

**Research Article**

## QUALITY OF WORKING LIFE AND WORKING ENVIRONMENT

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### ABSTRACT

A supportive work environment is necessary for employees' motivation and for creation of conditions for productive work. The quality of work environment affects burnout with, work and private life, the opportunity for continuous personnel development and organizational culture. Despite the fact that there are a large number of studies in management, the quality of working life in Iran has remain uncovered. Questionnaire included the following sections: socio-demographic characteristics, the impact of various risk factors of work environment, burnout, etc. The participants filled in their questionnaires anonymously and independently. Statistical processing was carried out by using IBM SPSS v.20.0 software. The main factors affecting the working conditions; organizational culture. The statistically significant relationships between the characteristics of the working environment and burnout were revealed. Safety of staff morale, effective management and maintenance of a healthy lifestyle are important factors affecting the quality of working life staff and the health level of burnout.

**Keywords:** *Working Life, Working Environment, Staff*

### INTRODUCTION

Unsatisfactory working environment can cause professional errors, the syndrome of emotional burnout, violations of labor discipline and high employee turnover (ChWiskow *et al.*, 2010). Creation of supportive work environment in a medical institution is a complex task and involves several characteristics: safety of hospital environment (protection against occupational hazard, stress), minimizing the negative impact of work on private life (flexible work schedules, social policy), differentiated salary, opportunity for continuous learning and development and ensuring the necessary resources for work. Although, many studies on the reasons for quitting the job among staff indicate to insufficient salary (in some European countries that reason is up to 58-90%), the other important reasons include low prestige of the staff profession and unsatisfactory working conditions (Murrells and Griffiths, 2008). The most important role in forming staff work environment belongs to employees.

This article represents the results of a sociological survey of employees, devoted to the study of burnout and the influence of factors on the working environment. The objective of the research was to study the influence of different factors on the quality of working life in the municipality and burnout of employees and senior staff. In recent years, various organizations and companies have started to join the process of Knowledge and new concepts such as knowledge work, knowledge of work, knowledge management and knowledge organization, announced this trend will intensify. Peter Drucker, using these words heralded a new kind of organization that rather arm strength, the strength of mind is rule. According to this theory, in the future, some communities can expect developments that have more knowledge. So the enjoyment of natural resources cannot be more important that knowledge. Knowledge organizational achieves to capability that is ability to make huge power from low resources (Almalkil *et al.*, 2012). Knowledge management, new effort of the century called the Knowledge Age, is for purposeful maintaining, and guidance and improvement of institutions' knowledge capital, and implies that investments in science bring the best and most profit. Because of the health sector relationship with the public health, require the use of efficient techniques in order to improve the quality of services, healthcare costs down and meet on time clients' needs which only in the light of using new methods of information management, and allocating appropriate time to knowledge management is possible (Grzhibovsky and Doveritelnie, 2008). Knowledge management is organization's hidden investment management that this process involves the creation, acquisition, storage, dissemination, sharing and use of knowledge. Purposes of organizational knowledge generation (creation) are capability of a company as a whole, in the production of new

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knowledge, sharing it in the organization, and embody it in products, services and systems (Grzhibovsky A, 2008). That this knowledge can be promoted or crystallized at the group level through dialogue, discussion, exchange of ideas, experiences and observations transfer. Knowledge storage is an important part of knowledge management; however, when companies are re-organized, valuable institutional memory is often underestimated. But about throwing away the old parts of past experiences should not simply decided. When we say a person distribute his knowledge, it means that the person guide another person with his knowledge, insights and ideas to help him to see better his position. Organizations should prepare an environment for sharing, transferring and interaction of knowledge among members and teach people to understand their interactions.

One of the main steps towards improving the knowledge management is identifying the causes and factors such as burnout, quality of working life programs (Banerzhy, 2007). Optimal use of human resources relies on actions that apply for protection and preservation of employees` Body and Soul. These actions include welfare, health care, job security, job design, emphasis on the role and position of the individual in the organization, providing staff development and growth Background, and as these things, collectively, are considered as quality of working life title.

Quality of working life points to burnout, motivation, benefited involvement, commitment and utilizing the people experience in job environment. QWL is one of the important indicators of working life that shows People how much are able to meet personal needs such as the need for independence while working in the organization (Muñoz *et al.*, 2010). Since today the quality of working life has been considered as a global concept in the field of human resources management and organizational development and its improvement have been considered as a key to the success of any organization management, QWL as one of the organizational improvement techniques is focused by senior managers (Hansen and Sverke, 2007).

Finally, it should be said that, achieving the goals of the organization is dependent on factors such as quality of working life of human recourses. Therefore, in order to achieve the goals of the organization and pleasing its members, managers should recognize employees' quality of working life and be aware of how it affects the organization. Delgoshaiy performed a research to compare the quality of working life in educational and non educational environment work of Medical Sciences University of Kashan and its relationship with knowledge management from the perspective of senior and junior hospital managers and did receive that there is no Significant difference between the quality of working life educational and non-educational environment work of Medical Sciences University of Kashan, and relationship between quality of working life and management in each batch of centers were positive. Nissi in the study that was aimed to evaluate effective factors in the successful deployment of knowledge management found that average of Ahwaz telecommunications enterprise Leaders are aware of important factors in knowledge management. However, these factors have been less discussed in terms of the practical deployment (Larentcova, 2009). Moharramzade conducted a research entitled "evaluation of relationship between organizational culture and knowledge management establishment in the department of physical education in Western Azerbaijan" and the results showed that knowledge management runs successfully in an organization when already infrastructure cultural context appropriate with the system, since guiding existent knowledge in an organization is a popular action and is a function of organization`s staff culture (Woodcock and Francis, 1991).

