

## To Study the influence of Job Satisfaction on various factor affecting the Quality of work life

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### Abstract

**Purpose:** The main purpose of the research is To Study the influence of Job Satisfaction on various factor affecting the Quality of work life of working women employees of Multi – Specialty Hospital.

**Research methodology:** for the motive of research sample size was 550 working women employees with the convenient sampling from Multi – Specialty Hospital of Haryana. Health Care worker were battered in the study. Primary data was collected through structured questionnaire that was formed on Google form and distributed among the respondents. Questionnaire comprised two parts, first includes questions related to job satisfaction and second part was related to quality of work life. SPSS software used to analysis the data. Statistical tools Descriptive analysis and Correlation applied to know influence of Job Satisfaction on various factor affecting the Quality of work life of Health care worker.

**Findings:** There is a significant correlation between job satisfaction and Quality of work life factor (compensation, working conditions and opportunity to develop human capacity, Opportunity for career growth). It was found that on the basis of Designation there is no significant relationship in regarding benefits provided by the hospital, transport facilities, freedom to take decision regarding to your job conditions and source to get feedback of your work.

**Keywords:** Quality of work life, Job Satisfaction

### Introduction

The term humanization and quality of work life can be used interchangeably to define in what manner an individual feel at work place. The term for the first time were prevalent in the early 1970s in USA. It mainly deals with both satisfactory and opposed condition that people deal with in there working atmosphere. Aexplanation of quality of work life criteria first anticipated in 1972 (Walton, 1973) slightly improved appears relevant today: 1 Adequate and fair compensation. 2 Safe, healthful working conditions. 3 Opportunity to develop human capacities. 4 Opportunity for career growth. 5 Social integration in the work force. 6 Constitutionalism. 7 Work and Quality of life. 8 Social relevance.

The term Quality of Work Life (QWL) concentrations on approving, inspiring and supportive workatmosphere for the individuals. Work place should not be unconcerned for the employee. Work should not be as tediousness by the employee. Quality of work life includes job gratification, growth of employee, consideration of employee as astrength, job changes, and contribution in management. Quality of work life is based on the supposition that is job is more than just a job. Job should not be uninteresting because it is a center of the person life.

### Job Satisfaction

Job Satisfaction is a set of feelings and beliefs people have about their current job. Job satisfaction can range from extreme satisfaction to extreme dissatisfaction. People

may also have an attitude towards different aspects of their work, such as the type of work they do, their co-workers, supervisors or subordinates, and their salary. Money is not always the main cause of job satisfaction some of these are engaging them in challenging projects, offering incentive, creating a friendly and respectful environment.

## REVIEW OF LITERATURE

**Vijayalakshmi and Loganayaki (2013)**<sup>1</sup> in the paper titled, 'A Study on Quality of Work life at Telecom Industries with Special Reference to Coimbatore', analyzed the observation of quality of work life among employees of Telecom Industry in Coimbatore. The study originate that there was important association between educational requirement and development and growth of employees as well as between self- incentive and working circumstances of the employees and there was a important difference between the educational qualification and the interpersonal relationship. Further, it was found that employees with less years of experience find it difficult to balance their work life and growth opportunities were available for qualified employees. The researchers therefore determined that an appropriate working condition, interpersonal relationship, career growth and development, work life and relative amenities can lead to employee gratification which ensures the overall organization performance. **Anshul Jaiswal (2014)**<sup>2</sup>, in the paper titled, "Quality of Work Life", mentioned that Quality of work life (QWL) is an indicator of the overall quality of the human experience at the workplace. Assurance to quality of work life by the administration of an organisation can be considered a keystone of organizational behaviour. Quality of work life creates a workplace that improves employee well-being and satisfaction. The general goal of quality of work life program is to satisfy the full range of employee needs. The researcher determined that the quality of work life program will certainly be improved to the desired levels if the organization properly adopts the techniques of job redesign, career

