

Journal of legal and social studies

Issn: 2507-7333

Eissn: 2676-1742

**The Role of The Quality of Life of Hospital Workers in Achieving The Quality of  
Hospital Services**

**Dr. Snani Loubna<sup>1\*</sup>, Dr. Cheddad Abderrahmane <sup>2</sup>**

<sup>1</sup>University of 20 August 1955 Skikda(Algeria), [l.snani@univ-skikda.dz](mailto:l.snani@univ-skikda.dz)

<sup>2</sup>University of Ziane Achour Djelfa(Algeria), [cheddad.abderrahmane@univ-djelfa.dz](mailto:cheddad.abderrahmane@univ-djelfa.dz)

|                          |                                |                                 |
|--------------------------|--------------------------------|---------------------------------|
| Date of send: 01/12/2024 | date of acceptance: 01/01/2025 | Date of Publication: 01/03/2025 |
|--------------------------|--------------------------------|---------------------------------|

**\*Corresponding author**

**Abstract:**

The quality of work life expresses the mixture of feelings that the worker experiences towards the work environment, and the quality of work life can be achieved by providing a set of conditions and procedures that contribute to making the workplace more suitable for employees and respecting their needs, whether physical or psychological.

As our article aimed to clarify the role of quality of work life for hospital workers by providing a set of basic conditions at the level of mental and physical health as well as normal social relations and the impact of providing quality on hospital services.

**Keywords:** Quality; quality of work life; health services; workers.

**Introduction:**

All societies looking for development and progress seek to preserve their human resources by searching for ways that contribute to achieving their satisfaction and enhancing their psychological health. As in many studies conducted in previous years concluded that the level of satisfaction is related to what the individual feels of internal happiness and not what is provided to him of material privileges that can achieve temporary happiness only and then the individual reaches the stage of boredom and looks for another tool to make him happy.

From another angle, the concept of quality of work life is still vague and ambiguous, as it has been addressed by many studies that have known diversity in terms of defining its true meaning, as humans are variable in terms of behavior and desires. So the dimensions of the quality of work life cannot be limited to one component, but are broader, as they include several areas according to the individual's perceptions, perspective, life experiences, and the environmental conditions. Moreover, it is noticeable that organizational institutions in our time have become seeking to achieve a competitive advantage, by working to achieve their goals using several strategies, including the quality of work life, as the latter is considered one of the challenges that every organization seeks to realize the value of the working individual and consider him an important resource.

Despite the importance of the health sector in Algeria, it knows a great weakness in its services, so identifying the extent of providing the needs of hospital workers and improving working conditions is one of the priorities that must be carried out by the Ministry. In order to enable hospital workers to fulfill their duty towards patients and motivate them to improve their performance, in light of the above, we can ask the following question: Does the quality of life of hospital workers play a role in improving hospital services?

**THE FIRST TOPIC : Quality of work life:****First requirement: The concept of quality of work life:**

The quality of work life is related to the individual's perception of what he can receive from the organization in terms of conditions, benefits, clarity of goals, and the extent to which the job is able to provide him with his psychological and social needs by achieving a balance between psychological and professional life.<sup>1</sup>

The quality of work life is defined as all programs and plans carried out by the organization that provide life requirements, which leads to improving the level of performance and the quality of production while achieving the goals of the individual and the organization, while maintaining a stable and healthy organizational climate.<sup>2</sup>

The American Society defines quality as the form and characteristics of the service and product that reflect the product's ability to satisfy explicit and implicit needs, while the ISO definition of quality is: "The degree to which a set of characteristics in a product satisfies the customer's needs and requirements."<sup>3</sup>

Walton defines quality of work life as consisting of all aspects of work life, including compensation, working conditions, employee rights, and opportunities for growth and advancement.<sup>4</sup>

**Second requirement: The importance of quality of work life:**

We can define the importance of quality of work life as follows:

**-Care for physical and mental health:**

Health care is considered a worker's right by providing a medical staff that works to monitor the health of workers periodically and continuously, as health care includes both mental, physical and mental health, as maintaining the health of workers is one of the biggest challenges that organizations seek. Especially workers who have the experience and capabilities necessary to perform tasks and supervision, thus, maintaining the worker excludes the organization from searching for other workers with the same competence and skills, and excludes it from the costs of treatment, training and rehabilitation.

