

Quality of Work Life: A Case Study on Hospital Staff of Chhattisgarh

*Dr. Budheshwar Prasad Singhraul¹, (Ms.) Vanita Kumari Soni²

¹Assistant Professor, Department of Commerce, Guru Ghasidas Vishwavidyalaya, Bilaspur, C.G., India

²Research Scholar, Department of Commerce, Guru Ghasidas Vishwavidyalaya, Bilaspur, C.G., India

Corresponding Author: Dr. Budheshwar Prasad Singhraul¹

Abstract: Every employee should have a sense of raised morale, enthusiasm which he / she tries to define as quality of work life, which is a measure of standard of services / privileges which he / she receives from the employer / company / institution for the services to the company. The quality of work life is a driving force for the employee which he / she receives in return, raises his / her morale and thus the production of the company. So indirectly every employer should try to improve the quality of work life so as to improve the production and for retaining the skilled / well trained employees in his / her institution. Primary data has been collected through self structured questionnaire from 351 employees working in government hospitals of Bilaspur and Durg divisions of Chhattisgarh. The various job characteristics like Good Quality of Work Life, Ability to take care of Family Members, Enjoy Leave / Vacations, Appreciation for Good Work, 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. Overall the employees are satisfied with the quality of work life provided to them by the institute.

Keywords: Quality Time, Enthusiasm, Privileges, Hospital Staff.

Date of Submission: 13-07-2017

Date of acceptance: 24-07-2017

I. Introduction

As definition of health is a state of complete physical, mental and social well being and not merely an absence of disease or infirmity, thus considering all these, a person should have a good quality of life, and so is the need for good quality of work life. Quality of work life for an employee includes the sense of responsibility of the employees towards the institution as well as the responsibility of the company / institution towards its employees and in improving the standards of the factors influencing the work and satisfaction at the institute. Quality of work life includes social elements like respect / esteem / prestige of the individual at the work place and the society, power which he enjoys at his work and responsibility and duties he holds at his work place, provisions for leave and leisure trips organised either by the company or the individual himself / herself, availability of quality time spent with family / parents and provision for promotion / increments.

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. Quality of work life increases the zeal, enthusiasm, morale and would thus increase the production of company itself.

II. Literature Review

The studies done till now have been conducted especially on nurses in government and private hospitals and on employees of public and private sectors while considering job characteristics like relationship with colleagues, time of work, retirement options, promotion policies, salary, work load and job security.

Specific intrinsic factor like promotion and extrinsic factors like routinization, working conditions, pay, interaction with supervisors and organisational support shows negative impact on retention and increase satisfaction (Pietersen, 2005).

Pay Scale, excessive work, convenient working hours, relationships with colleagues, senior's support, social security schemes, promotion policy, working conditions, growth opportunities, proud to be associated with the organisation, proud of their profession, job security, voluntary retirement scheme due to their family responsibility and willingness to shift from their job are the factors influencing the job satisfaction level of the nurses (Rao & Malik, 2012). Productivity of the work force which depends on the well being of the employees is considered as most essential factor for the success of the organisation along with the other factors like salary, organisational culture, time schedule, work load, feeling of inequality, lack of supervisory support, job stress

and job commitment. All these factors are considered essential for determining the job satisfaction level of employees working in public and private sector (Gupta & Pannu, 2013). Earlier studies have given least importance to the vacations, quality time spent with family members, quality of work life, ability to take care of the family members, family and friends respect towards respondent's profession. The authors have tried to cover the above mentioned characteristics regarding job satisfaction in this research paper while covering health care staff / facility of various hierarchical level.

III. Objectives of the Study

- To study the satisfaction level of employees working in various Government Hospitals of Chhattisgarh (Bilaspur and Durg divisions) regarding Quality of Work Life in Hospital Staff.
- To study the satisfaction level of employees regarding job characteristics like Good Quality of Work Life, Respect by Family and Friends towards Respondent's Profession, Time Spent with Family, Ability to take care of Family Members, Enjoy Leave / Vacations and Appreciation for Good Work.

