

INVESTIGATION OF QUALITY OF WORKING LIFE AND ITS INVOLVEMENT WITH AGE, GENDER AND DESIGNATION OF THE RESPONDENTS IN A SELECTED HOSPITAL IN LUCKNOW, UP

Manisha Chaubey¹ (Research Scholar)

Dr. Narayan Lal Sharma² (Professor)

Department of Nursing

^{1,2} Sikkim Professional University, Gangtok, (Sikkim)

Abstract

In order to make a significant contribution to their organization, nurses and paramedics must be able to meet significant personal needs through their experiences in the working environment while also accomplishing the objectives of the organization. The focus of the study is to analyse the association of quality of working life (QWL) with age, gender and designation of respondents in a selected hospital in Lucknow, UP. According to preliminary data, increasing QWL is necessary before hospital productivity can increase. Methodology was to depend on observation and questionnaire method. To collect the necessary data, the researcher visited each of the sample hospitals on multiple occasions in order to observe the conditions and gain a comprehensive understanding of the health care facilities and employee satisfaction. Results depicted that 56% of respondents are between the ages of 25 and 35, followed by 38% of respondents between the ages of 36 and 45, and the remainder of respondents who are 46 and older. The respondents play an essential part in the resilience and growth. Individuals' behaviour and performance at work are influenced by both intrinsic and extrinsic forces, which ought to be carefully noted and addressed through counselling. As the magnitude of both these extrinsic and intrinsic factors influences the employee's overall productivity, behaviour, and level of engagement, it is essential to understand their interplay.

Keywords: *Quality of working life (QWL), age, gender, designation of respondents*

Introduction

In general, positions in the contemporary work environment provide sufficient compensation, benefits, recognition, and control over one's actions to employees. The purchasing habits, lifestyles, leisure activities, individual values, health, etc. of the modern workforce can influence their levels of need, despite the fact that they are compensated adequately (Bhargava, 2019). It is similar to the argument presented in Maslow's hierarchy of needs, which states that each individual has various levels of needs, because in actuality, what is essential to some employees may not be important to others, even if they are treated equally within the same organization (Chaudhary and Srivastava, 2019). This definition, which focuses on personal needs, ignores the fact that the concept of QWL is subjective and continuously evolves in response to the ever-changing needs of each employee (Gope and Ali, 2023). The QWL constructs as they pertain to the interaction between the work environment and personal requirements (Kunwar and Rai, 2023). It is believed that a positive interaction effect will result in an outstanding QWL if the work environment is able to satisfy the personal requirements of the employees. They emphasized that the personal requirements are satisfied when rewards from the organization, such as compensation, promotion, recognition and development satisfy their expectations (Singh and Sharma, 2021). The main aim is to investigate the connection between quality of working life with the age, gender and designation of the respondents.

Material and method

This research methodology was restricted to employees of the Hospital Industry in Lucknow. There are Nurses and Paramedics among the employees. Consequently, the approximately 1900 Nurses and Paramedics employed by ESI Hospital, Gandhi Hospital, Care Hospital, and Apollo Hospital are regarded as the total population.

Using a random number table and the stratified random sampling method, 608 respondents, or 32 percent of the population from each stratum, were selected.

The research is founded on both primary and secondary data sources. Principal data source: In qualitative research, the following two instruments were used to acquire the necessary data: The observation method and the questionnaire method.

Various statistical analyses were performed on the collected quantitative data. To analyse the collected primary data, a variety of statistical instruments and methods were employed. It was determined that the utilisation of these instruments and methods was pertinent to the study's stated objectives. "Cronbach alpha, the Simple Percentage Method, the Mean and Standard Deviation, the Correlation Coefficient, and the Chi-Square test were used to analyse the collected data.

Result and Discussion

Age

Age is a crucial demographic factor for all human populations. Age is a crucial aspect of pursuing and engaging in any endeavor. This variable has an effect on socioeconomic activities. The age of the respondent is directly linked to his or her responses. This chapter focuses on the selected units' respondents in terms of demographic variables that include age, gender, designation. The researcher initially presented the data in tabular format, then in graphical format. Capability to flawlessly perform the mission. In addition, it allows the respondent to play an active role in fostering positive working conditions within the Organization.

