

A STUDY ON WORKPLACE CULTURE AMONG NURSES, IN ONE OF THE LEADING HOSPITALS IN BANGALORE

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Abstract: Workplace culture consists of values and behaviours that contribute to unique social and psychological environment of any business organization. It also represents the collective beliefs, values and principles of an organization workplace culture. Workplace culture in a hospital decides the healthy mental status of the nurses who are working there. Lot of measures have been taken by each hospital to maintain a healthy workplace culture among their Nurse. Each hospital takes lot of initiative to improve the workplace culture so that they maintain a healthy workplace culture among their Nurses. This paper studies the workplace culture among Nurses within the selected hospital. A study questionnaire was framed and given to the Nurses of that hospital in order to study the workplace culture among them. The expected outcome of the study is to understand the workplace culture among Nurses in that Hospital and to provide measures to improve the existing workplace culture among Nurses. The findings of the study will help in conducting future research work.

Keywords: Workplace, culture, Hospital, Nurses, organization.

1. Introduction

1.1 Definition:

(a) Workplace Culture:

Workplace culture is the environment that you create for your employees. It is the mix of your organisation's leadership, values, traditions, beliefs, interactions, behaviours and attitudes that contribute to the emotional and relational environment of your workplace.

1.2 About the study:

Workplace culture is an important factor in any organization it plays a major role in retention of their employees. Similarly, in any hospital workplace culture plays a role in retention of their Nurses and other employees. Nurses in hospital form the majority of the populations. So, the study was conducted among the Nurses so that we can able to identify the workplace culture followed in that hospital.

Most Nurses leave their job in search of new one because of the work culture that has been maintained in the hospital. A poor workplace culture can even lead to mental and psychological behavioural changes and poor retention of their Nurses.

Henceforth, success study on workplace culture among Nurses should be conducted in each and every hospital so that they can have a healthy workplace culture in their respective hospitals and can even the needs and necessity of their Nurses can be met, Liviu Ilies & Daniel Metz et al (2017). So, A Study was conducted among Nurses in a leading hospital to know about their workplace culture.

1.3 Objective of the study:

- To study the workplace culture among Nurses.
- To study the Nurses relationship with Management.
- To provide the suggestive measure to improve the existing workplace culture.

2. Literature Review:

According to Liviu Ilies & Daniel Metz (2017), In the today's global, knowledge-based digital economy, the organizational culture becomes a strategic source of sustained competitive advantage. Therefore, the organizational culture is an

increasingly important issue of academic research, education, organizational theory and management practice. Organizational culture plays an important role in the growth of any organization.

According to Mungiu-Pupazan Mariana Claudia (2016), Analysis of cultural factors is increasingly addressed in managerial literature because contribute to a better understanding of individual and group behavior within a organizations. Organizational culture is described as a complicated set of beliefs, values, behaviors and artifacts. This raises the management culture as an integral part of organizational culture on which it can exert positive or negative influence, where appropriate.

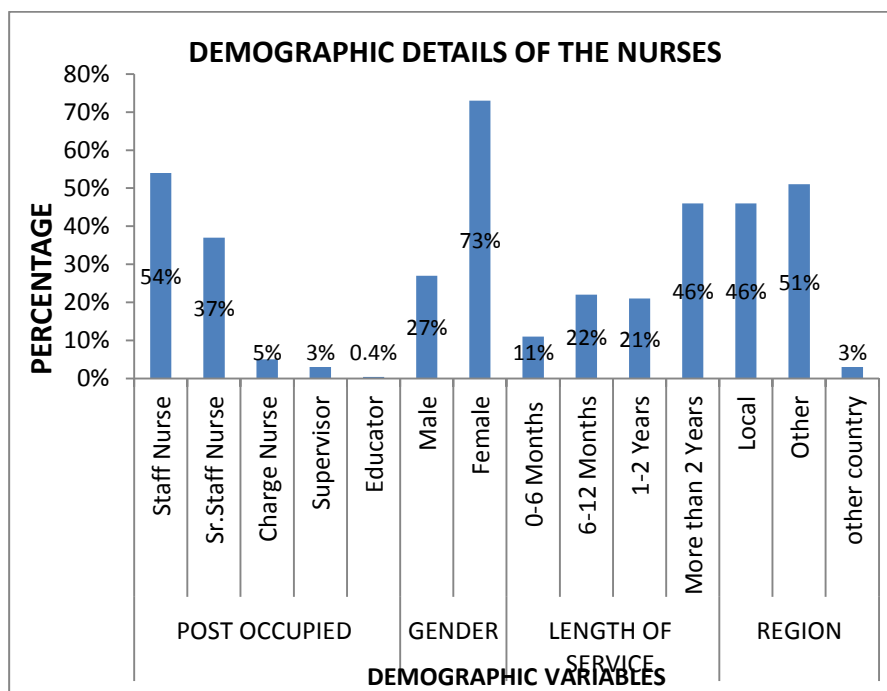
According to Janicijevic, Nebojsa (2015), In order to have positive organizational learning and knowledge management it is important to maintain a healthy workplace culture in organization. Workplace culture must contain certain values, assumptions, and norms concerning four issues: individual development; changes; interactions, cooperation and communications; and environment.

