

A STUDY ON QUALITY OF WORK LIFE IN BE WELL HOSPITALS, CHENNAI

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ABSTRACT

The purpose of the study is to identify the major factors which influence the quality of work life in hospitals and to measure the satisfaction level of employees in hospitals. Quality of work life is mainly concentrate on improving working circumstances, work content and its safety, security, wages, benefits and etc. This paper highlights the quality of work life in hospitals and its factor such as work environment, working condition, stress, etc. and analyses the various factors by using the statistical tools.

Keywords: *Quality of work life, work environment, working condition, etc.*

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.

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.

OBJECTIVES OF THE STUDY

To study the quality of work life of the employees at Be Well Hospitals.

To identify the major factors that influences the QWL.

To measure the level of satisfaction among employees in various department.

To suggest for improving the Quality of work life.

NEED FOR THE STUDY

1. Hospital plays an important role and Quality of work life is very important in organization.
2. The life of nurses can be improved through the effective survey based on quality of work life it ensure that induces the person to improvise themselves.
3. The study that gives the valuable suggestion to improvise quality of work life of their employees.

COMPANY PROFILE

The Be Well group of hospitals hopes to see more people in India and around the world getting non-compromised, evidence-based healthcare. Working towards this end, Be Well has been setting up hospitals with world-class infrastructure in locations that currently have limited access to healthcare. At Be Well, our focus is on treating patients humanely and with respect, keeping them informed on their medical conditions, associated costs, the risks and the benefits of various treatments. The success of this approach has seen Be Well expand its network at a steady pace since 2011. Very active in training, both in the classroom and through the online route, this unit is at the heart of what Be Well stands for ensuring timely, efficient and equitable care at an affordable cost. We use the Learning Management System (MOODLE) to create a repository of training content which can be accessed and used by our nursing, paramedical and administrative teams.

REVIEW OF LITERATURE

1] **David Lewis et al (2001)** studied on the extrinsic and intrinsic determinants of quality of work life. The main objective of the research was to test whether extrinsic or intrinsic or prior traits test predict satisfaction with QWL in health care. The variables used extrinsic traits: salary or other tangible, intrinsic traits: skills, level, autonomy and challenge, prior traits: gender and employment traits, co-workers, support, supervisor, treatment and communication. Data collection was conducted in 7 different health care and respondents was 1,819/5486 staff (33%). Data was gathered from the circulate questionnaire and test applied for data analysis was regression method and factor analysis. The findings are pay, supervisor style, commitment and discretion, all play a role in determining QWL. Female employees were less satisfied with these traits than male.

2] **Rita Funnell (2010)** studied about quality of work life of registered nurses in Victoria's public hospitals and the findings identified that the organizational and professional issues that need to be addressed more effectively relate to the culture of the work environment ,the pressure of work ,nurses health and safety ,the skills and attributes of unit managers ,financial and other rewards for nurses and policies and practices that promote an acceptable work/family fit. This study identified the need for an increase in rewards and benefits for nurses and also indicated an urgent need for more career development and advancement opportunities to be established for nurses.

3] **Mohammed J Almalki et al. (2012)** Quality of work life (QWL) has been found to influence the commitment of health professionals, including nurses. However, reliable information on QWL and turnover intention of primary health care (PHC) nurses is limited. The aim of this study was to examine the relationship between QWL and turnover intention of PHC nurses in Saudi Arabia. Creating and maintaining a healthy work life for PHC nurses is very important to improve their work satisfaction, reduce turnover, enhance productivity and improve nursing care outcomes.

4] **S. mortazabi (2012)** studied the Role of the Psychological Capital on Quality of Work Life and organization performance. Data was collected from nurses of four hospitals in which two hospitals were private and two hospitals were public. Sample size were 207 nurses which were selected random sampling method and Self efficacy, Optimism, Hope, Resiliency, Survival Needs, Belonging Needs and Knowledge Needs are treated as exogenous variables and Psychological Capital and QWL are treated as endogenous variable. For data analysis researcher used scale means, reliability, and inter-scale correlations. One of the important factors that plays positive role is Psychological Capital of human resource of that organization. Research shows that Psychological Capital is a more state-like factor than personality traits and QWL has positive and significant relation with organization performance.

