

Quality of Work Life among Employees in Healthcare Institutions

"A Comprehensive Review of Some Literature "

Hadjam larbi^{1,*}, **Mokrani Anouar²**

¹ Mohamed Lamine Debaghine University - Sétif 2, Algeria,

Email: l.hadjam@univ-setif2.dz

(<https://orcid.org/0000-0002-3158-8199>)

² Mohamed Lamine Debaghine University - Sétif 2, Algeria,

Email: a.mokrani@univ-setif2.dz

( <https://orcid.org/0009-0001-0023-9594>)

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Abstract:

This current study seeks to delineate the principal characteristics of the quality of work life concept within healthcare institutions through a literature review methodology, using purposive sampling from both indexed and non-indexed databases: Elsevier, Scopus, Google Scholar, ASJP, Semantic Scholar, and DSpace. The research employs search terms including work life quality, quality of work life, quality of life, and nursing, to identify relevant studies published from 2007 to 2023. The data was analyzed using content analysis methods, which enabled the extraction of the idea of quality, which encompassed psychological, sociological, medical, and economic dimensions. Furthermore, it related to an awareness of the internal context of healthcare institutions and their stakeholders, such as doctors and nurses, as well as the recipients of healthcare services (patients)

Keywords: Quality of life, Quality of work life, Employees, Healthcare

* Hadjam larbi

I. INTRODUCTION

A literature review is an essential component of any scientific investigations. It is a scientifically structured activity in which the researcher uses a particular and effective method to identify, select, and assess high-quality studies that address a certain subject, and then analyses and summarizes the findings. "Summarizing a good study generally provides a more reliable answer to a specific test question, identifies gaps in our knowledge that require in-depth research, and highlights the strength of available evidence and the quality of the included studies" (Booth et al., 2016:11).

A literature review helps the researcher understand the approaches adopted and allows them to synthesize the material to create insights, hypotheses, and an analytical framework. It also evaluates the level of knowledge acquired in a specific scientific topic. As a result, the researcher develops a critical sense and intellectual progress in their cognitive perceptions, which compare the state of the examined topic against the overall theoretical and applied knowledge accumulated in the scientific field.

Psychology has focused on quality of life, and this concept has been embraced by various subfields within it. Psychology was pioneering in understanding and identifying the variables that affect human quality of life. This is primarily because quality of life ultimately reflects an individual's self-perception of that quality; life for a person is what they perceive of it.

Examining the theoretical legacy in this field shows that researchers are clearly interested in it, as they have tackled the idea of quality in general as well as the quality of a person's life from a variety of angles (such as functional quality of life, quality of work life, educational quality of life, etc.). The importance of this concept and how it affects various social, psychological, and even administrative and economic aspects are reflected in this interest. So quality is a reflection of numerous levels and their types, which have led researchers to attempt to develop and study it from different angles. The progress humanity has achieved today is a reflection of its pursuit of attaining a certain level of quality of life. Quality, therefore, is the goal of all its psycho-social components.

1. The Importance of the Research

The study's significance lies from its analysis of several studies and research projects that have tackled a current and noteworthy variable in the social sciences, especially psychology in all of its subfields. Through theorization, study, and measurement, social and psychological theorists have given this variable a great deal of attention. We will attempt to study its most significant definitions in this research article, along with the key local, Arab, and international studies that have examined at it, particularly in healthcare institutions

2. The Conceptual Significance of the Study Terms

2.1 .Quality of Life:

The concept of quality of life has both scientific and political significance due to its association with governmental efforts to improve the well-being of citizens. It is a crucial goal of the human development strategy, which governments seek to strengthen in response to the demands of international organizations that focus on the welfare of citizens as well as the advancement of education, culture, and politics. In this regard, "many countries and international organizations have studied and developed methods to measure quality of life as a basis for evaluating meaningful changes in quality of life over time and comparing it across countries, regions, cities, and communities..." (Nugan, Nguyen, 2020: 163).

It should be emphasized that the concept of quality of life is multidimensional and refers to an individual's physical and mental health. "The development of research has led to the emergence of indicators that go beyond the simple levels of health and illness that document individuals' conditions" (Ung et al., 2017: 268-269). As a result, there is no longer any confusion between the idea of quality of life, which defines a person's condition and benefits from social evaluation and economic well-being, and the idea of quality of life related to illness, which defines a person from a purely medical standpoint.

