

# WELLNESS INTEGRATION MODEL - A STUDY ON QUALITY OF WORK LIFE OF NURSES AT PRIVATE HOSPITAL IN SOUTH WEST ZONE OF SURAT CITY

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## ABSTRACT

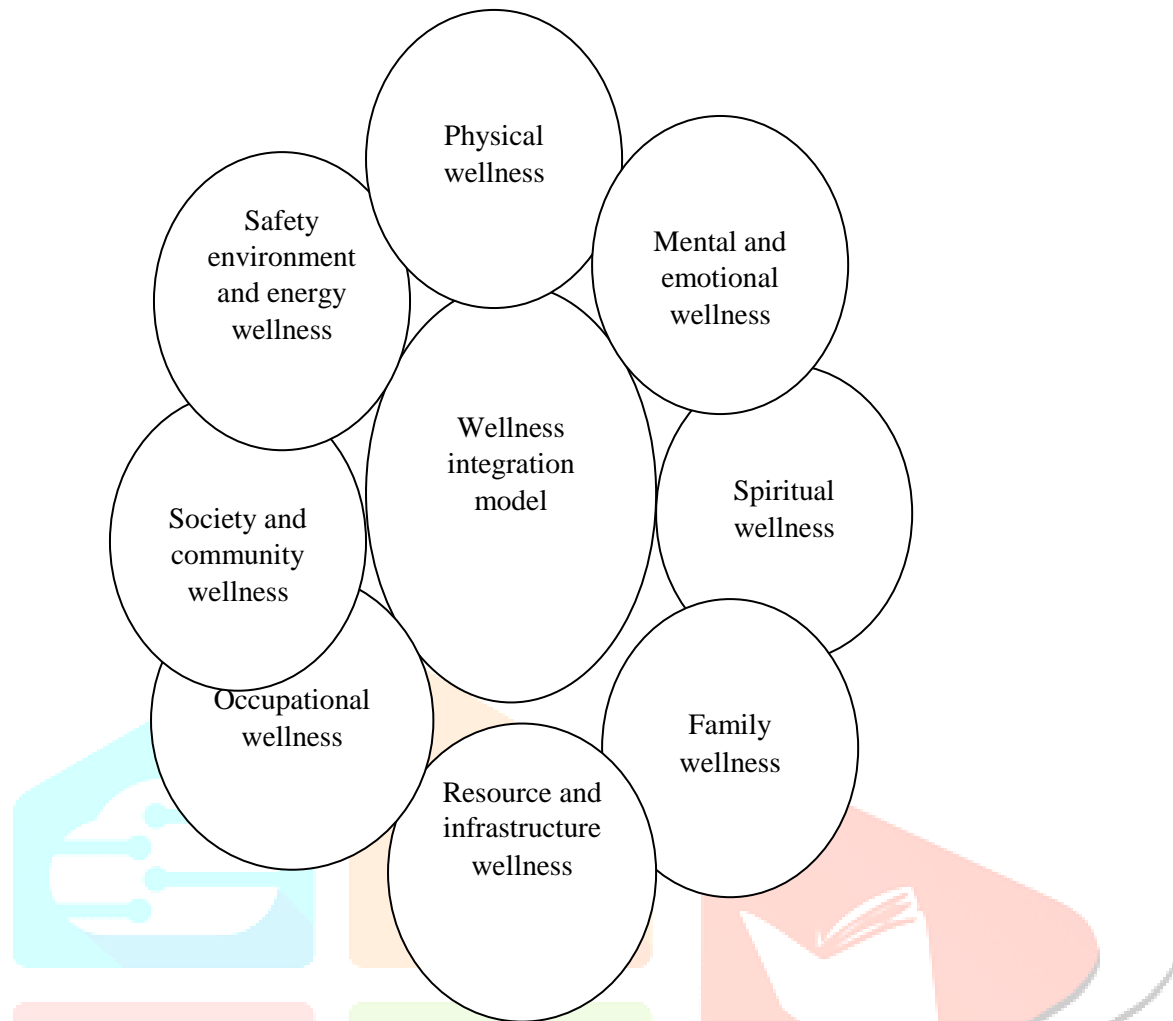
Hospitals are complex organizations that provide services to the patients seven days a week, 24 hours a day. Doctors and nurses are the main human resources that spend a significant part of their time at the hospitals. They have to do regular work overnight, in emergency situations, with an extensive workload and stress which can negatively affect their performance and quality of work life (QWL). Therefore it is very important to improve their quality of work environment. To study the importance and impact of Quality of work life through Wellness Integration Model, the research is done on nurses of private hospital in Surat city. Structured questionnaire was prepared. Findings show that the nurses have a better physical wellness and emotional support. The nurses were found to have provided with all the required resources and infrastructure. There was a moderate support given by society and community to the nurses and were neutral on spiritual wellness. Overall facilities of shift system for the staff, hygienic conditions and wash room facilities should be maintained properly for the healthy environment of the nurses. More spiritual wellness should be provided to increase QWL of nurses.

