REVIEW ARTICLE

Factors Related to Quality of Nursing Work Life (QNWL) during The COVID-19 Pandemic: A Scoping Review

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ABSTRACT

This study identified the factors associated with the Quality of Nursing Work Life (QNWL) during the COVID-19 pandemic. Furthermore, this is a scoping study review, which used articles obtained from three electronic databases, including Science Direct, Google Scholar, and PubMed, with the keywords "Work-Related Quality of Life" OR "Quality of Nursing Work Life" AND "COVID-19". The inclusion criteria used in selecting the articles were published in 2019-2021, full text, DOI/ISSN, written in English language, quantitative study, and discussed QNWL during the pandemic. Subsequently, the electronic search found 305 articles, and five were selected for analysis. The analysis results showed that job satisfaction, anxiety, fatigue, work-life balance, psychological well-being, and professional self-concept have a significant relationship with QNWL during the pandemic. Therefore, improving the quality of work-life increases the performance of nurses when providing services to patients during the pandemic.

Keywords: COVID-19, Nurse, Pandemic, Work-life

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INTRODUCTION

The first case of COVID-19 occurred in China on December 31, 2019, and its symptoms were similar to pneumonia. Subsequently, the World Health Organization (WHO) announced on March 11th that the viral infection had become a global pandemic (1). Clinical symptoms of COVID-19 include cough, fever, shortness of breath, pneumonia, acute respiratory syndrome, and kidney failure, which lead to death. Meanwhile, the longest incubation period for the viral infection is 14 days, with an average incubation period of 5-6 days (2).

The global COVID-19 cases on June 30, 2021, from the WHO were 181,521,067 million with a death toll of 3,937,437 million, and the United States was the highest-ranked country with 72,186,963 million cases and a death total of 1,896,955 million.

This data shows that the increase in COVID-19 cases impacts human life, especially healthwise. Furthermore, health workers, such as nurses, have a crucial role because they are the front line in dealing with the pandemic (3). The success of hospital services also extremely depends on the performance of nurses in providing good quality care for the patients (4). This is

related to the role of nurses that are on duty for 24 hours caring for patients, and their dominance in hospitals is around 40-60% (5). Consequently, nurses that treated COVID-19 patients experienced anxiety and fatigue, hence, the quality of work-life decreased (6). When the employees' quality of work-life is low, it decreases job satisfaction (7).

Kelbiso et al. (2017) in Ethiopia interviewed 253 participants and stated that 67.2% of nurses were dissatisfied with the quality of work life. Furthermore, work environment, work unit, monthly income, and educational status are strong predictors of quality of work-life among nurses (8). Kaddourah et al. (2018) in Arabia also surveyed 364 participants and discovered that 54.7% of nurses were dissatisfied with their work-life and 94% intend to leave their current work place (9). This is also consistent with Suryavanshi et al. (2020) in India, where 197 participants consisting of nurses and doctors were interviewed and 89.45% of them had low quality of life, with 92.47% having symptoms of depression, and anxiety by 98.50% when treating COVID-19 patients in Indian Hospitals (10). Furthermore, An et al., (2020) also reported that 1103 participants experienced depression while handling COVID-19 patients, which led to a decreased nurses' life quality (11).

Therefore, a system of rewards and support from managers must be created to increase nurses' performance (12). Improving employees' work-life quality has three positive impacts, including increase in commitment

to the organization, productivity performance, and organizational effectiveness (13). Meanwhile, Riggio (1990) stated that good quality of work-life has a positive impact on companies, such as increased productivity, better work quality, and decreased turnover (14).

The quality of nursing work life (QNWL) is a concept that describes nurses' perceptions of their needs met through work experience in organizations (15). According to Nayak, Sahoo & Mohanty (2018), there are five dimensions of the quality of work-life, including the work environment, professional development, work stress, social support, compensation, and rewards (16). Meanwhile, nurses' jobs varied and had greater demands than usual during the pandemic. The policies and regulations implemented to take care of COVID-19 patients were also constantly updated, which must be studied by the nurses. However, they must adapt to the work environment, pressure, and daily activities during the pandemic, hence, good support is needed from the hospital to increase the quality of work-life. Based on the phenomena above, this study aims to review literature on the factors related to the Quality of Nursing Work Life (QNWL) during the COVID-19 pandemic.