The concept of quality of life did not enter the social and psychological sciences until the early 20th century, when it became one of the most important concepts in positive psychology, which was established in 1998 by American psychologist Martin Seligman (M. Seligman). The study of how people can live happy lives is the main goal of this profession. Because it involves so many different and interconnected elements, the concept of quality of life is often seen to be challenging to describe. Sociology and psychology are two of the sciences that have studied quality of life, and some theorists have tried to use this idea in a variety of psychological-social fields, both theoretical and practical. The term "quality of life" was first used in the medical field in 1975, where it became part of the medical terminology used.

The degree of comfort and general contentment people feel in their lives is referred to as their quality of life. It is associated with a number of facets of life, such as overall health, financial and economic standing, social relationships, psychological and emotional fulfillment, the environment, and environmental life. It also conveys sentiments of happiness and personal and social well-being. The idea is frequently used in the context of the workplace these days. Studies have shown that a decrease in workplace quality of life leads to higher rates of absenteeism, workplace accidents, job dissatisfaction, and resignation (Nazari et al., 2019: 26).

The term "quality of life" can also be defined from a sociological perspective using a number of objective social indicators reflected in official data and statistics, such as environmental cleanliness, transportation efficiency, job quality, income increase, availability of education and job opportunities, access to appropriate healthcare services, freedom of expression and belief, availability of recreational and leisure spaces, and the presence of social justice, among other indicators that reflect the extent of individuals' satisfaction with their lives (Jawan, 2013: 48). This will be illustrated in the following figure:

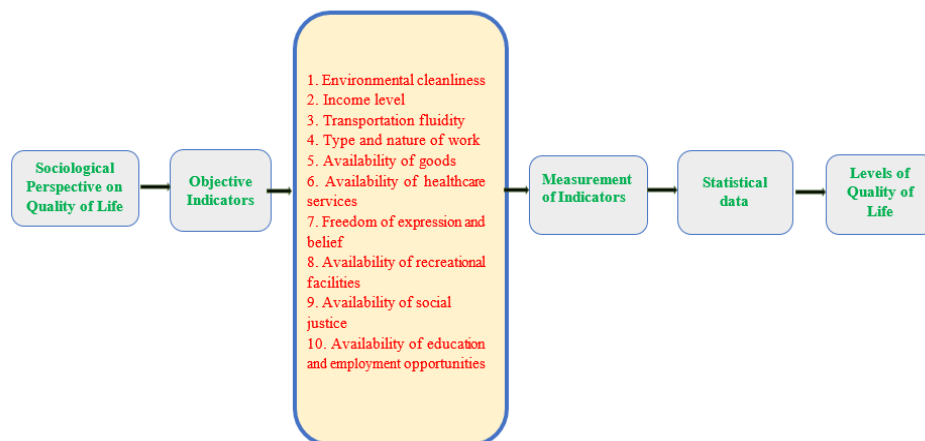


Figure Number 01: Illustrates the Sociological Perspective on the Indicators of Quality of Life (Jowan, 2013: 49).

There are two different schools of thought among quality of life researchers about how to determine quality of life indicators. In order to plan and analyse societal changes, one group places a strong emphasis on economic data. Another group, on the other hand, contends that economic indicators only show a person's financial status, which indicates their degree of financial well-being in relation to their resources. As such, these indicators obscure the broader evaluation of an individual's overall life circumstances, since economic production is a means to improve quality of life, not an end in itself. "Self-report measures, based on survey tools or interviews, are useful for gathering participants' personal assessments of their life experiences, typically in the form of reports on satisfaction, happiness, or well-being" (Costanza et al., 2007: 269).

Accordingly, supporters of the second perspective, referred to as the Social Indicators Movement, contended that it was excessively limited to evaluate social policy and measure social progress purely through economic indicators. They thought that gathering information on social indicators in a methodical manner would help with forecasting, analysis, determining the reasons behind social trends, as well as evaluating and formulating policies (Bognar, 2005: 561).