development, flexible work agendas and job security. **Vetrimani and Maheswari (2014)**<sup>3</sup> in the paper titled, 'A Study on Factors Affecting Quality Of Work Life Among The Employees Of Cement Industry', examine the perception of the existing quality of work life among the employees in the production unit of Dalmia cements, Ariyalur, Tamilnadu with a sample size of 120 employees. The study discovered that more than half of the employees perceived high level of quality of work life and its dimensions like proactive, human relations, learning organization and work life balance. Further it was revealed that there is no significant effect of monthly income, experience, designation and tenure of employment on overall quality of work life among the employees. The researchers determined that the organization's management, combinations and employees should learn to work together in order to attain and win goals of an improved quality of life at work for all members of the society. **CocuPová (2015)**<sup>4</sup> in the article titled, 'Analytical view of the relation between selected factors of work life and work performance', goal to govern the statistically significant difference in the evaluation of importance of quality of work life factors in terms of their effect on the work performance by employees. The factors identified for the study were reward system, work environment, nature and content of work, Work relations, commercial culture and opportunities for career development. The analysis presented that the highest importance was observed for the factor of the reward system by all groups of employees, regardless of gender, position and duration of work experience and the lowest rate of the importance were assigned to the factor of opportunities for career development. The findings of the study also suggest that the required performance of employees can be attained mainly through rewards and the organization should have proper system for evaluation of work performance that can lead to high motivation for work performance. The researcher therefore decided that the effort to build a strong commercial culture can lead to higher performance. **Sabonete et al. (2021)** conducted study "Quality of Work Life According to

Walton's Model: Case Study of the Higher Institute of Defense Studies of Mozambique", this research goal to find the level of gratification with the quality of work life (QWL) of the workforces of the Higher Institute of Defense Studies "Lieutenant-General Armando Emilio Guebuza" (ISEDEF) according to Walton's model. A theoretical outline was created through a bibliographic and literature review. Primary data collection was done by questionnaire applied to 97 military and civilian personnel in August 2019. The outcomes show that the general level of gratification with QWL is moderate, demanding a development in living circumstances so that military education and training continues, as well as the development of models that enable the understanding of benefits rendering to the common and economic level in the country. **Eunhee Hwang (2022)** carried study on "Factors Affecting the Quality of Work Life of Nurses at Tertiary General Hospitals in the Context of the COVID-19 Pandemic". The objective of the study to know the factor affecting the work pressure, turnover intention, mindfulness and quality of work life in nurses working in tertiary general hospital. Sample size was taken 207 female nurses. Data was composed by online review. Data was analyzed by SPSS. The study discovered that the quality of work life was negatively associated with job stress and turnover intention and positively associated with mindfulness. Factor affecting quality of work life was job stress, work satisfaction and turnover intention.

### 3. OBJECTIVES OF THE STUDY

To know the influence of Job Satisfaction on various factor affecting the Quality of work life of Health care worker

**HYPOTHESIS:** on the basis of above objective, following alternative hypothesis is formulated:

**HA:** there is positive correlation between job satisfaction and quality of work life.

On the basis of above main alternative hypothesis, sub- hypothesis is formulated:

H0: There is no positive correlation between job satisfaction or compensation.

H0: There is no positive correlation between job satisfaction or working conditions.

H0: There is no positive correlation of job satisfaction or career growth

H0: There is no positive correlation between job satisfaction or Work and Quality of life.

### RESEARCH METHODOLOGY

Main purpose of study to know the influence of Job Satisfaction on various factor affecting the Quality of work life of working women employees of Multi – specialty hospital. Primary data were used to study. Primary data was collected by organized questionnaire that was formed on Google form and distributed to the respondents. Convenient sampling method used to choose sample. Sample size was 550, questionnaire was distributed among 600 customers but received 550 responses. Questionnaire was comprised two-part one part is related to job satisfaction of the working women employees, while second part was related to dimensions of quality of work life i.e, compensation, working conditions, carrier growth and work and quality of life. 5-point Likert scale was used to know their responses. Responses were obtained from working women employees of multi-specialty hospital.

SPSS software was used to analysis of data. Statistical tool correlation used to analysis the data.

