Monthly Multidisciplinary
Research Journal

GoldenResearch
Thoughts

GRT Quality Of Work Life: A Study Among Government And Private Hospital Nurses In Cuddalore Districts

J. Mary Florence Jacqueline And B. Vimala

Research Scholar. J.Mary Florence Jacqueline Dept of Bus Adm. Annamalai University.Chidambaram.T.N.
Assistant Professor .DrB.Vimala.Dept of Bus Adm. Annamalai University.Chidambaram.T. N.

Abstract: In this paper, the factors affecting the quality of work life of nurses in government and private hospitals of Cuddalore .The quality of work life (working conditions) on individual job satisfaction level of the nurses has been studied. A comparative study on the quality of work life of nurses prevailing in a government and private hospitals of Cuddalore District. It's also undertaken their age, experience, education and income has been used to analyze the data related. The findings throw light on some new quality of work life factors that play a significant role in determining work-life balance of nurses in these government and private hospitals and have a positive effect on the individual job satisfaction of nurses. Moreover comparison of government and private hospitals show that the difference in job satisfaction levels among hospitals is not only factor related but also related to extent to which work-life enhancing facilities are provided by hospitals.

Key words: Quality of Work Life (QWL), age, education, experience, income, job satisfaction, private and government hospitals.

INTRODUCTION :

Quality of work life (QWL) is a complex entity influenced by, and interacting with, many aspects of work and personal life. Days have changed where Quality of work life meant only job enrichment and job enlargement. People tend to work for organizations where humanized job roles are defined and quality exists. A high quality of work demands high quality working conditions. Quality of work life can be defined as the environment at the work place provided to the people on the job. Elizur and Shye stated that quality of work performance is affected by quality of life as well as quality of working life. QWL programs is the another dimension in which employers has the responsibility to provide congenial environment i.e. excellent working conditions where people can perform excellent work also their health as well as economic health of the organization is also met.

Quality of work life:

Quality of work life is becoming an increasingly popular concept in recent times. It basically talks about the methods in which an organization can ensure the holistic will-being of an employee instead of just focusing on work-related aspects. It is a fact that an individual's life can't be compartmentalized and any disturbance on the personal front will affect his her professional life and vice-versa.Therefore, organizations have started to focus on the overall development and happiness of the employee and reducing his her stress levels without jeopardizing the economic health of the company.

QUALITY OF WORK LIFE DIAGRAM:
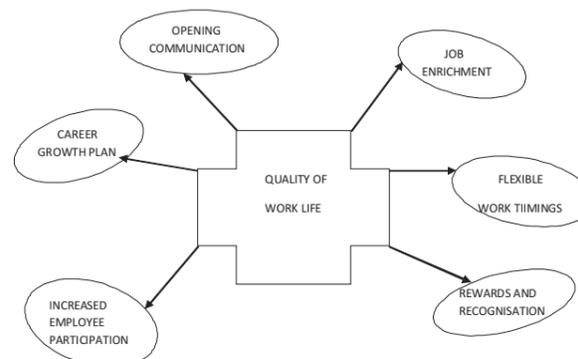
Definition of Quality Work Life:

As the largest single employee component of hospitals, nurses are critical to the functioning of the organization, and improving employee productivity continues to be a common theme in the health care literature. However, any increased productivity will be transitory if achieved at the expense of the quality of nurses' work life (QNWL), since improvement in the QNWL is pre-requisite to improved productivity. The conceptual components of the concept of QWL that differentiate QWL from the concept job satisfaction are explored.

Methodology:

Data were collected from 200 staff members from ten Government and private hospitals nursing home in the Cuddalore district of Tamil Nadu. Variables were measured by already-developed scales with good psychometric properties. ANOVAs were used to test the hypotheses.

Hypothesis:

There is no significant relationship between demographic factors and Work-Life/Home Dimension, Work Design Dimension, Work Context Dimension, Work World Dimension, and Work Environment.

Reviews:

In the modern era, the term "quality of working life" was introduced by Davis and his colleagues in the late 1960's (Davis, 1977). Its measurable dimensions were first delineated by Walton (1975) and the first empirical investigation was carried out by Taylor (1978). Over the last 35 years that have passed, an unbelievable amount of QWL studies have been conducted.

