

CHAPTER 1
INTRODUCTION

1.1 Background

Interventions to improve the quality of nursing work life have not been widely studied and have a major impact on nurses. Factors that influence the quality of work life of nurses include through professional development such as little education and training, working hours exceeding shift work hours, inability to balance work with family needs. Quality of work life has an impact on nurses (Blumberga & Olava, 2016). Problems often faced by them include, dissatisfaction with salary, overloaded work hours, lack of vacation time, lack of flexibility in working and increased work stress due to being encouraged to always serve patients optimally (Nursalam Nursalam et al., 2018). If the employee's work stress is not immediately addressed, it will have an impact on nurses' behavior that is not expected by the hospital, such as poor performance that can have an impact on the decline in quality and quantity of work (Berendonk, Kaspar, Ba, & Hoben, 2019). Positif thinking, motivation, sosial support, stress reduction with management stress, relaxation, sports intervention according to the needs of each show effective results in a moderate but still needs to be improved and developed, so it needs a new strategy. The welfare of nurses is still not being considered. Therefore, there are various interventions as an effort to improve and develop quality of nursing work life. However, the evaluation of the effectiveness of these interventions has not yet been explained.

The quality of life nursing work life has also decreased, 32.6% of nurses have a low quality of life in the sector of salary and working hours that are not appropriate, this resulted in the nursing care provided is not comprehensive, nurses assume that the salary provided is commensurate with the performance provided although not all tasks are completed (Momeni, Shafipour, Esmaeili, & Yazdani Charati, 2016; Suleiman, Hijazi, Al Kalaldehy, & Sharour, 2019). Several previous studies revealed that the quality of work can improve with the development of psychological empowerment by building good leadership, interventions to solve work problems by improving teamwork, communication, supervisor support so nurses can have good discussions to solve together, more than 200 the nurse claimed to have a good quality of life after getting the intervention (Agus & Selvaraj, 2019). Integrating Focus Group Discussion on 100 nurses also creates a balanced and relevant work life between nurses so as to create good conditions between nurses (Husebø et al., 2019). Improvement interventions quality of work life for nurses with positive thinking training with motivation quotes and happy songs can also have a positive impact, 80% of nurses said there was a change after getting the intervention (Motamed-jahromi, Fereidouni, & Dehghan, 2017). As many as 95% of nurses who get intervention for one month related to dealing with stress, improve coping and relaxation techniques can improve the quality of work (Çankaya & Dikmen, 2020; Huang et al., 2020; Maria et al., 2016; Movahedi, Ghafari, Nazari, & Valiani, 2020). Furthermore, participative teamwork and transactive memory were positively associated with the quality of nursing work life.

Quality of work life consisting of nurses who are met personal needs and are met to meet the needs to achieve organizational goals (Oshodi et al., 2019). Diversity in the quality of work life of nurses can occur in various classes of nurses, more of which have been improved for more than one year so that nurses can begin to imagine how they feel and satisfied with the results they get during work (Tri Ismu Pujiyanti, Suprihati Suprihati & Anastasia Ediyati, 2016). The difference in the quality of work from high start, is giving rise to the idea of intervention to improve the quality of work of nurses to be even better. In accordance with the improvement, the quality of the work life of the nurse then appears which is used by looking at it in terms of demographics, improving leadership and management styles, to improving workload, shifting, receiving and benefits (Kwon, 2019). Work life is an integral part of life. Work environments, where the most active part of the day is experienced, can affect physical, psychological, and social health because of the negative effects, accidents, and risks that may occur. For this reason, it has been reported that the characteristics of the work environment are very important with regard to the protection and continuity of the health of employees.

Quality of work life is taking into account the needs of the employee and providing compliance between these needs and the work environment, arranging the work environment in a manner that makes the efficient operation of the employees possible. A high-quality work environment makes it possible for employees to notice their talents and improve themselves. This, in turn, increases the performance and satisfaction of employees (Çatak & Bahcecik, 2015; Swamy et al., 2015). The provision of high-quality health services is dependent on a work environment that supports the capacity, performance, and health of the employees.

However, it has been reported that the necessary importance wasn't given to employee health and workplace safety and that the evaluation of the appropriateness of the work environments weren't evaluated properly (Stuenkel, Nguyen & Cohen, 2007). Additionally, quality of work life was reported to have important effects on the general life satisfaction of employees beyond their and mental health (Royuele, Lopez-Tamayo & Surinach, 2009). Alongside this, other studies have reported that nurses work under difficult conditions such as heavy workloads, insufficient personnel, the aging nurse workforce, policies and management systems that don't support nurses, insufficient pay, lack of resources and materials, limited career opportunities, limited education opportunities, and bad working conditions (Lin, Chiang & Chen, 2011; Aiken et al., 2008). These hard conditions unavoidably affect the happiness of nurses and the quality of the care they provide. Lin et al., have stressed the importance of helping nurses discover the things that give them energy and bring meaning to their lives and creating a high quality and appropriate work environment (Lin, Chiang & Chen, 2011).

Interventions to improve the quality of nursing work is designed to fit the needs of nurses in the workplace each with a different problem. Several systematic reviews to support the effectiveness of interventions to improve the quality of nursing work findings necessary to determine the appropriate intervention on the characteristics of nurses who are most likely to benefit from these interventions and identify the most effective components of this intervention. Improved quality of nursing work life is done through direct intervention according to the needs and problems faced by nurses in the environment. To draw concrete conclusions about the effectiveness of various interventions, a comprehensive review includes the

latest research findings needed. Based on the explanation above, the authors are interested in summarizing interventions and development to improve the quality of nursing work life that has been implemented as a whole. This research is important because it can provide knowledge and information for nursing science and hospital management about trends and interventions that are most effective for optimizing the quality of work lives of nurses, so as to provide optimal services.

1.2 Research Question

The research question in the research was, “How is the effectiveness of multifactorial intervention in improving quality of nursing work life?”

1.3 Research Objectives

1.3.1 General Objective

The general objective in this research was to analyze the effectiveness of intervention in improving quality of nursing work life.

1.3.2 Specific Objectives

Specific objectives in this study include:

1. Analyze various interventions that have been carried out to improve the quality of nursing work life.
2. Analyze the effectiveness of each interventions to improve of quality of nursing work life.
3. Analyze comparison each intervention to improve quality of nursing work life.