



A FIELD RESEARCH ON WORK LIFE QUALITY AND ORGANIZATIONAL COMMITMENT OF NURSES IN HOSPITALS

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Abstract

This study was conducted to determine the effect of nurses' perceived work life quality on organizational commitment. The study was conducted in a university hospital and a public hospital in Ankara and 107 nurses participated in the study. The data obtained from the participants were evaluated by means of correlation analysis with descriptive statistics, frequency, student-t and ANOVA tests. As a result, it can be said that the marital status of the participants, having children, the unit they work and the position they work affect work life quality and organizational commitment. In addition, a positive relationship was found between the work life quality and organizational commitment of the participants.

Keywords: Organizational commitment, work life quality, nurse, healthcare, hospitals



INTRODUCTION

Today, with the expansion of the scope of health services, the need for qualified labor force has emerged. In addition, with the lack of quantitative nurse, keeping the existing staff in the institution has gained priority (Uğur, 2005). When the human resources in health institutions are examined quantitatively, it can be said that most of them are nurses. In addition, the shortage of qualified nurses is increasing day by day. When these factors are taken into consideration, an environment that will trigger nurses 'desire to leave the institution will increase nurses' resignation and affect the quality of service and reduce the efficiency. This will directly and negatively affect the performance of the organization. On the other hand, due to the shortage of personnel, working with long working hours and short leave of the existing personnel leads to a low perception of work life quality in individuals. The members of the nursing profession, which constitutes the backbone of health services, are subject to pressures due to differences in working conditions and experience a great deal of stress in the work environment (Arcak and Kasımoğlu, 2006).

In a globalizing world, the workforce is the most valuable business asset for an organization to be successful and provide competitive advantage (Akgündüz, 2006). Today, in sectors with intense competition, the more efficient the organizations use their human capital, the easier they will survive (Cengiz, 2001). In other words, it can give a sense of trust to the employees, give a family look to the business, satisfy the customers; in short, enterprises that understand people are successful (Karaca, 2001).

The concept of organizational commitment is an important concept in organizational psychology. Whether or not there is a relationship between organizational commitment and job satisfaction, and if there is a relationship, what kind of a directional relationship is the subject of many studies. While positive attitudes of individuals in business life lead to increased productivity, high performance, low absenteeism and late arrival, low turnover rate and job satisfaction; negative attitudes may cause opposite results. In today's business world, factors such as high efficiency, high performance, low turnover rate are among the issues that provide competitive advantage to enterprises. These elements that will provide competitive advantage to enterprises can be realized by human resources (Keleş, 2006). Therefore, all organizations want to have employees who are committed to corporate goals, who are loyal to their organization, who see themselves as a part of the organization, are happy and willing to continue to work in the organization, who clearly know the requirements of their work and what is expected of them in the working environment, and who can assume the roles expected from them.

One of the most important aims of contemporary organizations increases the level of organizational commitment of employees. In this way, organizations will have the opportunity to

obtain a high level of efficiency from the human capital, the most valuable asset they have. In addition, working in an organization where employees will be happy to be members will increase their sense of satisfaction. Organizational commitment is a type of relationship that will have beneficial results for both organization and employee. For this reason, the managers of the organization should pay attention to the issue of organizational commitment and implement methods as a policy in their organizations to increase the commitment of the employees to the organization (Aktay, 2010).

The concept of job satisfaction refers to the level of meeting the physical, mental and social needs of the employees in line with their expectations. In addition, job satisfaction is one of the most important conditions for employees to be successful, happy and productive. Although job satisfaction is important for every profession, it is even more important for the health sector and its employees that provide services for human health. Over the last decade, there has been a rapid change in both the service concept and the customer concept in the health sector. In terms of the quality of health services and customer satisfaction, the attitudes and behaviors of health personnel have become an important issue. In the organizational change experienced with the end of state monopoly in health sector, interest in the attitudes and behaviors of employees increased. Nowadays, the opinion that the most important capital of the organizations is human resources is also understood by the institutions and managers operating in the health sector (Gül and Gökçe, 2008).