There is a study on almost every occupational or professional group and there are several reviews of them. Among caring professionals, nurses quality of work life (NQWL) has been the subject of most investigations. Knox and Irving (1997) summarized the findings of two meta-analytic reviews (Swine and Evans, 1992; Biegen, 1993) and presented 14 factors comprising NQWL. They are: reduced work stress, organizational commitment and belonging, positive communication with supervisors, autonomy, recognition, routinization/ predictability of work activities, fairness, clear locus of control of organizational decisions, education, professionalism, low role conflict, job performance, feedback, opportunity for advancement and fair and equitable pay levels.

A relatively recent review (Vagharseyyedin, et.al., 2011) concluded that leadership styles, rules and policies, communication styles, managerial communication, interpersonal relationships, autonomy, shift working, workload, job tension, supportive supervisory style, adequate recognition, cooperative decision-making and managerial support can be considered as predictors of QWL.

ANOVA
Table no: 1 shows Age * Quality of Work-Life

Quality of Work-Life	Age	N	Mean	Std. Deviation	Sum of Squares	df	F	Sig.
Work-Life/Home Dimension	Below 25 Years	49	9.4490	2.64623	47.768	4	2.304	.050
	26-35 Years	45	10.3333	1.53741	1010.627	195		
	36-45 Years	44	10.0909	2.07777	1058.395	199		
	46-55 Years	38	9.2368	2.45428				
	Above 55 Years	24	9.0000	2.65396				
	Total	200	9.6950	2.30620				
Work Design Dimension	Below 25 Years	49	11.3878	6.57272	533.064	4	5.149	.001
	26-35 Years	45	7.6889	4.19860	5047.316	195		
	36-45 Years	44	8.1818	3.77429	5580.380	199		
	46-55 Years	38	7.2368	3.79498				
	Above 55 Years	24	10.1250	6.76508				
	Total	200	8.9100	5.29548				
Work Context Dimension	Below 25 Years	49	11.9388	7.31553	509.719	4	3.565	.008
	26-35 Years	45	9.6000	6.22093	6971.161	195		
	36-45 Years	44	9.7955	6.05625	7480.880	199		
	46-55 Years	38	7.1579	3.67259				
	Above 55 Years	24	8.8333	5.20591				
	Total	200	9.6600	6.13126				
Work World Dimension	Below 25 Years	49	5.4898	2.22788	55.864	4	2.808	.027
	26-35 Years	45	4.2444	2.30765	969.716	195		
	36-45 Years	44	4.1136	2.14818	1025.580	199		
	46-55 Years	38	4.4474	2.36754				
	Above 55 Years	24	4.6667	1.99274				
	Total	200	4.6100	2.27017				
Work Environment	Below 25 Years	49	6.3061	3.05644	33.994	4	.590	.670
	26-35 Years	45	6.3333	3.83761	2810.361	195		
	36-45 Years	44	6.4545	3.90262	2844.355	199		
	46-55 Years	38	7.1842	4.03937				
	Above 55 Years	24	7.3333	4.44939				
	Total	200	6.6350	3.78064				

Interpretation:

1) The above table shows that the obtained 'F'- value indicate 2.304 and the 'p' value (0.050) is lesser than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis rejected, alternative hypothesis is accepted. Hence the proposed hypothesis is rejected. So there is a significant relationship between Work-Life/Home Dimension and AGE.

2) The above table shows that the obtained 'F'- value indicate 5.149 and the 'p' value (0.001) is lesser than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis rejected, alternative hypothesis is accepted. Hence the proposed hypothesis is rejected. So there is a significant relationship between Work Design Dimension and AGE.

3) The above table shows that the obtained 'F'- value indicate 3.565 and the 'p' value (0.008) is lesser than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis rejected, alternative hypothesis is accepted. Hence the proposed hypothesis is rejected. So there is a significant relationship between Work Context Dimension and AGE.

4) The above table shows that the obtained 'F'- value indicate 2.808 and the 'p' value (0.027) is lesser than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis rejected, alternative hypothesis is accepted. Hence the proposed hypothesis is rejected. So there is a significant relationship between Work World Dimension and AGE.

5) The above table shows that the obtained 'F'- value indicate 0.590 and the 'p' value (0.670) is greater than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis accepted, alternative hypothesis is rejected. Hence the proposed hypothesis is accepted. So there is no significant relationship between Work Environment and AGE.

It is concluded from the above table, there is a positive significant relationship was noticed between quality of work-life factors and different types of age groups, except work environment. The work environment is no significant relationship with age groups.

