

## Quality of work life and work delight of nurses and paramedics in public health care unit

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### Abstract

Quality of work life improvement is the existence of a genuine opportunity for individuals at any level in the organization to influence their working environment. Work delight is a mental feeling of favourableness which is about an individuals job. The researcher made an attempt on the aspect of quality of work life and work delight of nurses and paramedics in the public health care unit, Secunderabad. By adopting simple random sampling technique, samples of 80 respondents were taken under study. Questionnaire and observation method was employed to collect the primary data. The secondary data was collected from journals, reports and books. A questionnaire consisting of 9 statements were given to the respondents. Likert 5 point scale is used for the interpretation. Simple percentage method and ANOVA was used for the analysis. The overall study is to bring out the work delight of nurses and paramedics by comparing the chosen environment. The effects of work delight or job satisfaction reflects on working efficiency of employee as it is a service based occupation and influence the institutional goals. As per the study the presence of the truly motivated individual who are satisfied in the work increased the productivity and the quality of work service. Work delight extracts a great impact on quality assessiveness of the work efficiency and at the same time it makes a perfect impact on health care costs and human relations.

**Keywords:** Nurses, Paramedics, Quality of work life, Work delight, Health care.

### Introduction

Quality of work life is a generic phrase that covers a person's feelings about every dimension or work including economic rewards and benefits, security, working conditions, organizational and interpersonal relationships and intrinsic meaning in a person's life. Its goals are not simply extrinsic focusing of the improvement of productivity and efficiency. The essential component of quality of work life improvement is the existence of a genuine opportunity for individuals at any level in the organization to influence their working environment. It focuses on creating a human work environment where employees work cooperatively and contribute to organizational objectives. It deals various aspects of work environment, which facilitates the human resource development.

### Theoretical Framework of Work Delight

Work delight or job satisfaction is one of the important factors that have drawn attention of managers in the organization. Various studies have been conducted to find out the factors which determine work delight and the way it influences productivity in the organization. Work delight is a mental feeling of favourableness which is about an individuals job. DuBrins has defined "job satisfaction is the amount of pleasure or contentment associated with a job. If you like your job intensely, you will experience high job satisfaction. If you dislike your job intensely, you will experience job dissatisfaction". While analyzing the various determinants of work delight, all individuals do not derive the same degree of satisfaction though they perform the same job in the same job environment and at the same time. Therefore, it appears that besides the nature of job and job environment, there are

individual variables which affect work delight. Thus, all those factors which provide a fit among individual variables and nature of job, situational variables determine the degree of work delight. The management should take concrete steps to improve the level of work delight. These steps may be in the form of job redesigning to make the job more interesting and challenging, improving the quality of work life, linking rewards with performance and improving overall organizational climate.

### Nurses and Paramedics

Nursing is an integral component of patient care and an important determinant of the quality of healthcare services in hospitals. The health of the citizens of a country is influenced by the quality of nursing care provided. Nursing staff takes care of the patients round the clock during hospitalization. They along with doctors, administrators and paramedics are important pillars of the health care delivery system. Quality nursing is extremely important in tertiary care hospitals as critically sick, injured and operated patients need round the clock nursing care. Nursing is one of the professions in which major part of the work force employed is women performing day and night duties. A study carried out about two decades ago, it has seen that more absenteeism of nursing staff was due to sickness, tardiness and turnover among nurses as compared to employees with no-shift duties.

Webster defines paramedical as "beside, alongside or closely related to medicine". Traditionally, paramedical personnel have been viewed as those individuals who, together with the physician, play a direct role in patient care, for example, the nurse and the physical therapist. Realistically, however, the definition should be much broader than this and should

incorporate all of those people in the hospital setting who have a particular set of skills to offer, including not only the dietitians and the medical technologists but also medical secretaries, computer technicians, practical nurses, and others. This liberal interpretation of paramedical would seem to be necessary. Paramedical staff supports the medical team with closely related functions for complete treatment. The main areas are radiology, physiotherapy, laboratory services, cardiology and neurology. The other paramedical staffs are the dietitians, pharmacists, medical technologists, practical nurses, medical secretaries, computer technicians, receptionist, record section, office personnel, pharmacy, housekeeping, occupational therapist, medical record staff, central sterilization, O.T technicians, social work department staff, etc.

