

A Study on Quality of Work Life among Nurses in Health Care Sectors in Dindigul (Quality of Work Life among Nurses)

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Abstract: Today's business world is comprises with the knowledge workers and the society also where we are living know to become a knowledge society. The intellectual activities overtaking the physical efforts of the workers. The knowledge workers are working more than sixty hours a week. Because of this working time the personal life, hobbies, interest of this particular group of workers is being clashed with their work life. Life is a package of strands together. Hence the expectation of balancing work life with other work relates issues is highly need. To have a healthy life the worker should be love and commitment towards their work. In olden days the expectation and the priority has been given for the employees' physical and the material needs. Because of the conversion from the shift economy to knowledge economy the meaning of work life quality has been aroused. This study was intended to determine and explore the work life balance among nurses towards quality life. The obvious shortage of work life quality may have an adverse effect on the productivity of the hospital workers. The present study mainly intentioned on analysis of the quality of work life among nurses in health care sectors in Dindigul. It is mainly reference to the nursing staff. Study based on both primary and secondary methods of data collection.

Key words: Physical efforts, balanced work life, physical and material needs, primary, economy

INTRODUCTION

Over the last two decades the study of Quality of Work Life (QWL) is being an attractive one because of its ever increasing interest. This covers not only in the area of services to the society, disabilities, rehabilitations and the health of public and it also studying about the education, medicine and other areas of health care services. This QWL is examining the factors influencing on the goodness of life and its meaning. It also took research about the happiness of the people and their well-being. It leads the subsequent application of the QWL which is enabling the people to maintain the quality life (both meaningful and enjoyable). This QWL is being used to analyse the general welfare and the well-being of the societies, group and also the individual. It should not be confused with the concept of living standard which providing a basic for the income. The QWL is not only providing the standard indicators on the work life quality it also built the environment, leisure time, recreation, mental health, physical health, education and social

belonging (Allen, 2007). In order to retain and attract the employees in an organization there is a need of high quality of work life. The practice of work-life balance is deliberate with the change of organizational culture in its programs which are designed to reduce the conflict at workplace. It also enable the employees to be more efficacy at their workplace and in other roles^[6]. The changeover from viewing work-life balance practices solely as a means of obliging the individual employees with care providing responsibilities to recognizing their part in to organizational performance and employee engagement is an important paradigm shift that is still very much in process (Garman *et al.*, 2006).

Objectives of the study: The present study has been conducted with the following objectives:

- To know about the quality of worklife of nurses in India
- To identify the various factors influencing quality of worklife of nurses in India

- To identify the level of satisfaction under 5 point scale with various factors
- To find and give valuable suggestions for improving quality of worklife of nurses and for further research

Operational definitions: “The prevailing aim of the work life quality is to have a change in the climate at work place. So that the human-technological organization’s interface will lead to a best and the better quality of work life”.

“The Quality of Work Life” is a think about the individual, society, work and the organization. The distinctive elements of this QWL are to have a concern about the cause of on people as well as on organisational effectiveness and the idea of participation in organisational problem-solving and decision making”.

Literature review: Nadeem and Abbas conducted a study to explore the relationship between work life conflict and job satisfaction in Pakistan. A sample size of 157 managers was used for the final analysis. Descriptive analysis, correlation analysis and regression analysis tools were used for analysing the data. The study revealed that job satisfaction was significantly correlated to with work to family interference and family to work interference. Job satisfaction was also found to be negatively correlated with stress. Further, job autonomy and work load were found to be positively associated with job satisfaction.

Ezzedeen and Ritchey conducted a study to explore coping strategies devised by executive women in family relationships to maintain career/family balance. Several categories of career advancement and career/family balance strategies emerged from the analysis which included values and beliefs relating to career and family in place of one’s life, personal social support, professional social support and life course strategies.

MATERIALS AND METHODS

Quality of work life: In this contemporary world, human beings have to face the challenges for their livelihood. Even it is fulfilled human beings are not satisfied with

his/her job at the work place. Majority of the problems of the staff arise relating to the working conditions, work stress, job satisfaction, organizational climate and staff communication (Campbell *et al.*, 2004). It is highly recommended to the hospital management that the nurses should be satisfied as they are being the major group of service renders in the hospitals. Workplace violence is one of the most important factors that cause decline in the quality of work life (Buchan and Aiken, 2008). Analysis part of the study: As given in Table 1-10.