Notably, the technology advancements impacting different organizations make the assumption that individuals are sufficiently motivated to fulfill their obligations and complete the necessary jobs with satisfaction. Therefore, despite the fact that advanced technology "works to increase efficiency, it also impacts the work environment. The new organizational structure should strike an ideal balance between the technical demands of the job and the social needs of the individuals performing it." (Mily Velayudhan & Yameni 2017:2)

Thus, focusing on improving the quality of work life within organizations enhances the happiness and satisfaction of employees, and brings multiple benefits for both employees and the organization through the effective implementation of work life quality programs. These include flexible hours, job enrichment, expanding job roles, and fostering a culture of autonomous workgroups. Work becomes more efficient as a result of the extensive integration of these components throughout the company, which guarantees the full exploitation of employees' competencies. (Swamy et al 2015:281).

Since the organization's concept and work-life balance are linked, it has been normal practice to use the term "humanity of the work environment" to balance the latter. It is a concept "that covers all human concerns in the workplace, taking into account workers' constitutional rights, such as protecting their rights and dignity, creating a positive work environment, providing them with an outlet for their views, and achieving equality and justice among them." It also aims to achieve a balance and harmony between professional and family life for workers through flexible work schedules, reducing pressures, and developing their skills, so that their needs are met and their performance enhances that of their organizations. This creates job stability, fosters creativity and innovation, as well as encourages responsibility" (Ben Shmeilan, 2019: 219).

2.2. The Hospital Institution

A hospital is defined by the American Hospital Association as: "An institution that contains an organized medical system with permanent medical facilities, including beds for inpatient care and medical services, including physician services and continuous nursing care, in order to provide necessary diagnosis and treatment" (American Hospital Association, 1974:

10).It may also be referred to as: "A collection of medical and non-medical specialties, skills, and professions, along with a range of services, medicines, and materials, organized in a specific manner to serve patients..."(Bouhedid Leila, 2014: 136).

Additionally, it is defined according to Algerian legislative texts, as stated in Article 02 of Executive Decree 07-140, dated May 19, 2007, which establishes and regulates the operation of hospital institutions and public health centers:"A public hospital institution is a public administrative entity with legal personality and financial independence, placed under the authority of the governor" (Official Gazette, 2007).

According to studies on the importance of the relationship between health organizations and quality of work life, which includes job satisfaction, motivation, productivity, health, job security, safety, well-being, participation in decision-making, management approach, job diversity, and flexibility, these factors are organized around four main pillars: a safe work environment, occupational health care, appropriate working hours, and adequate salaries. (Mosisa et al., 2020).These factors undoubtedly have an impact on improving organizational performance and results, leaving healthcare professionals "filled with hope, optimism, and the desire to continue working as professional careers." It is believed that their personal and professional lives are influenced by the care, compassion, and empathy they show towards patients (Bahari et al., 2022: 2). At the same time, adopting quality of work-life standards can reduce the pressure on the organization's human and material resources, improving employee engagement in the health organization and meeting their social, emotional, and psychological (personal and behavioral) needs (João et al., 2019: 1-2).

Healthcare professionals' occupational quality of life is a critical component of the health sector since it is connected to both the physical safety and general well-being of society's people as well as the caliber of performance and services rendered to patients. To promote loyalty and maintain social order, governments make every effort to create a thriving society in all its facets. Therefore, improving job happiness, creating a sense of belonging, decreasing turnover intentions, and strengthening organizational commitment are all advantages of implementing quality of work life in medical organizations.(Suaib et al., 2019).

II- Theoretical Framework Addressing Quality of Work Life in Hospital Institutions:

In this section, we will explore some local, Arab, and international studies using a narrative review approach, which involves "collecting primary studies and exploring heterogeneity descriptively, rather than statistically" (Petticrew & Roberts, 2006: 19). The literature includes a sample of 16 published studies and research, divided between scientific articles, conference papers, and one master's thesis, all written in Arabic and English. In order to address these aspects within the framework of healthcare institutions, these studies concentrate on quality of life within these settings, addressing nursing, patients, organizational culture, and work life. Below, we will present the key findings from these studies.

1- Local (Algerian) Studies on Quality of Life in Hospital Institutions

Study Title	Problem Statement	Key Findings
The Impact of Work Stress on the Quality of Occupational Life: A Case Study at the Mohamed Boudiaf	The study aims to identify the basic causes of work-related stress and assess how it affects a sample of forty-five (45) employees' quality of work-related life. The	The main findings are as follows: -The organizational structure negatively impacts the quality of work life. - The role and capabilities of the individual do not affect the quality of work life.