5] **Yolandi van der Berg, Nico Martins (2013)** the aim of the study was to determine the relationship between organizational trust and QWL. From this study results were a positive

relationship between managerial practices with organizational trust and QWL and a lower relationship between the personality dimensions, organizational trust and the QWL.

6] **S.Khodadadi et al (2014)** in their article investigated the QWL dimensions effect on the employees' job satisfaction. The results of the study showed that the salary and benefits' and its policies have a significantly positive effect on Shuhstar's Shohola Hospital employees' job satisfaction.

7] **Dr. Nagaraju Battu and G. Karthik Chakravarthy (2014)** in his study entitled "**Quality of work life of nurses and paramedical staff in hospitals**" The aim of this study is to identify the quality of work life of nurses and para-medical staff. The researcher has found the factors on working conditions, work stress, job satisfaction, organizational climate and staff communication. Data collected from 150 respondents (both public and private hospitals). Finally they has concluded from major findings. In private sector the management has to take measures on work stress, job satisfaction and staff communication. In public sector the government has to take necessary measures on working conditions, organizational climate and work stress.

8] **Dr. A. Valarmathi and Dr. Hema Bhalakarishnan** made a study on QWL of nurses working in hospitals in Coimbatore. The sample size taken were 100.They found that 1) Nurses were not satisfied with salary and loan facility, 2) There is a positive correlation between employee employer relation and relationship with colleagues, 3) There is significant difference in the mean opinion for safety and there is no significant difference in the mean opinion for opportunity with regard to the experience among the varied age group.

9] **V. Sumathi and 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.

10] **Dr. C. Vijayabanu and 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.

RESEARCH METHODOLOGY

Descriptive Research is selected for this research and convenience sampling techniques used in this research. In this study 125 sample are taken. The primary data are collected through the questionnaire. In questionnaire I used 5 point Likert scale.

DATA ANALYSIS AND INTERPRETATION

The data are analyzed by using the statistical tool. I have used percentage and chi-square test analysis.

Percentage analysis

Table No: 1

Table Name: Gender of the Respondents

S. No	Factors	No. of Respondents	Percentage
1	Male	45	36
2	Female	80	64
3	Total	125	100

Interpretation

The above table shows that, 36% of the respondents are male, 64% of the respondents are female.

Inference

The majority of the respondents are female.

Chart 1

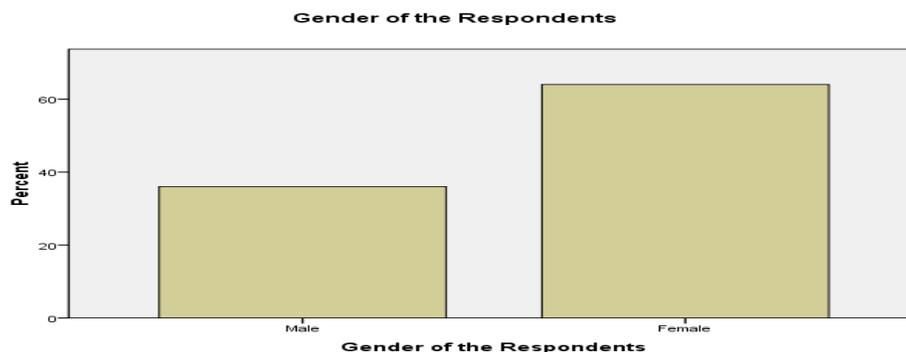


Table No: 2**Table Name:** Age of the Respondents

S. No	Factors	No. of Respondents	Percentage
1	18 To 25	60	48.0
2	26 To 30	26	20.8
3	31 To 40	25	20.0
4	41 & Above	14	11.2
5	Total	125	100.0

Interpretation

The above table shows that, 48.0% of the respondents are 18 to 25 years of age, 20.8% of the respondents are 26 to 30 years of age, 20.0% of the respondents are 31 to 40 years of age, 11.2% of the respondents are 41 and above years of age.