IV. Hypotheses for the Study

- H₀₁:** There is no significant association between Good Quality of Work Life and Satisfaction of employees regarding Quality of Work Life.
- H₀₂:** There is no significant association between Respect by Family and Friends towards Respondent's Profession and Satisfaction of employees regarding Quality of Work Life.
- H₀₃:** There is no significant association between Time Spent with Family and Satisfaction of employees regarding Quality of Work Life.
- H₀₄:** There is no significant association between Ability to take care of Family Members and Satisfaction of employees regarding Quality of Work Life.
- H₀₅:** There is no significant association between Enjoy Leave / Vacations and Satisfaction of employees regarding Quality of Work Life.
- H₀₆:** There is no significant association between Appreciation for Good Work and Satisfaction of employees regarding Quality of Work Life.

V. Research Methodology

Through the structured questionnaire which was designed to collect the relevant information from the respondents, primary source has been used. Data was collected from the medical and paramedical staff of the various Government Hospitals of Bilaspur and Durg divisions of Chhattisgarh. Detailed literature review has been conducted.

5.1 Universal Sample

Government Hospitals employees working in Bilaspur and Durg divisions of Chhattisgarh have been selected for studying satisfaction level regarding Quality of Work Life in Hospital Staff.

5.2 Sample Size

Questionnaire was distributed to all employees available at the time of distribution, but duly filled questionnaire was collected from 351 employees comprising of 53 Doctors, 18 Rural Medical Assistant, 73 Nurses and 207 Paramedical staff working in District Hospitals, Community Health Centres, Primary Health Centres, Sub Health Centres of Bilaspur and Durg divisions of Chhattisgarh.

5.3 Research Design

Descriptive research design has been used. Primary data has been collected on convenient non – probability sampling basis, through structured questionnaire designed for the purpose of the study.

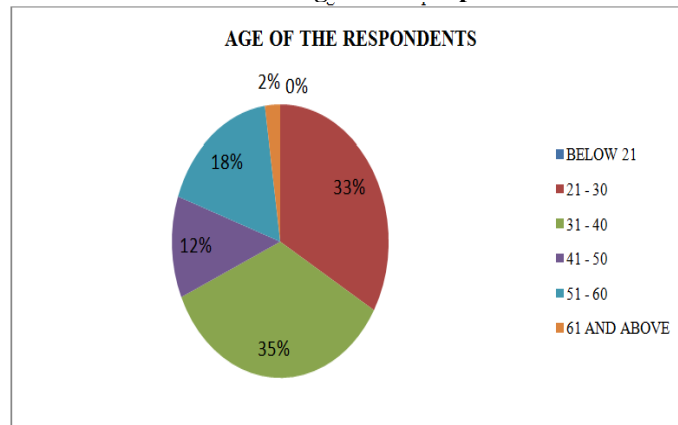
5.4 Statistical Tools

Pie Charts, to present the frequency of the respondents on the basis of Age, Gender, Nature of the Job, Institution to which respondent belong has been used and Chi-square test, to find the association between various job characteristics has been used and for analysis IBM SPSS version 20 software has been used.

VI. Analysis of Data

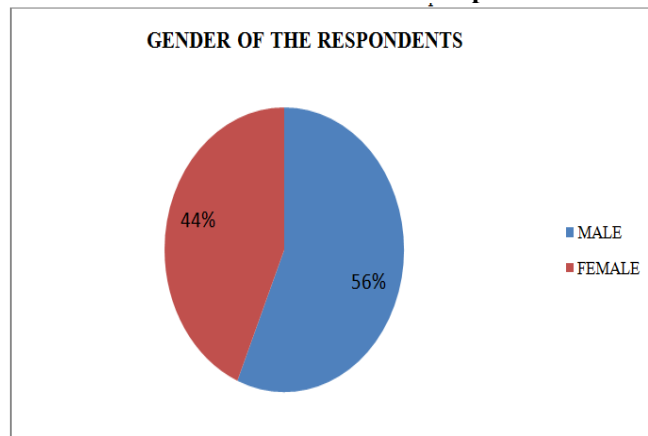
The collected data regarding quality of work life from the employees working in the Government Hospitals of Bilaspur and Durg divisions of Chhattisgarh has been analysed on the basis of age of the respondents, gender of the respondents, category of the respondents, institute to which respondents belong, nature of the job and salary of the respondents.

