Predictors of Work Life Balance Issues and the Implementation of Quality of Work Life Programmes amoung Nurses

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I.   INTRODUCTION

The Indian healthcare sector comprises of many segments, which include hospitals, medical infrastructure, medical infrastructure, medical devices, clinical trails, outsourcing, telemedicine and heath insurance. In the year 2004, total national health care spending had reached 5.2% of GDP, or US $34.9 billion and was 5.5% of GDP, or US60.9 billion by 2009. Today the industry has grown at about 13 percent and is expected to grow at 15% per year over the next four to five years. One of the major implications is the quality of care which is directly affected by the see in their jobs. The quality of service provided by the hospitals is of utmost importance for improving its in-patient rate and the nurses in the hospitals play a vital role maintaining its in-patient level of service. So in order to improve the quality of its services and organizational effectiveness hospitals must ensure high commitment from its patient-care personnel which is derived if they experience a sense of job satisfaction that is directly affected by their quality of work life.

II.   WORK-LIFE BALANCE AN OVERVIEW

Work life Balance can be defined as "satisfaction and good functioning at work and at home, with a minimum of role conflict". Women also must take care of their own health and other personal activities, which are often neglected because of role overload as well as time limitations. The demands originating from the work and personal life of women are quite often mutually exclusive, rendering it very difficult to strike a balance between the role demands. Inability to handle the contrast between work and family is the main source of job stress and ends in job and personal dissatisfaction. This may be true for some individuals but there are also others who view this as an opportunity for multiple sources of satisfaction and well-being. The issue of work life balance for   Women thus need to be recognized as vitally important to society.

III.   REVIEW OF LITERATURE

The following research reviews states the work and family interference issues

- In the study of Haque (1992) found that quality of work life is positively related to performance and negatively correlated to absenteeism. But found no relationship between perceived quality of work life and workers age, education and job experience.
- Wadud (1996) found in his study that quality of work life was significantly higher among the private sector women employees than their counter parts in the public sector. It also showed that younger group and higher experienced groups had significantly higher perception of quality of work life than the older and low experienced groups
- Karrir and Khurana (1996) in their study examined the quality of work life of 492 managers from three sectors of industry. Results have revealed significant correlation of quality of work life of managers with some of the background variables like educational qualification, income level and with all of the motivational variables

IV.   PROFESSIONAL AND MANAGERIAL VARIABLES   INFLUENCING QUALITY OFWORK AND FAMILY INTERFERENCE

The following variables influence the worklife balance issues

- **Flexi time**: It is a system of flexible working hours. Flexi time serves as a work scheduling scheme allowing individual employees, within established limits to control and redistribute their working hours around organizational demands.
- **Job enrichment**: This program is for redesigning employees job to allow greater autonomy and responsibility in the performance of work task.

- **Management by objectives**: This ensures participation of an employee with his superior in setting employee goals those are consistent with the objectives of the organization as a whole. MBO is viewed as a way to integrate personnel and organizational needs.
- **Staggered hours**: The work hour arrangements of over lapping schedules of predetermined hours established for the total work force. In a staggered work hour scheme, groups of employees begins and end work at different intervals.
- **Socio- technical system**: It provides physical and technological redesign of the work place for employee for human considerations of the work force.
- **Job rotation**: This program involves in which employees continue their present jobs, but duties are added with the intent of making the job more rewarding.

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- Haque,ABMZ 1992*,"Quality of Work Life and Job Satisfaction of Industrial Workers in Relation size of the organization"*. Bangladesh journal of Psychological studies,Vol 2 (1),43-45
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- Wadud.N.1996,"*Job Stress and Quality of Work Life among Working Women"*. Bangladesh phychological studies,Vol 6, 31-37
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- Karrir .N.and Khurana.A.1996. "Quality of Work Life Mangers in Indian Industry". Journal of Indian Academy of applied psychology. Jan-Jul;22 Vol (1-2); 19-26.

- **Autonomous work group**: A form of participation in which the group of workers is given some control of decision-making on production methods, distribution of tasks, recruitment of team members, selection of team leaders, selection of team leaders, work schedules and so on.
- **Employee participation**: A program aimed at a greater sharing of responsibility for decision making of the employees which gives recognition.

Implementation of quality

There are innovation and implementations of various schemes to have good working conditions and congenial work environment to the workers and the organization for high productivity, service efficiency, effectiveness, etc., to attain an improved quality of work life.

V. QUALITY OF WORK LIFE PROGRAMS

S.No	Variables
1.	Availability of personal
2.	Professional practices
3.	Communication between departments
4.	Interpersonal relationship
5.	Safety work practices
6.	Work pressure
7.	Opportunities for advancement
8.	Salary
9.	Openness
10.	Physical burden of work
11.	Management culture
12.	Bonus
13.	Team work

VI. AREAS IN IMPLEMENTING THE QUALITY OF WORK LIFE

1. **Work competencies:** The sufficient knowledge about nursing, the sufficient knowledge about therapeutic relationship, the sufficient knowledge about medicine, sufficient knowledge about interpersonal relationship and sufficient knowledge about hospitals.
2. **Value of the work:** To know whether the work is valuable, the value of the profession, interest of work among nurses and the involvement of the work.

3. **Coping abilities:** Identify whether the nurses are able to cope up with the patient's requirements, able to cope up with the nurse manager, able to cope up with the doctors and the working hospitality environment.
4. **Professionalism:** Nurses should maintain the level of patience towards the patients, knowing all the applications of scientific principles in nursing, like to attend more training and development program to maintain balance in the work.
5. **Management activities:** The effectiveness of man power, the selection and recruitment of the manpower in the systematic way and the placement of the persons is in the smooth way. Evaluation of the job prevailed, evaluation of required skills of the nurses and the performance evaluation is known as the job evaluation. Proper training facilities in the job enrichment, platforms for on-job higher studies and the internal promotion avenues exist in the organization.
6. **Safety and health:** The highly safe environment in the organization, adequate consideration for health of nurses, sufficient provisions of safety measures influence to work balance.
7. **Reward system:** The adequate rewards for system achievements, due weight age given based on experience for advancement, the proper incentive systems influences the nurses work involvement.
8. **Work culture:** The patient centered care culture prevailed, the openness in the organization communication, the organization fairness adopted in the organization also affects the work life balance.
9. **Work climate:** The sufficient opportunities for advancement, positive scheduling climate, effective nursing management, the standard professional practice and The encouragement of the right decision making and the nurse-physician collaboration.
10. **Social support:** The social support of colleagues, support of top management, the support of nursing supervisors and the support from the doctors plays a significant role in the work balance .
11. **Communication:** The communication between the nurse and the patients, the intra dependent communication, the information sharing provision and the communications between the departments affects the work life conditions .
12. **Team work:** The team work of the organization, the sense of involvement in the organization, the interpersonal relationship in the organization and the formation of participative group in the organization.

VII.   CONCLUSION

Works represents such as a role in life, which has been designed to the person himself. On the other hand work is earnings of one's living for the family and it could be a self realization providing enjoyment a Work is earning of ones living for the family and it could be a self realization providing enjoyment and satisfaction. Workers are now better organized, educated, they demand more from the employers. A system must be created in which will give better working conditions with optimum financial security so that both family and work life may be balanced..

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