Inference

From the above analysis, it clearly shows that 48.0% of the respondents are 18 to 25 years of age.

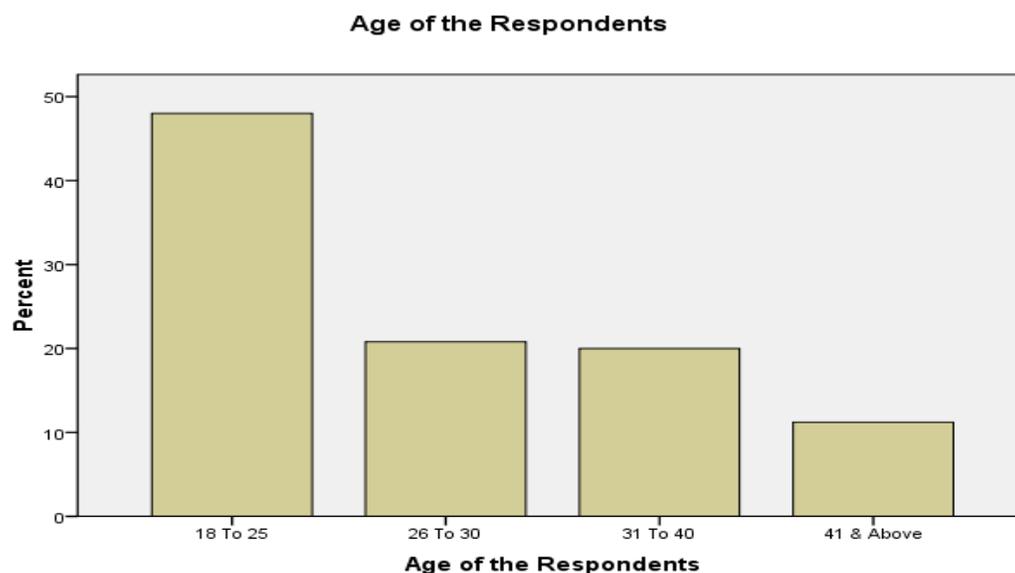
Chart 2

Table No: 3

Table Name: Comfortable and satisfied with job

S. No	Factors	No. of Respondents	Percentage
1	Strongly Disagree	6	4.8
2	Disagree	2	1.6
3	Neutral	18	14.4
4	Agree	73	58.4
5	Strongly Agree	26	20.8
6	Total	125	100.0

Interpretation

The above table shows that, 4.8% of the respondents are strongly disagree, 1.6% of the respondents are disagree, 14.4% of the respondents are neutral, 58.4% of the respondents are agree, 20.8% of the respondents are strongly agree.

Inference

The majority of the respondents were agree with comfortable and satisfied with their job.