### Literature Review

Mohammad Rastegari, Ali Khani *et al.* (2010) aimed to assess the quality of working life and its association with "job performance" of the nurses in educational hospitals affiliated to Isfahan University of Medical Sciences. This was a descriptive-correlation study. Target population included all the nurses. Sample size was 120, Sampling method was stratified random and data collection tool was a questionnaire. Data analysis was done using mean, frequency distribution and spearman test. Finding of the study showed that the most common kind of quality of working life in the nurses (56.7%) was moderate one. The most frequent nurses' task performance (79.2%) was also related to the moderate performance. There was a direct and significant relationship between job performance and quality of working life in all the aspects. According to the research findings, it is important to consider the workplace and quality of working life of the nurses for improving productivity and performance of the nurses. Organization and nursing managers should use programs that can improve quality of working life of the nurses.

Nabirye RC, Brown KC *et al.* (2011) said that the aim is to assess levels of occupational stress, job satisfaction and job performance among hospital nurses in Kampala, Uganda; and how they are influenced by work and personal characteristics. A correlational study was conducted with 333 nurses from four hospitals in Kampala, Uganda. A questionnaire measuring occupational stress, job satisfaction and job performance was used. Data were analysed using descriptive statistics and ANOVA. There were significant differences in levels of occupational stress, job satisfaction and job performance between public and private not-for-profit hospitals, nursing experience and number of children. They concluded that Organizational differences between public and private not-for-profit hospitals influence the study variables. On-the-job training for nurse managers in human resource management to increase understanding and advocacy for organizational support policies was recommended. Research to identify organizational, family or social factors which contribute to reduction of perceived occupational stress and increase job satisfaction and job performance was recommended.

R. Manju Shree (2012) Health service is one of the industries that provide a continuous service around the clock for the benefit of all citizens in any country. Health service personnel is responsible for provision of health care through application of medical science knowledge, skill and expertise in meeting the health needs of all people within each country. It is therefore expected that a healthy and psychologically balanced workforce

provides health care. WFI is linked with reduced family/marital satisfaction and FWI results in decreased job satisfaction. Life satisfaction is an amalgamation of both family and job satisfaction, and therefore spans both the work and family domains. While some research indicates that wives' increased work hours were associated strongly with a greater likelihood of divorce. So it may be important to consider whether it is husbands' or wives' work hours that are at issue to understand the effects of increased work hours on marriage.

R. Gayathiri, Dr. Lalitha Ramakrishnan (2013) The increased complexity of today's environment poses several challenges to hospital management during the next decade. Trends such as changing organizational structures, increased knowledge and specialisation, interdisciplinary collaboration, advancement of technology,

new health problems and health care policy, and sophistication in medical education have a part to play. All these affect the nursing profession and skill requirements as well as their commitment to performance in hospitals. In view of this, hospital management has to ensure quality of life for nurses that can provide satisfaction and enhance job performance. In this paper, an attempt is made to review the literature on quality of life to identify the concept and measurement variables as well its linkage with satisfaction and performance.

Ali Reza Taghian Dashtbozorg *et al.* (2014) Employee's quality of work life influences different affective, economical, and cognitive variables. Among these variables is employees' job satisfaction. Quality of work life might also influence their job satisfaction. This study aimed at addressing the relationship between Iranian nurses' job satisfaction. Three hundred nurses working in hospitals in Ahwaz were selected through random sampling. Two instruments of quality of work life and job satisfaction were used for collecting the data. The data were analyzed through descriptive and inferential statistics. The results showed that Iranian nurses have a medium level of quality of work like and job satisfaction and there was a significant correlation between their quality of work life and job satisfaction.

Jalil Eslamian, Ali Akbar Akbarpoor and Sayed Abbas Hoseini (2015) this study aimed to determine the quality of work life of nurses in selected hospitals of Isfahan University of Medical Sciences and its relationship with workplace violence. This was a descriptive-correlational study. A sample of 186 registered nurses was enrolled in the study using quota sampling method. The research instrument used was a questionnaire consisting of three parts: Demographic information, quality of work life, and workplace violence. Collected data were analyzed using descriptive and inferential statistics by SPSS version 16. According to the results of this study, it is suggested that the managers and decision makers in health care should plan strategies to reduce violence in the workplace and also develop a program to improve the quality of work life of nurses exposed to workplace violence.

