

CONSTRUCTS OF QUALITY OF WORK LIFE: AN EMPRICAL EVIDENCE FROM INDIAN HOSPITALS

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ABSTRACT

Quality of work life (QWL) programs can improve employee morale and organizational effectiveness. But implementing a successful QWL effort in a healthcare setting is not easy because of the unique administrative structure and inherent complexities of modern hospitals. The study involves employees of all the departments in selected hospitals in order to understand their point of view with respect to Quality of Work Life. Primary data was collected by administered a structured questionnaire to 600 employees of selected hospitals in the vicinity of Delhi & Noida on the factors that have impact of the quality of work life. The questionnaire was monitored to some selected employees in different departments of the hospitals in a random order. The secondary data available in the form of organization and industry literature like record books, manual annual reports and journals. The shortcomings of the QWL program are analyzed and recommendations for future practice are described. Considering all the above facts and the massive growth in the healthcare industry, huge investments would offer several opportunities for Indian companies to create 'win-win' situations and there would be emerging opportunities for professionals as well in the near future.

KEYWORDS: Quality of Work Life, Job Satisfaction, Work Life Balance, Human Relation, High-Quality-Work-Life Experiences