

## Investigate the Relationship between Quality of Work Life and Productivity of Human Resources (Hospitals Social Care Ardebil Sabalan Aras)

Ahmad Zamani

Sama Technical and Vocational Collage, Islamic Azad University, Parsabad Branch, Parsabad Mogan, Iran

\*Corresponding Author

Ahmad Zamani

Email: [minafarahzan@gmail.com](mailto:minafarahzan@gmail.com)

**Abstract:** The study was done in hospitals and Aras Sabalan. The quality of working life and productivity indicators and the indicators and then analyzed and evaluated the relationship between these two terms. The objective of the research is descriptive. The research hospitals and social care, including hospital and hospital sabalan juniper, which is composed of 250 personnel. In this study, a stratified random sampling method was used. The sample size formula,  $n$  is at 95 Drsdastfadh. The sample size was 101 people, including 76 women and 25 hospital staff, hospital staff Sabalanis juniper. To carry out preliminary studies of library use and also to the results of the questionnaire was distributed to the 90 questionnaire was sent to collect data from two libraries and questionnaires were used. Descriptive and inferential statistical analysis is done in two ways. In analyzing test data correlation, regression and  $t$  are used for descriptive analysis software SPSS was used. The results of this study were obtained as follows: Adequate and fair compensation and benefits, workplace safety and health, legalism in the organization, work life and social involvement, Integration and social cohesion and working and living space improves the productivity of employees. But the development of human capabilities and security and improve staff productivity growth cannot be sustained. Using the  $t$ -distribution is also found that the quality of life and productivity of hospital staff, hospital staff Sabalan Aras is better.

**Keywords:** quality, quality of life, productivity, work life and human resources.

### INTRODUCTION

One of the most striking features of the economic sector in developing countries, low productivity, especially the productivity of human resources, In recent years the relationship between productivity and quality of work life, Attention and special study of the management of the world and international organizations such as the Asian Productivity Organization (APO) In this context, several meetings have been held. Over the past two decades, the quality of working life term frequently used in magazines and journals published by the common and clear definition of quality of working life there

But in general, anything that improves organizational terms refers. Quality of working life in every society has its own meaning and content, and to provide General Nmy[8]. Tvan a universal definition.

Furthermore, the relationship between the quality of working life and productivity of human resources and the environment, provided quality bidirectional relationship in which individuals are considered as part of the main element And intellectual

challenges that organizations face. Without doubt one of the most effective human resource assets within the organization and the three factors contributing to productivity: raw materials, people and technology, the human factor is dominant. Which can be based on skills, knowledge and attitudes can change features and other factors in order to increase productivity. The question to be asked here is whether a certain specific way can be found to help improve the productivity of human resources. Considering the variety of different cultures and different societies answer to this question is complex and difficult. Considering the variety of concepts and indicators to measure productivity and quality of work life in different countries and also the relationship between the concepts of social and cultural conditions in each country's particular values and beliefs, Studies and achieve specific results and solutions indigenous and contingency theory is essential.

### RESEARCH HYPOTHESES

The main hypothesis: quality of life, productivity, human resources job in social care Ardebil province's hospitals.

1. Adequate and fair wages and benefits, improve employee productivity, social security hospitals in Ardabil province.
2. Safe and healthy working environment to improve employee productivity in hospitals and social care Ardebil province itself.
3. The development of human capabilities and improving employee productivity in hospitals and social care Ardebil is.
4. Improved employee productivity, security and the continued growth in social security hospitals in Ardabil province
5. Legalism in the organization to improve employee productivity in social security hospitals in the province of Ardabil.
6. Social dependence of work life improves employee productivity in social care Ardebil province's hospitals.
7. Integration and social cohesion, improve employee productivity, social security hospitals in Ardabil province
8. Working and living space improves employee productivity in social security hospitals in Ardabil province

#### DEFINITION OF THE CONCEPT OF VARIABLE

##### The quality of working life:

Scientists and theorists, organizational development, from different perspectives focused on the concepts of quality of working life and different definitions of it to have done. But perhaps Richard Walton formal definition of quality of working life has provided more" The quality of work life is the ability of an organization to meet the needs of their individual members of the organization through their experiences. [14]

##### Productivity

Productivity is the optimal use of resources, including human resources, in line with the objectives:

A: Job satisfaction, maximize.

B: the production of goods and services that consumers use them Tayyip Gnnankan housing projects demand.

C: desirable bit of working life in all its dimensions increase [8].

#### THEORETICAL FRAMEWORK

In this study, to investigate the relationship between quality of work life and productivity, Richard Walton of QWL has been used as a theoretical framework. His main variables considered as factors in the quality of working life. Walton variables of interest are paying a fair and adequate opportunity for continued

growth and security, Safe and healthy working environment, development of human capabilities, legalism in the organization, work life and social interdependence, integration and social cohesion, work and living space are included. Also in this study to measure the efficiency of the model is used Spearman. According to Spearman's productivity variables include creativity and innovation, job satisfaction, the relocation of employees to be included.

