative burdens, heavy workload, lack of time and recognition. Simons, Kelsey & An, Sofiya (2015): characteristics related to job satisfaction of social worker in elderly centers/ personal: supervisor support, client unity, sense of well-being/associated to job: routine, independence, promotion, tasks' distribution justice, inadequate resources/practical importance of retention and training in work field. Reda (2002): social support variable has an effect on job satisfaction/the greater social support a social worker may have, the greater degree of job satisfaction exists/the most important planning indicators to raise the level of job satisfaction include: incentives' increase, provision of opportunities, and participation in local and international scientific conferences, providing possibilities to ensure a decent life. Fu & Deshpande (2013): the care-based climate has a significant direct impact on job satisfaction and job performance, and a significant indirect impact on organizational commitment/job satisfaction also has a significant direct impact on organizational commitment, an indirect impact on organizational performance/organizational commitment has a significant direct impact on job performance.

Srivastava (2013): job satisfaction is related to some variables and is influenced by the correlation of job satisfaction with organizational commitment/ a strong positive correlation between them.

Pasupleti et al. (2009): job satisfaction has an impact on overall satisfaction with life: work pressures such as job dissatisfaction, family conflicts, work stress, ambiguity, role conflicts and burdens, severity.

Caricati et al. (2013) on nurses: job satisfaction is one of the most important determinants of individuals' intention to stay or leave health care organizations/ improving work environment can have a positive impact on job satisfaction.

Professional commitment and job satisfaction

Literature review:

Salameh (2003): positive correlation/the higher job satisfaction is, the higher professional commitment becomes/no effect of gender. Al-Rubaie (2009): positive relationship between the degrees of the individuals, sample of the study, over the measures of participation in decision making and their professional satisfaction and commitment. Lu, et al.(2002): positive direct effect of professional commitment on job satisfaction/negative impact of job satisfaction on work pressures/indirect impact of professional commitment on pressures through job satisfaction. Shim et al., 2009: high level of job satisfaction/the intention to leave the profession is integrated with the sense of identity/ professionalism can be made of the sense of professional identity (and professional commitment)/helping to feel sufficiently responsible and professional, and well defining the limits of practice. Based on the previous literature, there is a need of a study that describes the relationship between professional commitment and job satisfaction of medical social worker Saudi Arabia.

Professional Commitment, job satisfaction and professional role practice

Literature review showed a gap in the correlation between the three variables in general, and it is deeper in medical social work in particular. Many researches defined links between job satisfaction and level of performance: Zayed and Ali, (2011): training program to develop professional performance skills led to the acquisition of scientific knowledge that enhanced the career, empowered the professional expertise and reinforced the positive trends for the care of persons with special needs, and led to the achievement of job satisfaction at a high degree. Shier and Graham (2010): factors associated with work environment (physical, cultural, regulatory, internal and external environment)/relationships at work (with clients, colleagues and supervisors)/specific forms of function (type and volume of work, flexibility, changes, determinants, perceptions of work) affect social work practitioners/ it is necessary to provide a supportive professional work environment to social workers and social work practice. So, the present study is intended to fill the gap in the literature and to study the relationship between professional commitment, job satisfaction and the level of professional role's practice of medical social worker in Riyadh, Saudi Arabia.

Study Purpose and Hypotheses

Objectives

The current study aims to determine the levels of professional commitment, job satisfaction and professional role practice of medical social workers; and define the relationships among them.