**-Paying attention to the inclinations of the individual worker:**

Tendencies are considered an internal force that makes an individual accept or reject a person, situation or environment. As the tendency to a profession is related to the extent to which the latter is able to satisfy needs and achieve a sense of comfort and satisfaction, and understanding the tendencies of the working individual can contribute to identifying a position that matches what he desires. Which reduces the level of pressure and thus contributes to maintaining his psychological health.

**-Attention to the individual's personal goals and aspirations:**

The individual joins the organization with a set of personal goals and ambitions that he expects the organization to achieve. as the individual needs to achieve his goals and ambitions in order to achieve self-realization if the organization is unable to provide his needs and desires or his expectations are much higher than what can be provided in the organization. He enters a state of stagnation and frustration and through the accumulation of these feelings, symptoms of anxiety and depression begin to appear as a result of feeling helpless and unable to achieve self-realization, which is the ultimate goal of every worker.

**-Sense of well-being:**

Achieving quality at the level of work life is a very important strategy to achieve psychological, social and professional well-being and this can be achieved by relying on the requirements of the quality of work life represented in: Stability and job security, rest periods and holidays, providing material rewards, providing healthy and complete nutrition. Also providing free health services, housing for workers who live far from their place of work, mutual appreciation and respect, recognizing the achievements of workers, and caring about individuals' ambitions and dreams.

**Third requirement: Obstacles to the quality of work life:**

From our point of view, the obstacles to the quality of work life are as follows:

- Poor physical conditions and the absence of the necessary means to perform tasks.

- Weak material incentives and wages that the individual receives from the organization.

- Conflicts and issues that lead to instability in the organization.

- Failure to recognize the efforts of employees and encourage them to give their best.

- Lack of good planning for human, material and financial resources.

- Lack of preventive measures and means.

- Failure to provide health supplies such as labor medicine and psychologists, in addition to healthy nutrition.

- Neglecting the worker and not listening to the difficulties and issues that hinder his career path.

- Lack of opportunities for workers to participate in expressing opinions and making decisions.

Lack of professional training and self-development opportunities that affect the individual and the organization.

## THE SECOND TOPIC :The role of quality of life of hospital workers in achieving the quality of hospital services:

The quality of life at work expresses the way workers perceive how to actively perform their work according to their desires and interests where the individual enjoys complete freedom to obtain his personal needs and desires. As it is difficult to achieve this proposal due to the multiplicity of personal desires and values for each worker, but efficiency in professional activity related to the desires of workers within their jobs can be activated, which contributes to their satisfaction. On the other hand, the health sector is among the most important strategic sectors, especially in light of the increasing awareness and interest of members of society. As it became the subject of the hour through the efforts of actors in the sector from researchers and officials to identify quality indicators that can measure the quality of hospital services.

- **Tangible aspects:** These include the appearance of the facilities available at the service organization, equipment, and the appearance of individuals and clients dealing with service providers.
- **Reliability:** Refers to the ability of the service organization to reliably perform its promised tasks.
- **Responsiveness:** It relates to the ability, willingness, and readiness of service providers.
- **Trust and credibility:** It relates to the degree of trust and credibility of the service provider.
- **Empathy:** It refers to the extent to which the service provider is able to identify and understand customer needs.<sup>5</sup>

### - Factors for achieving quality health services:

achieving the quality of health services requires tracking and studying a number of key elements represented in the following:

- **Expected quality:** It is what patients expect from the quality of the health service, which should correspond to their needs and desires.
- **Perceived quality:** It is what is perceived in relation to the health service, which varies according to the capabilities and capacities of health institutions.
- **Normative quality:** the level of health that must conform to the service's specifications.
- **Actual quality:** this is the degree of quality which health organizations are accustomed to providing health services to patients.<sup>6</sup>

It is worth noting that achieving quality services needs to provide a quality life, as those working in hospital institutions also need to consider their needs,

whether related to working hours or preventive measures and means of preventing diseases, in addition to providing security, which is a necessary need. In recent years, especially in light of Covid-19, the security situation is still weak at the level of hospital institutions. So providing quality work life needs to provide five basic requirements, namely Quality Physiological requirements, requirements associated with occupational safety and security and the means necessary to preserve life, requirements associated with a sense of belonging by providing healthy social relationships. Also requirements of self-actualization and the appreciation of others for the efforts made and that failure to provide one of these requirements will necessarily lead to a poor level of quality of work life.