Work life quality is defined as “directly or indirectly affecting work; integrates factors such as wages, earnings, working environment and conditions, management and organization of work, technology used in work, employee satisfaction and motivation, industrial relations, participation, employment security, social justice and social security, demographic structure and continuous education is a concept.” (Can, 1991: 92).

RESEARCH METHOD

The main purpose of this study is to determine the perceived work life quality and organizational commitment of nurses. In this context, the following questions are sought in the research:

1. Do nurses' perception of work quality of life change according to demographic variables and variables related to work life?
2. Do nurses' organizational commitment vary according to demographic variables and variables related to work life?
3. Is there a relationship between nurses' quality of work and their commitment to the organization?

For the above, a descriptive research design was adopted. The study was conducted in a university hospital and a public hospital in Ankara due to time and cost limitations. A questionnaire was applied to 107 nurses selected from these hospitals by simple random sampling. The survey consists of three parts. In the first part, there are questions about demographic information, in the second part, questions about "Nursing Work Life Quality Scale developed by Brooks (2001) and validity and reliability analysis by Şirin (2011), and in the third part, questions related to organizational commitment scale It is located. 5-point Likert-type questions are included in the scales of work quality of life and organizational commitment. The research data were obtained between February and April 2016. Frequency analysis, T-test, ANOVA analysis and Tukey test were used for data analysis.

FINDINGS

When the demographic information of the participants were examined, almost all of them were women (98%) and the majority of them were between 31-35 (40.2%) age group. In addition, the majority of the participants were undergraduate graduates (73.8%) and 2500-3000 (61.7%).

When the findings of the study units of the participants were examined, the highest attendance was in the operating room nurses (22.4%) and the lowest was in the emergency room nurses (6.5%). According to the working position, 29% of the nurses participating in the survey consisted of managers and 62.6% of the nurses without administrative duties. In addition, 61.7% of the nurses who participated in the survey consisted of nurses working in the daytime, and 38.3% of the nurses who served as seizures in addition to daytime work.

H1: There is a statistically significant difference in terms of quality of life in terms of age groups variable.

Table 1: Examination of the dimensions of work life quality in terms of age groups variable

	Age	N	\bar{X}	S	f	P
Work Environment	20-30	22	2,41	0,607	,991	,400
	31-35	27	2,72	0,712		
	36-40	43	2,64	0,709		
	41↑	15	2,51	0,658		
Relations with Executives	20-30	22	3,00	0,781	,750	,525
	31-35	27	3,01	0,899		
	36-40	43	3,16	0,759		
	41↑	15	2,81	0,711		

Difficulty of Business Conditions	20-30	22	3,89	0,524	,816	,488
	31-35	27	3,92	0,606		
	36-40	43	3,72	0,644		
	41↑	15	3,77	0,446		
Bussiness Perception	20-30	22	3,14	0,649	,640	,591
	31-35	27	3,28	0,648		
	36-40	43	3,36	0,581		
	41↑	15	3,31	0,621		
Support Services	20-30	22	3,11	0,844	1,400	,247
	31-35	27	3,44	0,534		
	36-40	43	3,31	0,725		
	41↑	15	3,53	0,604		

Table 1...

*Significant at the 0.05 level

Table 1 shows the findings on whether there is a difference in the quality of life in terms of age groups. According to the ANOVA test, no statistically significant difference was found in any of the dimensions in terms of age groups. According to the result, H1 hypothesis was rejected for all dimensions.

H2: There is a statistically significant difference in organizational commitment dimensions in terms of age groups.

Table 2: Investigation of organizational commitment dimensions in terms of age groups

	Age	N	\bar{X}	S	f	p
organizational commitment-1	20-30 yaş	22	2,47	0,622	,563	,641
	31-35 yaş	27	2,67	0,795		
	36-40 yaş	43	2,74	0,822		
	41↑	15	2,64	0,831		
organizational commitment-2	20-30	22	3,51	0,601	,515	,673
	31-35	27	3,42	0,730		
	36-40	43	3,31	0,780		
	41↑	15	3,27	0,666		

*Significant at the 0.05 level

Table 2 shows the findings on whether there is a difference in organizational commitment dimensions in terms of age groups. According to the ANOVA test, no statistically significant difference was found in any of the dimensions in terms of age groups. According to the result, H2 hypothesis was rejected for all dimensions.

