

# Quality of Work Life in Hospital

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**Abstract**— Quality of work life is mainly concentrate on improving working circumstances, work content and its safety, security, wages and benefits and etc. It is concern not only for improving the work life but also personal life. Health care industry is one of the most complex activities and it is a service organization. This article mainly focuses on doctors and nurses of their quality of work life because they should regularly stay and work overnight, their job is very critical & complicated because they face a variety of difficulties such as sleep deprivation, stress and work load. So we finally suggest some techniques to improve their quality of work life.

**Key words:** Quality of Work Life, Working Condition, Job Stress, Hospitals

## I. INTRODUCTION

Quality of work life is one of the important aspects for all the companies like manufacturing industry, educational institution, service sectors, etc. Quality of work life is quality of relationship between employees and total working environment. A healthy organization will always depend upon quality of working for both the employees and organization. The organization should provide employee needs or expectation which they need at workplace. A high Quality of work life is on the better working environment which in turn results in efficiency and effectiveness of the organization. A low Quality of the work life is based on the inferior working environment which in turn reduces the efficiency and effectiveness of the organization. If the Quality of work life is better in the organization then the organizational goals can be achieved easily & effectively.

Today, Hospitals are difficult organization that provides services to the patients 7 day a week, 24 hours a day. In hospital sector, doctors and nurses are main human resource so they take care of patients with full involvement. Quality of work life is usually considered as the real work situations including employee salary, facilities, health & safety problems, participating in decision making, management approach and job diversity and job flexibility, etc.

### A. Meaning & Definition of Quality of Work Life

According to Harrison: “Quality of Work Life is the degree to which work in an organization contributes to material and psychological well being of its members.”

According to the American Society of Training and Development “Quality of Work Life is a process of work organization which enables its members at all levels to participate actively and effectively in shaping the organizations’ environment, methods and outcomes. It is a value based process which is aimed towards meeting the twin goals of enhanced effectiveness of the organization and improved quality of life at work for the employees.

### B. Duties and Responsibilities of Doctors and Nurse

There are many people support for successful treatment for patients in hospitals sector. The following essential role in hospital sectors are Doctors, Nurses, Support staff etc. All these people will play a very important role in your treatment and recovery.

There are various role and responsibilities based on their level of experience and medical speciality. The area of specialization of doctors may be dental, anesthesiologists, cardiologists, critical care medicine specialists, etc.

In hospitals, nurses are the main role because they mainly focuses on take care of patients and maintaining the patient report details about their health recovery. Nurses play an essential role in healthcare and hospitals. The following roles and responsibilities are communicate with patients, take care of patient safety, etc. The ambulance drivers are doing first line to saving the human life in critical situation.

In Hospital, supporting staffs help the doctors, nurses and patients. The following support staffs in hospital are clinical assistants, patient services assistants, ward in charge, ward boy, pharmacy, etc.

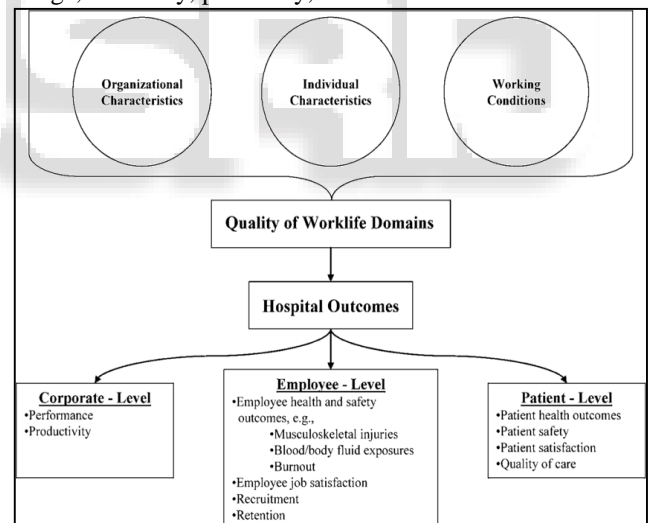


Fig. 1: Diagram no1

The above diagram says Quality of Work life Domains contains working conditions, organizational characteristics and individual characteristics. It helps to following outcomes in corporate-level mainly focused on their hospital service or performance. It concern the employee-level outcomes are hospital worker’s health and safety, employee job satisfaction, recruitment, food facility and retention. It another concern is patient-level outcomes are patient safety & satisfaction of service and facilities, standard quality of care.

