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# A Study on Quality of Worklife in Meenakshi Mission Hospital and Research Centre

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**ABSTRACT:** In modern era, it has been observed that stress management has become one of the most substantial concepts in the professional environment. It is also seen that working efficiency has degraded to some extent as professionals are unable to maintain a balance between their personal and professional lives. This difference has made organizations to formulate such policies that lead to better job performance which results in job satisfaction moreover employee satisfaction. This degree of satisfaction has been referred to as QUALITY OF WORK LIFE. Quality of work life is a process in an organization which enables its members at all levels to participate actively and effectively in shaping organizational environment, methods and outcomes. This study focuses on the subjective matter of QWL i.e. its key elements like job security, job performance, employee satisfaction etc. Keywords: Quality of work life, job performance, employee satisfaction, job security.

## I. INTRODUCTION

The quality of work life (QWL) in a multispecialty hospital is a multifaceted concept that encompasses various aspects of the work environment, job satisfaction, and overall well-being of healthcare professionals. As frontline caregivers, the men and women who dedicate themselves to providing compassionate care in these settings face unique challenges and demands that necessitate a supportive and nurturing workplace culture. Understanding and prioritizing the QWL of hospital staff is not only essential for maintaining high levels of job satisfaction and morale but also for ensuring the delivery of optimal patient care. The Quality of work life of healthcare professionals becomes paramount, as it directly impacts their ability to perform their duties effectively and sustainably.

A hospital is a health care institution providing patient treatment by specialized staff equipment. Hospitals are usually funded by the public sector, by health organizations, health insurance companies, or including direct charitable donations. Historically, hospitals were often founded and funded by religious orders or charitable individuals and leaders. Today, hospitals are largely staffed by professional physicians, surgeons and nurses, whereas in the past, this work was usually performed by the founding religious orders, such as the Alexas and the Bon scours sisters, which still focus on hospitals ministry today.

There are over 17,00,000 hospitals in the world. Hospital industries an important component of the value chain in Indian healthcare industry rendering services and recognized as healthcare delivery segment of the healthcare industry. The private sector accounts for 20%. The country had 15,393 (2005) hospitals, which had 8.75 lakh hospital beds. Primary data were collected through structured questionnaire, Secondary data were collected from company records internet. The research design used in the study was descriptive research study and simple random sample percentage, chi-square test was followed. The sample size is 120. The conclusion was drawn based on the analysis of data collected from the employees' different profiles. Statical tools applied are simple analysis method and correlation and chi square test.

## OBJECTIVE OF THE STUDY

1. To know the work life balance of the employees at Meenakshi Mission Hospital.
2. To find out the organization prioritizes in the Hospital.
3. To study about safety & Welfare adopted by the Meenakshi Mission Hospital.
4. To Know about the training and Resources in Hospital
5. To find out the job Satisfaction of the Employees in Hospital.



### SCOPE OF THE STUDY

1. This study helps us to know about the managerial functions of the hospital.
2. This study is conducted to understand the structure, function and process of various departments and their interdependence.
3. This study helps to understand how each one of them operates in the hospital and its functioning.

### LIMITATION OF THE STUDY

1. The feedback access to the staff was limited due to the shift system.
2. The information received from the respondents may not be accurate.
3. The employees were not ready to answer a few questions.

## II. LITERATURE REVIEW

**Kevin Brazil (2002)** explains that Organizational features can affect how staff view their quality of work life. Determining staff perceptions about quality of work life. Determining staff perceptions about quality of work life is an important consideration for employers interested in improving employee job satisfaction. The purpose of this study was to identify organization specific predictors of job satisfaction within a health care system that consisted of six independent health care organizations.

**George Kernohan (2005)** describes that this paper is a report of a study of the quality of working life of nurses in Taiwan. The purpose of the study was to gather data on which to base a questionnaire to be used in further research. The quality of working life is a system of analyzing how people experience work: it relates to job satisfaction, intent to leave, turnover rate, personality and work stress.