Exhibit No. 1 Age of the Respondents



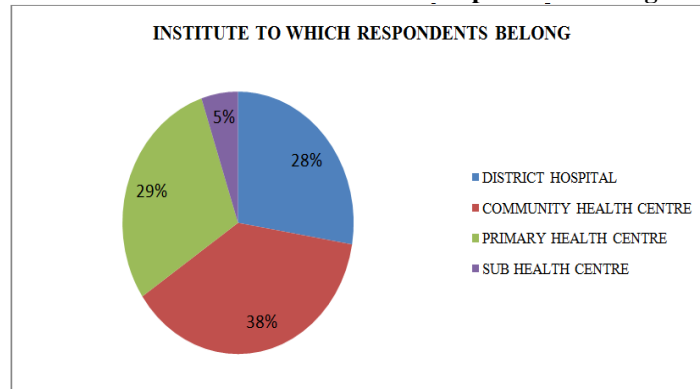
It can be depicted from the above pie chart that out of the total, 35.0% respondents with majority comes under 31 – 40 years age group. 33.3% respondents belong to 21 – 30 years age group. Respondents belonging to 51 – 60 years age group comprise of 17.4%. 12.0% respondents are from 41 – 50 years age group while only 2.3% respondents belong to 61 and above years age group. There were no respondents belonging to below 21 years age group.

Exhibit No. 2 Gender of the Respondents



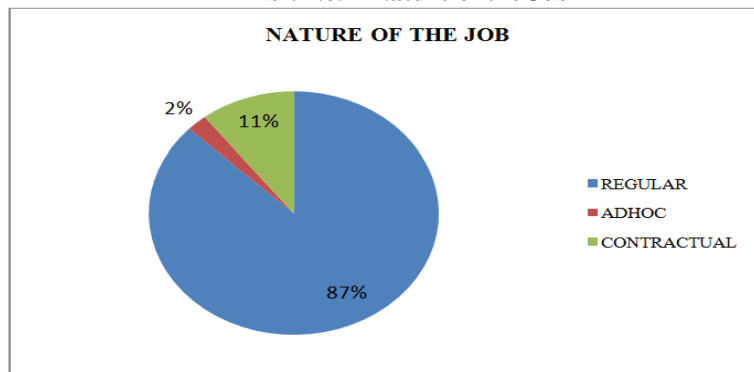
From the above pie chart it can be inferred that 56.4% Male respondents are in majority, while Female respondents comprises of 43.6%.

Exhibit No. 3 Institute to which Respondents belong



It can be concluded that respondents of Community Health Centre with majority comprises 37.9%. Respondents from both Primary Health Centre and District Hospital represent 29.3% and 27.6 respectively while only 5.1% respondents are from Sub Health Centre.

Exhibit No. 4 Nature of the Job



It is clear from the above pie chart that out of the total, Regular employees with majority constitute 87.2%. 10.5% respondents are Contractual employees while 2.3% respondents are on Adhoc basis.

Table No. – 1 Quality of Work Life with respect to Age of the Respondents

S. No.	Particulars	Chi – Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Age * Good Quality of Work Life	27.925	.032**		Rejected
2.	Age * Respect by Family and Friends towards Respondent’s Profession	13.149	.358	Accepted	
3.	Age * Time Spent with Family	20.814	.186	Accepted	
4.	Age * Ability to take care of Family Members	27.079	.041**		Rejected
5.	Age * Enjoy Leave / Vacations	34.108	.005***		Rejected
6.	Age * Appreciation for Good Work	28.823	.025**		Rejected

*** indicates significant at 1% level and ** indicates significant at 5% level

It can be observed from the above table no. 1 that there is significant association with majority of variables of quality of work life with the Age of the respondents at 5% significance level. As P – Value of these variables are less than 0.05 and for this reason null hypotheses have been rejected for these variables. However some of the variables show no association. It confirms that the individual perception and satisfaction level of the employees regarding quality of work life varies with the age of the respondents.

