



Evaluation Of Quality Of Working Life And Its Involvement With Job Performance Of The Nurses In A Selected Hospital In Lucknow, UP

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Abstract

The most important aspects of a job that guarantees long-term employee engagement with the organisation is Quality of Work Life (QWL). The Nurses and Paramedics of particular units believe that awards and rewards should be given a higher priority in order to increase their motivation. The employees prefer tax-free monetary benefits over other types of benefits. In addition, the nurses believe that their hospitals lack viable career opportunities. The aim of the study is to evaluate the quality of working life with the job performance of the nurses in selected hospital in Lucknow, UP. Methodology based on observational and questionnaire method. SPSS 17.0 (Statistical Packages for the Social Sciences) software was utilised to analysed tables and statistical results. Results depicted that the outcome demonstrates that all of the selected hospital employees are carrying out their duties in accordance with their designations and job descriptions. 15.25% of Nurses believed it was very frequent and 21.15 % of Paramedics reported that feedback regarding the progress and performance of their jobs was only provided on occasion. By providing appropriate work-life support, work-life disruptions may be diminished. The work life support leads to the reduction of work life disturbances, which enables ultimate job satisfaction, and subsequently improves the quality of work life in public sector hospitals.

Keywords: *Quality of Work Life (QWL), Nurses, Job performance, hospital*

Introduction

The concept of QWL refers to both the mental and physical well-being of the person in any workplace (Bhargava, 2019). Analyzed both the direct and indirect impacts of computerization on the health and happiness of laborer. Consequently, it impacts their health and wellbeing (Srikanth, 2019). A stress-free workplace promotes employee health and mental well-being, allowing them to execute job-related and non-work-related tasks without restriction (Singh and Sharma, 2021). Thus, it results in a stress-free work environment and a pleasant work life (Chaudhary and Srivastava, 2019). Interactions between an individual and his or her work environment that imperil the individual's physical, psychological, and physiological homeostasis generate stress. Workplace stress exacerbates the incidence of physical ailment and mental disorders (Anagha and Kanchan, 2019; Das et al., 2017). According to psychosomatic studies, stress causes problems with the muscular system and circulation, which raises the risk of myocardial infarction (Srivastava et al., 2020). Environment has been linked to higher systolic blood pressure in workers who have been exposed to high-stress jobs for at least two years, according to their findings (Gebreyesus et al., 2020; Sanghya and Kiran, 2020).

Material and method

The scope of the study was to evaluate the quality of work life of Nurses and Paramedics in selected Public and Private Hospitals namely ESI Hospital, Gandhi Hospital, Care Hospital and Apollo Hospital, at Lucknow of UP State.

This research was restricted to employees of the Hospital Industry in Lucknow. There are Nurses and Paramedics among the employees. Consequently, the approximately 1900 Nurses and Paramedics employed by ESI Hospital, Gandhi Hospital, Care Hospital, and Apollo Hospital are regarded as the total population. Using a random number table and the stratified random sampling method, 608 respondents, or 32 percent of the population from each stratum, were selected.

The research is founded on both primary and secondary data sources. Principal data source: In qualitative research, the following two instruments were used to acquire the necessary data:

- The observation method and
- The questionnaire method.

In particular hospitals, an emphasis is placed on observation. To collect the necessary data, the researcher visited each of the sample hospitals on multiple occasions in order to observe the conditions and gain a comprehensive understanding of the health care facilities and employee satisfaction. A questionnaire is used to collect the necessary data from hospital officials of varying levels in order to gain insight and evaluate their perceptions and motivations regarding their job satisfaction.

“Cronbach alpha, the Simple Percentage Method, the Mean and Standard Deviation, the Correlation Coefficient, and the Chi-Square test were used to analyse the collected data. In addition, one-way ANOVA was employed to determine the

significance of the variables considered. SPSS 17.0 (Statistical Packages for the Social Sciences) software was utilised to generate tables and statistical results.

