

ORIGINAL PAPER

**Improving Quality of Working Life among Nursing Home Staff:
Is it really needed?**

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Abstract

Background: There is a world-wide interest in problems of the quality of working life because it is the quality of working life that influences quality of care to the nursing home residents.

Aim: The aim of the study is to investigate effects of work autonomy and open and accurate communication on quality of working life among nursing home staff.

Methodology: Data were collected from 511 staff members from ten nursing homes in one of the southern states in the U.S.A. Variables were measured by already-developed scales with good psychometric properties. Correlations and Regression were used to test the hypotheses.

Results: Work autonomy and open and accurate communication affected quality of working life, namely-job and career satisfaction, working conditions, control at work, work-home interface and general well-being among nursing home staff. Findings are consistent with social exchange theory formulations. Organizations need to increase autonomy and communication to improve quality of working life. A counterargument was presented. People with good quality of working life usually work autonomously and tell the truth openly.

Conclusion: Work autonomy and open and accurate communication improves quality of working life of staff which in turn could improve quality of care of nursing home residents.

Keywords: Autonomy, Communication, Quality of Working Life, Social Exchange Theory, Nursing Home Staff