ANOVA
Table no: 2 shows Education * Quality of Work-Life

Quality of Work-Life	Education	N	Mean	Std. Deviation	Sum of Squares	df	F	Sig.
Woke-Life/Home Dimension	Below Degree	42	9.3333	2.73787	7.466	3		
	Graduation	58	9.7241	2.27722	1050.929	196	.464	.708
	Post Graduation	73	9.8493	2.01157	1058.395	199		
	Diploma / ITI	27	9.7778	2.45472				
	Total	200	9.6950	2.30620				
Work Design Dimension	Below Degree	42	9.3810	5.60032	76.606	3		
	Graduation	58	7.9828	4.40292	5503.774	196	.909	.437
	Post Graduation	73	9.3973	5.93656	5580.380	199		
	Diploma / ITI	27	8.8519	4.70437				
	Total	200	8.9100	5.29548				
Work Context Dimension	Below Degree	42	8.8810	5.08562	254.874	3		
	Graduation	58	8.3103	4.38181	7226.006	196	2.304	.078
	Post Graduation	73	10.7260	7.49122	7480.880	199		
	Diploma / ITI	27	10.8889	6.29611				
	Total	200	9.6600	6.13126				
Work World Dimension	Below Degree	42	4.7619	2.26112	20.348	3		
	Graduation	58	4.3448	2.14027	1005.232	196	1.322	.268
	Post Graduation	73	4.9315	2.47952	1025.580	199		
	Diploma / ITI	27	4.0741	1.87956				
	Total	200	4.6100	2.27017				
Work Environment	Below Degree	42	6.7619	3.39878	39.688	3		
	Graduation	58	7.0172	4.75539	2804.667	196	.925	.430
	Post Graduation	73	6.0685	3.21597	2844.355	199		
	Diploma / ITI	27	7.1481	3.38212				
	Total	200	6.6350	3.78064				

Interpretation:

1) The above table shows that the obtained 'F'- value indicate 0.464 and the 'p' value (0.708) is greater than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis accepted, alternative hypothesis is rejected. Hence the proposed hypothesis is accepted. So there is no significant relationship between Work-Life/Home Dimension and Education.

2) The above table shows that the obtained 'F'- value indicate 0.909 and the 'p' value (0.437) is greater than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis accepted, alternative hypothesis is rejected. Hence the proposed hypothesis is accepted. So there is no significant relationship between Work Design Dimension and Education.

3) The above table shows that the obtained 'F'- value indicate 2.304 and the 'p' value (0.078) is greater than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis accepted, alternative hypothesis is rejected. Hence the proposed hypothesis is accepted. So there is no significant relationship between Work Context Dimension and Education.

4) The above table shows that the obtained 'F'- value indicate 1.322 and the 'p' value (0.268) is greater than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis accepted, alternative hypothesis is rejected. Hence the proposed hypothesis is accepted. So there is no significant relationship between Work World Dimension and Education.

5) The above table shows that the obtained 'F'- value indicate 0.925 and the 'p' value (0.430) is greater than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis accepted, alternative hypothesis is rejected. Hence the proposed hypothesis is accepted. So there is no significant relationship between Work Environment and Education.

It is revealed from the above table, there is no significant relationship was noticed between quality of work-life factors (work-life/home dimension, work design dimension, work context dimension, work world dimension, and work environment) and different types of education groups.

ANOVA
Table no: 3 shows Experience * Quality of Work-Life

Quality of Work-Life	Total Experience	N	Mean	Std. Deviation	Sum of Squares	Df	F	Sig.
Woke-Life/Home Dimension	None	56	9.5714	2.20625	23.051	4		
	0-2 Years	44	9.4545	2.45380	1035.344	195	1.085	.365
	2-5 Years	37	9.7297	2.41119	1058.395	199		
	5-10 Years	24	10.5833	1.76725				
	Above 10 Years	39	9.5641	2.44728				
	Total	200	9.6950	2.30620				
Work Design Dimension	None	56	7.6607	4.50162	439.644	4		
	0-2 Years	44	11.3409	6.12636	5140.736	195	4.169	.003
	2-5 Years	37	8.1622	4.89054	5580.380	199		
	5-10 Years	24	7.4167	3.39970				
	Above 10 Years	39	9.5897	5.81612				
	Total	200	8.9100	5.29548				
Work Context Dimension	None	56	7.3571	3.72914	758.510	4		
	0-2 Years	44	12.5000	7.89024	6722.370	195	5.501	.000
	2-5 Years	37	10.4865	6.93070	7480.880	199		
	5-10 Years	24	10.5833	5.82287				
	Above 10 Years	39	8.4103	4.50566				
	Total	200	9.6600	6.13126				
Work World Dimension	None	56	4.8393	2.28654	42.033	4		
	0-2 Years	44	5.2727	2.22422	983.547	195	2.083	.084
	2-5 Years	37	4.0000	2.44949	1025.580	199		
	5-10 Years	24	4.2917	1.96666				
	Above 10 Years	39	4.3077	2.16617				
	Total	200	4.6100	2.27017				
Work Environment	None	56	7.0893	3.92788	67.614	4		
	0-2 Years	44	5.7273	3.49327	2776.741	195	1.187	.318
	2-5 Years	37	7.2973	3.79960	2844.355	199		
	5-10 Years	24	6.2500	3.97000				
	Above 10 Years	39	6.6154	3.70359				
	Total	200	6.6350	3.78064				