Public Hospital in Brika, Batna Province (Zouqar & Bersouli, 2021).	researchers' hypothesis was predicated on the idea that work stress has no statistically significant impact on the quality of occupational life of employees at the Mohamed Boudiaf Hospital in Brika (at the significance level of $0.05 \leq \alpha$).	- There is no impact of technology on the quality of work life. -Physical working conditions negatively affect the level of work life quality. -Economic and social conditions negatively affect the level of work life quality. The study comes to the conclusion that stress at work has a detrimental effect on work-life balance and suggests that companies foster a work-life culture to reduce disparities between workers and their workplace.
Work Life Quality in Healthcare Organizations and Its Impact on Organizational Culture Development among Employees: A Field Study in Three Public Hospitals in Adrar Province, Algeria (Ben Khaled, 2017).	The study started with the following basic question: what level of excellence is work-life balance in the healthcare industry under investigation, and how do work-life quality characteristics affect employee loyalty and the formation of organizational culture in healthcare facilities? The researcher primarily relied on the Michigan Work-Life Quality Scale (QWL Michigan) to measure work-Life quality.	The study confirmed the existence of differences in the availability of quality factors in healthcare institutions within the sample. It asserts that there are differences in the level of availability of work-life quality factors in the healthcare institutions under study. Notably, there are disparities in the accessibility of material environmental factors for quality in these healthcare facilities, including the absence of work equipment, poor thermal adaptation, the presence of unsafe and unhealthy work tools, and pollution, with the sector's unique characteristics playing a role.
Measuring the Level of Occupational Life Quality among Paramedical Staff at the Boumerdes Hospital (Salam, 2022).	The study started with the main question: What is the level of occupational life quality among paramedical staff at the Boumerdes Hospital? The study's main objectives were to measure occupational life's quality, determine its components, and assess how satisfied employees were with it. The sample's social standing, experience, and educational attainment	The study conducted at Boumerdes Hospital on a group of paramedical staff yielded the following results, with the most significant findings highlighted: The study found that the quality of work life is below average. It also confirmed that most dimensions of work life quality at the hospital under study are correlated with and have an impact on employee satisfaction. The dimension of moral conditions ranked first with a high degree. Furthermore, there is a favorable relationship between job happiness and leadership and supervisory style as well as

	varied widely	between job satisfaction and the dimension of growth and promotion prospects. However, this relationship remains moderate in strength.
Quality of Life in Widowed Nurses: A Case Study at the Tiaret Hospital (Saidi & Al-Mahi, 2023).	The study started with the central question: What is the level of quality of life among widowed nurses? The research hypothesis is that there is a high level of quality of life among widowed nurses. The researchers relied on the clinical approach in this study, as it aligns with the study's objectives.	The results of the Brief Quality of Life Scale indicate a high level of quality of life. The results of the current study demonstrate that social barriers have been surmounted, especially with regard to the difficulties faced by working women in the healthcare industry. The study also revealed that working at the hospital creates a dual role for women between home and work. Furthermore, the situation does not show signs of burnout. The primary motivation for nurses to work in the healthcare sector, both public and private, is work relationships. The study's results also indicate a statistically significant relationship between work experience and quality of life.
Quality of Work Life Among Nurses at Neighborhood Health Centers in Tizi Ouzou Province (Bougzoula & Al-Ahsan, 2022).	- This study aimed to answer the following questions: - What is the level of quality of work life among nurses at neighborhood health centers in Tizi Ouzou Province? -Do male and female nurses in Tizi Ouzou Province's neighbourhood health centres have statistically different levels of work-life satisfaction? The study sample consisted of 60 nurses, selected randomly from the total number of employees at the health centers. The work-life quality measure created by Easton, S., and Van Laar, D. (2012) in the United Kingdom was	The results indicated a low level of quality of work life among nurses in neighborhood health centers in Tizi Ouzou Province. This decline is attributed to the conditions surrounding the nurses, which hinder their ability to perform their duties, particularly during the COVID-19 pandemic. The pandemic increased demands, workload, and the sources of stress nurses faced daily. Additionally, nurses, especially female nurses, struggled to balance professional and family responsibilities. The study also found a lack of necessary material facilities and resources for performing nursing duties. Therefore, the quality of work life is not only influenced by these factors but also by the unsafe work environment and the lack of recognition from their surroundings, particularly from direct supervisors. The study further revealed no significant

