

ABSTRACT OF THESIS

Thesis title: Factors Influencing Employee Satisfaction in Non-Profit Organizations: A Case Study of the King Hussein Cancer Center

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This thesis examines the factors impacting employee satisfaction within non-profit organizations, focusing on the King Hussein Cancer Center (KHCC) in Jordan, a leading healthcare provider and research institution in the region. Key factors explored include financial compensation, alignment with the organization's mission, team communication, and work environment. A survey distributed among KHCC employees provided data analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM). Results show that financial compensation and alignment with KHCC's mission are significant predictors of job satisfaction, indicating the value employees place on fair compensation and shared values in mission-driven environments. Conversely, team communication and work environment showed minimal influence, suggesting these factors may play a secondary role in a values-focused organization like KHCC.

The study's recommendations emphasize the need for competitive pay and frequent reinforcement of the organization's mission to maintain employee satisfaction. These findings contribute to the broader understanding of employee engagement in the non-profit sector, offering practical insights for leaders aiming to sustain motivated, mission-aligned teams.