

# A Study on Quality of Work Life in The Perception Of Health Care Personnel In Trichy Rural Primary Health Centres

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**Abstract** - Quality of work life is a concept which stimulates work environment makes conducive and it is an attempt to make better environment for workers. In simple terms quality of work life refers to favorable and unfavorable climate of work environment. Health care is striving to prevent disease. So doctors, staff nurses, ward boys, clerks, lab technicians and other employees also work as per guide lines of their superiors. They are working eight hours with sense of commitment. If any staff like nurse is lose their concentration and commitment it leads to mistreatment or even lose human life. Health care personnel commitment and job satisfaction is essential for human life. Every person needs medical service in their life time. So health personnel work life is very essential to provide life saving service to patient. The present study is an effort to know perception of health care personnel quality of work life. So the health care employees were namely staff nurse, lab technician and drivers. The sampling was confined as 80 in tentatively by adopting convenient sampling method. This includes 40 staff nurses, 10 lab technicians and 30 drivers. Rural health care employees were lack basic facilities and refreshing facilities. It is suggested that each village must have separate health care center with basic facilities like drinking water and rest room.

**Keywords:** Quality of work life, work pressure, work environment.

## I. INTRODUCTION

The most valuable asset of the organization considers as human resource management. In the impact of globalization there are tremendous changes in the human resource management strategy. International HR policies and relationships are widely impacted on organizational climate and culture. Due to this there are new innovative strategies practiced in multinational firms. These developments namely cross cultural communication, corporate social responsibility, green HR policies, and so on.

The whole live of human was classified into three categories namely work life, family life and social life. Generally human spent nearly half of their time spent in the organizations for earning income. That duration is called work life. If anyone is affected the remaining also affect adversely. Work life is essential to an employee; not only employees but also for an organization. If work life is worst then ultimately productivity of employees will reduce. So overall productivity of an organization is affected, it leads to business operational sustainability also affected.

Quality of work life is a concept which stimulates work environment makes conducive and it is an attempt to make better environment for workers. In simple terms quality of work life refers to favorable and unfavorable climate of

work environment. Quality of work life (QWL) is a concept which tries to improve the job satisfaction and productivity. Organizational productivity is depends on employees commitment. QWL is an continuous effort taken by the HR department of the organization which promotes job satisfaction, organizational commitment and overall productivity.

The factors are determining the Quality of work life namely Fair and adequate compensation, job security, conducive work environment, constitutionalism, job stress, job satisfaction, work life balance and organizational culture. QWL is management practice which knows level of employees' satisfaction about organization. If satisfaction level is poor that has an indication like low productivity, poor employee retention and lack of organizational commitment.

## II. REVIEW OF LITERATURE

R.Balaji (2013) attempt to analyses the Quality of work life among employees. Snowballing technique were used. The study participants were sampled from both public and private organizations in the finance, education, health, and communication industries. In the data collection procedure, the questionnaires were distributed to 150 participants. It provides valuable implications for the banks that have

growing interest in maintaining gender equity for attracting and retaining quality human resources. The study revealed significant differences in overall QWL and the determinants of QWL i.e. compensation, flexibility in work schedule and job assignment, attention to job design, and employee relations<sup>1</sup>.

S. Jerome (2013) finds out the socio economic background of the employees and their Contribution to QWL. Fifty respondents were selected from the workman categories so the researcher adopts the simple random sampling technique using the lottery method. The researcher selected the respondents from all categories of employees by using simple random sampling. From the study we can arrived the conclusion that the quality of work life contributes to the workers' performance in a holistic manner. The study also helps us to know the loop holes of the Company in providing the workers' basic necessities. It also helps us to know how the workers are treated by the management. It also helps the workers to address their grievances<sup>2</sup>.

Aarthy and Nandhini (2016) focused on the Quality of Work Life of the faculty members in engineering colleges in Coimbatore District. The study concluded that there is a moderate level of Quality of Work Life is found among the faculty members and the demographic variables namely age, gender, marital status, income, experience and number of children has a significant influence on Quality of Work Life of the engineering college faculty members<sup>3</sup>.

Hymavathi (2018) throws light on the existing literature on "quality of work life of employees and other variables which influence and then build a model for study. it was completely conceptual study and needed validation by data at ground level. The logical linkage between the various dimensions of quality of work life were identified and put in the form of a flow chart. A model built is subjected to verification based on empirical data that is beyond the scope of the present study<sup>4</sup>.

**Statement of the problem**

In the globalised scenario every organization tries to provide best and quality product and service to the customers and people. Not only private sector but public sector also improves quality of their service especially on health sector. In this background our Tamil Nadu state

government tries to provide quality service to the people. Especially in health sector is striving to prevent disease. So doctors, staff nurses, ward boys, clerks, lab technicians and other employees also work as per guide lines of their superiors. They are working eight hours with sense of commitment. If any staff like nurse is lose their concentration and commitment it leads to mistreatment or even lose human life. Health care commitment and job satisfaction is essential for human life. Every person needs medical service in their life time. So health personnel work life is very essential to provide life saving service to patient. The present study is an effort to know perception of health sector personnel quality of work life.