Interpretation:

1) The above table shows that the obtained 'F'- value indicate 1.085 and the 'p' value (0.365) is greater than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis accepted, alternative hypothesis is rejected. Hence the proposed hypothesis is accepted. So there is no significant relationship between Work-Life/Home Dimension and Experience.

2) The above table shows that the obtained 'F'- value indicate 4.169 and the 'p' value (0.003) is lesser than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis rejected, alternative hypothesis is accepted. Hence the proposed hypothesis is rejected. So there is a significant relationship between Work Design

Dimension and Experience.

3) The above table shows that the obtained 'F'- value indicate 5.501 and the 'p' value (0.000) is lesser than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis rejected, alternative hypothesis is accepted. Hence the proposed hypothesis is rejected. So there is a significant relationship between Work Context Dimension and Experience.

4) The above table shows that the obtained 'F'- value indicate 2.084 and the 'p' value (0.084) is greater than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis accepted, alternative hypothesis is rejected. Hence the proposed hypothesis is accepted. So there is no significant relationship between Work World Dimension and Experience.

5) The above table shows that the obtained 'F'- value indicate 1.187 and the 'p' value (0.318) is greater than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis accepted, alternative hypothesis is rejected. Hence the proposed hypothesis is accepted. So there is no significant relationship between Work Environment and Experience.

It is contingent from the above table, there is a positive significant relationship was noticed between work context dimension and different types of working experience, except work-life/home, work world dimension, and work environment. The work-life/home, work world dimension, and work environment is no significant relationship with working experience.

ANOVA
Table no: 4 shows Income * Quality of Work-Life

Quality of Work-Life	Annual Income	N	Mean	Std. Deviation	Sum of Squares	Df	F	Sig.
Woke-Life/Home Dimension	Below 100000	63	9.4127	2.18967	8.136	4		
	100000-200000	69	9.8406	2.25325	1050.259	195		
	200001-300000	43	9.8372	2.32922	1058.395	199	.378	.824
	300001-400000	17	9.6471	2.64436				
	400001-500000	8	10.0000	3.11677				
	Total	200	9.6950	2.30620				
Work Design Dimension	Below 100000	63	8.2857	5.23767	175.345	4		
	100000-200000	69	10.0725	5.96884	5405.035	195		
	200001-300000	43	8.6977	4.56454	5580.380	199	1.581	.181
	300001-400000	17	8.1765	4.48937				
	400001-500000	8	6.5000	3.46410				
	Total	200	8.9100	5.29548				
Work Context Dimension	Below 100000	63	7.3651	3.65576	743.587	4		
	100000-200000	69	11.7391	7.34177	6737.293	195		
	200001-300000	43	10.3488	6.26739	7480.880	199	5.380	.000
	300001-400000	17	9.5882	5.62426				
	400001-500000	8	6.2500	3.53553				
	Total	200	9.6600	6.13126				
Work World Dimension	Below 100000	63	4.8571	2.22781	31.175	4		
	100000-200000	69	4.6957	2.51059	994.405	195		
	200001-300000	43	4.6744	2.21167	1025.580	199	1.528	.195
	300001-400000	17	3.8824	1.45269				
	400001-500000	8	3.1250	1.64208				
	Total	200	4.6100	2.27017				
Work Environment	Below 100000	63	7.2540	4.27283	48.079	4		
	100000-200000	69	6.1304	3.23543	2796.276	195		
	200001-300000	43	6.4651	3.64724	2844.355	199	.838	.502
	300001-400000	17	7.0588	4.36564				
	400001-500000	8	6.1250	3.56320				
	Total	200	6.6350	3.78064				

Interpretation:
1) The above table shows that the obtained 'F'- value indicate

0.378 and the 'p' value (0.824) is greater than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis accepted, alternative hypothesis is rejected. Hence the proposed hypothesis is accepted. So there is no significant relationship between Work-Life/Home Dimension and Income.

