



Nurses' Quality of Work Life

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Abstract

The nurse is a professional who has the ability, responsibility, and authority in carrying out nursing services/care at various levels of nursing services whose lives are fully influenced by the quality of work life (QWL) as a consequence of a dynamic change in the work environment. Therefore in order to increase the capacity of nurses in meeting the quality of health services, it is necessary to research the Quality of Work Life. The purpose of the literature study was to identify the nurses' quality of work life in supporting the improvement of the quality of health services. The database used in the making of this literature review is Pubmed, Science Direct, and Google Scholar published in 2012-2018. There are 6 articles that meet the criteria with the results showing that the fulfillment of QWL nurses can affect organizational commitment, job satisfaction, and turnover. Fulfillment of nurses' QWL is important to do, where if the nurses' QWL is fulfilled, it provides many benefits to the nurse and has a direct impact on the health services provided so that organizational attention is needed because QWL is seen as capable of increasing the participation of workers in the organization. The increase in QWL in the hospital can improve the professionalism of nurses and influence the effectiveness and organization productivity.

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Introduction

The nurse is the largest group in the Hospital[1]. Nurse has the dominant number (50% -60%) of all human resources in the hospital[2], providing 24 hours a day service and 7 days a week and having more and longer contact or interaction with patients[3]. [4]explained that the nurse is a professional who has the ability, responsibility, and authority in carrying out nursing services/care at various levels of nursing services.

Issues related to nurse performance have always been a conversation in the community. Lack of performance or nursing service is a global issue[5]. According to Gibson (1987) in[2] performance is a behavior or performance that is relevant to organizational goals that can be measured at the professional level in accordance with the responsibilities imposed on him. [6]examined 170 nurses who worked in Class B Private Hospitals City of Makassar about factors that affect job satisfaction and nurse performance. The results of his research showed that the variables that affect the nurse's performance consist of the work environment (CR: 3,286), transformational leadership (CR: 2,777), and job satisfaction (CR: 5,692). Job satisfaction variables have a stronger influence on nurses' performance than other variables.

Nurses are some employees whose lives are fully influenced by the quality of work life (QWL) as a consequence of dynamic changes in the work environment[7]. [8]define QWL as a favorable condition and workplace environment that supports and promotes employee satisfaction by providing rewards, job security and opportunities to grow. According[8], QWL of nurses is the extent to which nurses will be

satisfied with their important personal needs (growth, opportunities, security) and organizational requirements (increased productivity, decreased turnover) through their experience in their work organization while reaching the purpose. QWL is a degree of fulfillment of human needs in a work environment. If human needs are fulfilled, then the productivity of the organization can increase⁹. Fulfilling the needs of nurses is by supporting the rights of nurses, providing explanations about the impact of decisions, giving explanations received by nurses, providing solutions, providing explanations and realistic, and detailed descriptions. This is a manifestation of organizational justice and has an impact on organizational commitment[9].

Methods

This literature study through a search of scientific publications was ranges from 2012-2018. The database used were *Pubmed*, *Science Direct*, *Google Scholar*, based on PICOT search techniques. Searching on *Pubmed* data base using first keywords is *quality of work life "AND" nurse (all fields)* found 1645 articles, the second keyword is *hospital "AND" organizational commitment "OR" job satisfaction "OR" turn over (all fields)* found 46969 articles, if the first and the second keywords are combined with range 2012-2018 and filtering Full text found 190 articles, articles filtering in English found 134 plural. Searching on *Science direct* data base with the first keyword is *quality of work life "AND" nurse* found 1848 articles, the second keyword is *hospital "AND" organizational commitment "OR" job satisfaction "OR" turn over* found 682 articles, if the first and the second keywords are combined with ranged 2012-2018 filtering, 158 articles were found.

Searching on *Google Schoolar* data base with the first keyword is *nurse, quality of work life, hospital, organizational commitment, job satisfaction & turn over* and published between 2012-2018 found 1690 articles.

From the search results based on all data bases, namely *Pubmed*, *Science Direct*, *google scholar*, found 538 articles, the next process is full text, double publications and eligibility screening. From these results found 12 articles, but as a final process, all articles are adjusted back with the inclusion criteria based on the literature title, as for the results obtained 6 articles.

Results

Based on the search results, 6 articles were found that matched the inclusion and exclusion criteria. These studies relate to the *quality of work life* (QWL) of nurses in supporting the improvement of the quality of health services.