**.Key words-** Wellness Integration Model, Quality of Work Life, Nurses, Emotional Support

## I. INTRODUCTION

### Wellness Integration Model

The life management involves dealing with different aspects of life in the systematic manner of healthy and balanced growth. The base in the form of wellness integration model is needed to develop the wellness management system in life. The wellness management system covers eight different areas of growth for quality life. Wellness is the ability to live life to the fullest, to have zest for life and to maximize personnel potential in the variety of ways illness and health are opposite states but one can be ill and still enjoy wellness if he has a purpose in life, a deep appreciation for living creatures and a sense of joy.



**Figure 1 Wellness Integration Model**

Hospitals are complex organizations that provide services to the patients seven days a week, 24 hours a day. Doctors and Nurses are the main Human Resources that spend a significant part of their time at the hospitals. They have to do regular work overnight, in emergency situations, with an extensive workload and stress which can negatively affect their performance and quality of working life (QWL).

## II. LITERATURE REVIEW

**Mirvis and Lawler (2008)** suggested that Quality of working life was associated with satisfaction with wages, hours and working conditions, describing the “basic elements of a good quality of work life” as; safe work environment, equitable wages, equal employment opportunities and opportunities for advancement.

**Lawler, (2005)** Quality of Working Life is not a unitary concept, but has been seen as incorporating a hierarchy of perspectives that not only include work-based factors such as job satisfaction, satisfaction with pay and relationships with work colleagues, but also factors that broadly reflect life satisfaction and general feelings of well-being.

**Adhikari & Gautam (2010)** concluded that Measures of Quality of Work Life are: adequate pay and benefits, job security, safe and health working condition, meaningful job and autonomy in the job. Measures of Quality of Work Life include - (I) increased worker involvement, participation and power, (ii) Increased

emphasis on employee skill development, (iii) Increased autonomy for action and decision making at worker level and (IV) reduced status distinctions among levels in hierarchy.

**Bragard et.al (2012)** examined relationship between Quality of work life (QWL) and Quality of Work Life Systemic Inventory (QWLSI) and discussed an intervention methodology based on the analysis of the QWLSI. One hundred and thirteen medical residents during 2002 and 2006 completed the QWLSI, the Maslach Burnout Inventory and the Job Stress.

**Zare, Hamid, Haghgooyan, Zolfa and ASL, Zahra Karimi (2012)** undertook a study on quality of work life to identify its dimensions Library method was used to gather information on theoretical basics, literature and to identify aspects and scales. Field study method was used to gather information through questionnaires distributed among 30 experts. The collected data was analyzed using Analytical hierarchy process (AHP); it is found that QWL can be explained by four factors as given under.

### III. RESEARCH METHODOLOGY

#### PROBLEM STATEMENT

QNWL is considered to be more effective since it is developed specifically to evaluate the work life of nursing. The concept of QNWL which is specific to nursing profession provides relevant and valuable information regarding the quality of work life among nurses. There are many factors responsible for the QWL of Nurse. To know what are the problems nurses are facing to manage the quality of work life, researcher has tried to study the QWL of Nurses through Wellness Integration Model.

#### SIGNIFICANCE OF THE STUDY

This study on quality of work life of nurse through wellness integration model can help administration to make required changes in working system so that job satisfaction among nursing staff increases. And administrators can take decisions regarding improvement in Quality of Work life of Nurse.

#### RESEARCH DESIGN

There are 3 types of research design:

1. Exploratory
2. Causal
3. Descriptive

The Descriptive Research Design has been used to study the QWL of nurse through Wellness Integration Model.

#### OBJECTIVE OF THE STUDY

##### ➤ Primary Objective

- To study the quality of life through Wellness Integration Model of the nurses

### ➤ Secondary Objective

- To assess the satisfaction level of nurses towards their job.
- To come up with strategies to improve quality of work life in hospital.