Hypotheses

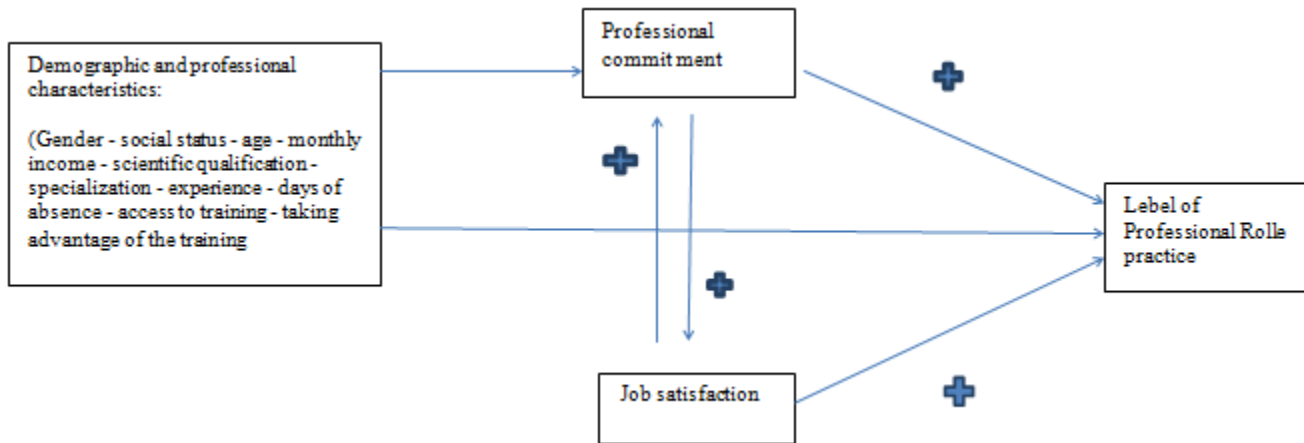
The study tests the following hypotheses:

→ The level of:

- Professional commitment of medical social worker is expected to increase.
- Job satisfaction is expected to rise.
- Professional role practice is expected to increase.

The levels of professional commitment, of job satisfaction, and of professional role practice vary according to some demographic and professional variables. There is a positive correlation among them.

Proposed Study Model (form A)



Methodology

The current study belongs to descriptive studies because it is describing the relationship among the levels of professional commitment, job satisfaction and professional role practice of medical social workers. It was based on social survey method through a comprehensive inventory of social workers in the hospitals in which female students are trained in social work - King Saud University in Riyadh during the academic year 2015-2016.

Measures

The data collection process was based on a questionnaire prepared by the researchers, which consisted of four axes: Demographic and professional characteristics of the participants in the study. Professional commitment was measured in 36 expressions through 3 sub-variables: (conviction of professional work - team work - commitment to professional ethics). Job satisfaction was measured by 30 expressions through 3 sub-variables: (work relationships with colleagues, superiors and clients, material and moral incentives, promotion, nature of work and its conditions). Professional role practice was measured through 20 expressions representing the tasks of medical social workers specified by the Ministry of Health of Saudi Arabia (Manual of Policies and Procedures of Social Work Medical, 2015). The reliability of the questionnaire was determined by using the Kronbach alpha coefficient. Professional commitment coefficient was 0.827, job satisfaction's one was 0.941, and professional role practice's one was 0.885.

Statistical methods used

The study's results were based on SPSS statistical program. A number of statistical methods used to test the validity of the hypotheses are: frequencies and ratios, arithmetic means, standard deviation, T-test, One Way Anova, matrix (Pearson correlation coefficient).

Participants

A comprehensive inventory of social workers in hospitals (where social work students are trained)/ King Saud University / Riyadh's city, 120 distributed questionnaires: (65) retrieved and valid for statistical analysis. The study lasted a full academic year 1436/1437 AH (2015/2016).

Sample characteristics

The study population was: 43.1% males, 56.9% females/49.2% never married, 43.1% married/40% 25 years old and less than 35 years of age/5% aged 35 years (less than 45 years), 15.4% under 25 years old, and 6.1% less than 45 years old/Monthly income: 40% have (from 10000 – less than 15000 SR), 38.5% (less than 10000 SR), 21.5% earn more than 15000 SR/75% have bachelor's degree, 24.6% have a Master's degree/ 92.3% have a social work major, 7.7% have sociology major/38.5% have less than 3 years of experience, 38.5% have 9 years e or more, 23% have from 3 years - less than 9 years/Regularity at work: 56.9% are not absent.