H3: *There is a statistically significant difference in terms of marital status variable in the dimensions of work life quality.*

Table 3: Examination of the dimensions of work life quality in terms of marital status variable

	Marital Status	N	\bar{X}	S	t	p
Work Environment	Married	82	2,49	0,696	-2,813	,006*
	Single	25	2,92	0,530		
Relations with Executives	Married	82	2,94	0,784	-2,534	,013*
	Single	25	3,38	0,732		
Difficulty of Business Conditions	Married	82	3,87	0,600	1,797	,075
	Single	25	3,63	0,504		
Bussiness Perception	Married	82	3,26	0,640	-,889	,376
	Single	25	3,38	0,523		
Support Services	Married	82	3,24	0,696	-2,480	,015*
	Single	25	3,63	0,630		

*Significant at the 0.05 level

Table 3 shows the findings on whether there is a difference in marital status variable in the dimensions of work life quality. According to the t test, a statistically significant difference was found in terms of marital status variable in the dimensions of work environment, relations with managers and support services. When the averages are examined, it is seen that the average of single employees is higher in all three dimensions. According to the results, H3 hypothesis was accepted for the dimensions of work and environment, relations with managers and support services and rejected for the weight of work conditions and perception of work.

H4: *There is statistically significant difference in organizational commitment in terms of marital status variable.*

Table 4: Investigation of organizational commitment dimensions in terms of marital status variable

	Marital Status	N	\bar{X}	S	t	p
organizational commitment-1	Married	82	2,55	0,785	-2,654	,009*
	Single	25	3,00	0,637		
organizational commitment-2	Married	82	3,41	0,747	1,005	,317
	Single	25	3,25	0,588		

*Significant at the 0.05 level

Table 4 shows the findings on whether there is a difference in organizational commitment in terms of marital status variable. According to t test, there was a statistically significant difference in marital status variable in organizational commitment 1 dimension. When the averages are

examined, it is seen that the difference arises from the high average of single employees. According to the results, hypothesis H4 was accepted for the organizational commitment 1 dimension and rejection for the organizational commitment 2 dimension.

H5: *There is a statistically significant difference in terms of quality of life dimension in terms of having a child variable.*

Table 5: Examination of the dimensions of work quality of life in terms of the variable of having a child

	Having a Child	N	\bar{X}	S	t	p
Work Environment	Yes	76	2,54	0,659	-1,331	,186
	No	31	2,73	0,732		
Relations with Executives	Yes	76	2,93	0,763	-2,341	,021
	No	31	3,32	0,808		
Difficulty of Business Conditions	Yes	76	3,85	0,590	1,026	,307
	No	31	3,72	0,575		
Bussiness Perception	Yes	76	3,27	0,624	-,331	,741
	No	31	3,32	0,600		
Support Services	Yes	76	3,28	0,646	-1,191	,236
	No	31	3,46	0,809		

*Significant at the 0.05 level

Table 5 shows the findings on whether there is a difference in work life quality in terms of having a child variable. According to the t test, only statistically significant difference was found in relation to the relationship between managers and the status of having a child. When the averages are examined, it is seen that the difference is higher for the average employees who do not have children. According to the results, the H5 hypothesis was accepted for the relations with the managers and rejected for the other dimensions.

H6: *There is a statistically significant difference in the dimensions of commitment to the organization in terms of having a child variable.*

Table 6: Investigation of organizational commitment dimensions in terms of having a child variable

	Having a Child	N	\bar{X}	S	t	p
organizational commitment-1	Yes	76	2,58	0,782	-1,521	,131
	No	31	2,83	0,739		
organizational commitment-2	Yes	76	3,40	0,752	,608	,545
	No	31	3,31	0,615		

*Significant at the 0.05 level

Table 6 shows the findings on whether there is a difference in the dimensions of commitment to the organization in terms of having a child variable. According to the t test, there was no statistically significant difference in the dimensions of having a child in any of the dimensions. According to the results, H6 hypothesis was rejected for both dimensions.