The quality of work life is an important part of the overall quality of life and well-being because the individual spends most of his time in the workplace and his feeling of comfort and satisfaction in it contributes to achieving balance and psychological health and building healthy social relationships free from conflicts, deviations and stress resulting from unhealthy situations.

We can say that the stress model at work is based on three intertwined axes, namely:

- The intensity and multiplicity of work demands represented by the pressure of workloads resulting from long working hours.
- Weakness or absence of autonomy in decision-making and initiative in adopting or changing a method of performing tasks.
- Weakness or absence of social support within the professional environment, whether from management or colleagues.

These indicators are considered to be obstacles to achieving psychological and social well-being, as an individual who lives in a strict environment and abides by the laws to the letter and has no clear role or opinion in his field of work cannot feel happy and satisfied in his professional or personal life.

Therefore, the search for jobs that help achieve professional compatibility and psychological balance has become a necessity in light of the current social and economic changes by focusing on quality of life standards in the professional environment. As an important strategy in achieving psychological and social well-being, especially achieving balance at the personal, family and social levels, which is the basis for building a healthy individual with a strong work ethic.

It is noticeable that today's organizational institutions have become seeking to achieve a competitive advantage. By working to achieve their goals using several strategies, including the quality of work life, as the latter is among the challenges sought by every organization that has realized the value of the worker and considered it an important resource that cannot be dispensed with.

Also, the achievement of total quality is mainly related to the extent of its ability to achieve quality of life whatever its nature. which was confirmed by a study of Fawateh, Mubarak (2016), which aimed to determine the relationship between quality of work life and total quality and found a statistically significant positive correlation relationship With the seven dimensions of quality of work life: health and safety needs, economic and family needs, social needs, self-esteem needs, cognitive needs, and aesthetic and creative needs. Despite the development of machines and work methods, controlling the process requires the presence of human resources capable of assuming responsibilities, solving issues and making appropriate decisions, in addition to the extent of their psychological and social stability, which is reflected in their performance and their social and professional relationships.<sup>7</sup>

In a study of Bin Khalid (2017) that aimed to identify the quality of work life in hospital organizations and its impact on the development of organizational culture among employees, it was found that there were differences in quality factors in health institutions among the study sample.

These differences were represented in the physical environment factors of quality in health institutions in terms of unsanitary and unsafe work means, poor thermal air conditioning, lack of work means, pollution, and the specificity of the sector. In addition to the average workload, wages and rewards in institutions are unsatisfactory, the feeling of unfairness in wages compared to the efforts and skills performed by workers and their lack of understanding the wage system.<sup>8</sup>

The study of Al-Zarouk (2013) found that the impact of poor quality of work life on the physical and psychological health of workers can be evident through the diseases that begin to appear coinciding with the years of working for the organization, as it found that there are some physical diseases resulting from poor quality of work life. As for mental health, it found that poor quality of work life leads to many psychological effects, most importantly stress, unexpressed psychological suffering, sharp and violent expressions as a result of the stressful working conditions that affect the health of the individual and from there on his personal and social relationships, working on plans.<sup>9</sup>

In The Other Hand The study of Zougar and Bersoli (2021) also found that achieving the quality of work life requires the design of guidance programs to alleviate the occupational pressures, such as defining the set of jobs in the institution. Also, how to deal with work equipment and tools, encouraging workers materially and morally, expanding recreational activities, incentives and bonuses based on effort, holding periodic meetings between workers and management to identify the sources of pressure and work to solve the issues

causing it, improving the quality of work life for workers. By spreading the culture of quality work life and generating conviction among them.<sup>10</sup>

Therefore, providing quality health services needs to provide a suitable organizational climate by meeting the needs of workers and the necessary tools and means at work, in addition to providing security, as these requirements can make hospital workers feel stable in the institution, making them effective and contributing to the quality of hospital services.

**Conclusion:**

Quality of life is important because it affects the level of satisfaction, the success of social and professional relationships, and contributes to achieving well-being and happiness in life and affects public health. Which is an important factor in the quality of life, also, plays a role in achieving psychological and emotional acceptance through positive thinking, managing challenges in a healthy way, obtaining emotional support, and doing activities that lead to happiness, including achieving psychological, social and professional harmony.

