



Organizational climate with regard to the Quality of Work life at Apollo Hospital

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Abstract:

A country's overall social and economic development, the service industry is absolutely essential. It is the sector that contributes the most to total world output and employs the most people, and it is also the sector that is growing at the fastest rate. Today, Apollo Hospitals Group is a vertically integrated healthcare firm that owns and manages hospitals, in addition to operating diagnostic clinics, compounding pharmacies, and providing consulting services. Quality of life is typically connected with a set of objective organizational conditions and practices that permit employees of an organization to think that they are essentially fulfilled and have greater opportunities for personal growth and development. The concept of quality of work life (QWL) is gaining prominence all over the world as a result of the fact that people in modern culture spend approximately one-third of their lives working. This article focuses relationship between quality of work life and employee satisfaction at Apollo hospital.

Key Words: Job satisfaction, Occupational stress, Quality of work life, Work environment and Work-Life Balance.

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I. INTRODUCTION

The service industry is essential to a nation's social and economic development. It is the largest and fastest-growing sector globally, contributing the most to global output and employing the most people. Services comprise the main portion of the economies of the majority of nations worldwide. The true reasons for the expansion of the service sector are urbanisation, privatisation, and an increase in demand for intermediate and final consumer services. The availability of high-quality services is essential to the economy's health. In industrialised economies, the growth of the primary and secondary sectors depends on the growth of services like banking, insurance, trade, commerce, entertainment, personal services and, Health Sector.

In view of growth in the service sector in general and health sector in particular, in 2013, Apollo Hospital was constructed in Jayanagar, Bangalore. Dr. Prathap C. Reddy, founder and chairman of Apollo Hospitals, nourished and cultivated his dream until 1983, when it reached a turning point. Dr. Reddy's vision became a reality due to the death of a young man with a failing heart; a vision where great healthcare is provided and the quest for clinical excellence affects and enhances lives every minute. Today, Apollo Hospitals Group is an integrated healthcare corporation with hospital ownership and management, diagnostic clinics, dispensing pharmacies, and consulting services. In addition, the group provides doorstep healthcare, clinical and diagnostic services, medical business process outsourcing, third-party administration services, and health insurance. In order to improve customer performance and service, the company also offers business support services, telemedicine services, education, training programs, and research services, as well as a variety of non-profit projects.

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II. QUALITY OF WORK LIFE

The phrase relates to the favourability or unfavorability of an overall work environment for individuals. QWL programmes are another way that companies recognise that they have a responsibility to create great jobs and working conditions for their employees and the financial health of the company. QWL means having good supervision, good working conditions, good compensation and benefits, as well as fascinating and satisfying employment. The ideal QWL comprises open communication, an equal incentives system, job security, and participation in decision-making. However, many early QWLs also emphasise job enrichment in addition to enhancing the work system.

III. LITERATURE REVIEW

One of the most important things that can affect how people act at work is their quality of life at work. This includes their work environment, relationship with their bosses, job perceptions, working conditions, support services, and wages (Eren and Hisar, 2016). Quality of work life also includes how much people like or dislike their work environment. This is related to how well employees get along with each other and with the whole work environment (Kaleel et al., 2018a). This has to do with improving the way people are managed in order to improve organizational performance and employee commitment, two things that are becoming more and more recognized as indicators of how well an organization works and how long it will last. The idea of work life quality is important because it has the potential to save human values that have been lost in the pursuit of productivity and economic growth through technological advances (Alqarni, 2016). Also, Nayak et al. (2018) say that the quality of work life can be broken down into work environments, occupational stress, professional development, pay and rewards, and social support. "Good" is the overall rating of the organization's work life practices in terms of how well they work. By teaching employees about the importance of balancing work and life, management may be able to cut down on work-related stress and the number of employees who quit, which is good for both the employees and the company. The bosses should take quick action and give their workers the right benefits and even bonuses to get them to work harder. So that the organization keeps its good name and reputation, the people in charge should make sure that no one has any problems or complaints.

OBJECTIVES OF THE STUDY

- To study the Quality of Work life at Apollo Hospital

METHODOLOGY OF THE STUDY

The required primary data for the study was gathered by means of a structured questionnaire, a personal interview, and observation with convenience sampling technique from 59 respondents. Secondary data required for the study is collected from Organization brochure, website, journals, and magazines. The information is tallied and presented in frequency tables. Simple statistical tools like percentages were used to make the analysis useful, and applied chi-square test in Ms. Excel to test hypotheses.

