

# A Study on Quality of Work Life of Nurses With Special Reference To Apollo Hospital in Karur

Naveena K<sup>1</sup>, Dr. Venkatesh S<sup>2</sup>

<sup>1</sup>Dept of MBA

<sup>2</sup>Assistant Professor, Dept of MBA

<sup>1,2</sup> PRIST School of Business, PRIST University, Thanjavur, India

**Abstract-** *In the life of a working individual, the quality of work life holds importance. The rapidly changing health care environment has had an impact on the nursing work environment, workload and quality of nursing work life. So they should experience a better quality of work life to deliver holistic care to those who need help.*

- The research narrowed down the coverage to nurses in the Apollo hospital.
- Research has not involved patient in her study.
- Nurses hesitant to express freely their views regarding the problems that they face in their day to day life these HR practices vary from one hospital to another.

## I. INTRODUCTION

Nowadays, hospital's are confronting great competition and scarce resources the ever before they are also severely challenged by the external and internal environment to achieve their goals effectively. Nurses are playing an important role in determining the quality and cost of healthcare. Because they are playing crucial role in their organizations performance and their family well bring. Nurses work life balance is found to influence the hospital performance and productivity.

## II. OBJECTIVE OF THE STUDY

- To determine the factors affecting the quality of work life of nurses working in hospital.
- To study the relationship between quality of work life and performance of nurses.
- To study the relationship between quality of work life and nurses intention to leave their organization.

## III. SCOPE OF THE STUDY

This emphasizes on the quality of work life in Apollo hospitals. We have made a sincere attempt to determine the quality of work life of hospital nurses working in Apollo hospitals. This research is mainly focused on analyzing the factors on analyzing the factors determining the quality of work life of hospital nurses.

## IV. LIMITATION OF THE STUDY

The present study has been carried out very carefully and systematically through it might suffer the following scope and limitation.

## V. REVIEW OF LITERATURE

**S. Khodadadi et al (2014)** investigated the quality of work life dimensions effect on the employees' job satisfaction. In this study independent variable were permanent security providing, salary and benefits payment policies, development and promotion opportunity, job independence, job satisfaction as the dependent variables.

**Dr.O.P.Singh and Sandeep Kumar Singh (2015)** observed on quality of work life. He founded that quality of work life is an important issue from the nurses' perspective as it affect the job satisfaction level, commitment, performance and performance level.

**Davis LE (1984)** The quality of relationship between employees and the total work environment. The main aspects are job satisfaction, job involvement, motivation, productivity, health, safety and well-being, job security, competence development and balance between work and non work.

**Clark SC (2000)** Work life is important for psychological well-being, high self esteem, satisfaction and harmony between work and life indicates the quality of work life. Greenhaus et al (2003) says that work family balance includes involvement, time and satisfaction balance.

**John Anand Raja .P and Ashok Kumar .S(2012)**To identify the quality of work life. The selected quality of work life factors are pay promotion, opportunity for continued growth and security, benefits, contingent rewards, safe and healthy working conditions, operating procedures, coworkers and supervision, nature of work, social interaction at the work organization, work and total life space, and social relevance of working life.

## VI. RESEARCH METHODOLOGY

The present study is to analyze the quality of work life of workers on Apollo Hospitals in karur. Normally workers are employed to pursue different phases of work in hospital. At different stages of the process, nurses' workforce is significant. Hence the study of nurses is the focus of the present study on the quality of work life, for that Apollo Hospital was selected to conduct the study.

The quantitative parameter was used to understand the relationship between work environment and nursing work life. The quantitative approach was used to establish the facts which affect the nursing work life balancing issues.

### Aim of the study

The main aim of the present study to determine the quality of work life of nurses. At gross root level, nurses are facing low level of wages, long working hours, unfavorable terms of employment discrimination at work and also observed their satisfaction at work.

### Research population

Stratified random sampling is a probabilistic sampling option the first step in stratified random sampling is to split the population in strata, i.e. sections or segments. The population of nurses in Hospital is 300 nurses of Apollo Loga Hospitals ,Karur. As it is not practicable for an individual to contact and collect information from all the nurse of the Hospital within the given time frame. The researcher has taken a sample of 150, The total sample consists of 271 respondents are women and 29 respondents men .

### Research area

- ✓ Apollo loga hospitals , Karur.
- ✓

### Period of research

The data was collected in the date of 29/01/2020 to 14.02/2020

### Aim of the study

The main aim of the present study to determine the quality of work life of nurses. At gross root level, nurses are facing low level of wages, long working hours, unfavorable terms of employment discrimination at work and also observed their satisfaction at work.

## Hypothesis

Based on the objective of the study, the following hypothesis were formulated by the researcher.

