

## A STUDY ON QUALITY OF WORKLIFE AMONG PRIVATE HOSPITAL NURSES WITH SPECIAL REFERENCE TO TRIVANDRUM DISTRICT

**SHINOS M\***

Research Scholar (Register No: 17213161061047)  
Department of Business Studies and Centre for Research  
Scott Christian College (Autonomous)  
Nagercoil 629003

(Affiliated to Manonmaniam Sundaranar University, Abishekapatti, Tirunelveli, Tamil Nadu -627012)

**DR. J. JANE THEEBA JEYA VANATHY\*\***

Associate professor  
Department of Business Studies and Centre for Research  
Scott Christian College (Autonomous)  
Nagercoil 629003

(Affiliated to Manonmaniam Sundaranar University, Abishekapatti, Tirunelveli)

### **Abstract**

*This research paper explores the quality of work life in private hospitals in Trivandrum. Quality of nursing care is considered as an important aspect in evaluating the quality of health care. The quality of nursing and health care is directly interlinked to levels of job satisfaction among nurses and on the quality of nurse's work life. The rapidly changing health care environment has had an impact on the nursing work environment, workload and quality of nursing work life. Studies have shown that work environment has an impact on the patient outcomes and nursing work life. For this study the researcher collected the data of 100 respondents. Likert 5 point scale is used for the questionnaire (1 indicates strongly disagree 2. Disagree 3. Neutral 4 Agree. 5 strongly agree.) In this study Quota sampling method is used. Simple percentage method has been used as statistical tools for this analysis.*

**Keywords:** *Quality of life; Quality of work life; Nurses; Job satisfaction; Nursing work life; Quality of nursing work life*

### **Introduction**

The main aim of doing this research paper is to understand what good quality work life means to employees and how it affects the organization. The project helps me to understand how a company's HR Department tries to improve their business by keeping good relations with employees. It helps to understand how good working conditions help employees to work more efficiently. 'Quality Work Life' emphasizes on how an employee and employer should keep a proper balance between their work and family. It emphasizes how people can keep balance by making their work timings flexible. Quality of work life basically is all about employee involvement, which consists of methods to motivate employees to participate in decision making. This helps in building good relationships.

Today, nursing profession is facing numerous challenges. These challenges are causing major hurdles in the development of nursing. Shortage of trained nursing personnel in the health care system is one challenge which is a global concern. There is lack of adequate number of trained nursing personnel in the health care delivery system, or an imbalance between the required number of nurses and actual availability of nurses on the ground. However, nursing shortage is more complex and multifaceted and arises not only due to the

inadequate number of qualified nurses but also due to the non-availability of nurses who are willing to work under the present conditions

Reviewing previous studies of QWL identified differing numbers of factors that have an impact on the QWL of nurses. One such factor was the lack of work-life balance. In a number of recent research studies among nurses in the USA, Iran and Taiwan, rotating schedules were found negatively and affect their lives so they were unable to balance work with family needs. Additionally nurses thought, on-site child care and day care for the elderly were important for their QWL. The nature of nursing work was another factor that affects the QWL of nurses. The results of existing studies on the QWL of nurses indicated dissatisfaction of nurses in terms of heavy workload, poor staffing, and lack of autonomy to make patient care decisions, and performing non-nursing tasks.

## Review of Literature

### **Raduan Che Rose, LooseBeh, Jagak Uli and Khairuddin Idris (2006)**

This study was done to predict Quality of work Life in relation to career related dimensions . The sample consists of 475 managers from the free trade zone on Malaysia for the both the multinational corporations and the small medium industries that three exogenous variables are significant: career satisfaction career achievement and career balance, with 63% of the variance in Quality of Work Life.

### **Rama J. Joshi (2007)**

To find out the issue of representation of legitimate interests or women workers in its entirety and make suggestion to help the policy makers to improve the Quality of work life of women workers specially in Banking Insurance, PSUs and Hospitals. It was found that the level of satisfaction with Quality of work life in their respective organization was quite high.

### **Md. Mosharraf Hossain and Md Tariqual Islam (1999)**

This study deals with its view to investigation the correlation between quality of work life and job satisfaction, Quality of work life performance, and job satisfaction and performance. A total number of 63 nurses were selected from three government hospitals on a stratified random sampling basis. The findings reveal that there was significant positive correlation between Quality of work life and Job satisfaction. A significant positive correlation was also found and job satisfaction and performance. Quality of work had the highest contribution to performance perception of Quality of work life and job satisfaction was significantly higher among the respondents in small organization than in the large organization than in large organization. Morning shift nurses perceived higher Quality of work life and job satisfaction than the night shift nurses. Night shift nurses were suffering from move security problems than the nurses of the other shifts. Thus it is suggested to keep the hospitals lighted to certain extent and allow the nurses to work in small groups. This would provide the nurses not only a feeling of security but also provide them an opportunity to interact with each other which in turn would lead to improved and congenial working relationship in the hospitals.

