

IMPACT OF QUALITY OF WORK LIFE ON JOB SATISFACTION: A CASE STUDY ON STAFF NURSES OF THIRUVALLUR DISTRICT OF TAMIL NADU

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Abstract—*Quality of work life towards the value of association between the employees and the occupational health life, suitable work time, and appropriate salary. The suitable work time are measured by fixed work schedule, flexible work schedule, and rotating work schedule. Further, evaluating the status of the suitable work time based of fixed work schedule, status of the suitable work time based of flexible work schedule, status of the suitable work time based of rotating work schedule, and analysis of variance between job satisfaction and quality of work life. Thiruvallur district is one of the fastest developing districts in Tamil Nadu in terms of health sector. There is one district headquarters hospital, 8 government hospitals, 49 primary health care centers, 257 health sub centers, 53 private nursing homes, 42 maternity and child welfare clinic, and 405 private hospital / clinic. The staff nurses are comfortable and satisfied with the fixed work schedule than the flexible work schedule and rotating work schedule. Hospitals need to take initiatives in order to improve the quality of work efficiency, appreciation for good work, and time spent with family to the staff nurses for the quality of work life and overall job satisfaction for the organization performance.*

Keywords—*Job Satisfaction, Quality of Work Life, Staff Nurses, Suitable Work Time, Work Schedule.*

INTRODUCTION

Human resources are believed as an asset of any organizations. The human relation emphasized the prior importance of the people in an organization and balances the restore mechanics elements. “The Tavistock Institute of human relation using the socio-technical approach emphasized the facts of job redesign and giving high importance of bettering work life” (Saklani 2004). In the modern management style, quality of work like and satisfaction are considered to significant qualities of the job.

Quality of work life of an employee includes the set of responsibility of an organization in improving the standards of factors controlling the regular work and satisfaction at the organization. Quality of work life towards the value of association between the employees and the occupational health life (injury prevention, employee education, occupational medicine), suitable work time (fixed work schedule, flexible work schedule, rotation work schedule), and appropriate salary (factor in experience, factor in flexibility, factor in location)

Quality of work life means the actual time spent and also the effort taken in the work place and make efficiency out of it. “The quality of workers output is influence by their total environment quality of work affects of life is families and communities, quality of work life reflects the relationship that exist between the workers and the environment, which is determined by how the workers are adjusted to their work” (Hosmani & Shambhu, 2014).

The study of quality of work life gained a lot of importance among the researchers and practicing managers for the organization’s growth. One of the many challenges for an organization is to satisfy their employees in order to handle the ever-changing environment and to achieve success and remain in competition. In order to increase efficiency, effectiveness, productivity and job commitment of employees, the business must satisfy the needs of its employees by

providing good working conditions.

“Quality of work life means to live or spend the life even during the work and make a large out of it. By providing a good quality of work life to the employees we can make a very good produce / will be able to achieve the set goals for the company / institution. As the employee having a good job satisfaction would definitely be better than the one who has no / less job satisfaction” (Budheshwar & Vanita, 2017).

Job satisfaction is achieved through the performance of the employees refers to the degree of accomplishment of tasks make up an individual job. It indicates how well the employees can able to handle and fulfill their job demands. Job satisfaction is attained through the performance and it is measured through the terms of results but not effort. Employer should motivate with rewards, recognition, job security, promotions, and fair compensation, career and development opportunities.

“Good health is an essential pre-requisite which con tributes significantly both to the improvement in labor productivity and human resource development. Government of Tamil Nadu has the converged more resources on health and nutrition, strengthening health infrastructure to reach world class standard, augmenting medical manpower resources and encouraging health outreach activities”. Thiruvallur district is one of the fastest developing districts in Tamil Nadu in terms of health sector. There is one district headquarters hospital, 8 government hospitals, 49 primary health care centers, 257 health sub centers, 53 private nursing homes, 42 maternity and child welfare clinic, and 405 private hospital / clinic.

REVIEW OF LITERATURE

Rochita Ganguly (2010) conducted study to know “the relationship between quality of work life and job satisfaction among university employees. The result of the study reveals that the university employees were not happy with the degree of autonomy they are enjoying, the nature of personal growth opportunities, work complexity, their control on the task and the degree of top management support in the work. The study also reveals that there is positive relationship between job satisfaction and quality of work life”.