**J. Nasle Seragi (2007)** explains that Organizational features can affect how employers view their quality of work life is an important consideration for employees interested in improving employees job satisfaction. The research reported here aimed to provide the processes used to investigate and implement a pathway for employees improving quality of work life as an approach model.

**S. Ghazaleh Mirdoozandeh (2010)** describes that aim of this study was to determine the relationship between quality of work-life and job satisfaction regarding their educational level of hospital employees. The findings showed that between each component of the quality of working life and job satisfaction of employees.

**Hussain Dargahi (2011)** Quality of work life originates from interactions between employees' needs and relative organizational resources. Quality of work life is aimed at improving and retaining employee satisfaction, productivity and effectiveness of all organizations. A cross sectional descriptive study was conducted among hospitals' radiology departments' employees by quality of work life questionnaire. Respondents were asked to express their attitudes about a range of key factors as the most important issues impacting their quality of work life.

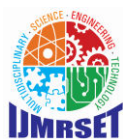
**Reza Hosseinabadi (2013)** describes that Quality circles, as a participatory management technique, offer one alternative for dealing with frustration and discontent of today's workers.

This study was conducted to investigate the effect of implementation of quality circles on nurses' quality of work-life and job satisfaction.

**Pelin Kantan (2014)** explains that this study investigates the effect of quality of work life on proactive and prosocial organizational behaviors. Previous studies suggest that organizational factors as precursors of employees' positive organizational behaviors. Accordingly, the extent of the study composed of prosocial and proactive behaviors as part of positive organizational determinants of these behaviors which is characterized by quality of work life.

**Tanaya Nayak (2016)** describes that the purpose of this paper is to examine the predictors of perceived quality of work life by accenting on human resource interventions in healthcare units. This work provides a pragmatic view about the compendium of human resource interventions pivotal for better quality of work life in healthcare organizations.

**Ghahraman Mahmoudi (2017)** the aim of this study was to determine the relationship between achievement motivation and quality of working life with self-efficacy among staff working in hospitals by taking organizational ownership as mediator variable. This study was an applied descriptive correlation. Three valid questionnaires were used



for data collection.

**Chea Ping Tiong (2020)** This study aimed to determine the prevalence of burnout, mental health and quality of work life among employees of hospital. This was a 2-week, cross-sectional online survey for hospital employees. It consisted of sociodemographic data, respondents' perceptions, depression, anxiety and stress scale instrument.

### **III. RESEARCH METHODOLOGY**

Research is an art of scientific investigation. It is a movement from the known to unknown. It is a systematic method of finding a solution to a problem. Search for knowledge through objective.

#### **RESEARCH DESIGN**

Research design is the basis of defining the research problem. The preparation of the design of research projects is popularly known as research design. The researcher adopted descriptive research for this study.

#### **DESCRIPTIVE RESEARCH**

The purpose of description of the situation, as it exists at present. Descriptive research includes surveys and fact-finding enquiries of different kinds. In this project, Descriptive research has been used. Descriptive research includes survey and fact finding enquiries of different kinds. The major purpose of descriptive research is description of the situation, as it exists at present.

The main feature of this method is that the researcher has no control over the methods of research utilized in descriptive research are survey of all kinds.

#### **DATA COLLECTION**

Data refers to information. It includes numerical figures and descriptive facts and qualitative information. The task of data collection begins after a research problem has been defined and research plan has been decided.

The entire project is based on

1. Primary data
2. Secondary data

##### **1. Primary data**

The primary data has been collected from staff of the Meenakshi mission hospital and research center through a well-designed questionnaire.

##### **2. Secondary data**

The Secondary data required for the study was collected from books by the researcher and from various website.

#### **RESEARCH INSTRUMENT**

A Structured questionnaire was framed to obtain data from respondent. The questionnaire was sampled with simple multiple-choice questions. The questionnaire was arranged in such a way that relevant and valuable information could be obtained from the respondents.

