

# Effect of quality of service, caregivers' job satisfaction and competitive advantage-component on outpatient Dialysis Centers in New York City

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## **Problem**

The empirical model in which quality of service, caregivers' job satisfaction and competitive advantage-component are predictors of organization performance in outpatient dialysis centers in New York City.

## **Methodology**

The research was empirical, quantitative, explanatory, correlational, descriptive and cross-sectional. The theoretical discourse was developed using diverse empirical literature. The researcher collected data by surveying randomly 100 caregivers from a pool of 10 dialysis outpatient facilities. Data collected was inputted into an IBM SPSS Statistic 25 program, and was analyzed using descriptive statistics, correlation and multiple regression analysis. The technique of factorial analysis was used to investigate the validity of each construct. The reliability of each construct was tested using

the Cronbach coefficient alpha. This study met the validity and reliability criteria.

## **Results**

The findings revealed that quality of service, caregivers' job satisfaction and competitive advantage-components were good predictors of organization performance, according to the perceptions of caregivers. Using multiple regression analysis, the best predictor of organization performance was competitive advantage-component.

## **Conclusion**

This study may provide significant insights to the existing body of knowledge, and serve as a guide to improve patient care and staff satisfaction in outpatient dialysis health care facilities.