Chart 3

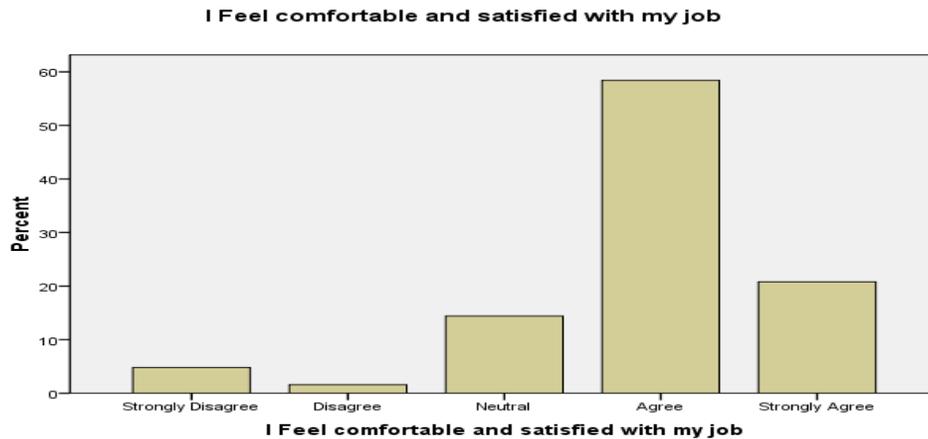


Table No: 4

Table Name: working nightshift

S. No	Factors	No. of Respondents	Percentage
1	Disagree	16	12.8
2	Neutral	25	20.0
3	Agree	65	52.0
4	Strongly Agree	19	15.2
5	Total	125	100.0

Interpretation

The above table shows that, 12.8% of the respondents are disagree, 20.0% of the respondents are neutral, 52.0% of the respondents are agree, 15.2% of the respondents are strongly agree.

Inference

The majority of the respondents were agree with working at nightshift.

Chart 4

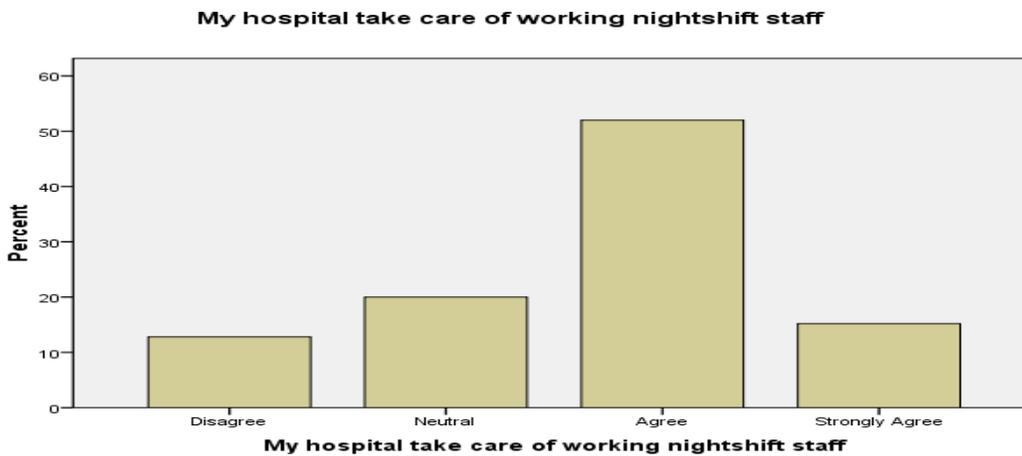


Table No: 5

Table Name: Very secure in BWH

S. No	Factors	No. of Respondents	Percentage
1	Strongly Disagree	3	2.4
2	Disagree	7	5.6
3	Neutral	16	12.8
4	Agree	75	60.0
5	Strongly Agree	24	19.2
6	Total	125	100.0

Interpretation

The above table shows that, 2.4% of the respondents are strongly disagree, 5.6% of the respondents are disagree, 12.8% of the respondents are neutral, 60.0% of the respondents are agree, 19.2% of the respondents are strongly agree.

Inference

The majority of the respondents were agree with very secure in BWH.