### Correlation between Job satisfaction with the adequate and fair compensation dimensions of Quality of work life (N=550)

In the Table-4.33 the Pearson's product-moment correlation was applied to assess the relationship between job satisfactions with different dimensions of quality of work life of women employees working in selected multi-specialty private hospitals. The obtained results of correlation between job satisfaction with the 'adequate and fair compensation' the first component of quality of work life i.e. Salary structure  $r(593)=.267$ ,  $p<.001$ , received pay  $r(593)=.285$ ,  $p<.001$  and satisfaction with fringe  $r(592)=.314$ ,  $p<.001$  indicate a significant and high

correlation between job satisfaction of women employees working in selected multi-specialty private hospitals. These results reveal that job satisfaction has a significant effect on all the three statements of quality of work life. So, it represents that job satisfaction is affected by the adequate and fair compensation the first component of quality of work life. So, the hypothesis H<sub>2b</sub> accepted. This

shows that quality of work life factors of the women employees working in selected multi-specialty private hospitals definitely affect their job satisfaction level. These results indicate that those women employees who have proper adequate and fair compensation also provides proper job satisfaction in their hospitals lives.

**Table 4.33**

**Correlations between Job satisfaction and Adequate and fair compensation**

		Correlations			
		C1	B1_1	B1_2	B1_3
C1	Pearson Correlation	1	.267**	.285**	.314**
	Sig. (2-tailed)		.000	.000	.000
	N	594	593	593	592
B1_1	Pearson Correlation	.267**	1	.738**	.673**
	Sig. (2-tailed)	.000		.000	.000
	N	593	594	594	592
B1_2	Pearson Correlation	.285**	.738**	1	.687**
	Sig. (2-tailed)	.000	.000		.000
	N	593	594	594	592
B1_3	Pearson Correlation	.314**	.673**	.687**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	592	592	592	593

\*\* . Correlation is significant at the 0.01 level (2-tailed).

**Correlation between Job satisfaction with the safe, healthful working conditions dimensions of Quality of work life (N=550)**

In the Table-4.34 the Pearson's product-moment correlation was applied to assess the relationship between job satisfactions with different dimensions of quality of work life of women employees working in selected multi-specialty private hospitals. The obtained results of correlation between job satisfaction with the 'safe, healthful working conditions' the second component of quality of work life i.e. Good physical working conditions  $r(594)=.418$ ,  $p<.001$ , proper transportation facilities  $r(594)=.374$ ,

$p<.001$ ), medical equipments and facilities care  $r(594)=.437$  and work load satisfaction  $r(594)=.421$ ,  $p<.001$ ) indicate a significant and high correlation between job satisfaction of women employees working in selected multi-specialty private hospitals. These results disclose that job satisfaction has a significant effect on all the four statements of quality of work life. The crux indicates that job satisfaction is affected by the safe, healthful working conditions the second component of quality of work life. So, the hypothesis H<sub>2b</sub> accepted. This shows that quality of work life factors of the women employees working in selected multi-specialty private hospitals affect their job

satisfaction level. These results indicate that those women employees who have safe and healthful working conditions also

have proper job satisfaction in their hospitals lives.

**Table 4.34**

**Correlations between Job satisfaction and Safe, healthful working conditions**

		Correlations				
		C1	B2_1	B2_2	B2_3	B2_4
C1	Pearson Correlation	1	.418**	.374**	.437**	.421**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	594	594	594	594	594
B2_1	Pearson Correlation	.418**	1	.709**	.664**	.674**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	594	595	595	595	595
B2_2	Pearson Correlation	.374**	.709**	1	.686**	.650**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	594	595	595	595	595
B2_3	Pearson Correlation	.437**	.664**	.686**	1	.662**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	594	595	595	595	595
B2_4	Pearson Correlation	.421**	.674**	.650**	.662**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	594	595	595	595	595
**. Correlation is significant at the 0.01 level (2-tailed).						

**Correlation between Job satisfaction with the opportunity for career growth dimensions of Quality of work life (N=550)**

In the Table-4.36 the Pearson's product-moment correlation was applied to find out the relationship between job satisfactions with different dimensions of quality of work life of women employees working in selected multi-specialty private hospitals. The obtained results of correlation between job satisfaction with

the 'opportunity for career growth' the fourth component of quality of work life i.e. Corporate planning in research and development  $r(591)=.272$ ,  $p<.001$ , appropriate career path  $r(593)=.378$ ,  $p<.001$  and upgrading training facility  $r(593)=.393$ ,  $p<.001$  indicate a significant and high correlation between job satisfaction of women employees working in selected multi-specialty private hospitals. These results reveal that job satisfaction has a significant effect on all the three statements of quality of work

life. So, it represents that job satisfaction is affected by the opportunity for career growth the fourth component of quality of work life. So, the hypothesis  $H_2 2_b$  accepted. This shows that quality of work life factors of the women employees working in selected multi-specialty

private hospitals do affect their job satisfaction level. These results indicate that those women employees who have proper opportunity for career growth also have proper job satisfaction in their hospitals lives.