Structured questionnaires are used here as the instrument to collect the data. The questionnaire was prepared for the survey according to the requirement of the study. The questionnaire consists of both close ended as question.

#### **SAMPLING DESIGN**

The researcher has adopted convenience sampling for research. Here researchers may make use of any convenient base to select the required 120 samples. The procedure is also a nonprobability sampling technique.

#### **SAMPLING SIZE**

A Sample defined as a small representation of a large population; sampling size of the study is 120. The samples are collected from the nurses of Meenakshi mission hospital and research center.

#### **QUESTIONNAIRE DESIGN**

The structured question is framed. The questionnaire consists of following,



- Closed ended
- Open ended
- Multiple choices

#### TOOLS USED FOR THE ANALYSIS OF THE DATA

1. Percentage analysis method
2. Weighted average method
3. Chi-square method

##### 1. Percentage analysis method

The percentage analysis is used to calculate the percentage of the favorable and unfavorable responses.

**Percentage= (No of response/ no of total response) \*100**

##### 2. Weighted average method

In the calculation of arithmetic mean, some items in the distribution may be more important than others. So proper weightage should be given to various items, the weight attached to each item being in the distribution with weight attached to the items.

**Weighted average = Sum of weighted terms/ total number of terms**

##### 3. Chi-square test

The chi square statistic is used to test the statistical significance of the observed association in cross tabulation. It assists us in determining whether a systematic association exists between the two variables. An important characteristic of the chi square is the degree of freedom.

$DF = (R-1) (C-1)$

Where,

DF= Degree of Freedom R= Number of Rows

C= Number of Column **Chi Square=  $(O-E)^2 / E$**  Where,

O= Observed Frequency E= Expected Frequency

#### IV. FINDINGS

- It was found that 65% of respondents are female.
- It was found that 50% of respondents are in 26-30 Age group people.
- It was found that 49% of respondents are qualified in Ug.
- It was found that 52% of respondents are Un married people.
- It was found that 42% of respondents said 6 months of Time taken by HOD.
- It was found that 90% of the respondents said Yes, the performance appraisal achieves your goals.
- It was found that 71% of respondents Agreed yes, training opportunity is given.
- It was found that 69% of respondents Agreed motivation helps for achievement.
- It was found that 71% of respondents Agreed good performance system is designed for motivation, training in the organisation.
- It was found that 66% of respondents Agreed performance appraisal system helps for carrier growth.
- It was found that 74% of respondents Agreed performance appraisal gives opportunity to correct yourself.
- It was found that 73% of respondents Agreed performance appraisal system helps to change behaviour of employees.
- It was found that 76% of respondents said they are satisfied about working environment.
- It was found that 41% of respondents said very good rate your overall performance appraisal for the previous year.
- It was found that 77% of respondents Agreed superior gives counselling for a better performance.
- It was found that 89% of respondents said Yes performance appraisal system helps leadership style.
- It was found that 95% of respondents said Yes performance appraisal will lead to job satisfaction.
- It was found that 87% of respondents said Yes performance of employees improves after performance appraisal.

#### V. SUGGESTIONS

- The superiors can give more counselling or motivation to the employees for better performance.
- To improve the communication gap between superior and subordinate in the organization.



- Superiors can give more training to the employees.

## VI. CONCLUSION

At lastly, I would like to draw my conclusion in this topic performance appraisal system. It is one of the crucial issues where employees expect good result which lead to high satisfaction.

From the above study the performance appraisal of the employee is very good in the organization, according to my study, performance appraisal improves a job satisfaction and provides more motivation to an employee.

Performance appraisal is a sensitive issue because it not only appraisal for the achievers but also, punishment and warning to the low contributors. Everything done by the organization should be accepted the employees and even make them perceive that it is done for the good sake of employees. This factor is quite for any organization to achieve its objectives.

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