

# A Study on Quality of Work Life and Job Satisfaction of Nurses Working in Government Hospitals of Mohali District

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**Abstract-** The present paper analyse the relationship between Quality of work life and Job satisfaction of nurses working in the govt.hospitals of Mohali district. Data was collected from 45 nurses from 3 govt.hospitals across Mohali District in Punjab. It was observed that the components of Quality of work life leads to job satisfaction of nurses because most of the nurses were satisfied with the components of Quality of work life and had high degree of job satisfaction . The hospitals were very conscious about the nurses working in various wards and take every step to provide good working conditions to them. The findings implicate that Quality of work life components plays a vital role in enhancing job satisfaction of nurses. Also there was positive relationship between Quality of nursing work life (QNWL) and job satisfaction of nurses.

**Keywords:** QNWL, Job satisfaction, Hospitals, Nurses.

## 1. Introduction

Nursing is one of the noblest professions in the world. With the advent of health issues nursing education is becoming more demanding each day. Future nurses have to consider theoretical, practical, legal ethical, and psychological aspects of their careers especially in the areas of rights of the patients. At the same time, job satisfaction is an immensely important component of nurses and to perceive her duties. The job satisfaction is an important component of nurses that can impact patient safety, productivity and performance, quality of care, retention and turnover, commitment towards the hospital and the profession. Hospitals today are challenged by issues like high patient census, less number of nurses and workforce .Today Nurses are working under shocking conditions and daily patient load increases and demand of quality care becomes more tedious.

## 2. Conceptual Framework

Human resource is considered to be the most valuable asset of the organization. So, good working conditions, Adequate and Fair Compensation, protection of employee rights, Opportunity for Career Growth , etc. should be provided to employees of the organization. In this way there arises the need of quality of work life. Quality of Work Life (QWL) is the perception of employees because of the work environment and conditions of human resources (Zin, 2004). Quality of Work Life can be defined as physical and psychological well-being in the work environment associated with the integration of employees into the overall area of their lives (El Badawy *et al.*, 2018). Quality of work life includes healthy and safe working conditions, fair compensation, opportunity for career growth, participative management style, reward and recognition etc. It is clear from the above definitions that thorough understanding of the concept of QWL might enhance the effectiveness and efficiency of the organization and will contribute in achieving the specific goal. A good quality of work life not only attracts new talent but also helps in retaining the existing employees . Increase in Quality of Work Life can leads to increase in job satisfaction of employees in the organization.

Job satisfaction is an individual's feeling about their job and the attitudes they have towards various factors of their job. Job Satisfaction based on Locke (1969) is a pleasant or positive emotional state that results from an assessment of a person's job or work experience and can fulfill employee needs and wants. Positive attitude of employee towards his job indicates job satisfaction. Negative attitude of employee towards his job indicates job dissatisfaction .

### 3. Literature Review

**Warr et al. (1979)** described a range of correlations derived from their work, such as those between work involvement and JS, intrinsic job motivation and JS, and perceived intrinsic job characteristics and job satisfaction.

**Mirvis & Lawler (1984)** revealed the indicators such as satisfaction with wages, safe work environment, hours and working conditions, equitable wages, equal employment opportunities and opportunities for advancement are the basic elements of a good quality of work life.

**Baba and Jamal (1991)** pointed out the indicators of quality work life such as job satisfaction, work role conflict, job involvement, job stress, work role ambiguity, work role overload, organizational commitment and turn-over intentions.

**Hossain and Tariqual (1999)** concluded the correlation between quality of work life, job satisfaction and performance of women employees working in government hospitals. The findings of the study revealed that there was a significant positive correlation between quality of work life and job satisfaction.

**Chen (2000)** did a study in order to describe the relationship between quality of working life and job satisfaction. The results revealed that the type of organization, type of employment, management methods, rate of salary are considered as some effective factors on employee's performance.

**Lau et al., (2001)** investigated the quality of work life as the favourable working atmosphere that chains and promotes satisfaction by giving employees with rewards, job security and career development opportunity.

**Beaudoin, & Edgar, (2003)** examined that Quality of work life is not only related to the personnel well being and attitude of the employees but also related to employees feelings towards their jobs.

**Saklani (2004)** empirically analysed the importance of various qualities of work life factors pertaining to employees and to measure the status of their existence in organization. The result of the study revealed that apart from monetary considerations, employees in India accord a high value to the factors that satisfy self esteem and self actualization need of a higher order.

**Tasmin (2006)** concluded that women teachers' job satisfaction is influenced by their interpersonal relation ,work environment, and supervision of the head teachers, where as men teacher's job satisfaction is influenced by salary and job security.

**Chang and Lee (2006)** revealed that most employees feel that good working relations, organizational commitment, and job satisfaction and attraction are of the most important issues for the quality of working life.

