

–Study results proved that there is no statistical relationship between two factors of internal marketing and internal service quality namely : recruiting the appropriate employees and retaining the best employees .the following are the most prominent factors according to their relative importance: ??The public hospitals prepare and implement training programs for employees periodically (4.976).Therefore, the factors are arranged according to their relative importance as follows: ??The public hospitals account its employees (Thanks and appreciations certificates and moral motives (4.428).Therefore, the factors are arranged according to their relative importance as follows: ??Employees with required skills and capabilities are selected to provide good service (3.939).the following are the most prominent factors according to their relative importance: ??The public hospitals provide staff with new communication means (4.567).this result refers to the governmental laws and legislations in recruitment , which neglecting the professional criteria against interesting in qualitative methods.–31.3% approximately do not agreed on the importance of employee's motivation in internal service quality, The results indicate that employees motivation factors importance are as follows: ??The public hospitals provide it employees with financial and moral motives (4.65).–The results show that 69% of sample have a belief regarding the recruiting the appropriate employees in Saudi public hospitals, that achieve internal service quality, while 23 % of customers discard its importance in achieving this variable.–The results show that 54% of sample have a belief regarding the retaining the best employees in Saudi public hospitals, that achieve internal service quality, while 15% of employees discard its importance in achieving this variable.–50.9% of study sample are males , Such results indicates the female percent is high due to increasing the contribution females in public health sector in KSA.??The public hospitals observe to consider the specialization upon recruiting process (3.869) ??The public hospitals select the gifted and distinguished employees (3.88).–21% of total sample agree that healthcare service is obtained quickly in Saudi public hospitals , and 37% of them agree that the Saudi public hospitals observe enhancing trust in provided healthcare services .–On contrary, it has been found that strategies which focus on employee's capabilities development and effective support system were a key factors in achieving internal service quality in Saudi public hospitals .–The results show that 89 % of sample respondents agree on role of employee's capabilities development , in enhancing internal service quality , while 9% do not agree on importance of these factors .??The public hospitals motivate its good employees (4.137).