



A Study on Quality of Work Life Practices among Nurses

(A Select Study on Government General Hospital in Guntur District of Andhra Pradesh).

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Abstract: Human capital is the main asset of the organization; therefore, attrition does not just affect the headcount, but results in the loss of knowledge and skills that the nurses take back with them on leaving an organization. Quality of work life is important criteria that need to be focused by the organisations to achieve higher productivity and business goals and retain the employees. The main objective of this study was to understand the influence of quality of work life dimensions on the overall satisfaction of the nurses in the hospitals. Random sampling technique was used to collect opinions from 130 nurses of public and private hospitals. Eight quality of work life factors were examined to study the relationship with the overall satisfaction of the nurses. Reliability of the data was checked using Cronbach's alpha value and the construct validity was tested using correlation. Commitment to the organization was considered the most important factor among the eight dimensions. Pearson's correlation analysis showed that all the factors were positively correlated to overall satisfaction. The recommendations provided in the study can be used by the organisations to rework on their policies to enhance quality of work life for nurses that would have a positive impact on the attainment of business goals.

I. INTRODUCTION

Health care is one of the most complex activities in which human beings engage. Hospitals are basically service organizations. The professional area of an organization is influenced by its user's satisfaction. Healthcare services make up a significant portion of national expenses, and thus it is essential that the nature and quality of services be explored. Patient satisfaction is one of the primary outcome variables when considering healthcare services. Patient satisfaction has become an important performance indicator for the delivery of quality medical care services.

The hospital, a major social organization, offers considerable advantages to both the patient and the society. Certain health problems require intensive medical treatment and personal care which normally cannot be made available at home or in the clinic of a doctor, this is possible only in a hospital where a large number of professionally and technically skilled people apply their knowledge and skill with the help of world class advanced and sophisticated equipment. The first and foremost function of a hospital is to give proper care to the sick and injured without any social, economic or racial discrimination.

II. QUALITY OF WORK LIFE

The pursuit for improved productivity through human resources has its foundation in the early nineteenth century with F.W Taylor developed Scientific Management Theory creating a new awareness regarding human resources. Prior to the advent of Scientific Management, human resources were considered as a mere instrument of production with regard to work from dawn to dusk. The working conditions were paid scanty attention. The labour was motivated by the lure of money. The Scientific Management focused mostly on division of labour, hierarchy, close supervision and management principles. These have no doubt brought several benefits to the society. From then onwards continuous research and investigations have been undertaken to understand human behavior at work and the ways to improve their job satisfaction, balanced with the aim of the organizations to work for better productivity with job and employee satisfaction. In order to achieve these twin objectives, different approaches have been developed and applied for improvement of Quality of work life among workers

III. PROFILE OF THE GOVERNMENT GENERAL HOSPITAL

Government General Hospital (GGH) was established as a District Headquarters Hospital in 1848 in a rented tiled house over the Madras Trunk Road. It grew in stages, changed location and in 1954 was upgraded to a Teaching Hospital and named Government General Hospital, Guntur occupying an area of 10.85 acres. The bed strength

was 12 in 1861 and over the years it has been increased to the present strength of 1177. On an average more than 1300 patients stay in the hospital as in patients including the floor patients, about 1-2 thousand people through the O.P department daily for medical relief. It is said the clinical material that one gets here is of the highest order. The historic, 162 years old Government General Hospital, is one institution in the entire Guntur District, of Andhra Pradesh which stand as premier medical centre rendering yeomen Medicare. This hospital has qualified staff with top medical attention not only to the entire population of Guntur but also to the suffering poor converging from various districts of Andhra Pradesh. It is to be noted here that there is no modern diagnostic centre in the Government Sector in the entire state which caters to the poor and needy in line with its commitment to social objectives. In pursuit of this, the hospital authorities have been striving to improve the diagnostic services by acquiring advanced medical equipment to serve the economically weaker and less privileged sections of the people. Fortunately, this centre is able to take the present shape with grants from Government of Andhra Pradesh and the old students of Government General Hospital / Government Medical College, Guntur.