Chart 5

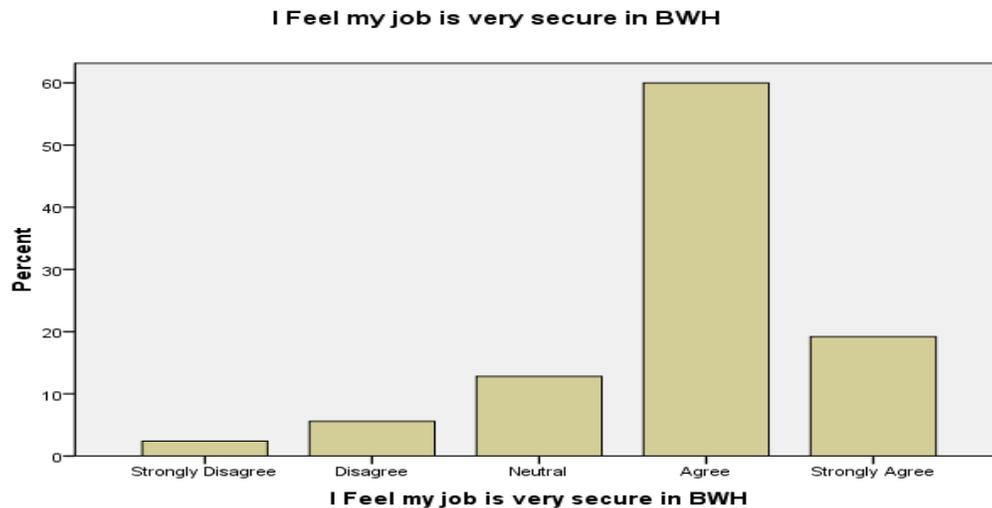


Table No: 6

Table Name: Colleagues in BWH

S. No	Factors	No. of Respondents	Percentage
1	Strongly Disagree	2	1.6
2	Disagree	3	2.4
3	Neutral	19	15.2
4	Agree	62	49.6
5	Strongly Agree	39	31.2
6	Total	125	100.0

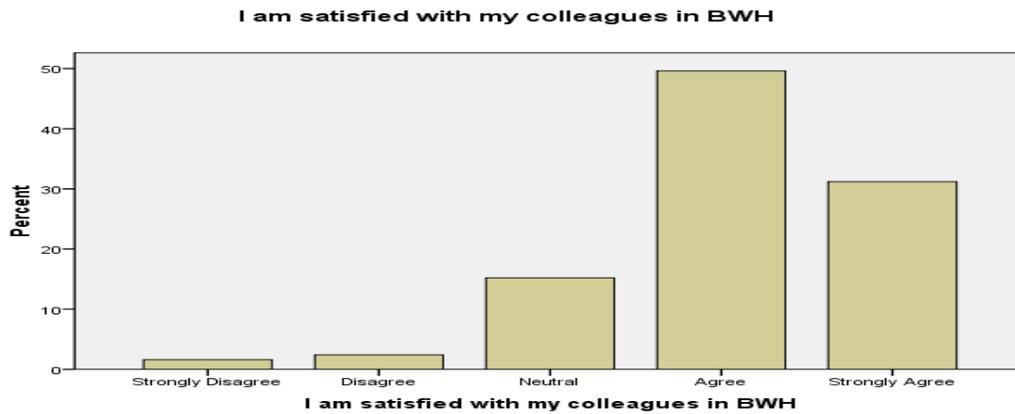
Interpretation

The above table shows that, 1.6% of the respondents are strongly disagree, 2.4% of the respondents are disagree, 15.2% of the respondents are neutral, 49.6% of the respondents are agree, 31.2% of the respondents are strongly agree.

Inference

The majority of the respondents were agree with colleagues in BWH.

Chart 6



Chi – square test

Hypothesis 1 – To check the relationship between the designation and satisfaction level of employees

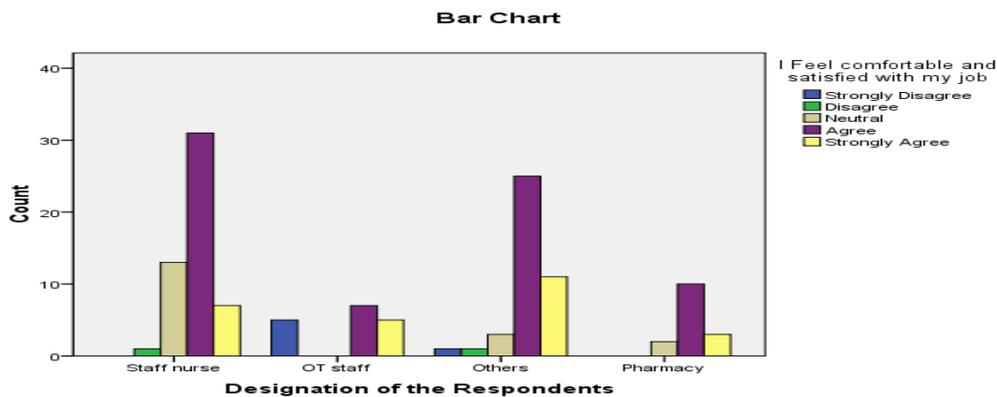
H0: There is a no relationship between Designation and satisfaction level of employees.