Table No. – 2 Quality of Work Life with respect to Gender of the Respondents

S. No.	Particulars	Chi – Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Gender * Good Quality of Work Life	3.508	.477	Accepted	
2.	Gender * Respect by Family and Friends towards Respondent’s Profession	4.101	.251	Accepted	
3.	Gender * Time Spent with Family	1.656	.799	Accepted	
4.	Gender * Ability to take care of Family Members	11.074	.026**		Rejected
5.	Gender * Enjoy Leave / Vacations	7.395	.116	Accepted	
6.	Gender * Appreciation for Good Work	2.152	.708	Accepted	

*** indicates significant at 1% level and ** indicates significant at 5% level

From the given table no. 2 it is clear that at 5% significance level the variables taken for the study shows no association with the Gender of the respondents. Hence, null hypotheses have been accepted seeing that P – Value of these items is more than 0.05. The satisfaction level of employees concerning quality of work life is not affected by their gender.

Table No. – 3 Quality of Work Life with respect to Institution to which Respondent belong

S. No.	Particulars	Chi – Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Institution to which Respondent belong * Good Quality of Work Life	18.119	.112	Accepted	
2.	Institution to which Respondent belong * Respect by Family and Friends towards Respondent’s Profession	16.242	.062	Accepted	
3.	Institution to which Respondent belong * Time Spent with Family	14.544	.267	Accepted	
4.	Institution to which Respondent belong * Ability to take care of Family Members	23.207	.026**		Rejected
5.	Institution to which Respondent belong * Enjoy Leave / Vacations	31.820	.001***		Rejected
6.	Institution to which Respondent belong * Appreciation for Good Work	24.215	.019**		Rejected

*** indicates significant at 1% level and ** indicates significant at 5% level

In the above given table no. 3 it can be depicted that the variables like Ability to take care of Family Members, Enjoy Leave / Vacations and Appreciation for Good Work shows significant association with the Institution to which they belong. Therefore, null hypotheses have been rejected for these variables. It indicates that the viewpoints and individual perception of employees about quality of work life varies with the institutes in which they are working.

Table No. – 4 Quality of Work Life with respect to Nature of the Job

S. No.	Particulars	Chi – Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Nature of the Job* Good Quality of Work Life	26.931	.001***		Rejected
2.	Nature of the Job* Respect by Family and Friends towards Respondent’s Profession	14.025	.029**		Rejected
3.	Nature of the Job* Time Spent with Family	32.326	.000***		Rejected
4.	Nature of the Job* Ability to take care of Family Members	33.738	.000***		Rejected
5.	Nature of the Job* Enjoy Leave / Vacations	30.499	.000***		Rejected
6.	Nature of the Job* Appreciation for Good Work	20.087	.010***		Rejected

*** indicates significant at 1% level and ** indicates significant at 5% level

From the above table no. 4 it can be observed that at 5% significance level the variables of quality of work life show significant association with the Nature of the job. In view of the fact that the P-Value of selected items is less than 0.05, null hypotheses have been rejected. It is evident that the employee’s satisfaction level relating to quality of work life varies with the nature of their employment.

Table No. – 5 Quality of Work Life with respect to Category of the Respondents

S. No.	Particulars	Chi – Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Category * Good Quality of Work Life	22.345	.000***		Rejected
2.	Category * Respect by Family and Friends towards Respondent’s Profession	9.481	.024**		Rejected
3.	Category * Time Spent with Family	30.074	.000***		Rejected
4.	Category * Ability to take care of Family Members	8.624	.071	Accepted	
5.	Category * Enjoy Leave / Vacations	7.249	.123	Accepted	
6.	Category * Appreciation for Good Work	2.275	.685	Accepted	

*** indicates significant at 1% level and ** indicates significant at 5% level

It can be concluded from the above table no. 5 that amongst the selected variables Good Quality of Work Life, Respect by Family and Friends towards Respondent’s Profession and Time Spent with Family have significant association with the Category of the respondents to which they belong; therefore, null hypotheses has been rejected for these variables. It indicates that the category of the respondents influences the employee’s perception concerning the quality of work life.