Result and Discussion

Table 1: Are you doing work as per your designation/job description

| S. No. | Opinion | | Public Sector | | | | Private Sector | | | | Total | |
|--------------|---------|---|---------------|------------|--------|------------|----------------|------------|--------|------------|--------|------------|
| | | | ESI | | Gandhi | | Care | | Apollo | | Nurses | Paramedics |
| | | | Nurses | Paramedics | Nurses | Paramedics | Nurses | Paramedics | Nurses | Paramedics | | |
| 1 | Yes | F | 128 | 80 | 112 | 64 | 80 | 32 | 80 | 32 | 400 | 208 |
| 2 | | % | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| 3 | No | F | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | | % | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | | | 208 | 100 | 176 | 100 | 112 | 100 | 112 | 100 | 608 | 100 |

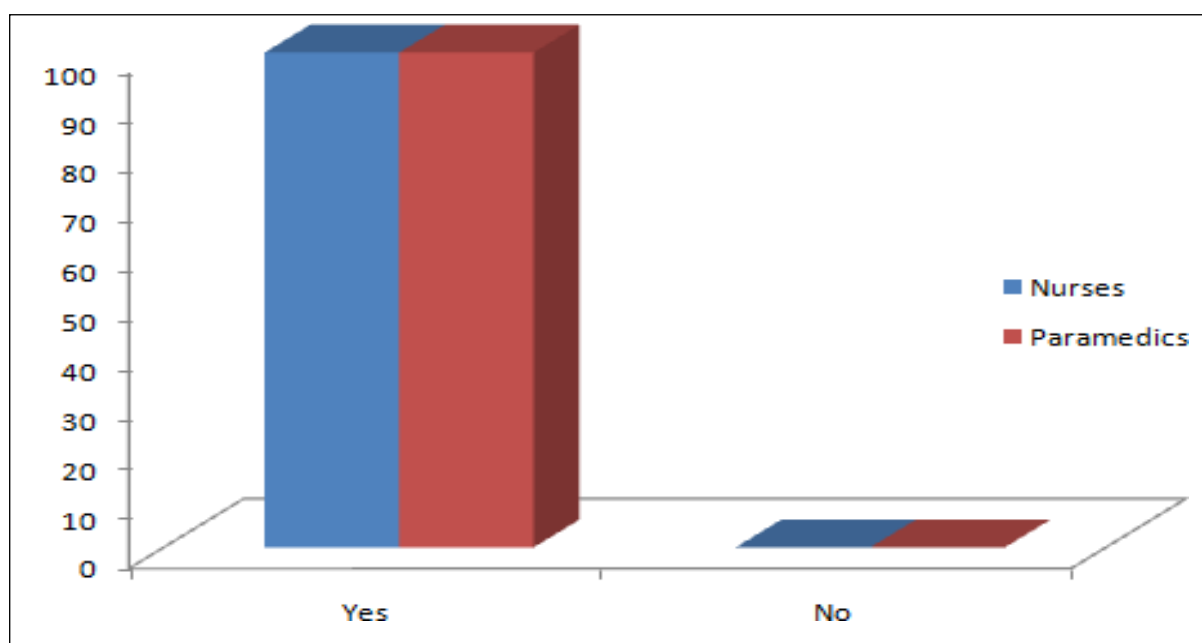


Figure-1: Are you doing work as per your designation/job description

Table 1 demonstrates the results for carrying out their duties as per their designation. The table depicts that 100 percent of Nurses and Paramedics stated they are working in accordance with their position. In addition, the values for selected health units under study are also shown in the table above: One hundred percent of ESI Hospital's Nurses and Paramedics stated that they operate in accordance with their current designation. 100 percent of the nurses and paramedics at Care Hospital stated that they operate in accordance with their current designation. 100 percent of the nurses and paramedics at Apollo Hospital stated that they operate in accordance with their current titles.