	also used by the researchers	differences between male and female nurses in terms of quality of work life.
Study and Analysis of the Dimensions of Occupational Life Quality in Service Institutions: A Field Study at the Public Hospital Institution of Jijel Province (Laamara & Bouhalli, 2023).	The study revealed the reality of the hospital institution's employees' quality of work life. It began with the following question From the viewpoint of the paramedical staff employed by the organization, what is the degree of occupational life quality in its several dimensions material, social, and job characteristics. The researchers relied on the descriptive approach and used a questionnaire as a tool to collect data from 70 participants, who were purposively selected.	The study concluded the following: - There is a moderate level of occupational life quality from the perspective of paramedical staff at the public institution. - There is a low level of quality of occupational life related to material aspects. - There is a moderate level of social dimensions of occupational life quality. - There is a moderate level of occupational life quality related to job and organizational characteristics.

2- Arabic Studies:

Study Title	Problem Statement	Key Findings
Occupational Quality of Life among Intensive Care Unit Nurses in Government Hospitals in the Gaza Strip (Al Jabari, 2020)	This study aimed to answer a set of questions: - What is the general quality of work life for intensive care unit (ICU) nurses in Gaza's government hospitals? -How do intensive care unit nurses at Gaza's government hospitals feel about their jobs? - How satisfied are intensive care unit (ICU) nurses in Gaza's government hospitals with their jobs? -What is the employee retention level among ICU nurses in government hospitals in Gaza? - How much authority do intensive care unit nurses in	The study's findings showed that nurses' responses to the gender variable varied statistically significantly, with female nurses reporting a higher level of work-life quality than their male counterparts. However, no statistically significant differences were found between work life quality and variables such as educational qualifications, job title, marital status, and years of experience in the intensive care unit. The study also found that the quality of work life among nurses is at a moderate level, as it has a significant impact on employee attraction and retention. Therefore, it is imperative that nurses' work-life balance and the factors that affect it receive

	Gaza's government hospitals have in their jobs? -Is there a relationship between the quality of work among ICU nurses and the selected social and demographic variables? -What are the proposed recommendations that could help improve the quality of life for ICU nurses in government hospitals in Gaza?	greater attention. The study suggested that in order for nurses to give better care to their patients, healthcare system decision-makers should implement strategies to improve their working circumstances and quality of life. Furthermore, this study is a first step towards comprehending the work environment of intensive care unit nurses in Gaza Strip government hospitals. The study suggested that the Ministry of Health's policymakers adopt measures to improve the ICU's work environment, decrease the number of ICU nurses who participate in non-nursing duties, and increase job satisfaction.
Nursing Occupational Quality of Life among Nurses in the Kingdom of Saudi Arabia: A Descriptive Cross-Sectional Study (Al Mutair et al., 2022)	The aim of the study is to explore the quality of nursing work life among nurses working in the Kingdom of Saudi Arabia and to determine the relationship between demographic variables and work life quality among employees. According to the researchers, the idea of occupational life quality characterizes how satisfied workers are with different aspects of their work lives and acts as a foundation for enhancing healthcare services, which in turn influences job satisfaction and, ultimately, nurses' performance. A questionnaire was used with a sample of 860 nurses from various healthcare institutions across Saudi Arabia. The questionnaire covered the following areas: work life, home life, job design, work context, and work environment.	The nurses perceive the quality of nursing work life at a moderate to high level. - The characteristics that nurses see as inspiring or demotivating are evaluated differently depending on the sample's diversity. -Demographic factors, including nationality, income, and family support for the nurse, the presence of an independent child or spouse or parents, and shift duration, tend to have a statistically significant relationship with the quality of nursing work life.