Seyed and Fatemeh (2011) aimed “the research is comparatively study quality of work life among faculties of University of Tehran and Sharif university of Technology. The results show that professors in the mentioned universities have a fairly unfavorable quality of work life. The aim of this study is to examine the difference between the level of quality of work life among the faculties of University of Tehran and Sharif university of Technology. Results show that there is no significant difference between the levels of quality of work life. Of the eight factors of quality of work life, a noticeable difference can be seen only between social integration and cohesiveness among the professors of the mentioned universities”.

Ayesha Tabassum (2012) used “Walton’s eight components of quality of work life to measure the relationship between the components of quality of work life and job satisfaction in faculty members of private universities in Bangladesh. The study reveals that all the components are positively associated with the job satisfaction of faculty”.

Chitra and Mahalakshmi (2013) considered “ten variables to measure quality of work life namely support from organization, work-family conflict, relationship with peers, self-competence, impact of job, meaningfulness of job, optimism on organizational change, autonomy, access to resources and time control. The study reveals that each of these qualities of work life variables is a salient predictor of Job Satisfaction”.

Bhavani and Jegadeeshwaran (2014) concluded that “there is positive significant relationship between job satisfaction and quality of work life of women teacher. Also, the study reveals that working environment has more impact on the quality of work life than pay and job security aspects. If Women College teachers are happy with the factors such as attention paid to their opinion, responsibility, recognition, and attention paid to their suggestions, they experience better quality of work life”.

Bhakar & Nischay (2015), concluded that “the three constructs were used in the current study such as questionnaire of Quality of work life, Employee Job satisfaction and Organizational commitment. The standardized measured was used in the current study. Study reveals that the variables like Quality work life having significant effect on Organizational commitment. In the current study, different demographics were used and the result indicating the experience as fixed factor is having effect of Job satisfaction”.

Musrrat, Khalid and Norizan (2016) discussed “the study is measured as a foundation stone that gives a strong support towards our understanding of quality of work life, job satisfaction and retention of nurses and other health professionals in public and private health care organizations. As projected, both personal growth and salary package have significant

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positive impacts on overall retention. The result shows that salary package has a stronger effect on overall retention than personal growth”.

Budheshwar and Vanitha (2017) expressed that “the quality of work life is a major determinant in achieving the set goal of the institute. Quality of work life is the right / privileges which the employee experiences even during work in the institute which encourages and motivates them. The variables like good quality of work life, ability to take care of family members, enjoy leave / vacations, appreciation for good quality of work life, respect by family and friends towards respondent’s profession and time spent with family are greatly influenced by the nature of the job, salary and age of the respondents”.

OBJECTIVES OF THE STUDY

1. To study the status of suitable work time perception among staff nurses in the hospitals of Thiruvallur district of Tamil Nadu.
2. To evaluate the impact of quality of work life on the job satisfaction among the staff nurses of Thiruvallur district of Tamil Nadu.

HYPOTHESIS

There is no significant relationship between the quality of work like and job satisfaction among the staff nurses in the Thiruvallur district of Tamil Nadu.

RESEARCH METHODOLOGY

The research is descriptive in nature. The respondents of the study are the staff nurses from the both public and private hospital of Thiruvallur district. A total of 50 respondents (25 staff nurses from public hospitals and 25 staff nurses from private hospitals) from 10 different hospitals (5 public hospitals and 5 private hospitals) from each of 5 respondents. In order to find out the impact of the quality of work life on the perception of the respondents’ job satisfaction using the suitable work time. The suitable work time are measured by a) Fixed work schedule (Quality of work efficiency, Appreciation for good work, Time spent with family), b) Flexible work schedule (Quality of work efficiency, Appreciation for good work, Time spent with family) and c) Rotating work schedule (Quality of work efficiency, Appreciation for good work, Time spent with family). The Researcher has used Radom sampling as the number of respondents is very high. Corresponding to each question is five Likert numeric scales of the following qualitative equivalents as part of the survey questionnaires.

DATA ANALYSIS AND DISCUSSION

This chapter represents the analysis and interpretation of result related to the impact of the quality of work life on the perception of the respondent’s job satisfaction using the suitable work time. The suitable work time are measured by fixed work schedule, flexible work schedule, and rotating work schedule. Further, evaluating the status of the suitable work time based of fixed work schedule, status of the suitable work time based of flexible work schedule, status of the suitable work time based of rotating work schedule, and analysis of variance between job satisfaction and quality of work life.