### **David Efray, M. Joseph Sirgy (2004)**

On quality of work life was conceptualized in terms of need satisfaction stemming from an interaction of workers needs of survival, social, ego and self actualization needs and those organizational resources relevant for meeting them . It was hypothesized that need satisfaction is positively related to organizational identification, job satisfaction, job involvement job effort, and negatively related to personal alienation. A survey study was conducted based on a sample of 219 service delivers to the elderly in a large Midwestern city. It was found that the results were consistent with the hypotheses. Managerial implications were also discussed.

## Need and Importance of the Study

The quality of Work Life focuses on organization members as people rather than people only as workers. The quality of Work Life is an important issue because most of the people spend the major portion of their job. To date, no attempt as been made to study attitude of the workers towards quality in an organization

## Objectives

- To find out the Quality of work life of employees
- To assess the job satisfaction level of employees
- To suggest measures to improve of quality of work life in an organization
- To find out the factors influencing the quality of nursing work life among nurses

## Methodology of the Study

The sample size is calculated using Open Epi version 3. The sample size is estimated with mean score used in QNWL scale. The mean score of the scale used in the study (KhaniA, Jaafarpour M, Dyrekvandmogadam A Quality of Nursing Work Life: Journal of Clinical and Diagnostic Research [serial online] 2008 December: 1169-1174.) is 123 and taken with an assumption that there will be a difference of 3 between the means scores of two groups. The mean difference of three is assumed for the mean score of four domains.

**Table 1:** Percentage distribution of nurses based on socio- demographic characteristics.

| Socio-Demographic Characteristics | %  |
|-----------------------------------|----|
| <b>Age in Years</b>               |    |
| 21-30                             | 78 |
| 31-40                             | 22 |
| <b>Gender</b>                     |    |
| Male                              | 2  |
| Female                            | 98 |
| <b>Educational Qualification</b>  |    |
| GNM                               | 23 |
| B.Sc                              | 77 |
| <b>Area of Living</b>             |    |
| Urban                             | 23 |
| Rural                             | 77 |
| <b>Marital Status</b>             |    |
| Unmarried                         | 23 |
| Married                           | 77 |

**Table 2:** Item wise mean and SD on dimensions of Quality of Nursing Work Life.

| Dimension                   | Item   | Mean | SD    |
|-----------------------------|--|------|-------|
| <b>Work Life /Home Life</b> | I am able to balance work with my family needs.          | 3.54 | 1.039 |
|                             | I am able to arrange for day-care when my child is ill   | 3.74 | 0.661 |
|                             | I am able to arrange for child-care when I am at work    | 3.83 | 0.865 |
|                             | I have energy left after work                            | 3.62 | 0.528 |
|                             | Rotating schedules negatively affect my life             | 3.99 | 0.772 |
|                             | I am able to arrange for day care for my elderly parents | 3.66 | 0.59  |

|                    |  |      |       |
|--------------------|--|------|-------|
|                    | My organization's policy for family-leave time is adequate | 4.03 | 0.703 |
| <b>Work Design</b> | I am satisfied with my job                                 | 3.95 | 0.892 |
|                    | My workload is too heavy                                   | 3.77 | 1.033 |
|                    | I perform many non-nursing tasks                           | 3.96 | 0.828 |
|                    | There are enough nurses in my work setting.                | 4.05 | 1.077 |
|                    | I have enough time to do my job well                       | 4.21 | 0.729 |