3. Methodology:

The study that aim on Nurses of the selected hospital and their workplace culture that is maintained in their hospital. The census method is used in order to collect data. About 250 Nurses are working in the hospital. In order to collect data a questionnaire has been framed, taking into consideration that research questions justify what the researcher is trying to find out and also to shape and direct the research. Accordingly the survey tool is a structured questionnaire divided into two parts. The first part includes the demographic questions such as post of the respondent, gender, length of service, region etc. and the second part composed of twenty four questions that questions the workplace culture among Nurses. The survey tool has been converted into Google forms format and circulated among the Nurses of that hospital.

4. Analysis:

Chart -1 Chart showing the demographic data of the respondents



The above chart shows the demographic position of the Nurses participated in the study which includes staff nurse, Sr. staff Nurse, Charge Nurse, Supervisor and Educator. It also shows that majority of the population is female population. Majority of the Nurses have worked for more than 2 years and also the nurse who are employed there also from other state.

Table -1 Showing the association between the Gender of the Nurse and that their satisfaction over the workplace culture of that Hospital

ANOVA

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	2.154	3	.718	3.731	.012
Within Groups	47.350	246	.192		
Total	49.504	249			

H0: There is no difference between the Gender and the Satisfaction level.

H1: There is difference between the Gender and the Satisfaction level.

From the above table, the significant value is .012, which is less than .05, hence we reject H0 and accept H1. Thus, we prove that there is difference between the gender of the Nurses and their satisfaction over the workplace culture of the hospital.

Table-2 showing the difference between Demographic post of the Nurses and their learning opportunity at that hospital

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	3.834	2	1.917	3.447	.033
Within Groups	137.370	247	.556		
Total	141.204	249			

H0: There is no difference between the demographic post of the Nurse and the learning opportunity.

H1: There is difference between the demographic post of the Nurse and the learning opportunity.

From the above table, the significant value is .033, which is less than .05, hence we reject H0 and accept H1. Thus, we prove that there is difference between the demographic post of the Nurse and the learning opportunity.

5. Major findings& recommendations

- Nurses in the selected hospital were satisfied with the overall workplace culture of the hospital.
- Majority of the Nurses agreed that they have a learning opportunity in that hospital.
- Major concern was shown over the salary package given to them.

The Recommendations include,

- Conducting management training programmes to improve their coordination with their peers.
- Following of government policy in offering salary package to their Nurse.
- Increasing fringe benefits for the Nurses.

6. Conclusion:

In short, workplace culture plays a vital role in deciding the future of the hospital. A healthy workplace culture helps in retention of their Nurses. It also helps in knowledge management and hospital development. Therefore, it is the responsibility of the hospital to maintain a healthy workplace culture. The workplace culture in the selected hospital was found to be healthy and their management principles can be used by other hospital to establish a positive workplace culture, Janicijevic, Nebojsa et al (2015). Further the study can be conducted in-depth to know the workplace culture its need in developing the organization.

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