<i>Scale</i>	<i>Range</i>	<i>Description</i>
5	4.20-5.00	Strongly Agree
4	3.40-4.19	Agree
3	2.60-3.39	Moderately Agree
2	1.80-2.59	Disagree
1	1.00-1.79	Strongly disagree

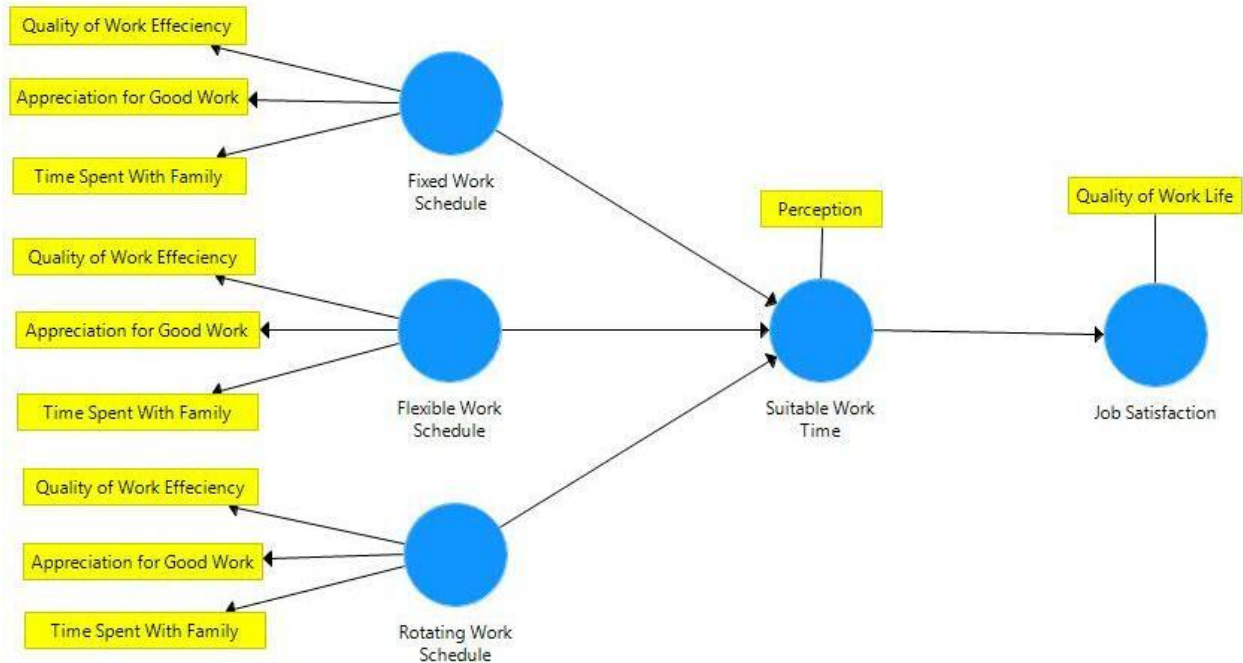


Figure-1 Source: Primary Data (Self Made by the Researcher Using Smart PLS)

Figure-1 represents that, the flow of the research to evaluate the impact of quality of work life on the job satisfaction by the perception of the suitable work time. The suitable work time are measured by a) Fixed work schedule (Quality of work efficiency, Appreciation for good work, Time spent with family), b) Flexible work schedule (Quality of work efficiency, Appreciation for good work, Time spent with family) and c) Rotating work schedule (Quality of work efficiency, Appreciation for good work, Time spent with family).

Table 1: Status of the Suitable Work Time based of Fixed Work Schedule

A	Parameters of Fixed Work Schedule	Hospitals	Respondents		Mean		Interpretation
			Individual	Total	Individual	Total	
1	Quality of Work Efficiency	Public	25	50	4.20	4.14	Agree
		Private	25		4.08		
2	Appreciation for Good Work	Public	25	50	4.12	4.18	Agree
		Private	25		4.24		
3	Time Spent with Family	Public	25	50	4.24	4.12	Agree
		Private	25		4.00		
Aggregate Mean Scores			50		4.15		Agree

Source: Primary Data

Table-1 bring out that, the status of the suitable work time based on the fixed work schedule was agreed by the respondents with the aggregate mean score of 4.15. Specifically, respondents are agreed with the quality of work efficiency under the fixed work schedule with the mean score of 4.14, staff nurses are agreed with the appreciation for good work under the

fixed work schedule with the mean score of 4.18, and the respondents are agreed with the time spent with family under the fixed work schedule with the mean score of 4.12.