LIMITATIONS OF THE STUDY

- The study was limited to Apollo hospitals in Hyderabad.
- The obtained information depends on the mentality of the personnel.
- Respondents' schedules were extremely hectic. Therefore, it was a highly time-consuming process.
- The employees' results cannot be generalised.

DATA ANALYSIS & INTERPRETATION

Table: 1 Showing Working Condition Provided by the Hospital

Sl. No	Particulars	Departments				Total	Percent
		Admin		Nursing			
		Responses	%	Responses	%		
1	Highly Satisfied	8	13.56	17	28.81	25	42.38
2	Satisfied	12	20.34	18	30.50	30	50.86
3	Neither Satisfied Nor Dissatisfied	0	0	2	3.38	2	3.38
4	Dissatisfied	0	0	2	3.38	2	3.38
5	Highly Dissatisfied	0	0	0	0.00	0	0.00

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Total	20	33.90	39	66.10	59	100
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(Source: Data Compiled From Questionnaire)

Based on the table 1, it is observed that 42.38 percent of hospital workers were highly satisfied, 50.86 percent of the employees were satisfied, 3.38 percent were Neither Satisfied or Dissatisfied, 3.38 percent were dissatisfied, and 0% is very unhappy. The majority of employees are satisfied with the hospital's working environment.

Table: 2 Showing Friendly Feeling between Management and Staff

Sl. No	Particulars	Departments				Total	Percent
		Admin		Nursing			
		Responses	%	Responses	%		
1	Strongly agree	5	8.47	14	23.72	19	32.20
2	Agree	11	18.64	20	33.89	31	52.54
3	Neither agree nor disagree	2	3.38	5	8.47	7	11.86
4	Disagree	0	0	0	0.00	0	0.00
5	Strongly Disagree	0	0	0	0.00	0	0.00
Total		18	33.90	39	66.10	59	100

(Source: Data Compiled From Questionnaire)

From the above table 2, 32.20 percent of the employees strongly agree that there is a friendly relationship between management and staff; 52.54 percent of the employees agree; 11.86 percent of the employees neither agree nor disagree. Finally we can conclude that there is a friendly relationship between Management and Staff.

Table: 3 Showing Work Environment Provided by the Organization

Sl.no	Particulars	Departments				Total	Percent
		Admin		Nursing			
		Responses	%	Responses	%		
1	Highly Satisfied	7	11.86	13	22.03	20	33.90
2	Satisfied	11	18.64	21	35.59	32	54.24
3	Neither Satisfied Nor Dissatisfied	2	3.38	5	8.47	7	11.86
4	Dissatisfied	0	0	0	0	0	0
5	Highly Dissatisfied	0	0	0	0.00	0	0.00
Total		20	33.90	39	66.10	59	100

(Source: Data Compiled From Questionnaire)

From the above table 3, 38.90 % of the employees are extremely satisfied with the working environment provided by the business; 54.24 % of the employees are satisfied; 11.86 % of the employees are neither satisfied nor unsatisfied; 0% of the employees are dissatisfied; and 0% of the employees are extremely dissatisfied. It is concluded that the working environment is employee friendly.

Table: 4 Showing Fringe Benefit Provided in the Organization

Sl. No	Particulars	Departments				Total	Percent
		Admin		Nursing			
		Responses	%	Responses	%		
1	Highly Satisfied	4	6.77	11	18.64	15	25.42
2	Satisfied	9	15.25	22	37.28	31	52.54

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3	Neither Satisfied Nor Dissatisfied	7	11.86	6	10.16	13	22.03
4	Dissatisfied	0	0	0	0.00	0	0.00
5	Highly Dissatisfied	0	0	0	0.00	0	0.00
Total		20	33.90	39	66.10	59	100

(Source: Data Compiled From Questionnaire)

From the above table 4, 25.42 percent of the employees are highly satisfied with the fringe benefits provided, 52.54 percent are satisfied, 22.03 percent are neither satisfied nor dissatisfied, 0.0 percent of the employees are dissatisfied, and 0.0 percent of the employees are highly dissatisfied. It is concluded that Employees are pleased with the organization's supplementary benefits.

Table: 5 Showing Safety and Health Conditions

Sl.no	Particulars	Departments				Total	Percent
		Admin		Nursing			
		Responses	%	Responses	%		
1	Strongly agree	8	13.55	11	18.64	19	32.20
2	Agree	12	20.33	26	44.06	39	64.40
3	Neither agree nor disagree	0	0	2	3.38	2	3.38
4	Disagree	0	0	0	0.00	0	0.00
5	Strongly Disagree	0	0	0	0.00	0	0.00
Total		20	33.90	39	66.10	59	100.00

(Source: Data Compiled From Questionnaire)

From the above table 5, 32.20 percent of employees highly satisfied that safety and health conditions were good, 64.40 percent satisfied, 3.38 percent of employees neither agree nor disagree, 0.0 percent of employees disagree, and 0.0 percent of employees strongly disagree. In conclusion, it may be inferred that the majority of hospital staff think that safety and health conditions are satisfactory.