**Saad et al., (2008)** found that the perception of employees on quality of work life significantly affect their job satisfaction. 251 employees from the university participated in this study. To measure quality work life, ten variables were examined namely support from organization, work-family conflict, self-competence ,relationship with peers, optimism on organizational change, impact on job, meaningfulness of job, autonomy, access to resources and time control. All these variables were tested to measure their relationship with job satisfaction. The test indicated that each of the quality work life variables is a salient predictor of Job Satisfaction. However, when all the quality work life variables are entered into the regression equation ,Quality of work Life variables are no longer significant predictors for job satisfaction.

**Akinyele (2010)** evaluated the impact of work environment on future worker's productivity. The results of T-test concluded that employee productivity problems are within the work environment. Conducive work environment influences the creativity of workers. Bad working conditions contribute to low productivity and job satisfactions of employees.

**Raj & Kumar (2010)** pointed out that quality of work life lead to create motivation, loyalty and flexibility in the workforce. All these factors are important for competitiveness of organizations and also quality of work life lead to reduce turnover rates of employees ,absenteeism, and increase their job satisfaction.

**Drobnic et al. (2010)** pointed out that those employees who have secured better jobs and good pay structure would feel comfortable at the work place and this affects their quality of work life.

**Ayesha (2012)** had 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 related with the job satisfaction of faculty.

**Jahanbani Effat, et.al , (2015)**, examined that there was a positive significant relationship between QOWL and Job satisfaction and also QOWL was a good predictor for Jobsatisfaction.

**Ika et al., (2019)**, observed that QWL has a positive and significant effect on job satisfaction .He advised that hospital should further improve the QWL of nurses, especially those relating to compensation indicators because compensation is perceived as neutral by nurses, especially with the provision of fair and adequate compensation.

**Balanagalakshmi et al.,(2020)**,concluded that there existed the positive association between QWL factors and Job satisfaction of faculty members of Private colleges in Andhra Pradesh. It could be undoubtedly proved that, the improved QWL leads to higher level of job satisfaction which may helps to reduce employee turnover associated with Job satisfaction.

**Dargahpour et al.(2022)** results indicated a significant correlation between job satisfaction and elements of quality of work life, except for the general atmosphere of working life . The findings as well as revealed that there was a positive and direct relationship between social integration, cohesion and job satisfaction.

#### 4. Research Gaps

1.Very few studies have been conducted in the Health sector in India and under which nursing profession have not been explored much .

2.Very few studies have been conducted on Job Satisfaction and Quality of work life in the state of Punjab on nurses.

#### 5. Research Objectives

Objectives of this study can be divided into two parts:

1. To study the impact of quality of work life on job satisfaction among nurses inselected government hospitals in Punjab.
2. To examine the relationship between quality of work life and job Satisfaction among nurses

#### 6. Scope of The Study

This study aims to analyse the impact of quality of work life on job satisfaction of nurses among government hospitals in the Mohali district of Punjab Many studies have quoted the relationship of quality of work life and job satisfaction of employees in business organizations. But , there are not many studies which have been carried out on nurses working in hospitals . During the covid time ,nurses and other health workers were facing severe stress and strain due to overburden of work.That is why there is need to study the job satisfaction level of nurses.This study will provide useful information about the quality of work life and job satisfaction of nurses that left scope for further future researches and allowed other investigators also to investigate similar kinds of study by taking different variables, samples etc. to get viable or scientific results with more authenticity.

#### 7. Research Hypothesis

In the view of the above objectives the following hypothesis were formed :

**H01:** There is no significant impact of quality of work life on job satisfaction.

**H11:** There is significant impact of quality of work life on job satisfaction.

**H02:**There is no significant relationship between Quality of work life and jobsatisfaction

**H12:**There is significant relationship between Quality of work life and jobsatisfaction .

#### 8. Research Methodology

**Variables:** The variables of the study are as follows:

**Independent Variable:** Quality of work life

**Dependent variable:** Job Satisfaction

**Research Design:** The study was quantitative and Descriptive research design was used.

**Study Setting:** The study setting was **Non-Contrived Setting**

**Time horizon:** This study was **Cross-sectional study** because data was collected at only one point of time.

**Sample unit :** It contains nurses working in three govt.hospitals of Mohali district having more than one year of experience.

**Sample Design:** Those govt.hospitals of Mohali district were included which are working under Punjab Health Systems Corporation (PHSC). Nurses were selected on the basis of proportionate random sampling method.

**Sample Size:** The study was done on a sample of 45 nurses. It was done after covid period. So at that time in hospitals nurses were under stress and they were not willing to give their responses. Also the protocol of the hospitals at that time was like that they were not encouraging nurses to come forward to give response. Therefore the sample size is small.

**Scaling:** Likert scale was used for the following variables:

1. Job Satisfaction- Scale developed by Paul E. Spector
2. Quality of Work Life - Scale given by Brooks and Anderson's Quality of Nursing Work Life scale.