METHOD

This is a scoping study review that examined the ideas, knowledge, and findings of previous studies to provide theoretical and methodological contributions to the current research topic. The articles used were obtained from three databases, including Science Direct, Google Scholar, and PubMed, with the keywords "Work-Related Quality of Life" OR "Quality of Nursing Work Life" AND "COVID-19". Furthermore, the inclusion criteria for articles selection include published in 2019-2021, full text, having DOI/ISSN, written in English, quantitative study, and discussing the Quality of Nursing Work Life (QNWL) during the COVID-19 pandemic. The article selection process used the PRISMA method, which involves identification, screening, eligibility, and determining the selected articles. Subsequently, 305 articles were obtained from the search process, and five were selected based on the inclusion criteria. The search method used has been applied in several studies, including Fitri et al. (2021); Praptiwi (2017); Widiasih & Hermayanti (2020); Widiasih, and Jayanti & Rais, (2019) (17-20). Figure 1 shows the stages of the selection process using PRISMA Flow Chart diagram.

RESULTS

305 articles were obtained from the search process and five were selected based on the inclusion criteria. The selected articles used a quantitative study design to evaluate the participation of nurses that treated COVID-19 patients in Indonesia, Turkey, Iran, and India. Furthermore, the analysis results showed that job satisfaction, anxiety, fatigue, work-life balance,
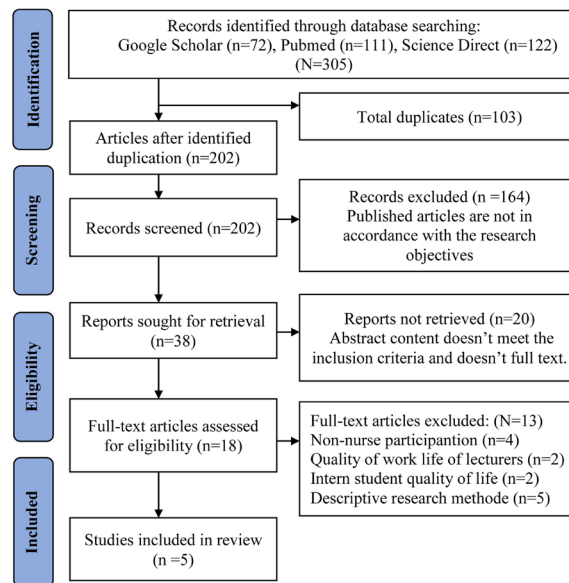

Figure 1: PRISMA Flow Chart diagram

psychological well-being, and self-concept had a significant association with the Quality of Nursing Work Life (QNWL) during the COVID-19 pandemic. This finding is further explained in detail as article summary in Table I.

DISCUSSION

Hospitals have various resources to support operational activities, and quality nurses play the most crucial role in achieving the hospitals' goals (21). Meanwhile, the work-life of nurses during the pandemic changed because they experienced anxiety and depression while treating COVID-19 patients (11). Therefore, hospitals must be responsible for their quality of work-life because it impacts the quality of nursing services provided to the patients.

Quality of Nursing Work Life (QNWL) has four dimensions, including the Work Life-Home Life, which is the relationship between nurses' experiences at work and life at home. Meanwhile, the work design comprises the nurse's work and describes the actual work load. Work Context is the setting of nursing practice and it also explores the impact of the work environment on patients and the nursing system, while the work world is the effect of social environments such as society and changes in nursing practice (15).

The poor nurses' work-life needs to be improved because it increases their productivity, work quality, and also decreases turnover (14). Furthermore, to enhance the quality of work-life, attention needs to be paid to the factors that influence it, such as socio-economics, demography, work, organizational, self-actualization, and human relations aspects (22).

Table I: Article Summary

Author	Purpose	Method	Findings
(Diana & Mukhtadi, 2020), Indonesia	Investigating the effect of Quality of Work Life (QWL) on the nurse performance by job satisfaction during the COVID-19 pandemic.	Quantitative Cross-Sectional 100 respondents	The quality of the work-life of nurses significantly affects the performance by job satisfaction of nurses. Then, nurse job satisfaction mediates the relationship between quality of work-life and nurse performance during the COVID-19 pandemic.
(Dehkordi, Gholamzad, Myrfendereski, & Dehkordi, 2020), Iran	Knowing the effect of COVID-19 on anxiety, staff fatigue, and quality of work-life of health centers.	Quantitative Descriptive-Comparative 442 respondents	Nurses' quality of work-life has decreased, fatigue and anxiety have increased due to the increasing of COVID-19 cases number. The results of the analysis showed a significant relationship between the level of anxiety due to COVID-19 with the quality of work-life and nurse fatigue.
(Karunagaran, Lee, Raju, Rebekah, & Durai, 2020), Indian	Evaluating the work-life balance of nurses during the COVID-19 pandemic	Quantitative Descriptive-Correlation 220 respondents	Poor work-life balance affects nurses' quality of work-life during the COVID-19 pandemic. Work-life balance is essential for all professionals to prevent stress, burnout, depression, and anxiety.
(Maslakçı, Sürücü, & Sesen, 2021), Turkey	Analysing the effect of the quality of work-life of nurses based on fears about COVID-19 and examining the psychological prosperity of nurses.	Quantitative Cross-Sectional 339 respondent	Nurses' fears about COVID-19 harm the quality of work-life in nurses with low psychological prosperity. The policy of providing nurse training can improve psychological prosperity so that nursing working conditions are much better, as well as improve patient's safety.
(Farhadi, Bagherzadeh, Moradi, Nemati, & Sadeghmoghadam, 2021), Iran	Knowing the relationship between professional self-concept (PSC) and work-related quality of life (WRQoL) among nurses during the COVID-19 pandemic.	Quantitative Cross-Sectional 263 respondent	There is a significant relationship between PSC and WRQoL with a p-value < (0.001). PSC with the work experience and work location can explain 34.6% of the variance in WRQoL which is 26.5% for PSC.