**Table 4.36**

**Correlations between Job satisfaction and Opportunity for career growth**

		Correlations			
		C1	B4_1	B4_2	B4_3
C1	Pearson Correlation	1	.272**	.378**	.393**
	Sig. (2-tailed)		.000	.000	.000
	N	594	591	593	593
B4_1	Pearson Correlation	.272**	1	.718**	.731**
	Sig. (2-tailed)	.000		.000	.000
	N	591	592	591	591
B4_2	Pearson Correlation	.378**	.718**	1	.730**
	Sig. (2-tailed)	.000	.000		.000
	N	593	591	594	594
B4_3	Pearson Correlation	.393**	.731**	.730**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	593	591	594	594

\*\* . Correlation is significant at the 0.01 level (2-tailed).

**Correlation between Job satisfaction with the work and quality of life dimensions of Quality of work life (N=550)**

In the Table-4.39 the Pearson's product-moment correlation was applied to assess the relationship between job satisfactions with different dimensions of quality of work life of women employees working in selected multi-specialty private hospitals. The obtained results of correlation between job satisfaction with the 'work and quality of life' the seventh component of quality of work life i.e. Neglecting health due to busy schedule  $r(594)=.193$ ,  $p<.001$ ), adversely affects time and energy in job  $r(594)=.131$ ,  $p<.001$ ), cope up better with children while go to work  $r(505)=.169$ , not proper attention in job

due to family hurdles  $r(588)=.125$  and home matter neglecting due to job  $r(594)=.039$ ,  $p<.001$ ) indicate a significant and high correlation between job satisfaction of women employees working in selected multi-specialty private hospitals. These results reveal that job satisfaction has a significant effect on all the five statements of quality of work life. So, it represents that job satisfaction is affected by the work and quality of life the seventh component of quality of work life. So, the hypothesis  $H_2 2_b$  accepted. This shows that quality of work life factors of the women employees working in selected multi-specialty private hospitals affect their job satisfaction level. These results indicate that those women employees who have better work

and quality of life also have proper job satisfaction in their hospitals lives.

**Table 4.39**

**Correlations between Job satisfaction and Work and Quality of Life**

		Correlations					
		C1	B7_1	B7_2	B7_3	B7_4	B7_5
C1	Pearson Correlation	1	.193**	.131**	.169**	.125**	.039
	Sig. (2-tailed)		.000	.001	.000	.002	.349
	N	594	594	594	505	588	594
B7_1	Pearson Correlation	.193**	1	.624**	.647**	.664**	.627**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	594	599	599	509	592	598
B7_2	Pearson Correlation	.131**	.624**	1	.621**	.603**	.594**
	Sig. (2-tailed)	.001	.000		.000	.000	.000
	N	594	599	599	509	592	598
B7_3	Pearson Correlation	.169**	.647**	.621**	1	.657**	.614**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	505	509	509	509	505	509
B7_4	Pearson Correlation	.125**	.664**	.603**	.657**	1	.616**
	Sig. (2-tailed)	.002	.000	.000	.000		.000
	N	588	592	592	505	592	592
B7_5	Pearson Correlation	.039	.627**	.594**	.614**	.616**	1
	Sig. (2-tailed)	.349	.000	.000	.000	.000	
	N	594	598	598	509	592	598

\*\* . Correlation is significant at the 0.01 level (2-tailed).

## FINDING & CONCLUSION

It is concluded that the most important influencing factor of work-life quality is safe and healthy working conditions. As a result of this factor, female medical employees believe that the safe, healthy working conditions of a hospital improve their quality of work-life. Following this, opportunity for career growth has been the second-most influential factor. Work and quality of life was the 3<sup>rd</sup> important factor in the quality of work-life. Adequate and Fair compensation is the least important factor in the quality of work-life.

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