## II. REVIEW OF LITERATURE

Payne and Pheysey (1971) they conducted study on organizational climate came to conclusion that job

satisfaction is an indicative of positive quality of work life. He highlights qualities of employees work life.

Sayed and Sinha (1981) examined the relationship between quality of work life dimensions, job satisfaction & performance measures on both the high and low quality of work life in the organization. The result revealed that quality of work life dimension are related to job satisfaction in the both the types of the organization.

Balkrishnan (1976) examined the relational importance of physical, social, financial, security, achievement, responsibility, recognition, and growth factors of industrial employees. Result indicated that financial and physical factors are very important than other factors. Workers were found to be above physical and safety needs and were somewhere between social and ego needs.

Adhikari & Gautam (2010) "Measures of quality of work life". He conclude that measure which used for quality of work life are adequate pay & benefits, job security safe and health working conditions, etc.

S.Jerome (2013), in his study entitled "Quality of work life of employees at Jeppiaar Cement pvt ltd, Perambalur." examined different factors that influence the quality of work life such as compensation, safety and healthy working condition, opportunities for use and development of skills and abilities, work environment social relationship, welfare measures, job satisfaction and overall quality of work life. He found that there is no significant relationship between the age, educational qualification, income of the respondents and their overall quality of work life. However, majority of the respondents were in high level of job satisfaction. 50 respondents

Ashwin.J and Dr.D.Anand (2014) in his study entitled "Quality of work life evaluation among service sector employee" The main objective of this study was to understand the factors which influence the quality of work life dimensions on the overall satisfaction of the employee with organization.

V.Sumathi&Dr.k.Gunadundari,(2016) "Work life balance of women employees in selected service sector with reference to Coimbatore sector district" in their study found that the present situation of a large number of well qualified women who due to the various circumstances have been left their jobs needs to be addressed.

Dr.C.Vijayabanu & S. Nandhu (2018), "Quality of work life of employees in private hospitals" They conducted a study is to understand the Quality of work life and its factors influencing like Working environment, Training & Development, Compensation & benefits, Organizational commitment and Job satisfaction, etc. . It is concluded that a good human resource practice will encourage all employee work with involvement and do their work with enjoyment.

### III. FACTORS AFFECTING QUALITY OF WORK LIFE

Quality of work life is affected by some factors in the organization. The following of the factors that influence the quality of work life are given below

#### A. Working Condition

Doctors and nurses they are always provide services to the patients 7 day a week, 24 hours a day. In hospital doctors and

nurses are main human resource & take care of patient with Quality. They are occasionally exposed to diseases or infection when interacting their patients so their working conditions too much of critical for their health and safety. So they should follow the safety rules like wear gloves and face mask during any operations to the patients or visiting the patients, maintain the neat and clean environment. The organization must provide the basic facilities like drinking water, seating arrangements, healthy food facility, clean and neat restroom, quick disposal of medical wastages because it cause to spread of disease to other people.

#### B. Organizational Culture

Organizational culture is defined as beliefs, values, norms, procedures etc that influences the effectiveness or ineffectiveness of providing quality health care services. So, doctors and nurses are important and they influence the overall culture of a hospital organization positively or negatively.

#### C. Safety and Healthy Work Environment

Healthcare workers face a number of serious safety and health hazards. The hospital sector has one of the highest rates of work related injuries and illness. They include biological hazards, chemical and drug exposure, waste anesthetic gas exposure, laser hazards, hazards associated with laboratories and x-ray hazards. So workers must aware of all these hazards and the organization must conduct training program regarding safety measures to be followed at the workplace.

#### D. Compensations & Benefits

The organization should provide compensation, benefits to the employee in order to motivate to do their work with involvement. The following compensation and benefits are provide the many health care industry.

