PREFACE

Needs and wants are terms very closely associated with human beings. In fact every individual tries to satisfy the needs and wants constantly through different means. One of the best ways to satisfy the needs is to earn money by doing suitable work. Work demands considerable input from people like knowledge, skills, attitude, experience, etc. Similarly, work provides rewards such as compensation, job satisfaction, status, achievement, etc. Further, some people enjoy the work itself and some people enjoy the work outcome. By and large, a majority of the individuals try to work to satisfy their requirements. So individuals join an organisation. Here individuals work for the organisation and at the same time the organisation should look after them. It becomes moral, ethical and legal obligations that both employee and employer mutually fulfill the needs of each other. As a worker s/he has to participate in the organisational process with a commitment to fulfill the duties, while similarly, the organisation has to ensure that the employees are provided with the best conditions at the work along with the best compensation.

The present study has looked at the hospital as an organisational setting where nursing staff are supported with improved working conditions and facilities, and, work in a conducive environment and committed focus on improving the nursing quality of work life. The study concentrates on nursing staff who are large in number as well as associated with patients 24 hours in the healthcare delivery sector. The nursing profession is recognised a highly significant one. Today, nursing is considered as a profession which gives stable employment opportunities to younger ladies and continues to support them as long as they willing to continue.

The nursing staff are facing many challenges due to changes in the technology, technical know-how and other medical developments. They are expected to update themselves constantly, but the nursing staff, being working women, has a dual responsibility (work responsibilities and family responsibilities) they have real difficulty in focusing on these issues. Further, the new responsibilities, career expectations, and changing needs of patients all require an enquiry into the relationship between nurses and their work environment. The organisational issues
like work related issues, policies, work methods and process, work load, staff patient ratio, nursing staff shortage etc. are challenging for the nursing staff. The entire attempt of the study was to find out how nursing staff function in their work environment in which the quality of work life is achieved.

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