Table-1: Age of the Respondents

S. No	Respondents	Public Sector				Private Sector				Total	
		ESI		Gandhi		Care		Apollo		F	%
		F	%	F	%	F	%	F	%		
1	25-35 Years	116	55.8	97	55.1	73	65	66	58.9	352	58
2	36-45 Years	78	37.5	66	37.5	36	32	44	39.3	224	37
3	46-60 Years	14	6.7	13	7.4	3	3.0	2.0	1.8	32	5.0
	Total	650	208	550	176	350	112	350	112	1900	608

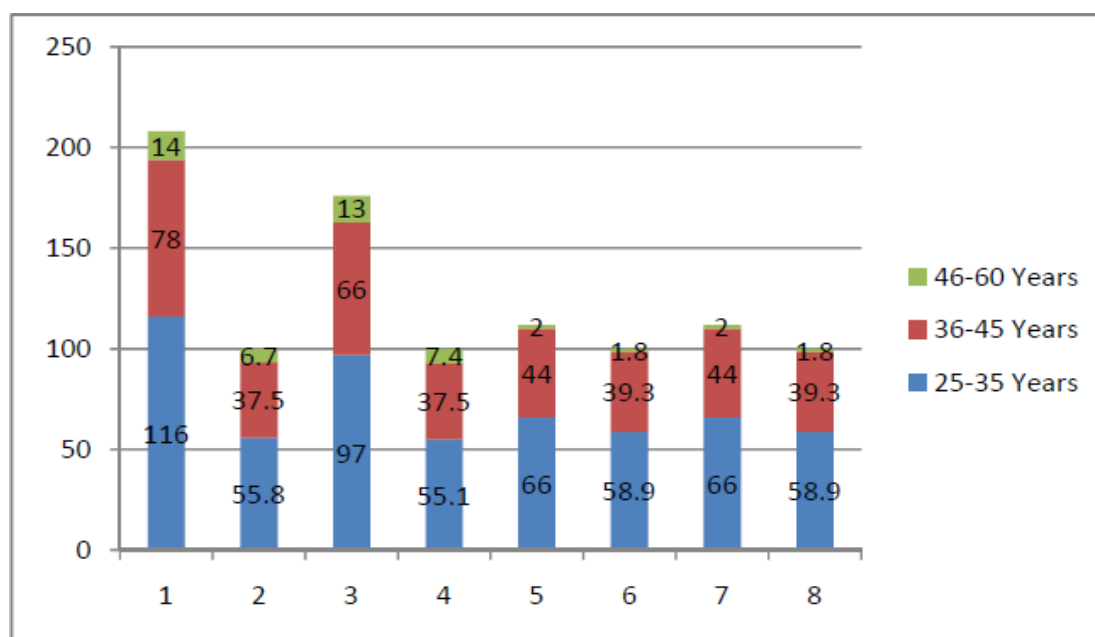


Figure-1: Age of the Respondents

The ages of the people who responded are displayed in the aforementioned data. 55.7% of ESI hospital respondents are between the ages of 25 and 35, 37.5% are between the ages of 36 and 45, and 6.7% are between the ages of 46 and 60. 55.1% of respondents at Gandhi hospital are between the ages of 25 and 35, 37.5% are between the ages of 36 and 45, and 7.4% are between the ages of 46 and 60. In the Care hospital, 58.9% of respondents are between the ages of 25 and 35, 39.3% are between the ages of 36 and 45, and 1.8% are between the ages of 46 and 60. At Apollo hospital, 58.9% of respondents are between the ages of 46-60 years, 39.3% are between the ages of 36-45 years, and 1.8% are between the ages of 46-60 years.

GENDER

Moreover, in India the working majority of the employees estimated 60% are male and remaining 40% are female. Mainly So the researcher has taken into consideration 60% of the male employees and 40% of female employees in the selected health care units for the study.

Table-2: Gender of the Respondents

S. No	Gender	Public Sector				Private Sector				Total	
		ESI		Gandhi		Care		Apollo		F	%
		F	%	F	%	F	%	F	%		
1	Male	68	32.7	57	32.4	37	33	35	31.2	197	32.4
2	Female	140	67.3	119	67.6	75	67	77	68.8	411	67.6
	Total	208	100	176	100	112	100	112	100	608	100

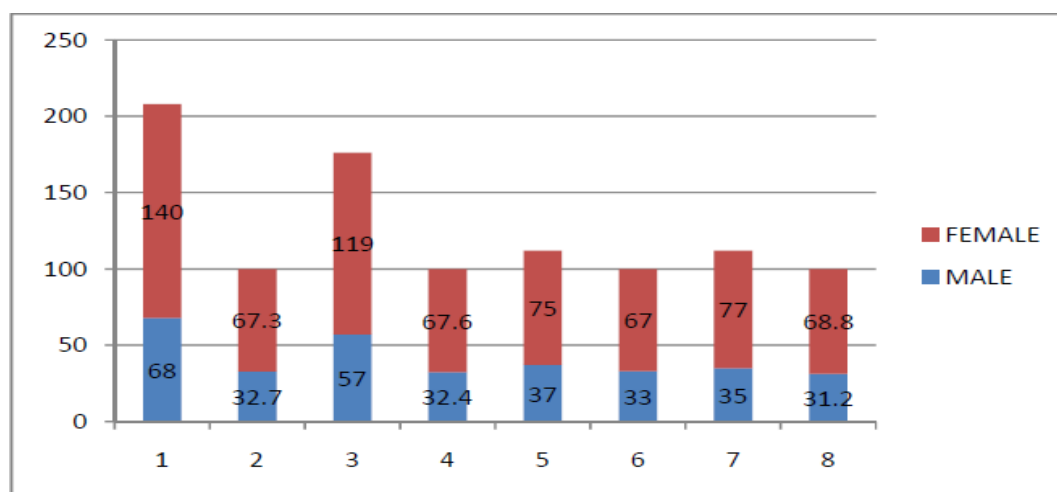


Figure-2: Gender of the Respondents

The gender of those who participated is depicted in the table shown above. In the ESI facility, 67.3% are female and 32.7% are male. In Gandhi, 67.6% are female and 32.4% are male. In Care hospital, 67.0% are female and 33.0% are male. In Apollo, 68.8% are female and 32.2% are male.