**Data Collection:** Data was collected using existing questionnaires used in previous researches.

As previously validated instruments were used in this research which were earlier used in foreign context and their reliability was more than 0.7 in each scale. Therefore the instruments are highly reliable. But their validity in the local conditions and after the covid period had been checked to know whether the scales are still valid or not. Therefore the validity was checked by the experts in the field of nursing and internal consistency of the items of each section of the questionnaire was checked through Reliability test using Cronbach Alpha. It was found that reliability of QNWL scale is .770 and Job satisfaction scale is 0.921

Reliability Statistics		Reliability Statistics	
Cronbach's Alpha	N of Items	Cronbach's Alpha	N of Items
.921	36	0.770	42

## 9. Analysis & Discussions

The respondents for the study comprised of nurses working in govt. hospital of Mohali. Demographic profile of the respondents: 66% of the respondent's age was between 36-45 and 30% were between 26-35 and remaining 4% were above 55 years. 75% belong to urban area and 25% belong to rural area. 76% of the respondents have a qualification of GNM, 15% had done M.Sc nursing and remaining 9% had done B.Sc nursing. 87% of the respondents are working in Outpatient department and 13% are working in emergency department. 34% of the respondents have a work experience between 10-20 years in the organization. The collected data was analyzed with the help of SPSS software. Correlation analysis, Anova analysis and Regression analysis were used to analyse the data.

### Regression Analysis

Variables Entered/Removed <sup>a</sup>			
Model	Variables Entered	Variables Removed	Method
1	QNWL <sup>b</sup>	.	Enter

a. Dependent Variable: JOBSAT

b. All requested variables entered.

**Table no.1**  
**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.726 <sup>a</sup>	.527	.515	11.45425

a. Predictors: (Constant), QNWL

As indicated in table no.1 we can see that R-square value is 0.527, which means that our independent variable i.e QNWL causes 52.7 % change in the dependent variable i.e Job Satisfaction. Hence H11 is supported.

#### Anova Analysis

**Table no.2**  
**ANOVA<sup>a</sup>**

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	5562.309	1	5562.309	42.396	.000 <sup>b</sup>
Residual	4985.591	38	131.200		
Total	10547.900	39			

a. Dependent Variable: JOBSAT

b. Predictors: (Constant), QNWL

In table no.2, Anova results shows that P-value is 0.000 which is less than 0.05, hence we can say that there is a significant relationship between our independent variable i.e QNWL and dependent variable i.e Job satisfaction.

**Table No.3**  
**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-112.515	34.843		-3.229	.003
QNWL	1.315	.202	.726	6.511	.000

a. Dependent Variable: JOBSAT

The table no.3 shows that the coefficients results. As indicated that the beta value is 0.726, which means that the change in independent variable i.e QNWL by one unit will bring about the change in the dependent variable i.e Job satisfaction by 0.726 units.

Furthermore, the beta value is positive, which indicates the positive relationship between QNWL and Job satisfaction. Or in other words, we can say that when QNWL increases by one unit the Job satisfaction will also increase by 0.726 units.

## Correlation Analysis

**Table-4**  
**Correlations**

		QNWL	JOBSAT
QNWL	Pearson Correlation	1	.726**
	Sig. (2-tailed)		.000
	N	45	45
JOBSAT	Pearson Correlation	.726**	1
	Sig. (2-tailed)	.000	
	N	45	45

\*\* . Correlation is significant at the 0.01 level (2-tailed).

The correlation coefficient (r) value between QNWL and JOB SATISFACTION is .726 which shows a high positive association between both the variables. The P value is <0.01 which means the relationship is statistically significant. So we can say that increase in the level of QNWL can also increase the Job satisfaction of nurses. Hence H12 is supported.

## 10. Conclusion and Discussion

As indicated from the above results hospitals are providing good quality of work life to the nurses because QNWL has significant impact on the job satisfaction of nurses. If nurses have a better work environment, they will be more committed towards their work & job satisfaction would be high among them. If the hospitals provide good work life, salary, support to the nurses then they will be more satisfied and able to deliver qualitative services towards the hospitals. From the correlation matrix, there is highest positive correlation exists between QNWL and Job satisfaction. Correlation analysis reveals that there is a statistically significant high correlation between the Variables. As compared to the findings of study of Saad et al. (2008) which predicted that when all the quality work life variables are entered into the regression equation, Quality of work Life variables are no longer significant predictors for job satisfaction. But in our study it is different which resulted that quality of work life is a predictor of job satisfaction. Therefore the reason for this difference can be the large sample size in that study. But the results were consistent with the findings almost other studies. The findings provided some insights in efforts to improve the QNWL and JS among nurses in government hospitals in Mohali district of Punjab.

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