### Scope of the study

Work delight or job satisfaction is a major study which influences the quality of work productivity. It is a many dimensional most important and much researched concept in the field of organizational behaviour. It can be expressed as an employee's perception that the occupation allows the fulfillment of important values and needs and how they often feel about their work in different aspects of their work

environment. This liberal interpretation of Nurses and paramedics would seem to be necessary. They support the medical team with closely related functions for complete treatment. The scope of the study was to evaluate the quality of work life and work delight of nurses and paramedical staff in ESI Hospital, Hyderabad.

**Need for the study**

Special attention is to be paid towards the studies on service oriented organizations which play vital role in liberalized economy. Hospitals are one such major service oriented organizations where there is a dearth of research studies on Quality of work life. QWL is very significant in the context of commitment to work motivation and job performance. It is the degree to which members of a service organization are able to satisfy important personal needs through their experience in the organization. Managerial expectations are strongly linked with the organizational quality of work life and it is a means to facilitate the gratification of human needs and goal achievement.

Hence there is a greater need for a study on QWL in the health sectors as such an attempt is made to conduct a research on QWL in health care unit at Hyderabad.

**Objectives of the study**

- To study the level of work delight among Nurses and Paramedical staff.

- To analyze the factors influencing work delight in the selected health care unit.
- To suggest any improvements needed to increase work delight in the selected hospital.

**Research Methodology**

**Universe and Sample**

This study was confined to Nurses and Paramedical Staff working in ESI hospital. The total population considered is about 250. For this study, the employees are categorized into Nurses and Paramedical Staff. The present study was conducted on overall sample of 80 respondents taken from ESI hospital, Hyderabad. The respondents were selected on simple random sampling basis.

**Data Collection**

A questionnaire containing on various dimensions of work delight was distributed to the Nurses and Paramedical staff of the selected health care unit. Questionnaire and observation method was employed to collect the primary data. The secondary data was collected from journals, reports and books.

**Data Analysis**

A questionnaire consisting of 9 statements were given to the nurses and paramedics. Likert 5 point scale is used for the questionnaire. Simple percentage method and ANOVA is used for analysis.

SA: strongly agree      A: agree N: neutral      DA: disagree      SDA: strongly disagree

Nurses And Paramedical Staff Work Delight In ESI Hospital													
S.no	Statement	SA		A		N		DA		SDA		Total	
		F	%	F	%	F	%	F	%	F	%	F	%
1	The present job gives me complete satisfaction	1	1.25	78	97.5	1	1.25	0	0	0	0	80	100
2	My employer places a high value on the work I do	7	8.75	73	91.25	0	0	0	0	0	0	80	100
3	Overall, I am satisfied with my choice of paramedic as a career	7	8.75	73	91.25	0	0	0	0	0	0	80	100
4	I would encourage others to become a paramedic	4	5	65	81.25	11	13.75	0	0	0	0	80	100
5	We always work together in serving the patient	3	3.75	76	95	1	1.25	0	0	0	0	80	100
6	Ability to handle the work load placed upon you	10	12.5	65	81.25	5	6.25	0	0	0	0	80	100
7	Ability to handle the patient	0	0	73	91.25	7	8.75	0	0	0	0	80	100
8	View about your punctuality and attendance at work	10	12.5	64	80	6	7.5	0	0	0	0	80	100
9	Estimate about your own potential to develop further as professional	11	13.75	65	81.25	4	5	0	0	0	0	80	100

**Findings**

- 97.5% of Nurses and Paramedical Staff rated as ‘agree’ for the statement “The present job gives me complete satisfaction” in ESI Hospital.
- 91.25% of Nurses and Paramedical Staff rated as ‘agree’ for the statement “My employer places a high value on the work I do” in ESI Hospital.
- 91.25% of Nurses and Paramedical Staff rated as ‘agree’ for the statement “Overall, I am satisfied with my choice of paramedic as a career” in ESI Hospital.
- 81.25% of Nurses and Paramedical Staff rated as ‘agree’ for the statement “I would encourage others to become a paramedic” in ESI Hospital.
- 95% of Nurses and Paramedical Staff rated as ‘agree’ for the statement “We always work together in serving the patient” in ESI Hospital.

