

# Quality Of Work Life And Job Satisfaction Among Nurses In Private And Government Sectors

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**Abstract:** *Quality of work life is set of favorable conditions and environments of a workplace that support and promote satisfaction and work motivation (Dhar, 2006). Job satisfaction is the extent of match between worker's expectations and the rewards the job provides and the values it creates. Nursing is a profession that aims at the protection, promotion, optimization of health and the alleviation of suffering through diagnosis and treatment (American Nurses Association, 2009). The aim of the present study is to investigate the quality of work life and job satisfaction among Nurses working in Private and Government Sectors. Socio Demographic Data Sheet, Quality of Work Life Scale (Dhar U, Dhar S & Roy R, 2008) and Job satisfaction scale (Singh A, Sharma T, 1999) was used to collect the responses. Thirty Nurses each from Private and Government Sectors were selected for the study through convenient sampling. Statistical analysis used for the study was Mean, Standard deviation, Student T test and correlation. Result shows that there is a significant difference in the quality of Work-life and Job satisfaction among Nurses working in Government sector than that of Private sectors. The study exposes the disparity between the work environment of the nurses belonging to the private and the government sector. The study also redefines the role of a psychologist as moving out of the realm of clinical and community practice. Considering that human beings are the greatest asset, it becomes important that psychologists look into the quality of life of people and the domain of human resources and development.*

**Keywords:** *Quality of Work Life, Job Satisfaction, Nurses, Private Sector, Government Sector*

## I. INTRODUCTION

Nursing is a profession that aims at the protection, promotion, optimization of health and the alleviation of suffering through diagnosis and treatment (American Nurses Association, 2009). Nurses are the jewels of health care sector, without them, hospitals difficult to breathe and survive. Mostly, we address the condition of the health care but never realize the problems faced by nurses. Nurses are struggling hard to keep up expectation but still they don't have recognition both from hospitals and society (Yang, Pan, & Yang, 2004). There are numerous problems faced by nurses in hospitals such as staff shortage which lead to more work pressure for staff nurse. Recruitment of nurses has become a

common problem (Lu, While, Barriball, 2005). Shortage of staff nurse can be seen as a result of the mistreatment received by nurses especially in private sectors. Staff nurse are very low in number in most hospital, even in multispecialty hospitals, the numbers of staff nurse is very poor. Most staff nurse carry out work of two to three people, thus lead to stress and difficulty to survive and focus of two to three, thus lead to stress and difficulty to survive and focus on their personal activities. If this trend continues, the condition of staff nurse will be very worst and lead to mental stress. The staff nurse has difficulty to address the conditions of all the patients. If two or more doctors are joined for rounds at the same time, then staff nurse will be difficult to address the conditions of the patient to doctors (Hackman & Oldham, 1975).

Quality of work life and job satisfaction are two related terms that assess overall wellbeing related to one's profession. Quality of work life is set of favorable conditions and environments of a workplace that support and promote satisfaction and work motivation (Dhar, 2006). In other words Quality of work life is the quality of relationship between employees and total work environment, concern for the impact of work on individuals as well as on organizational effectiveness. In many private sectors the work environment for the nurses are not feasible. Most hospitals don't follow regular working hours for the nurses. As the result they need to spend little more time for hand over task to nurses, article checklist etc.t.If this is happening regularly, then their working hours, may increase to 6 to 8 hours a day. There should be strict protocol about the nursing duties and responsibilities otherwise nurses need to suffer regularly (Fillion, Duval, Dumont, Gagnon, Tremblay, Bairati & Breitbart, 2009).

Considering the assigning of duties to nurses, every hospital has a random way of assigning duties. If nurses are interested to work on ICU but they are denied to work, instead they are allowed to work, instead they are allowed to work in different departments. Every nurses has the dream of working in particular department but this is denied as the results they start to work as machine by sacrificing passion for the particular department. Fresher need to learn the work of every department, but six of one year later, they need to assign job duties according to their interest in the department (Yang, Pan, & Yang, 2004). If they work in selective department which they like to work, then there will be more job satisfaction. It is important to note the fact that in hospitals, most staff nurses are treated badly with abusive language in few work places and also the treatment of senior nurses to the newly recruited nurses is also the same. Most often, the senior nurses will show their domination to their juniors and some time, they never help them to learn the procedure and techniques (Allen, 2001). Questioning nurses for Every Problem in Hospital has become a common issue. Nurses are questioned for every problem but the real problem may be from other sides or department. For example, if blood and X-ray report are getting late, they blame only staff nurses but this delay because of other reasons or another department.

Nurses are working around 6 to 8 hours but their salary is very low when compared to other countries like US, UK, Canada and Australia. First few years of life as staff nurse are very difficult to survive because what they earned is very less than what they spend for their personal expenses. Only few selected hospitals mainly super specialty, there is an increment process for every 6 months but other hospital, there is no proper increment for nurses. This conditions should be changed and we need to make overall structural changes so that every nurses in any hospital can get regular increment in regular basis (Hackman & Oldham, 1975).