**Objectives of the study**

The present study were coined by the following objectives to attain valuable results

1. To know the perception of health personnel about their quality of work life in their work place
2. To study the factors influencing Quality of work life of health personnel
3. To offer suitable suggestions to improve quality of work life through productivity

**III. METHODOLOGY**

The present research covers the study area as Tiruchirappalli District Jurisdiction. It is required to enquiry of rural primary health care personnel. So the health care employees were namely staff nurse, lab technician and drivers. The sampling was confined as 80 in tentatively by adopting convenient sampling method. This includes 40 staff nurses, 10 lab technicians and 30 drivers.

**TRAVELLING TO WORKPLACE**

S. No	Hours	No. of Respondents	Percentage (%)
1.	Less than half an hour	15	19%
2.	Half an hour	26	33%
3.	Nearly one hour	20	25%
4.	Two hours	9	11%
5.	More than two hours	10	12%
	<b>TOTAL</b>	<b>80</b>	<b>100</b>

**SOURCE:** Primary data

The above table shows that 33% of the respondents were taking to travelled and reach their work place half an hour. 25% of the respondents were taking to travelled and reach their work place nearly one hour. 19% of the respondents were taking to travelled and reach their work place less than half an hour.

It is understood that maximum 33% of the respondents were taking to travelled and reach their work place an half an hour.

<sup>1</sup> R.Balaji (2013) "A Study on Quality of Work Life among Employees" International Journal of Innovative Research in Science, Engineering and Technology, Vol. 2(2), pp.470-473

<sup>2</sup> Jerome S. (2013) A Study on Quality of Work Life of Employees at Jeppiaar Cement Private Ltd: Perambalur. International Journal of Advance Research in Computer Science and Management Studies; 1(4): 49-57.

<sup>3</sup> Aarthy and Nandhini (2016) "A Study On Quality Of Work Life Among The Engineering College Faculty Members In Coimbatore District", International Journal of Management Research & Review, vol.6(8), pp. 1051-1057

<sup>4</sup> Hymavathi (2018) "A Study On The Concept Of Quality Of Work Life With Respect To Jute Industry- A Literature Review" International Journal of Civil Engineering and Technology (IJCIET) Vol. 9(1), pp. 597-607.

**WORK PRESURE**

S. No	Opinion about work pressure	No. of Respondents	Percentage (%)
	Never	20	25
	Rarely	20	25
	sometimes	12	15
	often	15	19
	No command	13	16
	<b>TOTAL</b>	<b>80</b>	<b>100</b>

**SOURCE:** Primary data

The above table indicates that 25% of respondents never feel pressure of work. 25% & 15% of the respondents rarely feel work pressure. 19% of the respondents often feel work pressure. 16% of the respondents not giving any commands about work pressure.

**Linear Regression Test**

Model Summary				
Model	R	R Square	Adjusted Square	RStd. Error of Estimate
1	.138 <sup>a</sup>	.019	-.001	6.53481

a. Predictors: (Constant), income

ANOVA <sup>a</sup>						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	39.842	1	39.842	.933	.339 <sup>b</sup>
	Residual	2049.778	78	42.704		
	Total	2089.620	79			

a. Dependent Variable: overall perception about Quality of work life

b. Predictors: (Constant), income

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	44.841	1.880		23.852	.000
	income	-.643	.666	-.138	-.966	.339

a. Dependent Variable: overall perception about Quality of work life

**Research Hypothesis**

There is a significant relationship between income of the respondents and their overall perception about Quality of work life

**Null Hypothesis**

There is no significant relationship between income of the respondents and their overall perception about Quality of work life

**Tools used**

Linear Regression test was used in the above tale

**IV. FINDINGS**

The above table shows that there is no significant association between income of the respondents and overall perception about problems of diabetes. Hence the calculated value is greater than the table value. So that

research hypothesis is rejected and null hypothesis is accepted.

**V. SUGGESTIONS**

1. The research findings reveals that health personnel feeling depressed due to heavy work pressure like stock maintenances, record maintenances, and treatment to the patient. So that researcher suggests that government officials and authorities take necessary steps to reduce work pressure.
2. Medical camps were organized in different location like schools, colleges and interior villages. Drivers and lab technicians are carrying medicines, medical equipments. So much work burden is increasing their stress level. So that researcher suggests that government officials and authorities take necessary steps to reduce stress of employees.
3. Rural health care employees were lack basic facilities and refreshing facilities. It is suggested that each village must have separate health care centre with basic facilities like drinking water and rest room.
4. The staff members were doing their work with commitment, so they need some kind of appreciation. The officials of health department take initiative to select best employees and make appreciate their work.

**VI. CONCLUSION**

Quality of work life study considered to be more important at the individual and organization level. Quality of work life is considered for both the employees and organization and it is involved with job satisfaction, productivity, job involvement, job enrichment etc. Every organization's success is highly dependent on how it attracts recruits, motivates, and retains its workforce. In public sector employees quality of work life is very essential for public welfare. Health care employees quality of work life is important and has impact on service rendered to the patient.

**VII. REFERENCES**

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