Table 1: Demographic Variables of Nurses

Variables	Factors	No. of respondents	Frequency (%)
Gender	Male	50	50.00
	Female	50	50.00
	Total	100	100
Age (years)	20-35	48	48.00
	36-50	32	32.00
	Above 50	20	20.00
	Total	100	100
Marital status	Single	63	63.00
	Married	34	34.00
	Divorced/widowed	3	3.00
	Total	100	100
Education level	School	18	18.00
	Diploma	26	26.00
	Bachelor or higher	56	56.00
	Total	100	100
Nursing tenure (year)	Below 1	25	25.00
	1-5	52	52.00
	5-10	13	13.00
	Above 10	10	10.00
	Total	100	100
Organisational tenure (years)	Below 1	20	20.00
	1-5	50	50.00
	5-10	19	19.00
	Above 10	11	11.00
Positional tenure (years)	Below 1	26	26.00
	1-5	46	46.00
	5-10	21	21.00
	Above 10	7	7.00
Payment per month (Rs.)	Total	100	100
	Below 15,000	53	53.00
	15,001-30,000	29	29.00
	30,001-45,000	10	10.00
	Above 45,000	8	8.00
Sector	Total	100	100
	Government	50	50.00
	Private	50	50.00
Total	100	100	

Primary data

Table 2: Attitude of nurses’ quality of work life in hospitals with some attributes

Attributes	Very Poor	Poor	Average	Good	Very good	Total (%)
Job satisfaction	1	5	25	42	27	100
Organizational climate	0	3	20	46	31	100
Staff communication	0	9	29	40	22	100
Work conditions	5	10	26	47	12	100
Work stress	12	16	27	34	11	100

Table 3: Factors influencing the quality of work life among nurses

Major factors	Agree		Disagree	
	Numbers	Frequency (%)	Numbers	Frequency (%)
Ability to balance work with family needs	64	64.00	36	36.00
Ability to provide quality patient care	62	62.00	38	38.00
Adequate patient care supplies and equipment	58	58.00	42	42.00
Autonomy to make patient care decisions	73	73.00	27	27.00
Availability of team work	68	68.00	32	32.00
Belong to the workplace	56	56.00	44	44.00
Career advancement opportunities	64	64.00	36	36.00
Energy left after work	59	59.00	41	41.00
Enough registered nurses	42	42.00	58	58.00
Enough time to do job	72	72.00	28	28.00
Good communication with other co-workers	84	84.00	16	16.00
Important to have on-site ill child care services	79	79.00	21	21.00
Important to have on-site/hear child care services	59	59.00	41	41.00
Important to have support for taking care of elderly parents	52	52.00	48	48.00
Important to have the opportunity to further nursing education	71	71.00	29	29.00
Many interruptions during daily work routine	69	69.00	31	31.00
Many non-nursing tasks	65	65.00	35	35.00
Nurse manager/supervisor provides adequate supervision	68	68.00	32	32.00
Participate in decisions made by nurse manager/supervisor	34	34.00	66	66.00
Policy for vacations is appropriate for me and for my family	42	42.00	58	58.00
Quality assistance from nursing assistants and service workers	52	52.00	48	48.00
Recognition of accomplishments	72	72.00	28	28.00
Safe from personal harm at work	51	51.00	49	49.00
Salary is adequate	59	59.00	41	41.00
Security department provides secure environment	89	89.00	11	11.00
Sufficient assistance from nursing assistants and service workers	56	56.00	44	44.00
Support to attend continuing education/training programs	52	52.00	48	48.00
The system of working hours negatively affects my life	63	63.00	37	37.00
Work is positively impacts lives of others	66	66.00	34	34.00
Workload is too heavy	22	22.00	78	78.00

Table 4: Assessment of work life balance of nurses by ranking

Attributes	Marks	Rank
I am at a better mood at work because of my personal life	892	1
I am at better mood because of my job	886	2
I am happy with the amount of time for non-work activities	875	3
I am too tired to be effective at work	862	4
I find it hard to work because of personal matters	843	5
I missed my personal activities because of work	815	6
I neglected personal needs because of work	793	7
I put personal life on hold for work	784	8
I struggled to juggle work and non-work	765	9
My job gave me energy to pursue personal activities	748	10
My job made personal life difficult	720	11
My personal life drained me of energy for work	699	12
My personal life gave me energy for my job	639	13
My personal life suffered because of work	589	14
My work suffered because of my personal life	575	15