H7: *There is a statistically significant difference in work life quality in terms of graduation variable.*

Table 7: Examination of the dimensions of work life quality in terms of graduation variable

	Educational Status	n	\bar{X}	S	t	p
Work Environment	Two-year degree	19	2,62	0,566	,346	,730
	Bachelor's	79	2,56	0,704		
Relations with Executives	Two-year degree	19	3,09	0,694	,362	,718
	Bachelor's	79	3,02	0,829		
Difficulty of Business Conditions	Two-year degree	19	3,82	0,440	-,226	,822
	Bachelor's	79	3,85	0,609		
Bussiness Perception	Two-year degree	19	3,20	0,584	-,482	,631
	Bachelor's	79	3,27	0,641		
Support Services	Two-year degree	19	3,42	0,702	,741	,460
	Bachelor's	79	3,29	0,703		

*Significant at the 0.05 level

Table 7 shows the findings regarding whether there is a difference in work life quality in terms of graduation variable. According to the t test, there was no statistically significant difference in terms of graduation variable in any of the dimensions. According to the result, H7 hypothesis was rejected for all dimensions.

H8: *There is a difference in organizational commitment according to graduation variables.*

Table 8: Examination of organizational commitment dimensions in terms of graduation variable

	Educational Status	n	\bar{X}	S	t	p
organizational commitment-1	Two-year degree	19	2,69	0,690	,314	,754
	Bachelor's	79	2,63	0,802		
organizational commitment-2	Two-year degree	19	3,25	0,565	-,896	,372
	Bachelor's	79	3,42	0,754		

*Significant at the 0.05 level

Table 8 shows the findings regarding whether there is a difference in the organizational commitment dimensions in terms of graduation variable. According to the t test, there was no

statistically significant difference in terms of graduation variable in any of the dimensions. The H8 hypothesis was rejected for all dimensions.

H9: *There is a statistically significant difference in terms of income status variable in the dimensions of work life quality.*

Table 9: Examination of the dimensions of work life quality
in terms of income status variable

	Income Status	n	\bar{X}	S	t	p
Work Environment	2000-3000 ₹	71	2,53	0,622	-1,321	,190
	3000 ₹ ↑	36	2,72	0,786		
Relations with Executives	2000-3000 ₹	71	3,06	0,812	,278	,782
	3000 ₹ ↑	36	3,01	0,762		
Difficulty of Business Conditions	2000-3000 ₹	71	3,88	0,550	1,826	,071
	3000 ₹ ↑	36	3,67	0,633		
Bussiness Perception	2000-3000 ₹	71	3,23	0,634	-1,271	,206
	3000 ₹ ↑	36	3,39	0,569		
Support Services	2000-3000 ₹	71	3,25	0,723	-1,768	,080
	3000 ₹ ↑	36	3,50	0,621		

*Significant at the 0.05 level

Table 9 shows the findings regarding whether there is a difference in terms of income status variable in the dimensions of work life quality. According to the t test, there was no statistically significant difference in terms of income status in any of the dimensions. H9 hypothesis was rejected for all dimensions.

H10: *There is a statistically significant difference in the organizational commitment dimensions in terms of income status variable.*

Table 10: Investigation of organizational commitment dimensions
in terms of income status variable

	Income Status	n	\bar{X}	S	t	p
organizational commitment-1	2000-3000 ₹	71	2,61	0,747	-,851	,397
	3000 ₹ ↑	36	2,74	0,830		
organizational commitment-2	2000-3000 ₹	71	3,40	0,685	,543	,588
	3000 ₹ ↑	36	3,32	0,774		

*Significant at the 0.05 level

Table 10 shows the findings on whether there is a difference in terms of income dependence on organizational commitment dimensions. According to the t test, there was no statistically significant difference in terms of income status in any of the dimensions. According to the result, H10 hypothesis was rejected for all dimensions.