3 -Foreign Studies:

Study Title	Problem Statement	Key Findings
Professional Quality of Life among Healthcare Workers in Hospital Emergency Departments in Spain (Pérez-Valdecantos et al., 2022)	The study aimed to assess the quality of life of healthcare professionals working in emergency departments in two Spanish hospitals. A descriptive cross-sectional study was conducted during July and August 2019 in the emergency departments of two public hospitals representing the Spanish healthcare system: the University Clinic Hospital of Valladolid (HCUV) and the Santa Barbara Hospital of Soria (HSBS). All of the participants were employed as morning or afternoon healthcare workers. The Burgos Health Region's Clinical Research Ethics Committee gave its approval to the experiment. There were 97 participants in the study: 38 doctors (10 men and 28 women) and 59 nurses (10 men and 49 women). According to work schedules, 31 people worked the afternoon shift while 66 people worked the morning shift. Among the participants were 14 professionals in training (MIR), 20 temporary employees, 34 temporary substitutes, and 27 permanent staff members.	- According to the findings, the pre-pandemic state of affairs suggests that emergency department healthcare personnel had proper professional management, with stress levels, sleep patterns, and quality of life all fitting into what might be characterized as a steady and orderly way of living. As a result, the emphasis will be on developing programs that enhance the quality of life for medical personnel in emergency scenarios, focusing on abilities like coping mechanisms, sleep hygiene, and self-efficacy, among others. This may result in improved patient care.
Occupational Quality of Life for	- The study was based on a series of research questions: - Are there a relationship between mental health and work-life quality? - Are there relationships between work life quality indicators and subjective	Quality of work life, psychological well-being, and self-well-being cannot be completely separated. Life satisfaction, interpersonal relationships, and self-acceptance are examples of psychological and self-well-being components that are included in the quality of

Nurses in Hospitals, Psychological and Subjective Well-Being (Blumberga & Olava, 2016)	well-being? - Are there connections between indicators of psychological and subjective well-being? - Are there statistically significant relationships between demographic indicators, work life quality, and psychological and subjective well-being? To answer the above questions, the study was conducted in a hospital in Latvia in 2015, using a cross-sectional study design. Data were analyzed through correlation analysis. 56 nurses, ages 25 to 65, with more than five years of work experience, formed the study sample. The study employed four questionnaires, one of which assessed nurses' work-life balance. The results revealed the participants' contentment with the quality of their work-life balance. Furthermore, psychological well-being scales were used. These scales, adapted in Latvia in 2001, measure well-being across six dimensions: positive relationships, autonomy, environmental mastery, personal growth, life purpose, and self-acceptance. The purpose of the life satisfaction scale was to give a general evaluation of life as experienced by the individual. The authors also developed a survey to assess these factors.	work life. The majority of medical nurses who participated in the poll said they were satisfied with their work-life balance. The respondents are content with their jobs, colleagues, work environment, and management. Employees receive support and assistance when needed, and enjoy suitable working conditions and recreational rooms. They maintain good, trust-based relationships with colleagues. Work life quality is positively related to psychological well-being; however, the overall sense of psychological well-being among employees is at an average level. Medical nurses score higher on integration with the environment and community, interpersonal relationships, and life satisfaction, but score lower on independence, personal growth, and self-acceptance—interconnected areas. This suggests that dissatisfaction with oneself can affect personal growth and independence. Relationships are crucial to nurses, who value the trust and welfare of others. They are capable of effectively handling everyday responsibilities, seizing chances, and modifying their surroundings to suit their requirements. Overall, nurses maintain positive attitudes toward themselves, are aware of their good and bad personal traits, and are neutral regarding thoughts about their life. Nurses are dissatisfied with their pay for the work they do and how the role of nurses is perceived in society. If employees are dissatisfied with themselves, personal growth, and independence, it may impact their overall work life quality. To prevent reduced self-acceptance, personal growth, and indicators of independence, the HR department
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		should investigate the challenges employees face and identify factors that contribute to inadequate levels of self-acceptance, personal growth, and independence.
Strategic Analysis and Research on Nursing Work Life Quality (Wang et al., 2020)	Nursing management relies highly on the quality of work since nurses can arrange their job to suit their own demands based on their experiences. With a focus on five dimensions—quality of work life, working conditions, job stress, job and professional satisfaction, and overall health status—the study aimed to determine the characteristics linked to nursing work life among a sample of 3,498 nurses from five Chinese hospitals. A work-related quality of life scale and a questionnaire approach were employed in the study.	The factors influencing work life quality can be summarized as follows: - Variation in Nurses' Ages - Mid-level Professional Ranks and Low Academic Qualifications - Improving Nurses' Salaries - Suffering from Sleep Disorders and Negative Events, in which the study concludes that healthcare management should establish relevant regulations while giving considerable thought to the importance of nurses in enhancing their social status. Additionally, human-centered management is the most effective approach for hospital administrators, who must prioritize the value of work, promote the benefits for contracted nurses, implement a fair performance reward distribution plan, ensure equitable selection and appointment processes, and guarantee a fair promotion mechanism. Furthermore, administrators should respect diverse viewpoints.
Quality of Life among Elderly Patients with Dementia in Institutions (Barca et al., 2011)	The quality of life of 156 participants who were over 60, living in institutions, and had been diagnosed with dementia was the main emphasis of the study. A total of 74 people from the geriatric psychiatry departments and 82 people from a nursing home were chosen. The QUALIDscale, which has eleven questions, was used to measure quality	The study confirmed that: - Major depressive illness and the degree of cognitive and functional impairment are associated with the quality of life of dementia patients in institutions. -Depressive symptoms are associated with a lower quality of life among patients living in their homes compared to those in institutions. -There is a strong relationship