Table 5: Likert's scale of satisfaction

Factors	Frequency of respondents (%)					Total
	SA	A	N	D	SDA	
Friendships with my co-workers are important to me	25	20	39	14	2	100
I am able to balance work with my family needs	36	39	22	2	1	100
I am able to communicate well with my nurse manager/supervisor	20	25	40	12	3	100
I am able to communicate with the other staff (physical, respiratory, etc.)	35	46	11	6	2	100
I am able to participate in decisions made by my nurse manager/supervisor	22	38	37	3	0	100
I am able to provide good quality patient care	29	32	21	16	2	100
I am recognized for my accomplishments by my nurse manager/supervisor	46	22	13	10	9	100
I am satisfied with my job	23	46	20	6	5	100
I believe my job is secure	18	56	22	4	0	100
I communicate well with the physicians in my work setting	23	46	20	9	2	100
I experience many interruptions in my daily work routine	21	32	16	29	2	100

Table 5: Continue

Factors	Frequency of respondents (%)					Total
	SA	A	N	D	SDA	
I feel a sense of belonging in my workplace	16	36	44	3	1	100
I feel respected by physicians in my work setting	20	48	13	18	1	100
I feel safe from personal harm (physical, emotional or verbal) at work	32	25	30	10	3	100
I have adequate patient care equipment and supplies	36	30	25	7	1	100
I have energy left after work	26	46	23	3	2	100
I have enough time to do my job well	32	40	20	8	0	100
I have the autonomy to make patient care decisions	28	32	34	5	1	100
I perform many non-nursing tasks	35	49	10	4	2	100
I receive a sufficient amount of assistance from support personnel (the dietary aides, housekeeping, patient care technicians and nursing assistants)	12	25	20	30	13	100
I receive feedback on my performance from my nurse manager/supervisor	36	52	9	5	1	100
I receive support to attend in-services and continuing education programs	28	24	35	10	3	100
I received quality assistance from support personnel (the dietary aides, housekeeping, patient care technicians and nursing assistants)	26	45	20	7	2	100
I would be able to find my same job in another organisation with about the same salary and benefits	32	28	32	7	1	100
In general, society has a true image of nurses	25	27	34	12	2	100
It is important to me to have support from my hospital in pursuing higher studies	19	28	35	15	3	100
It is important for a hospital to offer employees crèche	27	29	30	11	3	100
It is important for a hospital to offer their employees child care services when they are ill	36	39	12	9	4	100
It is important to have a designated, private break area for the nursing staff	26	38	29	5	2	100
My nurse manager/supervisor provides adequate supervision	42	28	25	5	0	100
My organization's policy for family-leave time is adequate	38	37	17	4	4	100
My salary is adequate for my job given the current job market conditions	36	41	15	6	2	100
My work impacts the lives of patients/families	25	39	20	13	3	100
My work setting provides career advancement opportunities	29	31	28	9	3	100
My workload is too heavy	28	48	25	5	0	100
Nursing policies and procedures facilitate my work	21	39	26	10	4	100
Rotating schedules negatively affect my life	42	26	21	10	1	100
The hospital provides a secure environment	38	22	30	7	3	100
There are enough nurses in my work setting	29	35	32	3	1	100
There is teamwork in my work setting	39	41	18	1	1	100
Upper-level management has respect for nursing	25	39	24	8	4	100

Table 6: Relationship between quality of worklife under various factors and perception level

Factors	Critical value	Significant level	Result
Work environment	1.467	0.226	Not significant
Interpersonal relationship	3.202	0.074	Not significant
Stress at work	0.533	0.465	Not significant
Monetary benefit	1.058	0.304	Not significant
Physical sufferings	13.261	0.000	Significant
Job pressure	1.937	0.164	Not significant
Psychological requirement	43.831	0.000	Significant
Structure of workplace	22.088	0.000	Significant
Overall	5.023	0.025	Significant

Table 7: Chi-square test showing the relationship between the age and level of worklife quality of the respondents

Variables	Values
Degree of freedom	(r-1) (c-1) = 9
Calculated value (χ^2)	9.83
Table value	16.9
Level of significance	5%
Null hypothesis	Accepted

Table 9: Chi-square test showing the relationship between the marital status and level of worklife quality of the respondents

Variables	Values
Degree of freedom	(r-1) (c-1) = 6
Calculated value (χ^2)	5.773
Table value	12.6
Level of significance	5%
Null hypothesis	Accepted

Table 8: Chi-square test showing the relationship between the gender and level of worklife quality of the respondents

Variables	Values
Degree of freedom	(r-1) (c-1) = 3
Calculated value (χ^2)	8.476
Table value	7.81
Level of significance	5%
Null hypothesis	Rejected

RESULTS AND DISCUSSION

Following are the findings of the study:

- Adequate supervision and recognition of the accomplishments of nurses were shown by only half of the respondents