H1: There is relationship between Designation and satisfaction level of employees.

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	37.590 ^a	12	.000
Likelihood Ratio	31.885	12	.001
Linear-by-Linear Association	1.810	1	.178
N of Valid Cases	125		

a. 12 cells (60.0%) have expected count less than 5.
The minimum expected count is .24.



The result concluded that is H1 accepted. Hence there is a relationship between designation and satisfaction level of employees.

Hypothesis 2 – To check the relationship between job satisfaction and communication flow

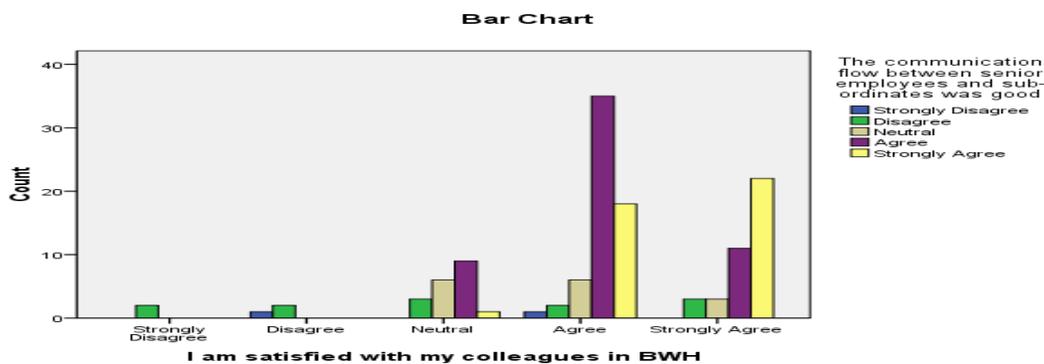
H0: There is no relationship between job satisfaction (relationship with colleagues) and communication flow.

H1: There is a relationship between job satisfaction (relationship with colleagues) and communication flow.

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	77.699 ^a	16	.000
Likelihood Ratio	51.664	16	.000
Linear-by-Linear Association	29.373	1	.000
N of Valid Cases	125		

a. 17 cells (68.0%) have expected count less than 5. The minimum expected count is .03.



The result concluded that H1 is accepted. Hence, There is a relationship between job satisfaction and communication flow.

FINDING FROM THE STUDY

Percentage analysis

1. The majority (64%) of the respondents are female.
2. The majority (48%) of the respondents are (18 to 25) years of age.
3. The maximum (58.4%) of the respondents are agree with comfortable and satisfied with job and minimum (1.6%) of the respondents are disagree with comfortable and satisfied with job.
4. The maximum (52 %) of the respondents are agree with take care in night shift and minimum (12.8%) of the respondents are disagree with take care in night shift.

5. The maximum (60%) of the respondents are agree with job security in the organization and minimum (2.4%) of the respondents are strongly disagree with job security in the organization.
6. The maximum (50%) of the respondents are agree with good relationship between colleagues in the organization and minimum (1.6%) of the respondents are strongly disagree with good relationship between colleagues in the organization.

Chi – square results

7. The result concluded that is H1 accepted. Hence there is a relationship between designation and satisfaction level of employees.
8. The result concluded that H1 is accepted. Hence, there is a relationship between job satisfaction and communication flow.

CONCLUSION

This study helps me to know about quality of work life in hospitals and it's factors that influence the quality of work life such as working conditions, work environment, job satisfaction, job stress and etc. The present study concluded that the quality of work life in hospitals is good.

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