|                     |  |      |       |
|---------------------|--|------|-------|
|                     | I am able to provide good quality patient care   | 3.77 | 1.221 |
|                     | I have the autonomy to make patient care decisions   | 3.64 | 0.969 |
|                     | I receive a sufficient amount of assistance from support personnel(the dietary aides, housekeeping, patient care technicians and nursing assistants) | 3.53 | 0.594 |
|                     | I receive quality assistance from support personnel(the dietary aides, housekeeping, patient care technicians and nursing assistants)                | 3.82 | 0.925 |
|                     | I experience many interruptions in my daily work routine   | 3.55 | 1.086 |
|                     | I am able to communicate well with my nurse manager/supervisor.  | 3.51 | 0.835 |
|                     | My nurse manager/supervisor provides adequate supervision  | 3.96 | 0.448 |
| <b>Work Context</b> | I am able to participate in decisions made by my nurse manager/ supervisor   | 3.6  | 0.804 |
|                     | Upper-level management has respect for nursing   | 3.7  | 0.745 |
|                     | I feel respected by physicians in my work setting  | 3.56 | 0.903 |
|                     | I communicate well with the physicians in my work setting  | 3.6  | 1.092 |
|                     | It is important to me to have support from my hospital in pursuing higher studies  | 3.16 | 0.564 |
|                     | Friendships with my co-workers are important to me   | 3.51 | 0.659 |
|                     | I receive feedback on my performance from my nurse manager/ supervisor   | 3.4  | 0.62  |
|                     | There is teamwork in my work setting   | 4.02 | 0.91  |
|                     | I feel a sense of belonging to my workplace  | 3.67 | 1.016 |
|                     | I am able to communicate with the other staff (physical, respiratory, etc.)  | 3.03 | 0.771 |
|                     | Nursing policies and procedures facilitate my work   | 3.89 | 0.803 |
|                     | Break area /locker room for the nursing staff in my area is comfortable  | 3.82 | 0.52  |
|                     | My work setting provides career advancement opportunities  | 3.69 | 0.581 |
|                     | I receive support to attend in-services and continuing education programs  | 3.27 | 1.081 |
|                     | I am recognized for my accomplishments by my nurse manager/ supervisor   | 3.3  | 0.937 |
|                     | I feel safe from personal harm (physical, emotional, or verbal) at work  | 3.77 | 0.973 |

|                   |  |        |        |
|-------------------|--|--------|--------|
| <b>Work World</b> | I believe that society has correct image of nurses   | 3.72   | 0.842  |
|                   | I would be able to find my same job in another organization with about the same salary and benefits. | 3.52   | 0.979  |
|                   | I feel my job is secure  | 3.41   | 0.9    |
|                   | I believe my work impacts the lives of patients/families   | 3.41   | 1.074  |
|                   | My salary is adequate  | 3.54   | 0.999  |
|                   | Total  | 154.46 | 15.835 |

### Findings

1. Most of the nurses are satisfied with the present working conditions in the hospital.
2. Only a few of the nurses are satisfied with the salary availed while most of the nurses are not satisfied with existing pay structure in the organization and most the nurses are not satisfied with the fringe benefits given to them.
3. Most of the nurses are agrees that they get adequate safety measures in the institution

### Suggestions

1. The trainees and bond employees should be given more concentration because they are unsatisfied with the areas like working conditions, salary and fringe benefits. Management should concentrate these areas to improve satisfaction level
2. Age below 25 years should be given more concentration. They should be given more training and motivation to get interacted in the organization. They are very loyal to the organization as well as they want to stick on to the organization that shows a positive aspect to the organization. They have to organize an annual audit every year to understand the satisfaction under different variables. Since all are under the age below 25 years, if you motivate them you can keep them till the end of retirement the employee turnover will also be less and also it could save cost on training the new employees.

### Conclusion

From the study, the researcher has come to know that most of the respondents have good quality of work life; the management has taken the best efforts to maintain cordial relationship with the employees. Due to the working conditions prevailing in this Hospital, job satisfaction of each respondent seems to be the maximum.

The present study finds that most of the employees were not satisfied with the welfare measures provided by hospital. The organization can use Quality of work life program like employees' participation, job enrichment, job rotation, management by objectives etc. to demonstrate their carrying out look and attract and retail quality workers. Enhanced Quality of work life will help in eliminating factors that are detrimental to effective function of the organization

## Reference

- C.R.Kothari, Research Methodology, Wishwa Prakashan- A division of New Age International (P) Ltd., New Delhi, 2003.
- Ducan, G (2003). "The Quality of work life ; Is Scandinavia Different?", Oxford journals Vol. 19 pp 61-79
- Udai Pareek, Training Instruments in HRD & OD, Tata McGraw Hill Publications, 10<sup>th</sup> Edition.
- Michael Armstrong, A hand book of Human Resource Management, Kogan page Publications, Edition 2003.
- Helga Drummond, The Quality Movement, Kogan Page, London, 1992.
- Hari Gopal K. and Ravikumar (1979) "Company satisfaction in relations to certain job attitudes and role stress variables", Indian journal of applied psychology, 16(2) pp 61- 67
- Achnamba.B and Gopikumar K. (1990), "Locus of control and job involvement among men and women bank employees", Indian journal of applied psychology, 2(1), pp 6 -9.
- Joshi, R.J (2007). "Quality of work life women workers: Role of Trade Unions," The Indian Journal of Social Work pp 45-54
- Lacey SR, Teasley SL, Henion JS, Cox KS, Bonura A, Brown J. Enhancing the work environment of staff nurses using targeted interventions of support. J Nurs Adm. 2008 Jul-Aug; 38(7-8):336-40.