2) The above table shows that the obtained 'F'- value indicate 1.181 and the 'p' value (0.181) is greater than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis accepted, alternative hypothesis is rejected. Hence the proposed hypothesis is accepted. So there is no significant relationship between Work Design Dimension and Income.

3) The above table shows that the obtained 'F'- value indicate 5.380 and the 'p' value (0.000) is lesser than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis rejected, alternative hypothesis is accepted. Hence the proposed hypothesis is rejected. So there is a significant relationship between Work Context Dimension and Income.

4) The above table shows that the obtained 'F'- value indicate 1.528 and the 'p' value (0.195) is greater than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis accepted, alternative hypothesis is rejected. Hence the proposed hypothesis is accepted. So there is no significant relationship between Work World Dimension and Income.

5) The above table shows that the obtained 'F'- value indicate 0.838 and the 'p' value (0.502) is greater than 0.05. It is very clear from above ANOVA table.

So, the null hypothesis accepted, alternative hypothesis is rejected. Hence the proposed hypothesis is accepted. So there is no significant relationship between Work Environment and Income.

It is attained from the above table, there is no significant relationship was noticed between quality of work-life factors and different types of income groups, except work context dimension. The work context dimension has a positive significant relationship with different income groups.

LIMITATIONS

The first potential concern to construct validity is the common method of variance. Since all of the variables were measured by asking questions to a single respondent, some association among them may be expected as a result of response style. The second concern is that because the study measures the perceptions of autonomy, open and accurate communication and quality of working life, the participants' responses to scale items may represent the perceived social desirability of the items rather than their actual predispositions (Nicotera, 1996). The third concern is that the study used a cross-sectional design and that samples were not randomly selected; therefore, no causal relations among variables can be established.

CONCLUSION

Quality of Work Life and the Study among Government and Private Hospital Nurses in Cuddalore districts. For every individual leading a peaceful life in the comfort zone is the highest priority. Be it a white collared or a

blue collared job, working at ease is preferred. Hence quality of work life stands first in describing the job satisfaction and job related satisfaction. This way, the nurses in hospitals also demand the same from their management. The study concludes that work autonomy and open and accurate communication have a definite influence on quality of working life among nursing in Cuddalore districts. These findings have a bearing on democratic values that freedom, choice, independence and open and accurate communication improve quality of working life. People with good quality of working life work autonomously and openly tell the truth. There is nothing wrong with any one of the interpretations. It is simply a matter of perspective and the Quality of Work Life among Government and Private Hospital Nurses in Cuddalore districts.

REFERENCES:

I.Quality of work life http://www.mbaskool.com

II.Dr.A.Valarmathi, (Feb 2013) Quality of Work Life: A study among nurses in Coimbatore.volume:2.Issue:2.Feb 2013.ISSN NO 2277-8160.

III.Brooks BA, Anderson MA (2005) defining quality of nursing work life. (PMID: 16459904). JWT Employment Communications, Chicago, IL, USA. Nursing Economic$ [2005, 23(6):319-26, 279].

IV.Jack Needleman (needlema@ucla.edu) is a professor in the Department of Health Services, School of Public Health, University of California, and Los Angeles. Susan Hassmiller is senior adviser for nursing at the Robert Wood Johnson Foundation in Princeton, New Jersey. The Role Of Nurses In Improving Hospital Quality And Efficiency: Real-World Results.

V.Brooks BA & Storfjell J,(2007) et al. University of Illinois at Chicago College of Nursing, Chicago, Illinois, USA. Nursing Administration Quarterly [2007, 31(2):152-157]. Journal Article, Research Support, U.S. Gov't, P.H.S.

VI.LowMorale.http://www.ehow.com/about_5079610_ meaning-quality-work- life.zz2fscpMubN .

VII."Wikipedia, the free encyclopedia".

Publish Research Article
International Level Multidisciplinary Research Journal
For All Subjects

Dear Sir/Mam,
        We invite unpublished research paper.Summary of Research Project,Theses,Books and Books Review of publication,you will be pleased to know that our journals are

Associated and Indexed,India

* International Scientific Journal Consortium   Scientific
* OPEN J-GATE

Associated and Indexed,USA

- EBSCO
- Index Copernicus
- Publication Index
- Academic Journal Database
- Contemporary Research Index
- Academic Paper Databse
- Digital Journals Database
- Current Index to Scholarly Journals
- Elite Scientific Journal Archive
- Directory Of Academic Resources
- Scholar Journal Index
- Recent Science Index
- Scientific Resources Database