- Health and safety features and welfare facilities are positively correlated.
- Working conditions and job security in an organization are not directly related they tend to be independent.
- Compensation paid and career development planned in a hospital tends to be independent though they move in the same direction occasionally.

### Primary data

The study focuses on the perceptions and attitudes of employees in relation to various quality of work life parameter like health and safety, employee welfare, working conditions, job security; wages; career growth and development; grievance handling system; social relevance of work life.

### Secondary data

Secondary data were collected from the administrative records, annual reports, management reports, wage agreements, organizational personnel manuals, text books, journal and reports. The data have been largely used for developing the concept of quality of work life background, in profile of the selected organizations in the study region of Apollo hospital.

### Tools used for analysis

This part of study is mainly focused on verifying main objectives of the study. Research used SIMPLE PERCENTAGE ANALYSIS, CHI-SQUARE, CORRELATION, REGRESSION and ONE WAY ANOVA as statistical tool for analysis of data.

### Chi-Square Test

#### Hypothesis 1:

Relationship between the gender and pay is satisfactory:

Calculated value of  $\chi^2=20.48$

Degree of Freedom=3

The table value of  $\chi^2$  for 3 degree of freedom at percent level of significance is 7.81.

### Conclusion

Calculated value of chi square is less than the table value, so the

## ANOVA

### Hypothesis

#### Null hypothesis:

There is no significant ANOVA between gender and the pay is satisfactory.

#### Conclusion

Calculated F value is 4.5914 and F critical value is 3.8888 so calculated value is more than the table value so null is rejected.

### Correlation

Calculation value is 0.04767 and so I concluded that there is no significant correlation between the rate statement and quality of work life of nurses of the hospital.

### Research Hypothesis

Ho there is no significant relationship between the gender and the pay is satisfactory.

Ho there is no significant relationship between the age and the pay is satisfactory.

Ho there is no significant relationship between the working experience and the pay is satisfactory.

## V. FINDING AND SUGGESTION

- Majority of the employees 70% are female.
- Majority of the nurses 30% are below 30 years.
- Majority of the nurses 60% are single.
- Majority of the nurses 52% are respondents are yes.
- Majority of the nurses 88% are B. Sc.
- Majority of the nurse 32 % are above 5years experience.
- Majority of the nurse 32 % are above 5years experience.
- Majority of the nurses 76% are assistant nurses.
- Majority of the nurses 42% agreed that pay is satisfactory.
- Majority of the nurses 54% agreed that experience are recognized.
- Majority of the nurses 50% agreed that Opportunities exist for career advancement.

- Majority of the nurses 48% agreed that Pay system rewards.
- Majority of the nurses 40% agreed that Pay is adequate.
- Majority of the nurses 46% agreed that Fringe benefits.
- Majority of the nurses 40% agreed that Employees are satisfied with fringe benefits.
- Majority of the nurses 46% agreed that Child care service and satisfactory.
- Majority of the nurses 42% agreed that Retirement program is strong one.
- Majority of the nurses 56% agreed that staffing philosophy.
- Majority of the nurses 38% agreed that Opportunities exists for flexible work.
- Majority of the nurses 50% agreed that A float covers absence and supplemental staffing.
- Majority of the nurses 34% agreed that Clerical nurses have input.
- Majority of the nurses 38% agreed that Clerical duties are performed.
- Majority of the nurses 76% agreed that Adopted for appointment of nurse.
- Majority of the nurses 52% are respondents are yes.

### Suggestions

This section contains the suggestions based upon the findings of the study.

**Provide the fair Salary and job security** This research brings out in the majority of the private hospital nurses feel that their Salary is inadequate.

**Provide Autonomy in Decision Making and Develop the Organizational Culture** Nurses have to be allowed to participate in decision making to a certain extent related to their work.

**Provide Control over work load** The hospitals should provide the control over their work load to the nurses, because the heavy work load affects the nurses' health and performance.

**Provide better working environment** The hospitals should supply necessary equipments; accessories, required training, and support in time to the nurses to do the job in a perfect manner and provide space for discussing their problems and grievances.

**Provide work life balance** Even though at present a good balance exists in between the nurses' work and life, this is not

unchangeable; by nature all the dimensions of the work life balance are quite dynamic.

## **VI. CONCLUSION**

This chapter includes conclusion and suggestions based upon the findings of the study. The research findings given working conditions and facilities provided, and their current work situation with to regard work life balance, absenteeism, work stress, communication, job satisfaction, self perception and quality of work life. Thus the prime responsibility of HR department is to recruit and select the best nurses, train them and develop their skills and knowledge and recognize them with monetary and non monetary rewards.