While 38.5% are absent from 3-4 days/ month/89.2% of have training courses: 29.3% have high benefit from these courses, 62.1% have benefited moderately and 8.6% have weak benefit, while 10.8% have not received training courses.

Results and Discussion

Professional Commitment

Standard deviation and arithmetic average were used in Table (1), to determine the level of professional commitment. Category's length = (Highest value - lowest value) ÷ the number of tool's alternatives = (3-1) ÷ 3 = 0.66. So we get the following classification: Yes = 2.34 - 3.00, to some extent = 1.67 - 2.33, no = 1.00 - 1.66. The results indicated that medical social workers are convinced of: Social work professionalism at an average of 2.59, Teamwork spirit at an average of 2.56, Adhere to the social work ethics with an average of 2.34. Social workers sample the study; have professional commitment average 2.5 of 3, which can be classified as high level and in line with what referred to Awad (2013). So, officials and decision-makers have to invest this: providing professional help to clients with high degree of quality, development and increase of organizations' capacity, and development of the practice of social work. Accordingly, the validity of the study was examined. It was expected that the level of professional commitment of the social worker is high.

Table (1)

L	Dimensions of job satisfaction	standard deviation	Arithmetic Average
1	Conviction of Professionalism	4.002	2.59
2	Teamwork Spirit	2.18	2.56
3	Commitment to Social Work Ethics	3.3	2.34
Total for professional commitment		7.911	2.5

Job Satisfaction

To ascertain the hypothesis that the level of job satisfaction of medical social workers is expected to increase. Standard deviation and arithmetic mean were used. Category's length = (Highest value - lowest value) ÷ the number of alternatives of the tool = (5-1) ÷ 5 = 0.8. So we get the following classification: dissatisfied = 1.8 - 2.6, somehow satisfied = 2.61 - 3.41, Fairly Satisfied = 3.42- 4.22, completely satisfied = 4.23 - 5. The results indicated in Table (2) that social workers study sample, were very satisfied with the variables: "work relations with colleagues and superiors" with an average of (4.24) of 5/"nature of the work and its conditions" (3.88)/"material and moral incentives and promotion" with an average of (3.49). They have job satisfaction with an average of (3.85) of 5 which means that they are satisfied with their job as social workers in hospital because it satisfies their physical and moral needs. Their feelings and senses are positive towards their work, which proves the role of the organization (hospital) in providing an appropriate, and convenient work environment and satisfying their needs according to Maslow's pyramid. The management of health institutions must recognize the importance of satisfying social workers' needs from their jobs, in order to create a spirit of creativity among them and motivate them to practice social work efficiently and effectively. This result was consistent with the studies Flores et al. (2012) and Shim et al. (2009), while it differs with Sweidan (2007) study. This difference is due to the different countries in which the studies were conducted and the different field of professional practice of social work; and also to the nature of admission and preparation programs, salary and material incentives and administrative procedures.

Table (2)

L	Dimensions of professional commitment	standard deviation	Arithmetic Average
1	Work relationships with colleagues and superio	5.04	4.24
2	Incentives (material and moral) and Promotion	8.87	3.049
3	Nature of work and its conditions	9.48	3.88
Total for professional commitment		20.22	3.85

We conclude that the level of job satisfaction depends on the extent to which the job satisfies the employees' needs, and that it differs among countries and from field of work to another, and from one institution to another. Finally, in order to reach the highest level of job satisfaction for social workers in medical field, the following must be available: good professional preparation, quality of training, identification of work methods, selection of persons willing to practice the profession, appropriate remuneration, rewards, moral appreciation, social coverage, development of social relationships in the work field, necessity of showing community appreciation to the efforts of social workers, Societal respect for the profession, respect of other professionals to social workers, and changing prejudgments and stereotypes (Reda, 2002, Ham et al., 2006).