HYPOTHESIS 1:

Null Hypothesis: There is no relationship between an employee's level of satisfaction with the organization's fringe benefits and age.

Alternative hypothesis: There is a relationship between an employee's level of satisfaction with the organization's fringe benefits and age.

Table-6: Calculation of Chi-Square Value

O	E	(O-E)	(O-E) ²	(O-E) ² /E
13	11.29	-0.94	0.784	0.052
5	4.05	0.85	0.703	0.296
29	22.06	1.94	2.724	0.120
3	6.03	-1.93	3.125	0.128
3	3.68	-0.78	0.860	0.193
2	1.06	0.92	0.880	0.970
CV=3.182				

Analysis:

The level of significance is 5%, the degree of freedom is 4, the table value is 5.721, and the calculated value is 3.182. Since the estimated number is less than the value in the table, we accept the null hypothesis and reject the alternative hypothesis. From the preceding data, it can be stated that there is no correlation between the age of employees and their happiness with the fringe benefits given by their employer.

HYPOTHESIS 2:

Null Hypothesis: There is no relationship between employees' departments and their rapport with their superiors and co-workers.

Alternative hypothesis: There is a relationship between employees' departments and their rapport with their superiors and co-workers.

Table-7: Calculation of Chi-Square Value

O	E	(O-E)	(O-E) ²	(O-E) ² /E
3	6.12	-4.11	8.572	1.620
16	11.82	2.13	8.631	0.601
13	11.84	4.15	9.786	0.821
16	22.13	-2.15	9.222	0.411
3	3.06	-0.04	0.003	0.000
5	3.75	0.03	0.004	0.000
				CV=3.126

The level of significance is 5%, the degree of freedom is 4, the table value is 5.721, and the calculated value is 3.126. Since the calculated value is less than the table value, we accept the null hypothesis i.e. there is no relationship between employees' departments and their rapport with their superiors and co-workers

IV. FINDINGS:

- It can be seen that overwhelming of employees are highly satisfied with the work environment at the organization.
- The majority of hospital personnel say that safety and health conditions are satisfactory and that there is a cordial relationship between management and staff.
- It can be determined that employees are satisfied with the organization's fringe benefits.
- The majority of administrative department personnel work the general shift, while the majority of nursing department employees work for Day and Night.
- The Apollo Hospital implements a variety of job-upgrading measures to improve the quality of the employees' working lives.
- It's possible to assume that most employees think management will try to solve employee complaints.
- The majority of employees experience work-related stress on occasion and to a significant degree.
- Most of the employees feel that the firm provides fair incentives or compensation for the work performed by employees.
- In the organisation, most of the employees feel that advancement opportunities are favourable.
- The majority of personnel at Apollo hospitals are aware of the norms and regulations. The majority of employees at Apollo hospitals are satisfied with the quality of work-life practises.

V. SUGGESTIONS:

- Ensuring that the workplace is filled with a positive and uplifting atmosphere.
- Ensuring that the workload is proportional to the capabilities and resources of the staff.
- Work quality should be planned to improve employees' standard of life in terms of salary, incentives, perks, and their contribution to employee motivation and the opportunity to apply their abilities.
- Since employees are a company's most valuable asset, management should look into employee complaints and try to solve them.
- The roles and responsibilities of employees should be well-defined. Discrimination in the workplace should be avoided.
- The company could give the people who work the night shift refreshments to help them relax and do a better job.
- Provide an appropriate salary and benefits for the employees' efforts. The firm should provide its staff with cutting-edge tools and technology.
- Employees should get paid time off based on their shifts so that they can feel less stressed and more at ease.
- The organisation must provide a suggestion box so that employees can discuss problems openly and without reluctance.

- The company should try to pay more attention to the work environment, and the bosses should ask employees for feedback on a regular basis.

VI. CONCLUSION:

The organization received a rating of "Good" for its overall performance in terms of the quality of the work life practices that it puts into place. By educating employees on the value of maintaining a healthy work-life balance, management has the potential to reduce work-related stress as well as the attrition rate of employees, which is beneficial to the firm as well as the employees. The management needs to take decisive action and motivate the employees by providing them with the right rewards, including possible incentives. The management of the organization needs to make sure that there are no issues or complaints brought up by the staff in order to protect the good name and reputation of the business.

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