IV. LITERATURE REVIEW

Ashwini J, Dr. D. Anand(2014) Quality of Work Life Evaluation among Service Sector Employees Human capital is the main asset of the service sector companies; therefore, attrition does not just affect the headcount, but results in the loss of knowledge and skills that the employees take back with them on leaving an organisation. Quality of work life is important criteria that need to be focused by the organisations to achieve higher productivity and business goals and retain the employees. The main objective of this study was to understand the influence of quality of work life dimensions on the overall satisfaction of the employees with the organisation Random sampling technique was used to collect opinions from 171 employees of different service sector companies. Eight qualities of work life factors were examined to study the relationship with the overall satisfaction of the employees. Reliability of the data was checked using Cronbach's alpha value and the construct validity was tested using factorial analysis. Hypotheses were tested using linear regression analysis. Commitment to the organisation was considered the most important factor among the eight dimensions. Pearson's correlation analysis showed that all the factors were positively correlated to overall satisfaction. The recommendations provided in the study can be used by the organisations to rework on their policies to enhance quality of work life for employees that would have a positive impact on the attainment of business goals.

Dr. Florence Muindi, (2015) Quality of Work Life, Personality, Job Satisfaction, Competence, and Job Performance: A critical review of literature the success of any organization is highly dependent on how it attracts recruits, motivates, and retains a high performing workforce. Explaining the factors that influence employee performance remains a fundamental question for human resources management practitioners. The expectancy theories of Vroom, Porter, and Lawler, assert that employee performance depends not only on the amount of effort exerted, but also on the intervening influences of factors such as person's abilities and traits, as well as their role perceptions. Researchers also suggest that a range of organizational and employee factors could impact employee performance. These include Quality of work life, ability, effort, motivation, attitude, personality, competence, and job satisfaction. This study looked at selected employee related factors, namely: employee personality, job satisfaction, and competence. QWL was included because organizations are known to adopt a strategy for improving employees' Quality of Work Life (QWL) with the aim of satisfying both the organizational objectives and the needs of the employee. On the other hand, successful organizations consider job satisfaction to be important for work performance. However, job satisfaction alone cannot lead to performance. Having the right competences is important for performance. This review therefore seeks to investigate the employee related factors that influence the relationship between quality of work life and employee's performance

V. OBJECTIVES OF THE STUDY

1. To study the Quality of work life Practices among nurses in Government General Hospital in Guntur District of Andhra Pradesh.
2. To examine the demographic profile of the nurses in the study area.
3. To correlate the quality of work life dimensions with Nurses overall job satisfaction in the study area.
4. To offer suggestions based on the findings of the study.

V. METHODOLOGY OF THE STUDY

This paper is based on both primary and secondary data. Primary data were collected through a structured questionnaire which was administered personally to the employees. Convenient sample technique has been used to interview the employees. The target population of this study was nurses in the Government General Hospital; the sample size was 130 in number. The questionnaire consists of different questions on quality work life dimensions. The secondary data used in the study has been collected from related journals, books, newspapers and internet, etc. In this study we have used statistical tools such as percentage method, cronbach alpha test, and correlation.

Table 1: Demographic profile of the Nurses in the Hospitals

Options	Frequency	percentage
Gender		
Male	70	53.84
Female	60	46.15
Total	130	100
Age		
20-30 years	52	40
31-45 years	47	36.15
Above 46 years	31	23.84
Total	130	100
Marital Status		
Married	100	76.92
Un Married	30	23.07
Total	130	100
Qualification		
Post Graduation	17	13.07
Graduate	55	42.3
Inter/Diploma	58	44.61
Total	130	100
Experience		
Below 1 Year	52	40
Between 2-5 years	27	20.76
Between 6-10 years	38	29.23
Above 10 years	13	10
Total	130	100
Income		
<10,000	52	40
Between 11,000-20,000	27	20.76
21,000-30,000	38	29.23
30,000	13	10
Total	130	100

