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قسم

نقسم بالله العظيم أن المادة التي تم توثيقها وتسجيلها
علي هذه الأقراص المدمجة قد أعدت دون أية تغييرات



**The Relationship between Quality of Work
Life and Organizational Citizenship
Behavior among Staff Nurses**

Thesis

*Submitted for Partial Fulfillment of Master Degree
in Nursing Science
(Nursing Administration)*

By

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(B.Sc. Nursing)

**Faculty of Nursing
Ain Shams University
2021**

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Dedication

*I dedicate this research to **Soul of My Father and My Mother** and I would like to extend my deepest thanks and express my gratitude to **My Husband, My children and My Sisters**, without them can't able to be successful in my work.*

I dedicate this research to my group mates, & all my friends.

✍️ Sally Ramadan Osman

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List of Abbreviations

Abb.	Full term
CSR	Corporate Social Responsibility
EC	<i>European</i> Commission
OCB	Organizational Citizenship Behavior
QNWL	Quality of Nursing Work Life
QWL	Quality of Work Life

The Relationship between Quality of Work Life and Organizational Citizenship Behavior among Staff Nurses

Abstract

Background: quality of working life as the greater context for various factors in the workplace, such as job satisfaction and citizenship behavior, may offer opportunity for more cost-effective interventions in the workplace. **Aim:** This study aimed to identifying the relationship between quality of work life and organizational citizenship behavior among staff nurses. **Research design:** A descriptive correlational design was used to carry out this study. **Setting:** The study was conducted at Bahteem Central Hospital. **Subjects:** A convenience sampling technique of all available (90) staff nurses. **Tools:** Data were collected by using two tools, quality of work life questionnaire and organizational citizenship behavior scale. **Results:** the study result demonstrated that, two third of staff nurses had high perception level toward quality of work life. While one third of staff nurses had low perception level regarding quality of work life. While that slightly less than two third of staff nurses had high agreement level regarding Organizational citizenship behavior. **Conclusion:** There were statistically significant positive correlations between quality of work life and organizational citizenship Behaviors among staff nurses. **Recommendations:** conducting orientation for newly staff nurses regarding rules, regulations and policies of hospital. Investigating the relationship between workplace deviance behaviors and quality of work life.

Keywords: Quality of work life, Organizational citizenship behavior, Staff nurse.

Introduction

Quality of work life is a process of work organizations that enable its members at all levels to actively; participate in shaping the organizations' environment, methods, and outcomes. This value-based process is aimed towards meeting the twin goals of enhanced effectiveness of organizations and improved quality of life at work for employees. QWL is a way of thinking about people, work, and organizations; its distinctive elements are concern about the impact of work on people as well as on organizational effectiveness, and the idea of participation in organizational problem-solving and decision making (*Wojewódzka et al., 2020*).

QWL maintains a balance between work and family. At the extreme, if family life suffers, this may have wider social costs. Involvement in community, cultural, sporting or other activities can be a benefit to the community and society at large. While activities are not the responsibility of individual employers, they may choose to support them as community activities can demonstrate good corporate citizenship (*Kong et al., 2019*).

QWL is philosophical which holds on a set of principles that staff nurses are the most important resource in the hospital as they are responsible and capable of making contributions and that they should be treated with

dignity and respect. It involves nurses, the work itself and the hospital. It is as an umbrella term which means the sum total of values, both materials and non- materials, gained by staff nurses throughout their life (*Sato et al., 2020*).

QWL is concerned with taking care of the higher-order needs of staff nurses in addition to the basic needs. The overall climate of work place is adjusted in such a way that its procedures more humanized jobs. Quality of work life is viewed as a cover under which staff nurses feel fully satisfied with the working environment and do the best to co-operate and support to the management to improve productivity and work environment (*Sabonete et al., 2021*).

Organizations that enable employees to balance work and family responsibilities have a positive impact on employees' decisions to stay with them. Depending on situations, things like visiting employees when they are sick, attending their relatives' weddings, or support through depression are some of them the way things which managers can do for their employees (*Suaib, Syahrul & Takdir, 2019*).

Organizational Citizenship Behavior (OCB) is one of the extra-role behaviors, which is also known as good soldier syndrome. Organization Citizenship Behavior OCB is not directly defined and indicated in the definitions of formal roles. OCBs are positive social behaviors that