Table 2: Satisfied with the time you give for patient care to improve job performance

| S. No. | Opinion | | Public Sector | | | | Private Sector | | | | Total | |
|--------------|-------------------|---|---------------|------------|--------|------------|----------------|------------|--------|------------|--------|------------|
| | | | ESI | | Gandhi | | Care | | Apollo | | Nurses | Paramedics |
| | | | Nurses | Paramedics | Nurses | Paramedics | Nurses | Paramedics | Nurses | Paramedics | | |
| 1 | To a large extent | F | 28 | 16 | 30 | 14 | 16 | 4 | 18 | 4 | 92 | 38 |
| | | % | 21.8 | 20 | 26.7 | 21.8 | 20 | 12.5 | 22.5 | 12.5 | 23 | 18.27 |
| 2 | To some extent | F | 74 | 44 | 62 | 46 | 50 | 25 | 52 | 25 | 238 | 140 |
| | | % | 57.8 | 55 | 55.3 | 71.8 | 62.5 | 78 | 65 | 78 | 59.5 | 67.31 |
| 3 | Not at all | F | 26 | 20 | 20 | 4 | 14 | 3 | 10 | 3 | 70 | 30 |
| | | % | 20.3 | 25 | 17.8 | 6.25 | 17.5 | 9.3 | 12.5 | 9.3 | 17.5 | 14.42 |
| Total | | | 128 | 80 | 112 | 64 | 80 | 32 | 80 | 32 | 400 | 208 |

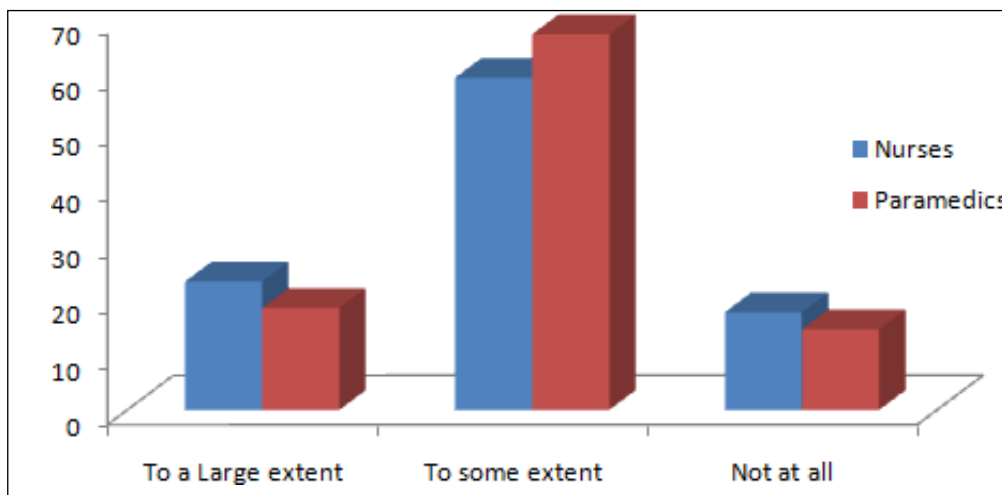


Figure 2: Satisfied with the time you give for patient care to improve job performance

Table 2 displays the results for "the extent to which they are satisfied with the time they devote to patient care." In ESI Hospital, 57.8% of Nurses and 55% of Paramedics are 'somewhat' contented with the time they devote to patient care. In Gandhi Hospital, 55.3% of Nurses and 71.8% of Paramedics are 'somewhat' contented with the time they devote to patient care. In Care Hospital, 62.5% of Nurses and 78% of Paramedics are 'somewhat' contented with the time they devote to patient care. In Apollo Hospital, 65% of Nurses and 78% of Paramedics are somewhat contented with the time they devote to patient care. The result indicates that the majority of respondents said they are somewhat satisfied with the time they spend providing patient care."