	of life in the study	between poor quality of life and decreased performance in daily life activities. -Depression is a strong indicator of the "distress" factor, followed by the severity of cognitive impairment. - Supporting patients in carrying out fundamental daily tasks can increase the comfort component, while depression treatment can alleviate the distress component.
Work Life Quality among Healthcare Workers in the Italian Healthcare Sector (Argentero et al., 2007)	The researchers aimed to study the quality indicators of work life among healthcare workers. They suggested a method for evaluating work-life balance that involves gauging each healthcare worker's set of goals, aspirations, and expectations, which they use to gauge their performance. We interviewed a sample of 112 healthcare workers on a regular basis. Three different kinds of questions were asked throughout the interview: which aspects of the interviewee's professional life were most significant, how they felt about these aspects, and how essential they were in relation to one another.	The study identified the key topics in healthcare management that have become part of the culture of healthcare workers: - Issues such as professional education and development, management of relationships among workers, creation of workgroups or teams, aspects related to humanizing treatments, and organizing services. - The data collected contributed to demonstrate how the degree of performance expected has a significant impact on an individual's impression of work-life balance
Organizational Health and Quality of Life: A Survey among Paramedics in Pre-Hospital Emergency Care (Sili et al., 2011)	The study aimed to measure organizational health and quality of life among paramedic nurses. It aimed to evaluate how organizational health levels affected the physical and psychological complaints and quality of life of older and younger nurses, as well as male and female nurses. Additionally, the study examined gender and age	- The study resulted that: - The quality of life for nurses working in emergency care before hospital admission was linked to organizational health aspects. - Perceived efficiency and effectiveness, openness to innovation, comfort and safety in the workplace, relationships between colleagues and

	differences in both organizational health levels and quality of life factors. The researchers noticed that the organizational procedures and practices at work have an impact on nurses' quality of life and are linked to stress, a number of syndromes, and illnesses. Descriptive correlational analysis was used, and a questionnaire was distributed to a sample of 726 individuals to assess demographic variables, organizational health levels, quality of life, and physical and psychological complaints.	coordinating staff, worker appreciation, and excessive workload were the key elements for intervention to enhance well-being and health in the work environment.
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4 - Literature on Quality of Life at Work: Cross-Experiences:

This section discusses two experiences in reviewing the literature related to quality of life in the healthcare work field, focusing on the evolution of the concept in the Brazilian and Indian scientific traditions.

4-1- Quality of Life at Work in Brazilian Literature:

A research team led by Costa Schmidt et al. conducted a study titled "Quality of Life at Work: A Review of Brazilian Nursing Literature" (Schmidt et al., 2008), with the aim of analyzing how the concept of quality of life at work and job satisfaction are studied in Brazil.

The study also sought to identify other concepts that accompany it in various fields related to quality of life at work. The researchers point out that comparing results from Brazil with those from other countries can be challenging due to the variety of assessment instruments based on different ideas about what defines quality of life at work.

4-1-1- Research Method:

A survey of the Brazilian scientific literature on nursing professionals' job satisfaction and quality of life at work, including abstracts, articles, theses, and dissertations, was part of the study. A number of factors were taken into consideration when choosing the sample publications, such as the publication's evaluation of nurses' job satisfaction and quality of life at work and the requirement that the study's methodology be quantitative and concentrate on creating instruments to gauge nurses' job satisfaction and quality of life at work. Only 17 articles out of the 47 studies the researchers located in the United Nations Development Programme and databases in Brazil and Latin America satisfied the inclusion requirements. The following seven particular criteria were used to assess the chosen studies:

1. Does the researcher define the concept of quality of life at work to be used?
2. Does the researcher present the areas of quality of life at work to be measured?
3. Does the researcher justify the choice of the measurement tool?