Job satisfaction is the extent of match between worker's expectations and the rewards the job provides and the values it creates. Job satisfaction is the extent of match between worker's expectations and the rewards the job provides and the values it creates. Job satisfaction is a widely accepted psychological aspect of functioning in any profession. The credit if bringing this term goes to Hoppock (1935). There should be fixed salary for nurses, irrespective of cities or

towns. In India, there is difference in salary package, for example, North India; salary package is good when compare to South India, this trend should be changed. As the result, most nurses planned to change the home and move distant away from their families. If you work in other sector, within 5 years, you can able to settle and take care of your families but for nurses; it takes nearly 10 to 15 years of time to settle and have decent lifestyle. In addition to the low salary they receive, nurses need to take care of their living expenses and food. There is no way for savings for future, their salaries may helpful to survive and no way for personal development. Most hospitals, they provide low standard living rooms and need to stay five to six people in single room as daily laborers. These conditions should be changed; they need to have proper facilities for their food and accommodation (Allen, 2001).

Most nurses are come from poor background; they studied nursing in education loan from banks. To clear the bank loan, they take 5 to 7 years of time. To pay educational loan and have decent living, most nurses wish to move abroad for good prospects, they need to arrange money for visa, traveling expenses etc. The government should take necessary steps to change the salary structure for nurses, so that conditions of nurses will be improved (Kutney, Wu, Sloane, & Aiken, 2013). Even after this struggle, the society never recognizes the nurses, they consider as second class citizens in this country. Nurses can live without money but they can't live with disrespect. Government need to create awareness among public about nursing jobs and their sacrifice to make better society without illness.

Private sector health care in India has been expanding rapidly and currently, it is in a phase of restructuring and corporatization. It is increasingly becoming a place for corruption and malpractices, including the delivery of low-quality care at a high cost (Balaraman Committee Report, 2012, p.5). Recruitment policies, processes and outcomes have been reported to be highly unethical and inefficient. All health professionals, except doctors, working in the sector have grievances about their pay scales, terms of work and jurisdiction, definition of tasks, etc., and nurses are no exception. In the private sector, nurses as a group have been at the receiving end of the malpractices (Nair, 2012). At the intersection of poor state policies and lack of regulation, together with the mediation of unequal gender norms and low status, nurses are typical examples of how the private sector has been pushing the low-paid, low-status health care professionals, with the exception of doctors, to the wall (Sheikh & George, 2010; World Health Organization (WHO, 2010). The study exposes the disparity between the work environment of the nurses belonging to the private and the government sector.

Geethika Thankha (2006) has done a comparative study of role stress in government and private hospital nurses and found that male nurses experience significantly higher stress level as compared to female nurses. Male nurses from private hospitals showed significantly higher stress level than the government nurses on 8 out of 10 dimensions of organizational role stress scale. George & Karen (2007) has done a meta analytical study of nurse's job satisfaction and was found that job satisfaction was most strongly correlated with job stress followed by nurse-physician collaboration and

autonomy. Bronwyn Hayes R, Ann Bonner RN, Julie Pryor RN (2010) conducted study on the factors contributing to nurse job satisfaction in the acute hospital setting. It was found that job satisfaction is a complex and multifactorial phenomenon. Collaboration between individual nurses, their managers and others is crucial to increase nurse satisfaction with their job. According to Locke (1976) job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences. It is a favorableness with which workers view their job.

By improving the quality of work life the productivity of the nurses can be increased (Allen, 2001). An individual in an organization wants to satisfy his needs in terms of financial package, employment benefits, job security, interest in work, involvement in decision making process and getting feedback his performance (Truchon & Fillion, 2003). If these factors are favorable, then an individual experience job involvement, job satisfaction and competency which leads to motivation, good job performance and make him realize that he is the master of his own fate and thereby leading to mental health consequently, this facilitates organizational growth and development.

## II. METHODOLOGY

### AIM

The aim of the present study is to investigate the quality of work life and job satisfaction among Nurses working in Private and Government Sectors.

### OBJECTIVES

- ✓ To study the relationship between quality of work life and job satisfaction among nurses.
- ✓ To study the quality of work life among nurses in private and government sector.
- ✓ To study the job satisfaction among nurses in private and government sector.

### HYPOTHESIS

Ho1: There is no relationship between quality of work life and job satisfaction among nurses.

Ho2: There is no significant difference in quality of work life among nurses in private and government sector.

Ho3: There is no significant difference in job satisfaction among nurses in private and government sector.

### RESEARCH DESIGN

This study is a descriptive research which is used to describe the Quality of work life and Job satisfaction among Nurses in private and government settings. The population used for the study is Nurses from Ernakulam district. Questionnaire method was chosen. The sampling method used was convenient sampling. For Statistical analysis Mean, Standard deviation, t- test and Correlation methods were adopted.