## VARIABLES OF THE STUDY

Age, Gender, Department and other Study variables are Physical Wellness, Mental and Emotional wellness Spiritual Wellness, Family Wellness, Resources and Infrastructure wellness, Society and Community Wellness, Safety Environment and Energy Wellness

## UNIT OF THE STUDY

As the nurses are the elements of the study, unit of the study is all the nurses working in one of the private hospital of South West Zone of Surat City. There are total 43 nurses working in the hospital so researcher have tried to collect the data of all the nurses working in hospital

## SOURCES OF DATA

- Primary sources of data.
- All the data are collected from the hospital itself.

## DATA COLLECTION METHOD

The personal survey method has been used to collect the primary data. It includes filling up of the structured questionnaires by the respondents and also cross sectional comparison method has been used to verify the correctness of the questionnaire.

## DATA COLLECTION PROCEDURE

In this study, the questionnaire was given to the Matron of the organization to get them filled up from all the nurses and they were collected after 1 week from the Matron.

## DATA COLLECTION INSTRUMENT

Structured questionnaire has been used to collect the data from the respondent. It includes close ended question, open ended questions, Likert scale questions.

## TOOLS AND TECHNIQUES OF DATA ANALYSIS

Frequency distribution and percentage distribution has been used by the researcher for primary data analysis

- Primary analysis is done using MS excel software and report is prepared in MS word format. Data analysis has been done with the help of various graphs, figures, pie-charts.

## MAJOR FINDINGS

- 22% nurses are in 21-24 years age, 38% nurses are in 25-28 years age, 25% nurses are in 29-32 years age, 15% nurses are in 32 and more year's age.
- 65% nurses are female and 35% nurses are male.
- 55% nurses are single and 45% nurses are married.

- 47% nurses are in joint family and 53% nurses are in nuclear family.
- 15% nurses work in emergency ward, 42% nurses' work in ICCU, 38% work in General Ward and 5% works in other department.

### Physical Wellness

- 30% nurses agree that cleanliness is maintained at Bankers Heart Institute.
- 30% agree that they are provided with right hospitality.
- 38% of nurses believe that records are maintained for investigation of health and fitness.

### Mental and Emotional Wellness

- 32% of nurses agree that stress coping capability is developed for handling stresses of personal and social life at Bankers Heart Institute.
- 45% of nurses agree that mind is kept active and creative through the discussions.

### Spiritual Wellness

- 30% of nurses are neutral on daily meditation is practiced for a defined period to develop spiritual insight into life issues of nurses.

### Family Wellness

- 30% of nurses highly agree to family members seek opportunity to help each other on any possible situation and actively help them.
- 37% of nurses agree to during the event of any hardship/pain on any of the nurse, the other members in better condition support them to normalize their condition.

### Resources and Infrastructure Wellness

- 30% of nurses agree that all the resources and infrastructure required by them are provided well in advance.
- 35% of nurses agrees that resources are well maintained for its peak utility and in up to date condition.
- 30% of nurses agree that resources are well managed for the planned and unplanned emergency needs.

### Society and Community Wellness

- 37% of nurses agree that Social needs i.e. recognition in community is given for the work done.
- 30% of nurses are neutral on "Community gives support when in need".
- 32% of nurses agree that expectations from a citizen in community are fulfilled at all times.

## Safety, Environment and Energy Wellness

- Only 7% of all the nurses disagree that at Bankers Heart Institute the rules and regulations for a better environment are followed.
- Only 10% of all the nurses highly disagree that environment awareness is provided to all the staff and its implementation ensured.

## CONCLUSION AND SUGGESTIONS

The study was done to determine the quality of work life through Wellness Integration Model among nurses working at Hospital. The study findings show that the nurses have a better physical wellness and well emotional and mental support. The nurses were found to have provided with all the required resources and infrastructure. Study also revealed that there was a moderate support given by society and community to the nurses and were neutral on spiritual wellness. Thus, 'Quality of work life through Wellness Integration Model' is an important factor that should be considered to improve the working standards of nurses. The working conditions in the hospital are at the satisfactory level. Overall facilities of shift system for the staff, hygienic conditions and wash room facilities should be maintained properly for the healthy environment of the respondents. More spiritual wellness should be provided to increase job satisfaction among nurses. At the institute Nurses have been facing the pressure from the management due to work, so the institute needs to focus on this issue.

## LIMITATIONS

- Because of the small hospital, respondents were limited, i.e. small sample size.
- Few nurses were not able to understand wellness integration model.

## FUTURE SCOPE OF STUDY

Study can be extended to more hospitals in south west zone of surat city. Comparison can also be made with private and public hospitals in surat city to know the Quality of work life of nurses of Surat City.

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