Table 3: Update the skills and abilities for job performance

| S. No | Options | Public Sector | | | | Private Sector | | | | Total | |
|-------|-----------------|-------------------|-------------------|--------------------|------------------|------------------|------------------|-------------------|------------------|--------------------|--------------------|
| | | ESI | | Gandhi | | Care | | Apollo | | Nurses | Paramedics |
| | | Nurses | Paramedics | Nurses | Paramedics | Nurses | Paramedics | Nurses | Paramedics | | |
| 1 | Very frequently | F: 2 %: 1.56 | F: 2 %: 2.5 | F: 2 %: 1.78 | F: 2 %: 3.12 | F: 2 %: 2.5 | F: 1 %: 3.12 | F: 2 %: 2.5 | F: 1 %: 3.12 | F: 8 %: 2 | F: 6 %: 2.885 |
| 2 | Frequently | F: 121 %: 94.5 | F: 75 %: 93.75 | F: 105 %: 93.75 | F: 58 %: 90.6 | F: 74 %: 92.5 | F: 28 %: 87.5 | F: 75 %: 93.75 | F: 28 %: 87.5 | F: 375 %: 93.75 | F: 189 %: 90.87 |
| 3 | Sometimes | F: 5 %: 3.9 | F: 3 %: 3.75 | F: 5 %: 4.46 | F: 4 %: 6.25 | F: 4 %: 5 | F: 3 %: 9.37 | F: 3 %: 3.75 | F: 3 %: 9.37 | F: 17 %: 4.25 | F: 13 %: 6.25 |
| 4 | Never | F: 0 %: 0 | F: 0 %: 0 | F: 0 %: 0 | F: 0 %: 0 | F: 0 %: 0 | F: 0 %: 0 | F: 0 %: 0 | F: 0 %: 0 | F: 0 %: 0 | F: 0 %: 0 |
| | Total | 128 | 80 | 112 | 64 | 80 | 32 | 80 | 32 | 400 | 208 |

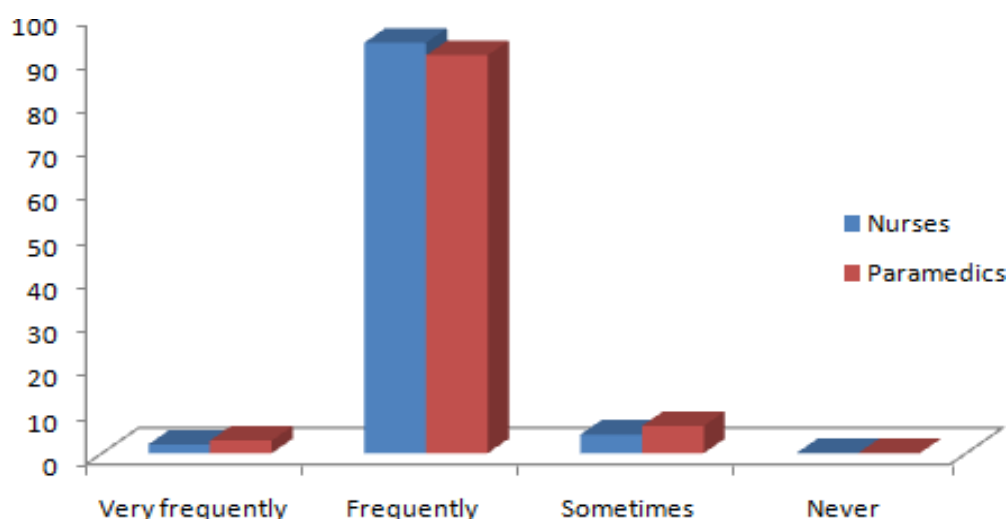


Figure 3: Update the skills and abilities for job performance

Table 3 displays the results for "the need to update skills and abilities." In ESI Hospital, 94.5% of Nurses and 93.75 % of Paramedics said they frequently need to upgrade their skills and abilities. In Gandhi Hospital, 93.75 % of Nurses and 90.6% of Paramedics indicated that they frequently need to update their skills and abilities. In Care Hospital, 92.5% of Nurses and 87.5% of Paramedics indicated that they frequently need to upgrade their skills and abilities. In Apollo

Hospital, 93.75 percent of Nurses and 87.5 percent of Paramedics reported that they frequently need to upgrade their skills and abilities. The result indicates that "the majority of respondents frequently feel the need to update their skills and abilities in order to provide services."

Table 4: Overall, job satisfaction with choice of Nurse as a Career

| S. No. | Options | | Public Sector | | | | Private Sector | | | | Total | |
|--------------|-------------------|-------|---------------|------------|--------|------------|----------------|------------|--------|------------|--------|------------|
| | | | ESI | | Gandhi | | Care | | Apollo | | Nurses | Paramedics |
| | | | Nurses | Paramedics | Nurses | Paramedics | Nurses | Paramedics | Nurses | Paramedics | | |
| 1 | Strongly Agree | F | 11 | 7 | 10 | 6 | 7 | 4 | 7 | 4 | 35 | 21 |
| % | | 8.59 | 8.75 | 8.92 | 9.375 | 8.75 | 12.5 | 8.75 | 12.5 | 8.75 | 10.1 | |
| 2 | Agree | F | 117 | 73 | 102 | 58 | 73 | 28 | 73 | 28 | 365 | 187 |
| % | | 91.40 | 91.25 | 91.07 | 90.63 | 91.25 | 87.5 | 91.25 | 87.5 | 91.25 | 89.9 | |
| 3 | Neutral | F | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | Disagree | F | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Strongly Disagree | F | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | | | 128 | 80 | 112 | 64 | 80 | 32 | 80 | 32 | 400 | 208 |

