

# **Relation between Quality of Work Life and Job Satisfaction among Staff Nurses**

Thesis

Submitted for Partial Fulfillment of the  
Requirements of the Master Degree in Nursing  
Administration

By

**Hamdia Shawkey Abdallh**

**B.Sc. Nursing (2006)**

**Faculty of Nursing  
Ain Shams University  
2016**

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*Under Supervision of*

**Assistant. Pro. Dr. Mona. M.  
Shazly**

Assistant Professor of Nursing Administration  
Faculty of Nursing - Ain Shams University

**Assistant. Pro. Dr. Hemat Abd  
Elazeem Mostafa**

Assistant Professor of Nursing Administration  
Faculty of Nursing – Ain Shams University

**Faculty of Nursing  
Ain Shams University  
2016**

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

# قالوا

سُبْحَانَكَ لَا عِلْمَ لَنَا  
إِلَّا مَا عَلَّمْتَنَا إِنَّكَ أَنْتَ  
الْعَلِيمُ الْعَظِيمُ

حَمْدُ اللَّهِ الْعَظِيمِ

سورة البقرة الآية: ٣٢



## Acknowledgments

*My thanks are submitted first and foremost to **ALLAH** Who gave me the strength and ability to complete this work.*

*I wish to express my indebtedness and gratitude to the Faculty of Nursing, Ain-Shams University, for giving me the opportunity to pursue my postgraduate studies.*

*I would like to express my thanks and appreciation to **Dr. Mona. M. Shazly** Assistant Professor of Nursing Administration, Faculty of Nursing - Ain Shams University, for her candid opinions, timely feedback, insights and the effort and time she has devoted to the fulfillment of this work. I am indebted to her meticulous follow-up and constructive criticism.*

*My sincere gratitude and appreciation are also due to **Dr. Hemat Abd Elazeem Mostafa**, Assistant Professor of Nursing Administration, Faculty of Nursing – Ain Shams University, for her kind help, constant encouragement, constructive criticism, and the time and effort she dedicated to this work.*

*My sincere gratitude and appreciation are also due to **Dr. Fatma Hamdy Hassan**, Professor of Nursing Administration, Faculty of Nursing – Ain Shams University, for the efforts and time she has devoted to accomplish this work.*



*Last but not least, I can't forget to thank every nurse who participated in this study. My great thanks are extended*

*To*

*My family members, especially my Husband, children and my Parents and also to my friends for their kind and constant encouragement, and love.*

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## ABSTRACT

Quality of work life and job satisfaction is very significant for ensuring sustained commitment and productivity from the employee of an organization. The sustainability of organizational success is primarily based on the employee satisfaction and the latter is contingent upon the nature and level of quality of work life. **Aim:** was to assess the relation between quality of work life and job satisfaction among staff nurses through assessing level of quality of work life among staff nurses at the studied hospitals, assessing level of job satisfaction among staff nurses at the studied hospitals, and identifying relation between quality of work life and job satisfaction levels among staff nurses at the studied hospitals. **Setting:** The study was conducted at Ain Shams University Hospital and EL Demerdash University using a descriptive correlational design. **Sample:** 140 staff nurses, (65) of nurses from Eldemerdash university hospital and (75) of nurses from Ain shams university hospital. **Tools:** The data were collected using two self – administrated named Quality of work life questionnaire, and Job satisfaction questionnaire. **Results:** there were a strong positive correlation between quality of work life and job satisfaction among staff nurses in the study hospitals. Concerning quality of work life, it was generally low, especially with the domains of wages and bonuses. Similarly, the staff nurses have low levels of job satisfaction especially with the domains of supervisors and compensation. In total, there is statistically significant relation in all items of quality of work life & job satisfaction at the studied hospital. Meanwhile, nurse's age was the statistically significant positive independent predictors of quality of work life and job satisfaction score respectively. **Conclusion:** the study finding indicated that there was a strong positive correlation between quality of work life and job satisfaction among staff nurses in the study hospitals. **Recommendations:** The study recommended that, nurse's quality of work life and job satisfaction need to be improved in the study hospitals, this would be done through develop strategies for improving nurses working conditions and their quality of work life. Moreover, more social, managerial, professional and organizational support should be directed to nurses who were less satisfied. Periodical evaluation of QWL and job satisfaction at the studied hospital.