H11: *There is a statistically significant difference in work life quality in terms of variable of unit of work.*

Table 11: Examination of the dimensions of work life quality
in terms of working unit variable

	Unit	n	\bar{X}	S	F	p
Work Environment	Surgical units	16	2,69	0,437	,409	,747
	Internal units	20	2,64	0,607		
	Polyclinic	19	2,46	0,755		
	Operating Room	24	2,62	0,790		
Relations with Executives	Surgical units	16	3,30	0,783	,836	,478
	Internal units	20	3,13	0,653		
	Polyclinic	19	2,89	0,781		
	Operating Room	24	3,03	0,870		
Difficulty of Business Conditions	Surgical units	16	4,04	0,335	1,734	,167
	Internal units	20	3,67	0,570		
	Polyclinic	19	3,69	0,658		
	Operating Room	24	3,91	0,646		
Bussiness Perception	Surgical units	16	3,54	0,377	1,946	,129
	Internal units	20	3,36	0,582		
	Polyclinic	19	3,24	0,560		
	Operating Room	24	3,10	0,747		
Support Services	Surgical units	16	3,45	0,368	,585	,627
	Internal units	20	3,45	0,583		
	Polyclinic	19	3,21	0,783		
	Operating Room	24	3,44	0,802		

*Significant at the 0.05 level

Table 11 shows the findings regarding whether there is a difference in work life quality in terms of working unit variable. According to the ANOVA test, no statistically significant difference was found in any of the dimensions in terms of study unit variable. The H11 hypothesis was rejected for all dimensions.

H12: There is a statistically significant difference in organizational commitment dimensions in terms of unit of study variable.

Table 12: Investigation of organizational commitment dimensions in terms of working unit variable

	Unit	n	\bar{X}	S	F	p
organizational commitment-1	Surgical units	16	2,22	0,403	2,078	,110
	Internal units	20	2,74	0,609		
	Polyclinic	19	2,51	0,932		
	Operating Room	24	2,79	0,948		
organizational commitment-2	Surgical units	16	3,83	0,463	2,935	,039*
	Internal units	20	3,15	0,679		
	Polyclinic	19	3,39	0,723		
	Operating Room	24	3,48	0,798		

*Significant at the 0.05 level

Table 12 shows the findings of whether there is a difference in the organizational commitment dimensions in terms of working unit variable. In the ANOVA test, a statistically significant difference was found in terms of working unit variable in organizational commitment 2 dimension. According to the Tukey test, it was seen that the difference between the average of the surgical units and the internal units was different. According to the results, H12 hypothesis was rejected for organizational commitment 1 dimension and commitment to organization 2 dimension was accepted.

H13: There is a statistically significant difference in work life quality in terms of working position variable.

Table 13: Examination of the dimensions of work life quality in terms of working position variable

	Position	n	\bar{X}	S	t	p
Work Environment	Manager	31	2,42	0,619	-1,587	,116
	Nurse	67	2,65	0,706		
Relations with Executives	Manager	31	2,97	0,846	-,338	,736
	Nurse	67	3,03	0,787		
Difficulty of Business Conditions	Manager	31	3,93	0,686	1,375	,172
	Nurse	67	3,75	0,536		
Bussiness Perception	Manager	31	3,06	0,591	-2,394	,019*
	Nurse	67	3,37	0,603		
Support Services	Manager	31	3,35	0,744	,265	,791
	Nurse	67	3,31	0,706		

*Significant at the 0.05 level

Table 13 shows the findings on whether there is a difference in work life quality in terms of working position variable. In t test, only statistically significant difference was found in terms of work position variable in job perception dimension. When the averages are examined, it is seen that the difference is due to the higher average of nurse workers. According to the results, H13 hypothesis was accepted for the job perception dimension and rejected for the other dimensions.

H14: *There is a statistically significant difference in organizational commitment in terms of working position variable.*

Table 14: Investigation of organizational commitment dimensions
in terms of working position variable

	Position	n	\bar{X}	S	t	p
organizational commitment-1	Manager	31	2,74	0,950	,934	,353
	Nurse	67	2,58	0,699		
organizational commitment-2	Manager	31	3,42	0,812	,233	,816
	Nurse	67	3,39	0,681		

*Significant at the 0.05 level

Table 14 shows the findings of whether there is a difference in organizational commitment dimensions in terms of working position variable. According to the t test, no statistically significant difference was found in any of the dimensions in terms of working position variable. H14 hypothesis was rejected for all dimensions.