4. Does the researcher consolidate the results of the tool's domain into a single score for quality of life at work?
5. Do workers respond to a general question about their quality of life at work?
6. Were workers surveyed regarding the importance of areas of quality of life at work?
7. If the answer is yes, were these results integrated into the final outcome of the study?

4-1-2- Study Results:

- ✓ There was no consensus among the 17 published studies regarding the meaning of the concept of quality of life at work.
- ✓ Due to the researchers' varied scientific and intellectual backgrounds, which resulted in varying interpretations of the concept, and the frequent substitution of job satisfaction for it, this confusion is explained.
- ✓ Although the published studies outline the concepts, they failed to provide an operational definition of quality of life at work that takes into account local conditions.
- ✓ A variety of areas related to quality of life at work were observed, with more than 50% of the studies addressing areas such as: wage compensation, interaction, professional status, work requirements or goals, autonomy, organizational policies, and development opportunities.
- ✓ It is observed that the theoretical framework that served as the foundation for the published research had an impact on the variety of measuring instruments (7 tools) and their suggested components. There were just eight researches that examined the significance of work components. Only one study asked the general question of work-related quality of life.

4.2. Quality of Life at Work in Indian Literature:

The researchers Radha Yadav and Ashu Khanna conducted a study titled "A Review of Literature on Quality of Life at Work and Its Dimensions" (Yadav & Khanna, 2014).

The researchers believe that quality of life at work has become an essential matter for achieving organizational goals, as it allows organizations to continue attracting and retaining employees in key roles. The individuals found in the departments and workshops of organizations are valuable resources who are capable of taking responsibility to contribute effectively. Therefore, it is appropriate to treat them with dignity and respect.

The set of material and moral values that an employee has attained over the course of their life is referred to in this sense as their quality of life at work. In this way, a worker's quality of life at work refers to their interactions with the policies and programs that make their work rewarding and fulfilling, both inside and outside the company. Autonomy, recognition, belonging, growth, and rewards are some of these policies.

The aim of the research paper is to explore the scope of quality of life at work as presented in the various literatures, and to identify the dimensions used, regardless of their size, within the concept. Finally, the researchers seek to study the relationship between the dimensions and quality of life at work.

4-2-1- Research Method:

The researchers selected a sample of 20 studies that examined the aspects of work-related quality of life that were published between 2000 and 2013. Seven criteria were used in their analysis of these studies: the study's title, goal, sample size, variables examined, data collection technique, measuring tool, and research findings.

4-2-2- Study Results:

- ✓ Without implementing quality of life at work, no organization can provide significant and successful benefits for its users.
- ✓ Companies that have implemented quality of life at work have achieved higher growth and profitability in the market, as revenue growth depends on customer loyalty, which in turn depends on their satisfaction, directly linked to the services provided by employees
- ✓ According to around one-third of the research, integration, coherence, and dedication are powerful factors that influence employees' quality of life at work. Furthermore, pay, perks, and supervision increase workers' organizational commitment and enhance their working conditions.
- ✓ The studies reveal that employees hope to develop their skills and advance to higher positions. For them, communication is an effective means to create mutual understanding between employees and employers. Many organizations use an open-door policy to improve organizational performance.

III- Conclusion:

After reviewing the research and studies conducted on quality of life at work, it is evident that many researchers have focused on the demographic aspect to identify the socio-professional group most concerned with the topic or its various dimensions. Nurses are frequently cited as those who want to enhance their work-related lives, which include overcoming obstacles, coping with emotional stress, and managing the illnesses that are common among the people who receive healthcare services. It is observed that when analysing or measuring the dimension under study, a closed perspective predominates due to the researchers' specialised expertise. However, there is a discernible difference between local and international studies in terms of the cognitive approach. The approaches, analytical tools, diversity of measurement scales, and access to healthcare organizations, along with the scholarly publication process, are all methodological and structural elements that give rise to two different directions in studying the concept of quality of life at work. The first direction involves a multifaceted analysis of the concept's dimensions, while the second focuses on a single dimension.

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