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**Key words:** quality of work life QWL, job satisfaction, and staff nurses

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# Introduction

Nurses as the largest group of health care providers, should enjoy a satisfactory quality of working life to be able to provide quality care to their patients. Therefore, attention should be paid to the nurses' working life. Improvement of nurses' working environment is an important issue, as working conditions can adversely affect nurses' health and cause them to resign from their jobs and the profession itself. Nurses are indispensable providers who maintain and improve people's health. In order to deliver high-quality patient care, maintaining nurses' health and reducing nurse turnover rates are important (**International Council of Nurses Occupational Health and Safety Management Program for Nurses, 2007**).

Quality of work life (QWL) refers to how staff think about their profession, to what extents they are satisfied, and how they consider their job comparable with their goals (**Khani et al., 2008; Dehghan et al., 2011**). It is commonly believed that improvement of the QWL is vital for attracting and keeping the staff. Quality of work life for nurses is not an exception; however, low quality of their work life has been confirmed by many studies (**Saraji and Dargahi, 2006**)

In recent years Quality of work life (QWL) is not a unity concept, but has been seen as incur operating hierarchy of perspectives that not only include work based factors such as job satisfaction, satisfaction with pay and relationship with work colleagues, but also factors that broadly reflect life satisfaction and general feeling of well- being (**Taylor, 2007**). The quality of work life is wide term covering an immense variety of programs, techniques, theories and management styles through which jobs are designed its comprehensive, department-wide programs to improve employee satisfaction and strengthening work place learning (**Gupta and Sharma, 2010**).

**Kumar, (2012)** Identified eleven dimensions of QWL, they are pay, occupational stress, organizational health programs, alternative work schedule, participate management and control of work, recognition, superior-subordinate relations, grievance procedure, adequacy of resources, seniority and merit in promotion and development and employment on permanent basis.

QWL had many factors as follow; Fair and proper payment for good performance, safe and secure work situation, the possibility of learning and using new skills,

establishing social integration in the organization, keeping individual rights, equilibrium in job divisions and unemployment and creating work and organizational commitment (**Tabassum, 2012**).

The importance of job satisfaction lies not in its relationship with quality of work life but with stabilizing effects by reducing tardiness, turnover, and through its effects on cohesion as increasing citizenship behavior and organizational commitment, therefor job satisfaction appears to mediate the effect of quality work life on nurses extra role performance (**Saraji and Dargahi, 2008**).

**Marriner, (2008)**: defined job satisfaction as positive attitude toward ones job. In general, people experience this attitude when their work matches their needs and interests, when working condition and reward are satisfactory. Meanwhile, (**Cröse, 2009**) defined Job satisfaction as results of nurse's appraisal of the degree to which his work environment fulfills their needs. It is the degree of a nurse's affective orientation toward the work role occupied in the organization. Job satisfaction is concerned with several attitudes including attitudes about the job characteristics, compensation and benefits, status, social security, advancement opportunities, technological challenges and respect.

Employee's satisfaction of job is a mixture of several factors. These factors are working condition, freedom or autonomy, job security, relationship with co-workers, relationship with superior, salary, career advancement and growth. These factors are described below working condition. As employee spends most of the time in an organization, it is essential for organization **(Elizur and Shye, 2009)**. While **(Abbas, 2006)**, identified four dimension of job satisfaction they are bonuses and wages, the nature and content of the work, supervision and the relationship with colleagues and the physical environment to work.

### **Significance of the study**

Many studies have demonstrated an unusually great impact of quality work life on job satisfaction and motivation of workers, while the level of motivation has an impact on productivity, and hence also on performance of business organization.

However, a number of studies have reported that the quality of nurses work life is seriously impaired **(Khodayarian et al., 2008)**.

The nurses' dissatisfaction with their own work life can cause problems such as job dissatisfaction, emotional