Table (3)

Shows the value of T-test and the level of its statistical significance of the differences between the averages of professional commitment, job satisfaction and the level of practice of social workers to their roles, according to gender, specialization, access to training

Dependent variables	Independent Variables		Arithmetic Average	standard deviation	"T" Value	Level of Significance	Significance
professional commitment	Gender	Males (28)	90.33	7.98	0.202	0.82	Not significant at 0.05
		Females (37)	89.92	7.96			
	Specialization	Social work (60)	90.25	8.19	0.554	0.056	
		Other (5)	88.2	2.59			
	Access to training sessions	Yes (57)	90.33	7.93	0.653	0.994	
		No (8)	88.37	8.09			
job satisfaction	Gender	Males (28)	115.86	19.71	0.155	0.56	Not significant at 0.05
		Females (37)	115.07	20.86			
	Specialization	Social work (60)	115.40	20.69	0.001	0.161	
		Other (5)	115.40	14.96			
	Access to training sessions	Yes (57)	115.79	21.37	0.761	0.001	
		No (8)	112.63	8.67			
level of practice of social worker to his/her roles	Gender	Males (28)	54.96	4.53	0.181	0.508	Not significant at 0.05
		Females (37)	55.21	6.08			
	Specialization	Social work (60)	55.01	5.53	0.467	0.599	
		Other (5)	56.20	4.27			
	Access to training sessions	Yes (57)	55.16	5.57	0.196	0.453	
		No (8)	54.75	4.56			

Table (4) Demonstrates the analysis of mono-variance analysis (One Way Anova) to indicate the differences in the responses of social worker on professional commitment according to the characteristics of the sample

Demographic characteristics	Source of variation	Total Squares	Degrees of freedom	Average of Squares	"F" Value	Level of Significance	Significance
Marital status	Between groups	310.40	3	103.47	1.71	0.175	Not significant at 0.05
	Inside the groups	3695.04	61	60.57			
Age	Between groups	293.49	4	73.37	1.19	0.33	Not significant at 0.05
	Inside the groups	3711.96	60	61.87			
Monthly income	Between groups	185.80	5	37.16	0.574	0.720	Not significant at 0.05
	Inside the groups	3819.64	59	64.74			
Academic qualification	Between groups	98.55	1	98.55	1.59	0.212	Not significant at 0.05
	Inside the groups	3906.9	63	62.01			
Years of experience	Between groups	314.76	3	104.92	1.734	0.169	Not significant at 0.05
	Inside the groups	369.68	61	60.50			
Number of absence days	Between groups	160.34	2	80.17	1.293	0.282	Not significant at 0.05
	Inside the groups	3845.11	62	62.02			
Number of training courses	Between groups	314.15	3	104.72	1.730	0.170	Not significant at 0.05
	Inside the groups	3691.30	61	60.51			
taking advantage of the training courses	Between groups	484.61	2	242.31	4.27	0.018	Significant at 0.05
	Inside the groups	352.83	62	56.79			

Table (5) Demonstrates the analysis of mono-variance analysis (One Way Anova) to indicate the differences in the responses of social worker on Job Satisfaction according to the characteristics of the sample

Demographic characteristics	Source of variation	Total Squares	Degrees of freedom	Average of Squares	"F" Value	Level of Significance	Significance
Marital status	Between groups	2926.41	3	975.47	2.56	0.063	Not significant at 0.05
	Inside the groups	23244.03	61	381.05			
Age	Between groups	2376.71	4	594.18	1.49	0.214	Not significant at 0.05
	Inside the groups	23793.74	60	396.56			
Monthly income	Between groups	1693.13	5	338.63	0.816	0.543	Not significant at 0.05
	Inside the groups		59	414.87			
Academic qualification	Between groups	220.09	1	220.09	0.534	0.468	Not significant at 0.05
	Inside the groups	2595.36	63	411.91			
Years of experience	Between groups	1775.32	3	591.87	1.48	0.229	Not significant at 0.05
	Inside the groups	25395.122	61	399.92			
Number of absence days	Between groups	973.53	2	486.76	1.198	0.309	Not significant at 0.05
	Inside the groups	25196.92	62	406.40			
Number of training courses	Between groups	2052.08	3	684.03	1.730	0.730	Not significant at 0.05
	Inside the groups	24118.37	61	395.38			
taking advantage of the training courses	Between groups	2878.40	2	1439.20	3.84	0.027	Significant at 0.05
	Inside the groups	23292.05	62	375.68			