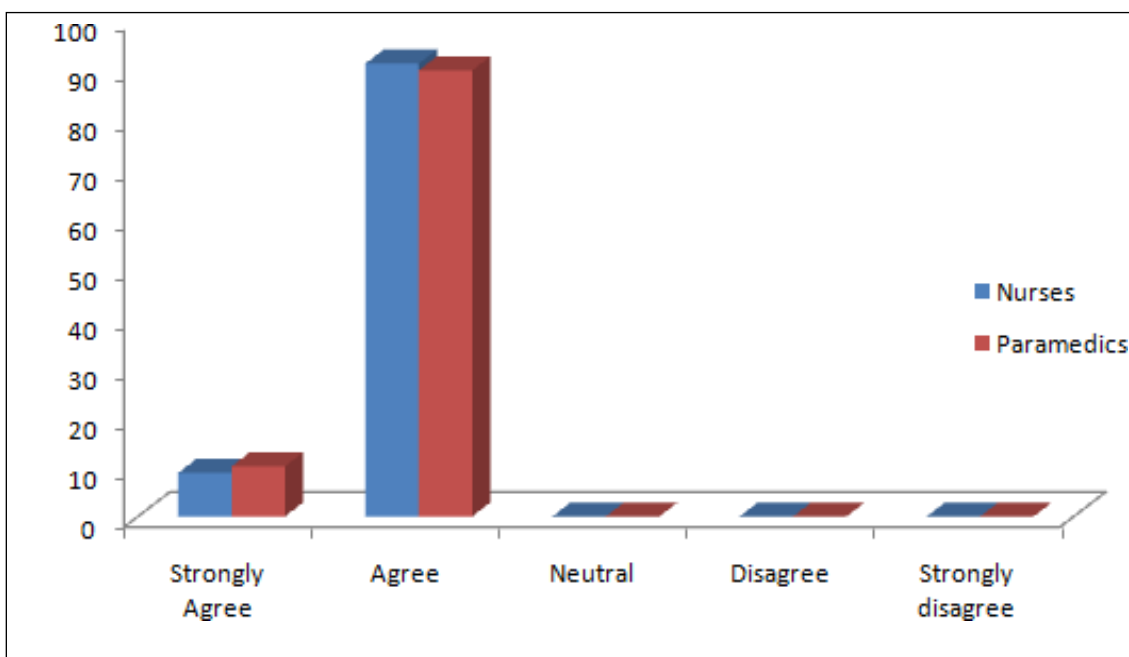


Figure 4: Overall, job satisfaction with choice of Nurse as a Career

Table 4 displays the results for "overall satisfaction with career choice of nurse/paramedic." The table reveals that 91.25 percent of nurses and 89.9 percent of paramedics are pleased with their career choice. The preceding table also displays the values for selected health units studied: In Apollo Hospital, 91.25 percent of Nurses and 87.5 percent of Paramedics responded affirmatively to the career choice of nurse/paramedic. The findings indicate that "the majority of respondents at the selected hospital are satisfied with their career choice as a nurse or paramedic." A technique based on the weighted average of respondent assessments is used to analyze the data.

Conclusion

Job satisfaction, Work-life balance, and Work stress play a predominate role in determining the employees' quality of work life in the selected hospital units under study. The organizational culture and climate, interpersonal relationships and cooperation, and working conditions have a significant impact on the job satisfaction of hospital employees. The sufficiency of resources also has a significant impact on the quality of life at work for employees. In this study, Work-life balance is examined as one of the factors that determine Job performance. In this study, Work-life balance was

evaluated under the two headings of job satisfaction and work stress in order to identify the actual challenges faced by the staff.

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