Table 10: Correlation matrix analysis on quality of worklife balance

Factors	1	2	3	4	5	6	7	8	9	10	11	12
Job satisfaction	1.000	-	-	-	-	-	-	-	-	-	-	-
Organizational climate	0.072	1.000	-	-	-	-	-	-	-	-	-	-
Staff communication	0.227*	0.233*	1.000	-	-	-	-	-	-	-	-	-
Work conditions	0.130	0.163	0.375**	1.000	-	-	-	-	-	-	-	-
Work stress	0.110	-0.007	-0.092	-0.171	1.000	-	-	-	-	-	-	-
Job satisfaction	-0.258*	0.118	0.158	0.041	-0.104	1.000	-	-	-	-	-	-
Work-family balance	-0.192	0.155	0.064	-0.034	-0.003	0.301**	1.000	-	-	-	-	-
Physical sufferings	-0.312**	-0.011	0.088	0.093	-0.202	0.205	0.095	1.000	-	-	-	-
Job pressure	-0.103	0.367**	0.081	0.173	-0.222*	0.102	0.090	0.162	1.000	-	-	-
Psychological requirement	-0.007	0.312**	0.319**	0.140	-0.066	0.085	0.111	0.206	0.282**	1.000	-	-
Structure of workplace	-0.053	0.237*	0.179	0.186	-0.117	-0.055	0.374**	0.073	0.293**	0.180	1.000	-
Personnel satisfaction	0.0073	0.205	0.194	0.081	0.271**	0.255*	0.124	-0.130	0.093	0.232*	0.053	1.000

*Correlation is significant at the 0.05 level (2-tailed); **Correlation is significant at the 0.01 level (2-tailed)

- Majority of the respondents are satisfied with the working conditions
- Maximum of the respondents said that the Organizational climate good
- Most of the respondents opined that the work stress is very high
- One-third of the respondents are happy with their job
- One-third of the respondents expressed that the Staff communication is good

The suggestions for improving the quality of work life among nurses and further research:

- The facilities of shift system for the staff, hygienic conditions and wash room facilities should be maintained properly for the healthy environment of the respondents
- Due to work stress the respondents have been facing the problems mainly in the hospitals because of the timings in the hospital, pressure from the management and personal problems. With related to this they have been facing the health problems so, management has to take a measure in related to this aspect
- Maximum of the respondents are not enjoying the monetary benefits, they have been facing the pressure from the management due to work and the salaries were not given in time. So, this sector needs to focus on this issue
- The main problem of the organizational climate is leadership, promotion and conflicts. So, the sector has to take necessary measures

Flexibility in work schedule: Employees want flexibility in work schedule. There may be three aspects of flexibility: flexi time a system of flexible working hours and compressed work week. Of the extent, this flexibility is provided in the work system, it becomes more motivating to the employees (Andrew *et al.*, 2006).

Autonomous work group: Creation of autonomous work helps in creating positive feelings among employees. They may be given freedom to choose their own teams, there should be freedom of decision making regarding the choice of methods for work, distribution of tasks among group members and designing of work schedules.

Job enrichment: Job enrichment attempts to design a job in such a way that it becomes more interesting and challenging so that the job holder makes meaning out of that (Zakari *et al.*, 2010). The degree of job enrichment determines the degree of QWL.

Opportunity for growth: An employee who is with the view of achievement oriented can seek the growth from the place where he/she working^[3]. They work also should provide the feel of comfort, personal growth and to develop his personality. When this has been done by the work environment the employee will be committed to the job as well as the management.

Participation: Participation in decision making, particularly on the matters directly concerned with an individual's working, has an important bearing on his satisfaction and performance (Violanti, 2010). Higher degree of participation increases the QWL and overall organizational climate.

Communication: To make a sound working life quality to the nursing staff in hospital is effective way of communication. There should be a two way communication is necessary. By the help of downward communication, the working people can get information from the top management and by upward communication the workers can share their suggestions, views and the grievances with their top management to improve their standard of work performance.

CONCLUSION

It is concluded that the Quality of work life of Nurses in hospitals is good. The researcher highlights some of

the small gaps in QWL towards the hospitals where it aims in promoting peaceful relation with the staff. There is no personal motive to blame the services of the Nurses. There are many Nurses who spent their life to serve the public and safeguard the lives of the patients without expecting any benefit. But still there are a few lacunae in our medical facilities and infrastructure available in hospitals. There is a need to make better infrastructure and services in all hospitals which will help for the public. So, the management should take utmost care to improve the Quality of work life of the employees in hospitals. The opportunities for career advancement for nurses are significantly lesser in government as well as private sector. Coveted nursing positions are absent in nursing profession in India. Achieving the well reputed positions in the hospitals being a major challenge for the nursing staff. The work life quality of the nursing staff is one of the primary factor should be considered by the hospital management to improve their standard of living as well as the work standard of them.

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