Table (6) Demonstrates the analysis of mono-variance analysis (One Way Anova) to indicate the differences in the responses of social worker on the Level of the practice of his Roles according to some variables

Demographic characteristics	Source of variation	Total Squares	Degrees of freedom	Average of Squares	"F" Value	Level of Significance	Significance
Marital status	Between groups	77.21	3	25.74	0.869	0.462	Not significant at 0.05
	Inside the groups	1807.53	61	29.63			
Age	Between groups	30.71	4	7.68	0.248	0.910	Not significant at 0.05
	Inside the groups	1854.04	60	30.90			
Monthly income	Between groups	153.96	5	30.79	1.050	0.379	Not significant at 0.05
	Inside the groups	1730.87	59	29.34			
Academic qualification	Between groups	25.93	1	25.93	0.879	0.352	Not significant at 0.05
	Inside the groups	1858.81	63	25.51			
Years of experience	Between groups	83.08	3	27.69	0.94	0.43	Not significant at 0.05
	Inside the groups	1801.66	61	29.54			
Number of absence days	Between groups	31.94	2	15.97	0.534	0.589	Not significant at 0.05
	Inside the groups	1852.79	62	29.88			
Number of training courses	Between groups	116.3	3	38.68	1.334	0.272	Not significant at 0.05
	Inside the groups	1768.71	61	28.99			
taking advantage of the training courses	Between groups	162.09	2	81.05	2.917	0.062	Not significant at 0.05
	Inside the groups	1722.65	62	27.79			

Professional Role Practice

To determine the level of practice of medical social workers for their professional roles, standard deviation and arithmetic average were used. According to the results, social workers (in the study sample) agree on the level of practicing their professional roles according to what is specified in the Policies and Procedures of Social Work Medical Manual issued by the Ministry of Health for 2015-2016, (2.75) from 3 indicating a high practice level. This may be due to the commitment of medical social workers in all hospitals to the tasks and responsibilities specified in the Manual, and to the satisfaction of social workers from their profession, job and institution.

Demographic Variables and Professional Commitment, Job Satisfaction, Professional Role Practice of Medical Social Workers

Results indicated that:

- No statistically significant differences at the level of significance ($p \leq 0.05$) of social workers' professional commitment, according to variables: gender - specialization - and access to training courses. The results differ with the findings of Alkandri (1992) study.

- No statistically significant differences at the level of significance ($p \leq 0.05$) of social workers' job satisfaction according to gender and specialization. There were statistically significant differences in the level of job satisfaction among social workers in the study sample according to obtaining training courses and the values were ($T = 0.761$): Those who received training courses have high level of job satisfaction from others who did not receive training

courses, which confirms that there is a positive relationship between access to training and the level of job satisfaction of medical social workers.

- No statistically significant differences at the level of significance ($p \leq 0.05$) of social workers' level of practice for their professional roles according to variables (gender - specialization - and obtaining training courses), due to their commitment to what came in the Policies and Procedures for Social and Medical Services issued by the Saudi Ministry of Health.

- No statistically significant differences at the level of significance ($p \leq 0.05$) of social workers' professional commitment, according to the variables: (marital Status - age - monthly income - qualification - years of experience - number of absence days - number of training courses); while there were significant differences were statistically significant at the abstract level ($0.05 \geq p$), including at the level of professional commitment, according to benefit from training courses and the value of ($F = 4.27$) in favor of how high they benefit from.