Table 2: Status of the Suitable Work Time based of Flexible Work Schedule

<i>B</i>	<i>Parameters of Flexible Work Schedule</i>	<i>Hospitals</i>	<i>Respondents</i>		<i>Mean</i>		<i>Interpretation</i>
			<i>Individual</i>	<i>Total</i>	<i>Individual</i>	<i>Total</i>	
1	Quality of Work Efficiency	Public	25	50	4.08	3.89	Agree
		Private	25		3.96		
2	Appreciation for Good Work	Public	25	50	4.12	4.02	Agree
		Private	25		3.92		
3	Time Spent with Family	Public	25	50	4.04	3.96	Agree
		Private	25		3.88		
Aggregate Mean Scores			50		3.96		Agree

Source: Primary Data

Table-2 infers that, the status of the suitable work time based on the flexible work schedule was agreed by the respondents with the mean score of 3.96. Specifically, respondents are agreed with the quality of work efficiency under the flexible work schedule with the mean score of 3.89, staff nurses are agreed with the appreciation for good work under the flexible work schedule with the mean score of 4.02, and the respondents are agreed with the time spent with family under the flexible work schedule with the mean score of 3.96.

Table 3: Status of the Suitable Work Time based of Rotating Work Schedule

<i>C</i>	<i>Parameters of Rotating Work Schedule</i>	<i>Hospitals</i>	<i>Respondents</i>		<i>Mean</i>		<i>Interpretation</i>
			<i>Individual</i>	<i>Total</i>	<i>Individual</i>	<i>Total</i>	
1	Quality of Work Efficiency	Public	25	50	4.04	3.96	Agree
		Private	25		3.88		
2	Appreciation for Good Work	Public	25	50	4.00	3.98	Agree
		Private	25		3.96		
3	Time Spent with Family	Public	25	50	3.92	3.82	Agree
		Private	25		3.72		
Aggregate Mean Scores			50		3.92		Agree

Source: Primary Data

Table-3 point out that, the status of the suitable work time based on the rotating work schedule was agreed by the respondents with the aggregate mean score of 3.92. Specifically, respondents are agreed with the quality of work efficiency under the rotating work schedule with the mean score of 3.89, staff nurses are agreed with the appreciation for good work under the rotating work schedule with the mean score of 4.02, and the respondents are agreed with the time spent with family under the rotating work schedule with the mean score of 3.96.

Also, under the suitable work time the fixed work schedule was agreed with the aggregate mean score of 4.15, and the flexible work schedule was agreed with the aggregate mean score of 3.96 reveals that the respondents are more comfortable with the fixed work schedule than the flexible work schedule. The rotating work schedule was agreed with

the aggregate mean score of 3.92 convey that the respondents are more comfortable with the fixed work schedule than the flexible work schedule and rotating work schedule.

Table 4: Analysis of Variance between Job Satisfaction and Quality of Work Life

		<i>Sum of Squares</i>	<i>DF</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>	<i>Remark</i>
Job Satisfaction	Public Hospital	7372.442	2	3686.221	7.009	0.001	Significant
	Private Hospital	150418.174	286	525.938			
	Total	157790.616	288				
Quality of Work Life	Public Hospital	820.717	2	410.359	7.998	0.003	Significant
	Private Hospital	14673.456	286	51.306			
	Total	15494.173	288				

Source: Primary Data

Table 4 reveals that, the table value of job satisfaction is less than 0.05, the level of significance, the null hypothesis is rejected and it is concluded that the respondents of public and private hospitals differ significantly in their perception on the job satisfaction. Moreover, the table value of quality of work life is less than 0.05, the level of significance, the null hypothesis is rejected and it is concluded that the respondents of public and private sector differ significantly in their suitable work time on the quality of work life.

CONCLUSION

The study reveals that there is high level of significance among the staff nurses in the public and private hospitals regarding quality of work life as it enhances the employee's job performance and also organizational performance. Suitable work time like fixed work schedule, flexible work schedule and rotation work schedule has been taken for consideration to know the satisfaction level of employees relating with the quality of work life. Also, the respondents are comfortable and satisfied with the fixed work schedule than the flexible work schedule and rotating work schedule. Hospitals need to take initiatives in order to improve the quality of work efficiency, appreciation for good work, and time spent with family to the staff nurses for the quality of work life and overall job satisfaction for the organization performance.

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