**Bibliography List :**

- 1- Badisi Fahima, Ziouche Bilal, The quality of health services characteristics, dimensions and indicators, Journal of Economy and Society, Issue 07, 2018, pp. 156-176
- 2- Ben Khaled Abdelkarim, Quality of work life in hospital organizations and its impact on the development of organizational culture among employees: A field study in three public hospitals in the state of Adrar, Journal of Truth, Issue 41, 2017, pp. 528-552.
- 3- Ben Siddiq Zahraa, Shalaghem Yahya, The quality of work life in the solution of some demographic variables, Rawafed Journal, Volume 5, Issue 2, 2021, pp 497-515
- 4- Bloul Ahmed, Ala Aisha, Dimensions of quality of work life and its relationship with mental health, Journal of Psychosocial Facts, Vol. 1, Issue 2, 2020, pp. 167-188
- 5- Fawateh Ahmed Mohammed Al-Amin, Mubarak Bouhafs, The quality of work life under total quality management, Journal of Human Resources Development, Issue 12, 2016, pp. 337-377
- 6- Flemban Nasser Nahid, The impact of organizational justice on the quality of work life in the Ministry of Foreign Affairs in Riyadh, Journal of Economic Sciences and Legal Administration, Vol 4, Issue 4, 2020, pp. 20-50
- 7- Maazouzi Issa, Dimensions of health services quality and its role in achieving excellence, Journal of Administrative and Financial Sciences, University of the Valley, Vol. 02, Issue 1, 2018, pp. 91-110
- 8- Rafaf, Abdelkader. Meziane, Mohamed, The quality of work life under the variables of experience and professional rank, Al-Basha'ir Economic Journal, Vol 5, Issue 3, 2018, pp 458-472.

- 9- Zarrouk Fatima Zahra, The quality of work life and the physical and psychological health of workers, Researcher in Humanities and Social Sciences, Issue 05, 2016 pages 74-83
- 10- Zougar Wafa, Barsouli Fouzia, The impact of work pressure on the quality of work life: A case study in the public hospital institution Mohamed Boudiaf in Breka, Batna, Journal of Legal and Economic Studies, Vol. 04, Issue. 01, 2021, pp. 289-319.

---

<sup>1</sup> - Ben Siddik Zahraa, Shalaghem Yahya, The quality of work life in the solution of some demographic variables, Rawafed Journal, Issue 2, 2021, p.498

<sup>2</sup> Flemban Nasser Nahid, The impact of organizational justice on the quality of work life in the Ministry of Foreign Affairs in Riyadh, Journal of Economic Sciences and Legal Administration, Vol 4, Issue 4, 2020, p.23

<sup>3</sup> Beloul Ahmed, Ala Aisha, Dimensions of quality of work life and its relationship with mental health, Journal of Psychosocial Facts, Vol. 1, Issue. 2, 2020, p.172

<sup>4</sup> - Rafaf, Abdelkader. Meziane, Mohamed, The quality of work life under the variables of experience and professional rank, Al-Basha'irEconomic Journal, Vol 5, Issue 3, 2019, p.461

<sup>5</sup>- Maazouzi Issa, Dimensions of health services quality and its role in achieving excellence, Journal of Administrative and Financial Sciences, University of the Valley, Vol 02, 2018, p. 95

<sup>6</sup> Badisi Fahima, Ziouche Bilal, The quality of health services characteristics, dimensions and indicators, Journal of Economy and Society, Issue 07, 2011, p. 158

<sup>7</sup> Fawateh Ahmed Mohammed Al-Amin, Mubarak Bouhafs, The quality of work life under total quality management, Journal of Human Resources Development, Issue 12, 2016, p.367

<sup>8</sup> Ben Khaled Abdelkarim, Quality of work life in hospital organizations and its impact on the development of organizational culture among employees: A field study in three public hospitals in the state of Adrar, Journal of Truth, Issue 41, 2017, p.550.

<sup>9</sup> Zarrouk Fatima Zahra, The quality of work life and the physical and psychological health of workers, Researcher in Humanities and Social Sciences, Vol 25, 2016,p.78

<sup>10</sup> Zougar Wafa, Barsouli Fouzia, The impact of work pressure on the quality of work life: A case study in the public hospital institution Mohamed Boudiaf in Breka, Batna, Journal of Legal and Economic Studies, Vol. 04, Issue 01,2021, p. 289.