- 81.25% of Nurses and Paramedical Staff rated as ‘agree’ for the statement “Ability to handle the work load placed upon you” in ESI Hospital.
- 91.25% of Nurses and Paramedical Staff rated as ‘agree’ for the statement “Ability to handle the patient” in ESI Hospital.
- 80% of Nurses and Paramedical Staff rated as ‘agree’ for the statement “View about your punctuality and attendance at work” in ESI Hospital.
- 81.25% Nurses and Paramedical Staff rated as ‘agree’ for the statement “Estimate about your own potential to develop further as professional” in ESI Hospital.

**Hypothesis**

There is no significant difference of opinion between nurses and paramedical staff (Ho).

There is significant difference of opinion between nurses and paramedical staff (H1).

**ANOVA table representing Work Delight of Nurses and Paramedical staff**

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
q1	Between Groups	.003	1	.003	.030	.864
	Within Groups	6.985	78	.090		
	Total	6.988	79			
q2	Between Groups	.003	1	.003	.006	.938
	Within Groups	33.985	78	.436		
	Total	33.988	79			
q3	Between Groups	.158	1	.158	.779	.380
	Within Groups	15.792	78	.202		
	Total	15.950	79			
q4	Between Groups	.355	1	.355	1.257	.266
	Within Groups	22.032	78	.282		
	Total	22.388	79			
q5	Between Groups	.024	1	.024	.650	.423
	Within Groups	2.864	78	.037		
	Total	2.888	79			
q6	Between Groups	.024	1	.024	.125	.724
	Within Groups	14.864	78	.191		
	Total	14.888	79			
q7	Between Groups	.000	1	.000	.003	.956
	Within Groups	5.550	78	.071		
	Total	5.550	79			
q8	Between Groups	.024	1	.024	.210	.648
	Within Groups	8.864	78	.114		
	Total	8.887	79			
q9	Between Groups	.087	1	.087	.567	.454
	Within Groups	11.913	78	.153		
	Total	12.000	79			

- The present job gives me complete satisfaction at sig. value (0.864) it proves that hypothesis is accepted. So there is no significant difference of opinion between nurses and paramedical staff.
- My employer places a high value on the work I do at sig. value (0.938) it proves that hypothesis is accepted. So there is no significant difference of opinion between nurses and paramedical staff.
- Overall, I am satisfied with my choice of paramedic as a career at sig. value (0.380) it proves that hypothesis is accepted. So there is no significant difference of opinion between nurses and paramedical staff.

- I would encourage others to become a paramedic at sig. value (0.266) it proves that hypothesis is accepted. So there is no significant difference of opinion between nurses and paramedical staff.
- We always work together in serving the patient at sig. value (0.423) it proves that hypothesis is accepted. So there is no significant difference of opinion between nurses and paramedical staff.
- Ability to handle the work load placed upon you at sig. value (0.724) it proves that hypothesis is accepted. So there is no significant difference of opinion between nurses and paramedical staff.
- Ability to handle the patient at sig. value (0.956) it proves that hypothesis is accepted. So there is no significant difference of opinion between nurses and paramedical staff.
- View about your punctuality and attendance at work at sig. value (0.648) it proves that hypothesis is accepted. So there is no significant difference of opinion between nurses and paramedical staff.
- Estimate about your own potential to develop further as professional at sig. value (0.454) it proves that hypothesis is accepted. So there is no significant difference of opinion between nurses and paramedical staff

**Suggestions**

- The management must be advised to open special cells for career planning and development, care counseling, interpersonal relationship for the staff.
- The employees must be given proper designations and proper guidance which enhances them to resolve their identity crisis.
- The staff must be given freedom and participation in framing policies of hospital so that they can feel themselves not only employee but also part of organization. It helps in the achievement of health care services.
- In order to boost the employees motivational levels, awards and rewards must be introduced. Provide tax free monetary benefits than non-monetary benefits.
- Adequate availability of resources in hospital must be provided for employee to help them in achieving their goals and objectives.

**Conclusion**

The study explores an indicator of working life and it is a most important variable in determining the efficiency of health organizations. Nurses and Paramedics are trained as virtues of peace, trained to be very careful in nature to serve people. Their sole purpose can only be achieved by having a good impact of organization towards them. The overall study is to bring out the work delight of nurses and paramedics by comparing the chosen environment. The effects of work delight or job satisfaction reflects on working efficiency of the employee. As per the study the presence of the truly motivated individual, satisfies in the work and increases the productivity and the quality of work service. Work delight extracts a great impact on quality assessiveness of the work efficiency and at the same time it makes a perfect impact on health care costs and human relations.

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