This means that the high utilization of courses positively affect the level of social workers' commitment. - No statistically significant differences using One Way Anova at the level of significance ($0.05 p p$) of social workers' job satisfaction according to: (marital status - age - monthly income - academic qualification - years of experience - number of absence days - number of training courses); while there were statistically significant differences at the level of significance ($0.05 \geq p$) among them at the level of job satisfaction according to the variable (benefit from training courses) and the value of ($F = 3.84$) for those who benefited greatly from the training courses. It is clear that those who had high benefit from training courses they have a high level of job satisfaction. - No statistically significant differences using One Way Anova at the level of significance ($0.05 p p$) of social workers' level of practice of for their professional role according to: marital status - age - monthly income - academic qualification - years of experience - number of absence days - number of training courses - the extent of benefiting from the courses. This may be due to the fact that this role practice is defined in the Ministry of Health Manual 2015 – 2016. To determine the relationship between the levels of professional commitment, job satisfaction and professional role practice of social workers, we used the correlation coefficients according to Pearson's matrix.

Table (7) reveals the relationship between Professional Commitment, Job Satisfaction and the Lev of Professional Role's Practice of Medical Social Workers

	Conviction in Professionalism	Teamwork Spirit	Commitment to Social Work Ethics	Professional Commitment	Work Relationships	Incentives	Nature of Work and its conditions	Job Satisfaction	Level of Professional Role's Practice
Conviction in Professionalism	1								
Teamwork Spirit	**0.471	1							
Commitment to Social Work Ethics	**0.520	**0.634	1						
Professional Commitment	**0.851	**0.775	**0.855	1					
Work Relationships	**0.456	**0.742	**0.402	**0.467	1				
Incentives	**0.429	**0.883	**0.398	**0.454	**0.502	1			
Nature of Work and its conditions	**0.360	**0.912	**0.383	**0.369	**0.582	0.912**	1		
Job Satisfaction	**0.471	**0.634	0.398	**0.454	**0.402	0.520**	**0.383	1	
Level of Professional Role's Practice	**0.428	**0.520	**0.459	**0.466	**0.560	0.428**	**0.346	**0.414	1

Correlation is significant at the 0.01 level (2-tailed).**

Correlation is significant at the 0.05 level (2-tailed).*

In Table (7), the results showed that:

- Strong positive relationship between professional commitment and job satisfaction's variables: work relations at a significant level (0.01) and correlation coefficient value (0.47)/ material and moral incentives at significant level (0.01) with correlation value of (0.454)/ nature of work and its conditions at significant level (0.01) with correlation level of (0.37).

- Strong positive correlation between professional commitment and job satisfaction at significant level (0.01) with correlation value of (0.454).

- A positive relationship between job satisfaction and professional commitment's variables: conviction for professional work at level of (0.01) with correlation value of (0.471)/ commitment to social work ethics at level of (0.01)/ teamwork at significant level (0.01) with correlation value of (0.634).

Therefore, social workers' professional commitment is an important factor in achieving job satisfaction. So, health institutions should pay attention to raise their professional commitment's level, which in turn raises the level of job satisfaction, thus achieving stability in work.

