

Examination of Healthcare Professionals' Quality of Working Life: Sample of Ankara Province

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Extensive Summary

The quality of work life is handled by different researchers in various dimensions. When the relevant literature is examined, the concept of quality of work life is categorised as job motivation, learning opportunities, employment opportunities, job satisfaction, work environment, occupational health and safety, participation in the decision making process, achievement of personal / team level goals and reward systems.

In this study aiming to evaluate the work life qualities of the administrative personnel in an education-research hospital in the city of Ankara, it was found that 26.1% of the healthcare professionals participating in the study were 26 years old or younger, 39.9% of them were between 27-34 years of age, 26.5% of them were between 27-34 years of age and 34% of them were over 35 years of age. In addition, 55.6% of the respondents were female, 44.4% were male, 73% were married, and 27% were single. When the monthly income status of healthcare professionals participating in the survey is examined, it is seen that 33,8% of them have a monthly income of 2500 TL or less, 40,4% of them are between 2501-3500 TL and 25,8% of them are over 3500 TL . 39.9% of the employees have high school and associate degree and 60.1% have undergraduate and higher degrees. According to their working hours, it is found that 44.6% have 5 years or less of work experience, 27.9% have 6-10 years of work experience, and 27.5% have a work experience of 11 years or more. Additionally; age, gender, monthly income, education status, working time and quality

of work life were examined by using structural equation model (SEM). The result is that the age of employees influences quality of work life in the positive direction. The high career expectations of younger workers is emerging as one of the elements causing this result. However, according to research findings, gender has a negative influence on the quality of work life. In addition to these results, it has been determined that the monthly income of the workers is also an effect on the quality of work life positively. One of the most common findings in many surveys is that occupants who think that they are not paid at an economically satisfactory level in the workplace will have intentions to change jobs, which in turn will result in low level commitment. Another outcome of the research is that the educational status of occupants has a positive effect on the quality of work life. Finally, it has been reached that the working hours of the employees in the organization determined the quality of work life quality positively and significantly. This means that the increase in the term of office will enable the workers to know the organization better and to shape their expectations accordingly; thus, the quality of work life of the workers who know the organization well will also increase. On the contrary, the ones whose terms of office are short will not be familiar to the organization and its culture and climate; therefore, their work life quality will decrease in the event of difficulties they face. It is necessary for hospital organizations to take into account the factors that affect the quality of life of their employees and take into consideration these factors. In this context, monitoring the motivational enhancing policies of the employees of the hospitals will contribute positively to the productivity of the organizations. It is considered that the professional support of the employees will increase their quality of work life and therefore their quality of life.