FallahiKhoshknab`s research among psychiatric staff of Medical Sciences University of Tehran, showed that the life quality of 24% of staff participating in this study was moderate. 67% of them have a good quality of life and 11% reported higher quality of life. Dargahi in his research which titled "evaluation of Quality of working life of hospital staff in Medical Sciences University of Tehran " came to the conclusion that most staff are not satisfied with their quality of working life elements or components and the majority of them are not satisfied with work accidents, lack of safety rules and discipline in work, get rid of health conditions in workplace, lack of tests and medical examinations periodically, low salaries, facilities, cash rewards and non-cash benefits, indirect benefits, and also job stress and non clear job prospects (Aiken *et al.*, 2002).

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### **MATERIALS AND METHODS**

We used the results of the population-based study conducted among the employees and senior staff of polyclinics and multi-field environment work of Yasouj city over the period between 2013 and 2014. Eight multi-field environment work in Yasouj provide qualified hospital assistance to adults. Staff of seven of that environment work (except the infectious hospital) participated in the survey. Twenty-two district polyclinics provide outpatient care to the population. Ten polyclinics (1 or 2 polyclinics in each of the seven districts of Yasouj) were randomly selected for the study. There were 295 employees, who were working at the time of survey in these medical institutions. A structured questionnaire included socio-demographic characteristics, as well as the issues related to the assessment of quality and safety of working environment, burnout, etc. Out of 295 staff managers to whom questionnaire was sent, 223 (75, 6%) replied and were included in the survey. The study included quantitative and qualitative methods. The survey was conducted anonymously. Burnouts, satisfaction with their managerial skills were evaluated on a 5-grade scale. Evaluation was expressed in the categories of satisfaction: 1-completely satisfied, 2 - satisfied, 3-hard to answer, 4- unsatisfied, 5-completely unsatisfied. Positive assertions were coded as a large number – 5, and negative ones as the lowest number – 1. They were followed by aggregating estimates, based on the average arithmetic calculation and the subsequent ranking. The coefficient of internal consistency of Alpha Cronbach was 0.8.

The following factors, which influence on the quality of the working environment, were studied: providing the necessary resources and means of protection, the timely required information, support from administration, patients' evaluation of staff quality, staff morale. The following indicators were calculated: mean; p-value. To identify the interrelation between nominal variables the criterion  $\chi^2$  of Pearson was used. The choice of this criterion is due to the following conditions: nominal (qualitative) data, independent monitoring, independent groups, and absolute numbers. To evaluate the strength of the interrelation between nominal variables the criterion of Cramer's was used for multi-field tables (Grzhibovsky, 2008). The verification procedure of distribution was conducted by using three criteria: graphical (histogram, Q-Q plot); with the help of descriptive statistics; tests of Kolmogorov-Smirnov, Shapiro-Walk. The confidence interval for the share was calculated.

### **RESULTS AND DISCUSSION**

#### **Results**

The employees and senior staff of polyclinics and multi-field environment work of Yasouj took part in research (N=223). All respondents were women, 156 of them (70%) worked in environment work, 67 people (30%) - in polyclinics. According to distribution by positions: employees - (N=65) - 29%, senior staff (N=152) - 68%, senior midwives (N=6) - 3%. The average age of the respondents amounted to 44.8 (CI95%; 43, 645, 8). The length of service in the health system amounted to 23.9 years (95%CI; 22, 8-25, 1). The employment history of employees amounted to 8,7 years (95%CI; 7, 4, 0-8, 9). The majority of the specialists at the time of the survey were married (68%). The survey showed that 81% of the employees in varying degrees are satisfied with their work, 7% are not satisfied, it was difficult to answer for 12%. To identify the main factors influencing on job satisfaction, respondents were asked to evaluate the importance of each factor according to the scale from 1 (the most important) to 5 (the least important).

#### **Discussions**

The survey showed that the significant majority (81%) of employees in varying degrees are satisfied with the work. This data is higher than in some studies (Murrells and Robinson, 2008; Almalki *et al.*, 2012). In our opinion, the results are explained by the long employment history and experience of our respondents. The main motivating factors, which influence on work of staff managers, are salaries, working conditions and the level of organizational culture. 25% of the heads of staff services have to combine the basic work with side job that can adversely affect the quality of work. As known, burnout is affected by the organizational, group and personal factors (Muñoz, 2010). Supportive work conditions are important not only for the physical, mental and emotional health of an employee, but also directly linked to the effectiveness and efficiency of work. A significant part of the factors determining the degree an

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employee satisfies with work, are beyond the control of management. The greatest interest is the knowledge of situational factors in the organization, which determine the values of the survey results showed that innovative staff technology are poorly implemented in health institutions and not enough attention is paid to the safety of hospital environment, which negatively affects the health of staff and burnout (Aiken, 2002).

### Conclusions

The existence of statistically significant correlations between risk factors of the working environment and burnout shows the expediency for implementation of programs for prevention and reduction of risk factors in each health institution. It is appropriate to divide general medical work and management of employees for rational distribution of tasks and responsibilities for the management levels. Employees and senior staff need to learn the scientific approach to the basic functions in management of staff services. The safety of hospital environment, staff morale and a healthy lifestyle are important factors influencing on the level of health among staff managers and the quality of working life. Accordingly, it is advisable to study the characteristics of the working environment in assessing the overall quality of working life.

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