The data presented in the above table-1 indicates that sample is dominated by male respondent as it is indicated by 53.84 percent respondent in the sample. Age analysis of the respondents indicates that most of respondents fall in the age group of 20-30 years as it was indicated by 40 percent respondents in the sample and 36.15 percent from age group of 31-45 years. Most of the respondents in the sample are married as it was indicated by 76.92. The information related to educational qualifications of the respondents indicates that majority of the respondent falls in those categories who are educated up to Inter/Diploma. Out of 130 respondents, 40 percent nurses are having below one year experience, 29.23 percent nurses are having 6-10 years' experience and 10 percent are having more than 10years experience. The incomes levels of the nurses below 10,000 are 40%, between 11,000-20,000 are 20.76%, 21,000-30,000 are 38(29.23%), and above 30,000 are 10%.

Table-2: Cronbach Alpha Test

Commitment	0.628
Job Satisfaction	0.810
Opportunity to use and develop skills and abilities	0.810
Opportunity for growth	0.770
Training and Development	0.717
Adequate fair compensation	0.885
Safety and health	0.642
Social integration	0.818.

From the table 2 cronbach Alpha reveals the eight dimensions reliability of quality of work life in the public sector hospitals. The reliability values of commitment (0.628) it proves to be strong, Job satisfaction (0.810), Opportunity to use and develop skills and abilities (0.810), Opportunity for growth (0.770), Training and Development 0.717, Adequate Fair Compensation (0.885), Safe and Health (0.642), Social Integration (0.818). The value of quality of work life dimensions are proves to be strong.

Table-3: Correlation between quality of work life dimensions and overall satisfaction

	Overall satisfaction	Commitment(1)	FC (2)	JS (3)	TD (4)	SH (5)	SG (6)	SI (7)	WE (8)
Overall satisfaction	1								
CO	0.679**	1							
FC	0.559**	0.56**	1						
JS	0.44**	0.78**	0.78**	1					
TD	0.56**	0.75**	0.89**	0.54**	1				
SH	0.67**	0.56**	0.76**	0.71**	0.87**	1			
SG	0.78**	0.51**	0.56**	0.90**	0.56**	0.56**	1		
SI	0.91**	0.89**	0.57**	0.89**	0.57**	0.78**	0.81**	1	
WE	0.82**	0.75**	0.68**	0.87**	0.63**	0.98**	0.67**	0.56**	0.78*

Mainly eight dimensions of quality work life are influencing the overall satisfaction of nurses in the Government General Hospital like CO- Commitment, FC- Fair Compensation, JS- Job satisfaction, TD-Training and Development, SH – Safety and Health, SG- Opportunity for growth, SI-Social Integration and WE-Work Environment. The overall satisfaction of the eight dimensions of quality of work life leads to overall satisfaction to the nurses in the public sector hospitals.

VI. CONCLUSION AND RECOMMENDATIONS

The Eight Dimensions which have been computed to form the quality of work life on their performance and overall satisfaction. There has been no support or guidance with regard to balance of work life of the nursing staff. Nurses are torn between domestic and professional responsibilities. Majority of the nursing staff have absented themselves by few reasons such as personal and family related problems, children education, and sickness and injuries. The current leave rules and procedure of leave management lead to more absenteeism among the staff. Some of the staff have worked in the hospital in spite of being ill because of their commitment or because they do not wish to be absent because it may lead to loss of salary or when they have been denied leave. While the nursing staff feels comfortable about sharing their mistake with their superiors, they also report that superiors use abusive language. Over half of the nursing staff perceives a lack of transparency, discrimination in application of rules and lack of support from the top management. The nursing staff has confidence in their own skills and abilities to meet the current patient requirement. They claim that they have the ability to manage the current work load. In order to keep the nurses satisfied, the hospital management must provide a conducive climate to enhance commitment, fair compensation, job satisfaction, safety and health, training and development, opportunity to develop skill and growth and social integration. It is suggested that hospital management should make transparent performance appraisal, conduct training programs that would enhance skills and capabilities of the nurses. The nurses who perform challenging job must be motivated to perform better. As the nurses spend most of their time in the workplace, it is important that an effort must be made to address the grievances and minor skirmishes. Hospitals must be providing the welfare facilities to nurses.

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