Meanwhile, the nurses' fatigue and anxiety increased due to the continuous increase in COVID-19, which led to a decrease in the mental, physical, and various aspects of nurses' quality of life. Work-life balance is essential for all professionals to prevent stress, burnout, depression, and anxiety. The policy of providing nurse training improves the psychological well-being, working conditions, and the patient's safety. Additionally, the Professional Self-Concept (PSC) states that nurse with regards to their identity significantly affected the quality of life during the pandemic. Location and work experience also influenced the shaping process of the nurses' professional self-concept.

Meanwhile, Diana & Mukhtadi (2020) reported that the nurses' quality of work-life significantly affected their performance and job satisfaction. The job satisfaction mediates the relationship between the quality of work-life and performance during the COVID-19 pandemic (3). Dehkordi et al., (2020) also showed that nurses' quality of work-life decreased, while fatigue and anxiety increased due to the increasing COVID-19 cases. Furthermore, the analysis results demonstrate a relationship between the level of anxiety due to COVID-19 and the nurses' quality of work-life as well as fatigue. COVID-19 harms the mental, physical, and various aspects of health workers' quality of life, thereby leading to increased burnout and fatigue (6).

Karunegara et al., (2020) reported that the quality of nurses' work-life was affected by a poor work-life balance during the COVID-19 pandemic. Furthermore,

a good work-life balance prevents fatigue, depression, stress, and anxiety (23). Maslakçı, Sürücü, & Sesen (2021) showed that nurses have low psychological well-being due to COVID-19 fear, which led to the low work-life quality. Conducting training programs for nurses improve their psychological well-being, working conditions, and the patient's safety (24). Fahradi et al., (2021) also stated that there was a significant relationship between professional self-concept (PSC) and work-related quality of life (WRQoL). The predictive role of nurses' PSCs in WRQoL, such as designing and planning intervention, improves WRQoL (25).

Based on these five articles, three reported that the increasing number of COVID-19 cases impacted the nurses' physical and psychological well-being, such as anxiety, fear, fatigue, and stress which decreased the quality of work-life. Trainings on how to handle COVID-19 needs to be organized for nurses to improve the psychological well-being (6, 23, 24). Meanwhile, an article stated that to maintain a good work-related quality of life, it is important to pay attention to the professional self-concept of nurses. In forming a professional self-concept, nurses have to collaborate with the media, including television, radio, and the press to provide an understanding of their role of in health, especially during the COVID-19 pandemic, where they are at the forefront (25).

Furthermore, another article stated that nurses' poor quality of life had an impact on job satisfaction. Quality of work-life refers to the organization's ability to place

the employees according to their interests and needs to enable the employees to carry out their assignment and job expectations from the organization. Therefore, employees are satisfied at work depending on the extent to which their work needs are met by the organization (25).

As implications for practice, the poor working life of nurses reduced performance while providing care to patients. Furthermore, these findings provide input for the hospital nursing field to improve the nurses' quality of work-life during the COVID-19 pandemic by paying attention to the factors related to QNWL.

One of the limitations of this study is the authors only understood articles written in English, consequently, articles written in Japanese, Chinese, Korean, Arabic, and others languages were not used.

CONCLUSION

Based on the results, the job satisfaction, anxiety, fatigue, work-life balance, psychological well-being, and professional self-concept have a significant relationship with the Quality of Nursing Work-Life (QNWL) during the COVID-19 pandemic. This led to a decrease in nurses' performances, hence, hospitals need to improve the nurses' working life quality by paying attention to factors related to QNWL during the pandemic to raise the performance.

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