68% of respondents are women, while only 32% are men, as shown in the table above.

DESIGNATION

Table-3: Designation of the Respondents

S. No	Designation	Public Sector				Private Sector				Total	
		ESI		Gandhi		Care		Apollo		F	%
		F	%	F	%	F	%	F	%		
1	Nurses	128	61.5	112	63.6	80	71.4	80	71.4	400	66
2	Paramedics	80	38.5	64	36.4	32	28.6	32	28.6	208	100
	Total	208	100	176	100	112	100	112	100	608	100

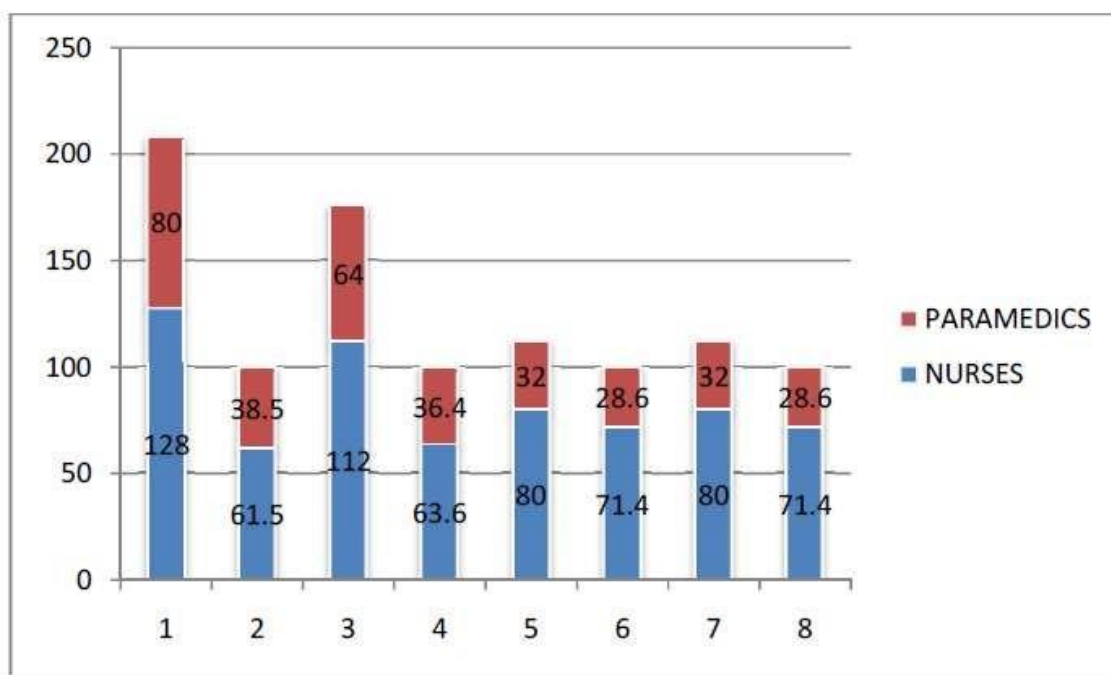


Figure 3: Designation of the Respondents

The designation of respondents is shown in the table above. ESI hospital employs 61.5% nurses and 38.5% paramedics. Gandhi hospital employs 63.6% nurses and 36.4% paramedics. In Care hospital, 71.4% are registered nurses and 28.6% are emergency medical technicians. In Apollo hospital, 71.4% are registered nurses and 28.6% are emergency medical technicians. Care hospital contains 67.0% female patients and 33.0% male patients. Apollo hospital has 68.8% female patients and 31.2% male patients. It displays the results regarding the respondents' Gender. There are 68 females and only 32% males. The researcher has categorized nurses and paramedics according to the departments in which they operate.

Conclusion

The health of an organization's human resources is now a prerequisite for its continued success and viability. In order to maintain the vigor of this labor force, proper motivation through a higher quality of work life is becoming increasingly crucial. In organizations with a unique work environment, such as ESI, Gandhi, Care, and Apollo Hospitals, it is necessary to evaluate the Nurses' and Paramedics' quality of life on the age, gender and designation of respondents. Numerous studies have demonstrated that the quality of an organization's work environment is its lifeblood.

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