Table No. – 6 Quality of Work Life with respect to Salary of the Respondents

S. No.	Particulars	Chi – Square Value	P-Value	H ₀	
				Accepted	Rejected
1.	Salary * Good Quality of Work Life	31.339	.002***		Rejected
2.	Salary * Respect by Family and Friends towards Respondent’s Profession	11.665	.233	Accepted	
3.	Salary * Time Spent with Family	48.535	.000***		Rejected
4.	Salary * Ability to take care of Family Members	73.029	.000***		Rejected
5.	Salary * Enjoy Leave / Vacations	36.724	.000***		Rejected
6.	Salary * Appreciation for Good Work	17.224	.141	Accepted	

*** indicates significant at 1% level and ** indicates significant at 5% level

Above table no. 6 confirms that there is significant association amongst the majority of the variables under study. As the P – Value of these items is less than 0.05, null hypotheses have been rejected for these items. It is clear that the earning capacity of the respondents greatly influences the satisfaction level and perception of employees as regards to quality of work life.

VII. Conclusion

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 institution 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 Work, 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. On the other hand these variables of quality of work life are not influenced by the gender of the respondents. Quality of work life plays noteworthy role in the job satisfaction of employees as it influences the satisfaction level of employees to the highest degree. Overall the employees working in the Government hospitals of Bilaspur and Durg divisions of Chhattisgarh are satisfied with the quality of work life provided to them by the institute.

VIII. Scope for Further Research

The scope of the study is limited to the employees working in the Government hospitals of Chhattisgarh (Bilaspur and Durg divisions). Job characteristics like Good Quality of Work Life, Respect by Family and Friends towards Respondent's Profession, Time Spent with Family, Ability to take care of Family Members, Enjoy Leave / Vacations and Appreciation for Good Work has been taken for consideration to know the satisfaction level of employees relating with the quality of work life. The future research can be extended while taking into considerations job characteristics like Supports from Seniors, Retirement Benefits, Training and Development Programmes, etc. The study can also be extended to other divisions of Chhattisgarh with large sample size along with public and private hospitals.

References

- [1] Anitha, R. (2011). A study on job satisfaction of paper mill employees with special reference to Udumalpet and Palani Taluk. *Journal of Management and Science*, 1(1), 36 – 47.
- [2] Gupta, S. J. & Pannu, H. K. (2013). A comparative study of job satisfaction in Public and Private Sector. *Indian journal of Arts*, 1(1), 3 – 6.
- [3] Judge, T. A. & Ilies, R. (2004). Affect and Job satisfaction: A study of their relationship at work and at home. *Journal of Applied Psychology*, 89(4), 661 – 673.
- [4] Khanka, S. S. (2010). *Human resource management (Text and Cases)*. New Delhi: S. Chand & Company Ltd.
- [5] Lal, R. & Shergill, S. S. (2012). A comparative study of job satisfaction and attitude towards education among male and female teachers of degree colleges. *International Journal of Marketing, Financial Services & Management Research*, 1(1), 57 – 65.
- [6] Madaan, N. (2008). Job satisfaction among Doctors in a Tertiary Care Teaching Hospital. *JK Science*, 10(2), 81 – 83.
- [7] Pietersen, C. (2005). Job satisfaction of hospital nursing staff. *SA Journal of Human Resource Management*, 3(2), 19 – 25.
- [8] Rao, T. K. & Malik, S. (2012). Job satisfaction among Nurses: A comparative study of nurses employed in Government and Private Hospitals. *BIZ n BYTES- a quarterly published Journal of Applied Management & Computer Sciences*, 1, 1 – 22.

IOSR Journal of Business and Management (IOSR-JBM) is UGC approved Journal with Sl. No. 4481, Journal no. 46879.

Dr. Budheshwar Prasad Singhraul. "Quality of Work Life: A Case Study on Hospital Staff of Chhattisgarh." *IOSR Journal of Business and Management (IOSR-JBM)* 19.7 (2017): 22-27.