H15: *There is a statistically significant difference in terms of working time variable in work life quality dimensions.*

Table 15: Examination of the dimensions of work life quality
in terms of working time variable in the unit

	Working Year	n	\bar{X}	S	F	p
Work Environment	1↓	13	2,52	0,667	,672	,571
	1-5	41	2,55	0,714		
	6-10	34	2,56	0,667		
	11↑	19	2,80	0,671		
Relations with Executives	1↓	13	2,94	0,866	,586	,626
	1-5	41	3,02	0,824		
	6-10	34	2,98	0,860		
	11↑	19	3,25	0,520		

Difficulty of Business Conditions	1↓	13	3,90	0,639	2,220	,090
	1-5	41	3,85	0,576		
	6-10	34	3,90	0,579		
	11↑	19	3,51	0,521		
Bussiness Perception	1↓	13	3,12	0,657	,721	,542
	1-5	41	3,26	0,715		
	6-10	34	3,30	0,472		
	11↑	19	3,44	0,590		
Support Services	1↓	13	3,52	0,794	1,748	,162
	1-5	41	3,21	0,718		
	6-10	34	3,27	0,719		
	11↑	19	3,59	0,466		

Table 2...

*Significant at the 0.05 level

Table 15 shows the findings on whether there is a difference in work life quality in terms of working year variable in the unit. According to ANOVA test, no statistically significant difference was found in terms of working time variable in any of the dimensions. The H15 hypothesis was rejected for all dimensions.

H16: *There is a statistically significant difference in organizational commitment dimensions in terms of working time variable.*

Table 16: Examination of organizational commitment dimensions
in terms of working time variable

	Working Year	<i>n</i>	\bar{X}	<i>S</i>	<i>F</i>	<i>p</i>
organizational commitment-1	1↓	13	2,32	0,711	2,084	,107
	1-5	41	2,78	0,671		
	6-10	34	2,51	0,797		
	11↑	19	2,87	0,912		
organizational commitment-2	1↓	13	3,58	0,738	1,602	,193
	1-5	41	3,32	0,643		
	6-10	34	3,50	0,724		
	11↑	19	3,12	0,789		

*Significant at the 0.05 level

Table 16 shows the findings of whether there is a difference in terms of organizational commitment in terms of working year variable in the unit. According to ANOVA test, no statistically significant difference was found in terms of working year variable in any of the dimensions. H16 hypothesis was rejected for all dimensions.

H17: *There is a statistically significant difference in work life quality in terms of variable of working style in the unit.*

Table 17: Examination of the dimensions of work life quality in terms of working style variable

	The Way of Work	n	\bar{X}	S	t	p
Work Environment	Day Shift	66	2,66	0,739	1,337	,184
	Vigil	41	2,48	0,574		
Relations with Executives	Day Shift	66	3,02	0,812	-,378	,706
	Vigil	41	3,08	0,768		
Difficulty of Business Conditions	Day Shift	66	3,74	0,625	-1,531	,129
	Vigil	41	3,92	0,505		
Bussiness Perception	Day Shift	66	3,31	0,636	,524	,601
	Vigil	41	3,25	0,584		
Support Services	Day Shift	66	3,39	0,723	1,055	,294
	Vigil	41	3,24	0,653		

*Significant at the 0.05 level

The findings obtained in terms of whether there is a difference in work life quality in terms of the way of work variable in the unit are given in Table 17. According to the t test, no statistically significant difference was found in terms of the way of work variable in any of the dimensions. The H17 hypothesis was rejected for all dimensions.