### RESEARCH INSTRUMENT

- ✓ Socio Demographic Data Sheet
- ✓ Quality of Work Life Scale (Dhar U, Dhar S & Roy R, 2008)
- ✓ Job satisfaction scale (Singh A, Sharma T, 1999).

### SAMPLING DESIGN

Universe: Nurses in India  
Population: Private & Government Nurses from Ernakulam District.

Sampling size: 30 Nurses each from private and government sectors.

Sampling Method: Convenient Sampling

### INCLUSION CRITERIA

- ✓ Nurses from Ernakulam District.
- ✓ Nurses with at least one year of job experience.
- ✓ Nurses with KNMC (Kerala Nurses and Midwives Council) registration.

### DEFINITION OF VARIABLES

#### OPERATIONAL DEFINITIONS

- ✓ Quality of work life is set of favorable conditions and environments of a workplace that support and promote satisfaction and work motivation (Dhar, 2006).
- ✓ Job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences (Locke, 1976).

## III. RESULT AND DISCUSSION

Group	N	Mean	SD	T value	Significance
Private Nurses	30	82.3	14.22		
Government Nurses	30	125.3	10.46	-12.493	0.001

Table 1: Result of t test comparing quality of work life among private and government nurses

The mean value of quality of work life among private nurses is 82.3 and that of government nurses is 125.3. The standard deviation obtained for private nurses is 14.22 and that of government nurses is 10.46. This indicates that the quality of work life is more in the case of government nurses. The t value obtained is -12.493 which indicates that the difference is significant at 0.001 level. As there is a significant difference on quality of work life among nurses working in government sector and private sector, it can be attributed to a number of reasons. The various level of mistreatment from authorities and senior nurses along with the neglect from society can be the main reason behind the significant difference in the quality of work life between nurses working in private sectors and government sectors. They also face common problems like rotating shift work, especially night shift related issues (Halder & Sahu, 2015), which can also significantly affect the level of

quality of work life among nurses working in private and government sectors.

Group	N	Mean	SD	T value	Significance
Private nurses	30	51.53	13.58		
Government nurses	30	66.03	3.45	-5.665	0.001

Table 2: Result of t test comparing job satisfaction among private and government nurses

The mean value of job satisfaction among private nurses is 51.53 and that of government nurses is 66.03. The standard deviation obtained for private nurses is 14.22 and that of government nurses is 10.46. This indicates that the job satisfaction is more in the case of government nurses. The t value obtained is -5.665 which indicates that the difference is significant at 0.001 level. There is difference in job satisfaction among nurses from private sector and government sector and this supports the findings other studies (Saima, Asmat, Irum, Musarat, 2013). Job satisfaction depend on the expectations and rewards the nurses receive from their respective work setting. Government nurses have better job security, greater salary, proper organization and less working hours compared to nurses working in private sectors. And these factors can be attributed to the reason behind the low job satisfaction among nurses working in private sectors than nurses working in government sectors.

Variables	R value	Significance
Quality of Work Life Job Satisfaction	0.562	0.001

Table 3: Result showing the relationship (Pearson's Correlation) between Quality of Work Life and Job Satisfaction

The R value obtained between quality of work life and job satisfaction is 0.562. The R value is significant at 0.001 level. This indicates that the quality of work life and job satisfaction is having a positive correlation. This finding support the outcomes of other studies which showed that quality of worklife is a predictor of job satisfaction (Fatihe, Ali, Shahindokht & Fariba, 2014., Bayan, Ismail, Ali, Bisotoon, 2015 ). Since there is a positive correlation between quality of work life and job satisfaction, job satisfaction can be improved by increasing the quality of work life which in turn brings a suitable environment for development. The authorities can improve the quality of work life job satisfaction of the nurses by providing them proper scales of salary, adequate working hours, reducing the workload and also by creating a proper interpersonal relationship with the nurses which will be reflected in the interaction of the nurses with their patients.

#### IV. CONCLUSION

Nowadays private nurses are facing a number of problems in the work life as well as in their personal life. Salary and Job security are the two major factors that puts a disparity between private and government nurses. Private nurses gets only a small fraction of salary that the government nurses gets and also the government nurses receives job security and pensions that no private nurses gets. These factors that creates a lot of

stress and depression among the private nurses. The study exposes the disparity between the work environment of the nurses belonging to the private and the government sector. The aim of the study was to investigate the quality of work life and job satisfaction among Nurses working in Private and Government Sectors. It is found that the quality of work life is more in the case of government nurses than that of private nurses. It is also found that job satisfaction is more in the case of government nurses than that of private nurses. While comparing the variables quality of work life and job satisfaction it is found that the two variables is having a positive correlation. The study also redefines the role of a psychologist as moving out of the realm of clinical and community practice. Considering that human beings are the greatest asset, it becomes important that psychologists look into the quality of life of people and the domain of human resources and development.

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