Quality of working life has been defined in two ways:

1. The quality of work life is a series of objectives and the organizational operations and business development, Democratic supervision and working conditions are safe.
2. Quality of work life perceptions of job security, job satisfaction and the ability to promote their work is relatively good [14]

In 1997, the US headquarters of the quality of working life provided the following definition. Improve the quality of working life in the process that is occurring at every level of the organization Features progress and quality of work life is the process through which stakeholders the organization, Unions and staff learn how to work better together, their operations to be followed.

Changes and improvements necessary to meet the objective of improving the quality of working life for all members of the organization as well as the effectiveness of the company and the unions simultaneously realized. [13]

Kvchyv in defining the quality of work life and believes that the quality of working life is given a set of techniques but rather as a way of Seeking to improve overall conditions in the work environment of the organization or its subsidiaries.[3]

Robbins Dsynz and the quality of working life as a working environment in which they consider to be the most important activities of the employee.

Thus the adoption of policies, procedures and work are brought to the monotony is reduced and the driving range and it will be added to the employee.

These practices and policies include: autonomy, recognition (recognition), belonging, advancement and development and the rewards are objective.

Autonomy refers to the freedom of others in the workplace; employees are assigned to a person. This means that a person belongs to himself as part of the

organization, he pointed to the progress and development of the intrinsic rewards of such competition and development and the concrete rewards usually include salaries and benefits as well as the promotion, status is.[16]

Andhra Zylagy March Wallace say about the quality of work life quality of working life is a process of joint decision-making, Cooperation and collaboration between management and employees, its purpose is to change the working conditions in such a way Employees more engaged in their work and gain greater benefits from corporate jobs. [7].

Assist in defining the quality of working life Uder and say the word to refer to the satisfaction or dissatisfaction with the quality of work life and working life is difficult to be objective. It mainly depends on the perception of the situation that is ideal for one person may be difficult for the other person. Each of our business and we are dealing with different expectations and certain of our demands. How a person acts in a working environment on the emotions and his experiences in the workplace. Reactions person can change over time and dynamic working environment.[2]

## **INTRODUCTION AND HISTORY PRODUCTIVITY**

Economic efforts are always to maximize the efficiency of the least resources have been focused on all the initiatives and Human inventions from the most basic to the most advanced technology tools present time he expresses desire to work efficiency and productivity so far we do not have time.

Adam Smith in 1776 in a book called "research into the nature and origins of the Wealth of Nations," the division of labor as a key to increased productivity is mainly realized measurement of productivity associated with hand and machine work in the 1898 annual report of the Department America's released .[4]

Independent institutions, the efficiency of the end of World War II in Europe epa "European Productivity Center" in Asia apo "Asian Productivity Organization" was formed.

Economic prosperity of a country in the efficiency of resource utilization, or in other words the exact composition and optimization of all human and material resources available in the country therefore has a clear concept of productivity

And did not understand the ways of using and improving it is not detected, no-doubt that can benefit from it.[13].

## **THE LITERAL MEANING AND DEFINITION OF PRODUCTIVITY:**

Term productivity, a term meaning the power production and reprocessing and being productive, productive vocabulary of literary source is obtained the word is derived from the productivity and efficiency of the word means interest on the basis of Persian culture, Svdbndh, is successful. The research work means efficiency, productivity, productivity, productivity, etc. are used[18].

Productivity is the parameter of output divided by a factor of production is achieved. Another definition of efficiency: efficiency + effectiveness = productivity.

The effectiveness of the successful realization of the goals and mission. Efficiency and effectiveness as defined in the following way [1]

Simple and purely technical definition of productivity is the relationship between the output and the amount of inputs used to produce the output and productivity in other words it tells us an entity can be obtained from a single output.

Productivity is defined in the Oxford Dictionary, "Productivity is the effectiveness and efficiency in industrial production by some relationship between output and measured data."

Encyclopedia Britannica defines productivity as "productivity in the economy the ratio of what is produced to what is required to produce."

Organization for Economic Cooperation productivity is defined as:

"Productivity is the quotient of the output of one of the factors of production"

International Labour Organization (ILO) definition of productivity, "says different products are produced by combining four factors These four factors are: land, capital, labor and organization, the factors of production is a measure of productivity [6].

## **METHODOLOGY**

In this study, according to the research, which examines the relationship between quality of work life and productivity of human resources. In this study the quality of work life factors in the increase or decrease in labor productivity.

That is why the purpose of applied research and the descriptive method. In this method, the researcher tries to real data capture objective achieved

with out manipulation and examine and the effect they specify.

In this study, describing the quality of working life and the strengths and weaknesses in the hospitals will be discussed. And then what is observed or measured is obtained by expression in the garden considered dependent. Following is a description of the research method because it is trying to describe what it is. In this study, to do statistical software SPSS was used.