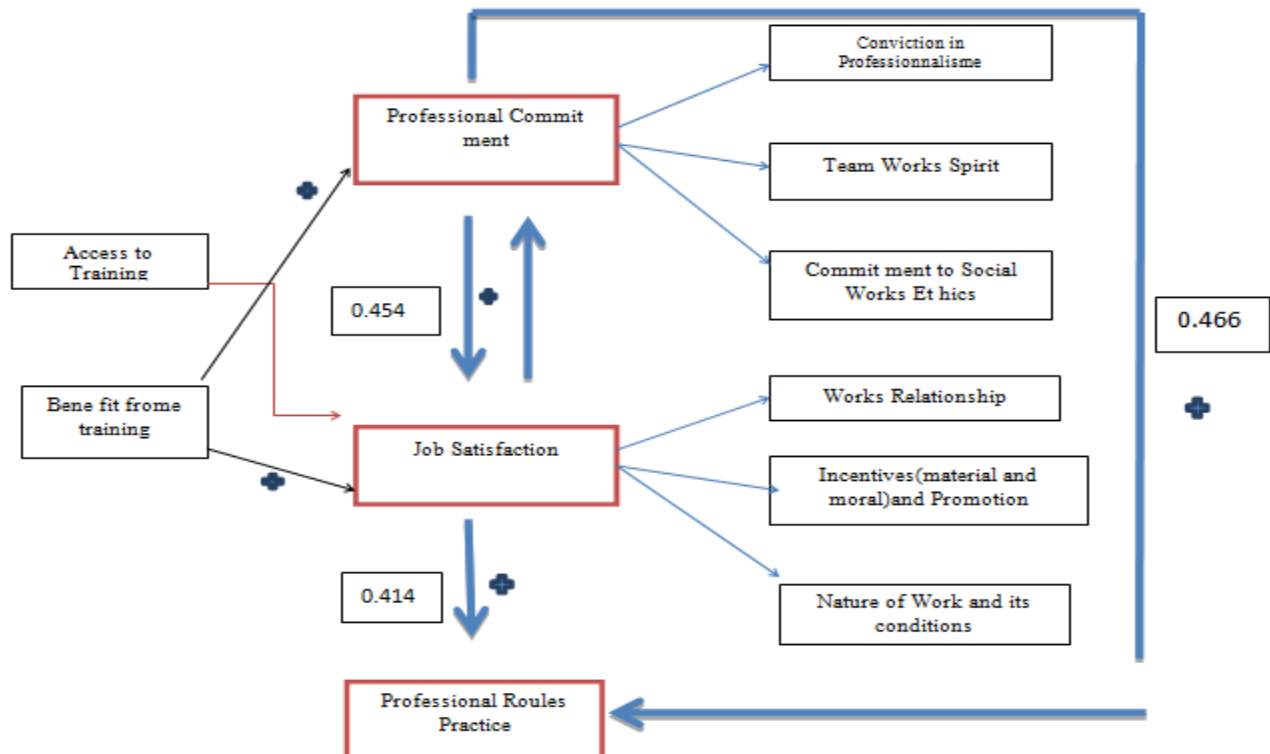
- A strong positive relationship between professional commitment and the level of medical social workers' role practice at significant level (0.01) with correlation value of (0.466). This result is important because it filled the gap in the previous literature which did not address the relationship between professional commitment and professional role practice of social workers.

- A statistically significant correlation between the levels of job satisfaction and professional role practice of social workers at significant level (0.01) with correlation value of (0.414). This result confirms what Zayed and Ali (2011) study showed; and what Shier and Graham (2010) pointed out about the effect of physical, organizational and social environment etc., on social work practice.

As a conclusion, and according to the results of this study, there is a positive relationship between commitment, job satisfaction and the level of professional role's practice of the medical social workers.

The study model can be determined according to the results as follows:

(Form B)



Recommendations

The researchers recommend the following:

- Social Work educational institutions should pay attention to the professional preparation of social workers: in order to acquire appropriate knowledge, skills and positive attitudes towards professional practice, and to become convinced of professionalism and committed to social work values and ethics, and to work within a team.
- Social work institutions' managers in general and medical institutions in particular, must enhance professional commitment and job satisfaction of social workers; and provide a professional, organizational, social and physical environment appropriate to satisfy the needs of social workers, and thus positively affect the acceptance and satisfaction of the job, and ensure stability and continuity of social workers in their jobs in order to provide professional assistance to those who need it.
- Media institutions and decision-makers in the community have to improve the positive mental image of the social worker in the community, which contributes to increase social recognition of the function of social workers and social work profession.

Acknowledgements

The authors would like to extend their sincere appreciation to the Deanship of Scientific Research at King Saud University for its funding this research (RGP – 1437/007). Huda Mahmoud Hassan Hegazy and Hind AqylAlmaizar

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