H18: *There is a statistically significant difference in the organizational commitment dimensions in terms of the way of work variable in the unit.*

Table 18: Examination of organizational commitment dimensions
in terms of working style variable

	The Way of Work	n	\bar{X}	S	t	p
organizational commitment-1	Day Shift	66	2,73	0,856	1,241	,217
	Vigil	41	2,54	0,614		
organizational commitment-2	Day Shift	66	3,29	0,742	-1,611	,110
	Vigil	41	3,51	0,650		

*Significant at the 0.05 level

Table 18 shows the findings of whether there is a difference in organizational commitment dimensions in terms of the way of work variable in the unit. According to the t test, no statistically significant difference was found in terms of the way of work variable in the unit in any of the dimensions. According to the result, H18 hypothesis was rejected for all dimensions.

H19: *There is a relationship between organizational commitment and work life quality.*

Table 19: Corelation between organisational commitment and work life quality

	1	2	3	4	5	6	7
1- Support Services	1						
2- Difficulty of Business Conditions	,426**	1					
3-Relations with Executives	,571**	,308**	1				
4- Bussiness Perception	,539**	,395**	,598**	1			
5- Work Environment	,525**	,538**	,619**	,675**	1		
6-Organizational commitment-1	,429**	,577**	,459**	,469**	,582**	1	
7-organizational commitment-2	-,157	-,417**	-,193	-,279**	-,475**	-,661**	1

*Significant at the 0.05 level

In Table 19, correlation analysis to determine whether there is a relationship between organizational commitment and quality of life scale is given. There is a relationship between the all sub-dimensions of work life quality life and organisational commitment, except support services and organizational commitment-2 sub-dimension. When the direction of the relationship between the scales is examined, there is a negative relationship between organizational commitment-2 sub-dimension and other sub-dimensions, while there is a positive relation between the other sub-dimensions.

DISCUSSION & SUGESSTIONS

In order to provide nursing services in inpatient treatment institutions that have the function of treatment, care, education and research, nurses are expected to be pleased to be a part of the institution, to adopt the institution, to feel themselves belonging to the institution and not to plan to leave the institution. However, they are expected to embrace the problems of the institution and to be ready to work harder to realize this by believing in the philosophy, objectives, goals, values and policies of the institution. In this case, the executive nurses should be able to carry out activities to increase the organizational commitment of the employees, considering that there may be productivity problems in the institutions.

As a result, it can be said that marital status is an important determinant in the sub-dimension of commitment to organization-1, relations with managers and support services in terms of work life quality and organizational commitment. When the averages are examined, it is seen that the average of single employees is higher (Table 3, Table 4). In addition, it can be said that nurses without children have better relations with managers (Table 5). The

organizational commitment of nurses working in surgical units is higher than those working in other units (Table 12). It can be said that nurses have higher perceptions of employees than managers. (Table 13).It can be said that there is a statistical relationship between work life quality and organizational commitment, and the increase in organizational commitment increases with work life quality (Table 19).

Aktay (2010) emphasized that organizational managers should pay attention to the issue of organizational commitment and the methods that will increase employees' commitment to the organization should be implemented as a policy in their organizations. In other words, Karaca (2001) emphasized that enterprises that can give a sense of trust to the employees, create a family environment in the enterprise, satisfy the demands of the customers at the highest level and understand the employee will be successful. For example, nurses working shift work have problems about where to leave their children. In this regard, a care place in the institution where they can leave their children can be provided by the institution.

Some suggestions can be made to increase the job satisfaction level of nurses. Reorganizing the working conditions of nurses is among the first suggestions that come to mind. Considering that the wages received significantly affect the level of job satisfaction, a satisfactory wage policy can be envisaged according to working hours and conditions. It is thought that rearranging the wages of night shifts, weekends and public holidays of nurses working with the shift system will improve work life quality. Both personal rights and career development rights of nurses should be realized effectively by setting objective criteria.

Some suggestions can be made to increase the job satisfaction level of nurses. Reorganizing the working conditions of nurses is among the first suggestions that come to mind. It is a known fact that working hours affect job satisfaction. Therefore, an effective and efficient shift system can both reduce complaints in the profession and increase job satisfaction. In order to generalize the results of this study, it is suggested that similar studies should be conducted in different and larger sample groups, longitudinal type and other research methods.

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