#### **SATATISTICAL SOCIETY**

The research hospital staff social security Ardabi 1. The city has two hospitals is named Sabalan and Aras. The reason for choosing this population researcher familiar with the hospital staff and better access to information. Sabalan hospital has 190 patients and hospital staff Arash as 60 treatment

#### **METHODS OF DATA ANALYSIS**

Both descriptive and inferential statistical analysis of data is performed. Table descriptive analysis with graphical display and the frequency and means and variances done.

#### **CONCLUSION AND RECOMMENDATIONS**

##### **First hypothesis**

Adequate and fair wages and benefits lead to the improvement of employees' productivity in social security hospitals of Ardabil province.

The correlation coefficient between adequate wages and benefits and employees' is equal to 0.856 and its obtained significance level is 0.000. And this is less than 0.05, this means that the H0 hypothesis is rejected in 0.05 significant levels and H1 hypothesis is accepted. This means that there is significant correlation between adequate wages and employees' productivity.

Using regression test, sig equals 0.000. Thus, H1 is accepted. This means that there is linear relationship between the adequate wages and productivity.

##### **Second hypothesis**

Safe and healthy working environment improves the employees' productivity in social security in Ardabil province.

The correlation coefficient between safe and healthy work place and employees' productivity equals to 0.657 and the significance level is 0.000 that is less than 0.05. This means that in significant level of 0.05 H0 is rejected and H1 is accepted. This means that there is significant correlation between safe and healthy workplace and employees' productivity.

Using regression test, sit value equals 0.000, thus H1 is accepted. This means that there is linear relationship between adequate wages and staff productivity.

##### **Third hypothesis**

The development of human capability improves employees' productivity among social security organizations in Ardabil province.

The correlation coefficient between the development of human capabilities and employees' productivity is equal 0.195. And the significance level is 0.66 that is less than 0.05. This means that H0 is accepted in 0.05 significant levels and there is not significant correlation between the development of human capabilities and employees' productivity.

##### **Fourth hypothesis**

Continual security and growth lead to the improvement of employees' productivity in social security in Ardabil province .

The correlation coefficient between continual security and productivity of employees equals to 0.205. And the significance level is 0.054 that is less than 0.05. This means that H0 is accepted in 0.05 significant levels and there is not significant correlation between the continual security and productivity of employees

##### **Fifth hypothesis**

Legalism in the organization to improve employee productivity in social security hospitals in the Ardabil province

The correlation coefficient between legalism in the organization and productivity of employees equals to 0.516. And the significance level is 0.000 that is less than 0.05. This means that H0 is accepted in 0.05 significant levels and there is not significant correlation between legalism in the organization and productivity of employees

##### **Sixth hypothesis**

Social dependence of work life improves employee productivity in social care Ardebil province's hospitals.

The correlation coefficient between Social dependence of work life and improve productivity of employees equals to 0.777. And the significance level is 0.000 that is less than 0.05 .This means that H0 is accepted in 0.05 significant levels and there is not significant correlation between Social dependence of work life and improve productivity of employees

**Seventh hypothesis**

Integration and social cohesion, improve employee productivity, social security hospitals in the Ardabil province

The correlation coefficient between integration and social cohesion and productivity of employees equals to 0.775. And the significance level is 0.000 that is less than 0.05. This means that  $H_0$  is accepted in 0.05 significant levels and there is not significant correlation between integration and social cohesion and productivity of employees

**Eighth hypothesis**

Working and living space improves employee productivity in social security hospitals in the province of Ardabil

The correlation coefficient between working and living space and productivity of employees equals to 0.671. And the significance level is 0.000 that is less than 0.05

This means that there is significant between work and living space and employee's productivity. Since sig equals to 0.000, this hypothesis is accepted. This means that there is linear relationship between adequate salary and productivity. These results are obtained using independent t test .

Based on independent t test, sig equals to 0.000 and is less than 0.05, the  $H_1$  hypothesis is accepted. This means that there is significant relationship between the quality of employees working life in Areas and Sabalan staff. In other words, the qualitative level of life of Sabalan hospital employees is better than those of the employees of Areas hospital .

According to independent T-test, sig value is equal to 0.000 and is less than 0.05, thus research hypothesis is accepted. This means that there is significant relationship between the productivity of employees of Aras and Sabalan hospital. In other words, the productivity of Sabalan hospital employees is better than those of Aras hospital .

**RECOMMENDATION**

Given the results of research studies about working life quality and employees productivity in social security hospitals in Ardabil province, there is direct and positive relationship. Therefore, it is recommended to managers and administrators of hospitals to comply with all of the needed factors in working life quality and to try to improve organizational condition and the present structure. And also it is recommended to the administrators that to pay attention to the psychological and physical condition of

employees. Because the treatment is a hard work and there is direct relationship between patients and doctors. If work condition of hospital staff is a standard and acceptable condition, it will be a useful and better step to provide better service to the patients.

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