Research[10], confirmed the hypothesis that there was a positive relationship between the quality of work life with work adhesion and affective commitment and hypothesis related to the negative relationship of the quality of work life with the turnover intentions, namely the high quality of work life felt by nurses will increase work attachment and their affective commitment and thus reduce their intention to leave their work. The study involved 1000 nurses from 5 large hospitals of the Heilongjiang provincial government in Northeast China.

The quality of work life of nurses according to research[11], conducting research in Bangladesh collected data from 288 registered nurses who were randomly selected in six tertiary level hospitals. All nurses were asked to fill out a questionnaire consisting of Demographic Data, *Quality of Nursing Work Life* Survey, Nurse's stress level scale, Organizational Commitment Questionnaire and Nursing Work Environment Practice Scale Index and the result was that the quality of work life felt by nurses in Bangladesh was at the intermediate level. Best predictions related to income depend on the work environment, organizational commitment, and work pressure. The Greater monthly income helps nurses meet their personal needs and with a positive work environment makes nurses provide quality care to patients.

The results of the study[12] in their investigation by conducting a quantitative descriptive research approach to 1040 nurses in Singapore related to the balance status between the quality of personal life and work life reported that social support and sense of belonging are the main good qualities of the nurses' quality of life. Most nurses in this study spend more time to work than their personal lives. However, there is no significant difference in job satisfaction between time spent on work and personal life.

Creating and maintaining a healthy working life for nurses is very important to improve their job satisfaction, minimizing turnover, increasing productivity, and improving the care out come, as research conducted by[13], in Saudi Arabia using Brook's A survey of nurses in primary health care (PHC) found that respondents were dissatisfied with their work life, with almost 40% showing an intention to make turnover from their current PHC Center agency.

Organizational commitment is also a factor in fulfilling the nurses' quality of work life, research⁵, about the relationship between *QWL* and organizational commitment in this matter discussing the nurses'

intention to leave their organization (*ITLorg*) about the possibility of nurses to leave the organization related to the non-fulfillment of the quality of their work life, with a descriptive cross-sectional survey approach conducted by using positive sampling as many as 1228 nurses in seven hospitals in Taiwan. Researchers found that nurses' QWL were lower, more than 52.5% of nurses chose to intend to leave the organization. Seven QWL dimensions were significantly negatively correlated with *ITLorg* ($r = -0.17$ to -0.37 , $p < .01$). The nursing workforce market in Taiwan is not restricted, nurses can find jobs easily, and the nursing work environment is getting worse and it leads to high *ITLorg*.

Research, about investigating the relationship between work ability and work related to the quality of life of nurses. This research method is using question nair of *Work ability index(WAI)* & *WRQoL Scale*, analyzed using a distribution of Pearson and Spearman variables, One-way ANOVA, Kruskal-Wallis, T-test and Mann-Whitney is used for purpose analysis of p -values less than 0.05, statistically significant. The results of this study indicate that there was a significant relationship between the ability and to work with QWL namely nurses with higher work ability also have a higher QWL.

Discussion

QWL is an essential concept for organizations to recognize, attract and retain talented employees in order to ensure quality performance. Research[12] identifies several benefits of research that can use findings through policies and strategies for making rules, promotion based on educational qualifications and evaluating its performance to improve the standards of the nursing profession and the quality of nursing services. But it is necessary to develop the 4 dimensions of QWL of nurses for good organizational commitment, increase job satisfaction, sense of belongingness and reduce turnover intentions. The quality of work life of nurses in organizations or agencies in their implementation needs to be continuously monitored and evaluated so that the perceived impact of nurses can be maximized.

Conclusion and Suggestion

Nurses' QWL is an important element that must be considered in the world of nursing, *Quality of Nursing Work Life (QNWL)* has 4 dimensions, namely work life /family life, work design, work context and the world of work. The quality of life of nurses can directly and indirectly affect the safety and quality of patient care[13]. Therefore, identifying the determinants that affect the quality of life of nurses is very important in the health care system. Stakeholders of the organization/work agency in creating a good QNWL should focus on interventions to reduce work pressure and potential nurse turn over through increasing the dimensions of QWL of nurses, a supportive environment with job security and recognition of the nurse profession, work arrangements, and a good workload, regulating balance work time with day off, as well as regulation of nursing staff and patient care[5].

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