Excellent health, welfare and retirement benefits

- 1) Health, vision, dental and life insurance,
- 2) Pension plan,
- 3) Workers compensation insurance
- 4) Malpractice and liability insurance
- 5) STD/LTD
- 6) Medical expenses

#### 1) Additional benefits offered

- 1) On-call pay
- 2) Shift differential pay
- 3) Relocation assistance (per approval)

#### E. Job Stress

Stress is a feeling of emotional or physical tension. It causes could be frustration, family issues, poor working environment, lack of support by co-workers and they haven't mutual relationship between colleagues. Stress causes the following two things are Psychological and physical health risk.

#### F. Psychological Stress

Another major issue related to working conditions in healthcare professionals is psychological stress, in particular danger of burnout. The main reason of psychological stress an emotional exhaustion, family problems, depersonalization, reduced personal accomplishment, if doctors or nurse spent their time at workplace more than family.

### G. Physical Health Risk

If the employee felt restless they couldn't attend their patients with care. Employee's health is also affected by the over workload and also night shift duties etc.

## IV. TECHNIQUES FOR IMPROVING QUALITY OF WORK LIFE

### A. Flexible Work Schedules

The organization should focus on flexible work schedules for employee. Flexible work schedules means flexible time to work for employee. Employee should be convenient to work schedule designed by organization. If organization not provides systematic work schedules to employees that will affect the employee health issues as well as organization effectiveness.

### B. Job Enrichment

Job redesigning or job enrichment improves the quality of the jobs. Job enrichment is providing a person with exciting, fascinating, stimulating and difficulties faced in work. It helps to satisfy the greater level needs of the employees.

### C. Job Security

Job security is also important aspect for all employees because it is a main motivational factor for employee work with satisfaction. Adequate job security provided to the employees will improve the Quality of Work Life. According to Maslow's theory, job security, employment and safety are fundamental need for all employees.

### D. Career Development

The organization should provide opportunities to develop their career path, education, development, orientation programs, etc. The employee can develop their skills by personally as well as professionally through the orientation program.

### E. Employee's Participation in Management

All employees should be allowed to participate in the management decisions influence their lives. Quality circles, Management by objectives, suggestion and other forms of employee's participation in management help to improve the Quality of Work Life.

### F. Administrative Justice

The Administrative justice should be disciplinary actions like Promotion, Demotion, transfer, grievance procedure, work assignment, etc these are main aspect. If employee should not work properly the organization will transfer the employee or demotion.

## V. DISCUSSION

Quality of work life is critical concept and many of the factors influence the quality of work life and have lot of difficulties to maintain in the organization and in this article, I would suggest some techniques for improving quality of work life. The researcher conduct a study to evaluate the perception of quality of work life and its factors among nurses in the tertiary health care institution of Maharashtra and the factors influence by quality of work life such as work environment, Training and development, Compensation & rewards and

Organization culture, etc. He finds the majority 58% of nurses were dissatisfied in quality of work life in hospital

Nayeri et al researcher conduct a descriptive study to investigate the relationship between quality of work life and productivity among 360 clinical nurses working in the hospitals of Tehran University of medical science. He finds that quality of work life were at moderate level 61.4% of the participants. Dargahi et al reported that most nurse were dissatisfied with all components of their quality of work life. Boonlod's conduct a research among professional nurse and his find level of score for quality of work life is moderate level.

## VI. CONCLUSION AND FUTURE WORK

The quality of work life is influenced by many of factors in the organization. As a researcher suggest to improve the quality of work life while using the following techniques flexible work schedule, job enrichment, job security, participative in management, mutual relationship among all employees and administrative justice in the organization. We finally come to know that hospital environment is totally differ from other organization like manufacturing, information technology because the hospital deal with human lives the precious one, doctors, nurses are directly involved with the handling of one's lives and many people comes to the hospitals every day. We already studied about stress level of a nurse and how they treated in hospitals and home also, actually they are "White angels" but the society look like a devil or they are not giving respect to them. In case of labor ward in hospitals their work is never been measured and they are the first messenger of good or bad news from inside, in case of emergency (accidents) the dressing work is not easy but the nurses never afraid to do work because they having iron heart, it is appreciated of they're mostly ladies, the Indian hospitals scenario is slightly differ from other countries. In future, survey will be taken from doctors, nurses, supporting staff's through questionnaire and finally based upon the analysis of the input/suggestions to be give to improve the quality of work life of the hospitals employees.

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