

Quality of Work Life and its Relation to Staff Nurses Performance

Thesis

*Submitted for Partial Fulfillment of the Requirement
Of Master Degree in Nursing Administration*

By

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**Faculty of Nursing
Ain Shams University**

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Dedications

*This work dedicated to individual who
give meaning to my life:*

To Soul of My Parent

To My Dear Husband

To My Sisters and Brothers

*For their Love, Care, Support and
Encouragement that Allowed me to
Accomplish this Work*

Thank you

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LIST OF ABBREVIATIONS

<i>Abb.</i>	<i>Meaning</i>
PA	Performance appraisal
QNWL	Quality of nursing work life
QWL	Quality of work life
TQWL	Total quality of work life

Quality of Work Life and its Relation to Staff Nurses Performance

Abstract

Abstract

Background: Quality of work life influences the performance and commitment of employees in various industries, including healthcare organizations. **This study aimed** to investigate relationship between quality of work life and staff nurses' performance. **Subjects & Methods;** a descriptive correlational design was used in carrying out this study; which was conducted in El Demerdash Surgical hospital affiliated to Ain Shams University Hospitals. Were participated in the study all staff nurses working in surgical units. **Tools of data selection:** Quality of nursing work life questionnaire and an observational checklist for job performance. **Results:** Majority (57.5%) of the staff nurses had low total perception level regarding quality of work life. The majority (65%) of the studied nurses had unsatisfactory performance regarding preoperative care and (62.5%) post-operative care for patients in surgical units. **Conclusion:** there was positive correlation between quality of work life and job performance of staff nurses. **Recommendation:** Continuing education in the form of workshops and seminars and training courses initiated to improve quality of work life of staff nurses and their performance.

Key words: Job Performance, Quality Of Work Life, Staff Nurses, Surgical Units

Introduction

Quality of work life (QWL) is a philosophy or a set of principles, which holds that people are trustworthy, responsible and capable of making a valuable contribution to the organization. It also involves treating people with respect. The elements that are relevant to an individual's QWL include the task, the physical work environment, the social environment within the organization, administrative system and a relationship between life on and off the job **(Bhola, 2014)**.

Quality of work-life has two objectives; to humanize the workplace and to improve the quality of job experience of employees, and to improve productiveness and efficiency of the organization. Thus, the quality of work-life is both a response to the needs of employees as well as organizational needs, and a method or a series of measures to improve the conditions of working. A productive employee is a person who is efficient, who is devoted to his work and his organization, and who has ideal characteristics for an employee **(Noghabi, 2011)**.

Improving QWL of staff much needed as improving quality of care of patient. QWL is important because it associated with nurse performance. Health service influences particularly by the state of wellbeing and nurse performance. In this respect, QWL and the degree of the nurse's involvement in their work is a critical factor in achieving higher levels, of quality of care **(Huangt et al., 2007)**.

The act of performing of doing something successfully; using knowledge as distinguished from merely possessing it; A performance comprises an event in which generally one group of people (the performer or performers) behaves in a particular way for another group of people **(Nayari et al., 2011)**.

Performance appraisals are conducted to give constructive feedback, provide a basis for marking decision, including promotion, transfer, layoffs, discharge and pay rises, this decision can be fair if appraisal is consistent, a consistent performance appraisal system helps control arbitrary nurses decision based on like, dislike, bias and personalities **(Farjad & Varnous, 2013)**.

Nurse performance has received significant attention in studies of workplace. This is due to the general recognition