

## Quality of Life and its Components' Measurement

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*The objective of this paper is to define the quality of life (QOL) and the quality of working life (QOWL) conceptions and their components, to establish the quality of life evaluation and to report the results of the employee's quality of working life research.*

*Quality of life is influenced by an individual's physical and mental health, the degree of independency, the social relationship with the environment and other factors. Quality of life could be defined as an individual's satisfaction with his or her life dimensions comparing with his or her ideal life. Evaluation of the quality of life depends on one's value system.*

*The quality of working life could be defined as work place strategies, processes and environment combination, which stimulates employee's job satisfaction. It also depends on work conditions and organization's efficiency.*

*The quality of life model includes seven factors and indicators to represent these factors. This model was used in the study. The objective of the study was to evaluate the quality of life and the quality of working life value of the particular organization's employees.*

*26 men and 15 women working in the middle-sized industrial organization were surveyed. They were asked to evaluate seven domains of QOL and QOWL: physical state, material state, emotional state, social relationship, education and self-improvement, self-expression and leisure, safety and environment.*

*The study enabled to find out that the employees are more satisfied with quality of life (3.47 points) than quality of working life (3.45 points). The respondents are least satisfied with their material state. Quality of life directly correlates with quality of working life ( $r = 0.76$ ). Employees quality of working life value and their seven factors have a moderately correlation ( $r = 0.55-0.66$ ). While quality of life highly correlates with physical state ( $r = 0.84$ ), material state ( $r = 0.71$ ). Social – demographic elements have less influence on quality of life and quality of working life estimation.*

*The research findings show that studied organization has possibilities to increase its employees' quality of life and loyalty by improving working conditions and environment. High value of the quality of working life directly influences higher quality of life.*

Keywords: *quality of working life, quality of life, satisfaction, spillover theory, evaluation, model.*

### Introduction

The quality of life is an area of study that has attracted an ever increasing amount of interest. Quality of

life conceptual models and instruments for research, evaluation and assessment have been developed since the middle of last century (McCall, 2005; Ruževičius, 2006). However, Greek philosophers were searching for meaning of life which could help people look for a higher existential level of their life. In the past century quality of life was determined as material welfare or wealth. Later, the perception changes of the meaning of life and values influenced the quality of life conception and all factors changes (Ferrer, 2002; Juozulynas, 2004). Evaluation of the quality of life must encompass all elements. The quality of working life is the important component of the quality of life. This aspect of quality of life has never been analysed in the scientific literature. The quality of working life includes such work areas like workers health and well-being, guarantee of employment, career planning, competence development, life and work balance and other. The results of evaluation of quality of working life factors could be possibility for social programs establishment, implementation and development in organizations, in national or international level (Van de Looij, Benders, 1995, Ruževičius, 2006c).

**The problem** of the study is to adjust the quality of working life evaluation method improving organization's activities results.

**The object** of the study is the middle-sized industrial organization's the quality of life and the quality of working life.

**The objective** of the study is to evaluate employees' quality of life and quality of working life using survey's results.

**Methodology.** This article is worked out by using the analysis of scientific and methodical literature and the methodology of social research. The research data was analysed using descriptive and statistical methods. The data analysis was performed using standard questionnaire data treatment software: Microsoft Excel 2000 and SPSS (SPSS 15.0 for Windows Evaluation) packets.

### The quality of life factors and indicators

The main problem is that there is no universal quality of life determination. The World Health Organisation (WHO) determination of the quality of life is used in general. The quality of life is defined as an individual purpose-aligned cultural and values system by which a person lives, relative to their aims, hopes, living standards and interests (Furmonavičius, 2001). Quality of life

is influenced by individual's physical and mental health, the degree of independency, the social relationship with the environment and other factors (Ruževičius, 2006a-2006c; Shin, 1979) (figure 1 and 2).

Quality of life could be defined as an individual's satisfaction with his or her life dimensions comparing with his or her ideal life. Evaluation of the quality of life depends on individual's value system and on the cultural environment where he lives (Gilgeous, 1998).

Suber P. (1996) proposes that quality of life also depends on the external factors. Good living conditions or

circumstances will determine high quality of life, but if these conditions are vary, the individual's satisfaction of the quality of life will vary too. Quality of life is influenced by many various factors and conditions like: accommodation, employment, income, material welfare, moral attitudes, personal and family life, social support, stress and crisis, health-related quality of life, health service, working conditions, nourishment, education opportunities, relationships with environment, ecological factors and other (figure 1 and 2) (Juozulynas, Čemerych, 2005; Rugienė, 2005).

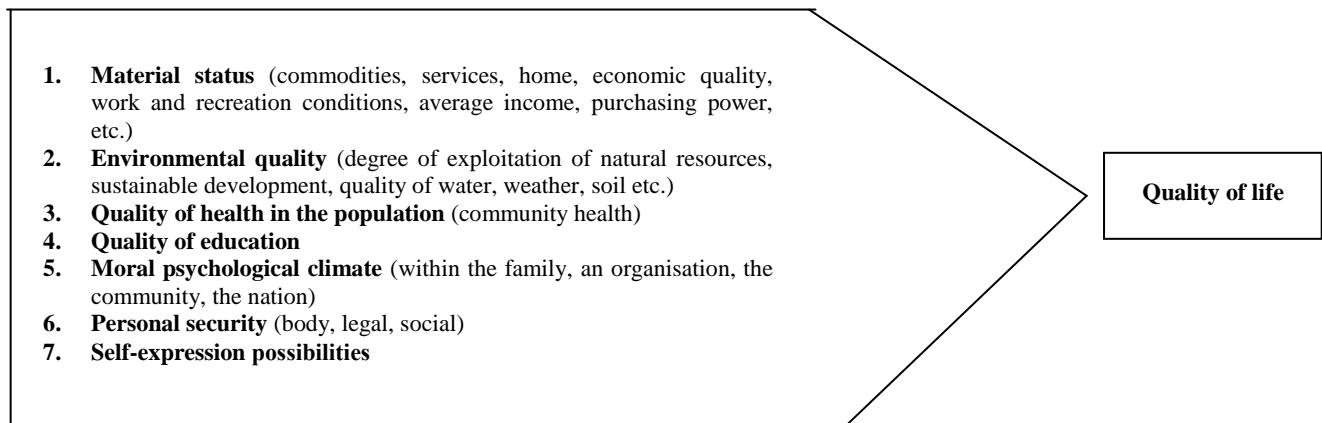


Figure 1. Factors which make up quality of life

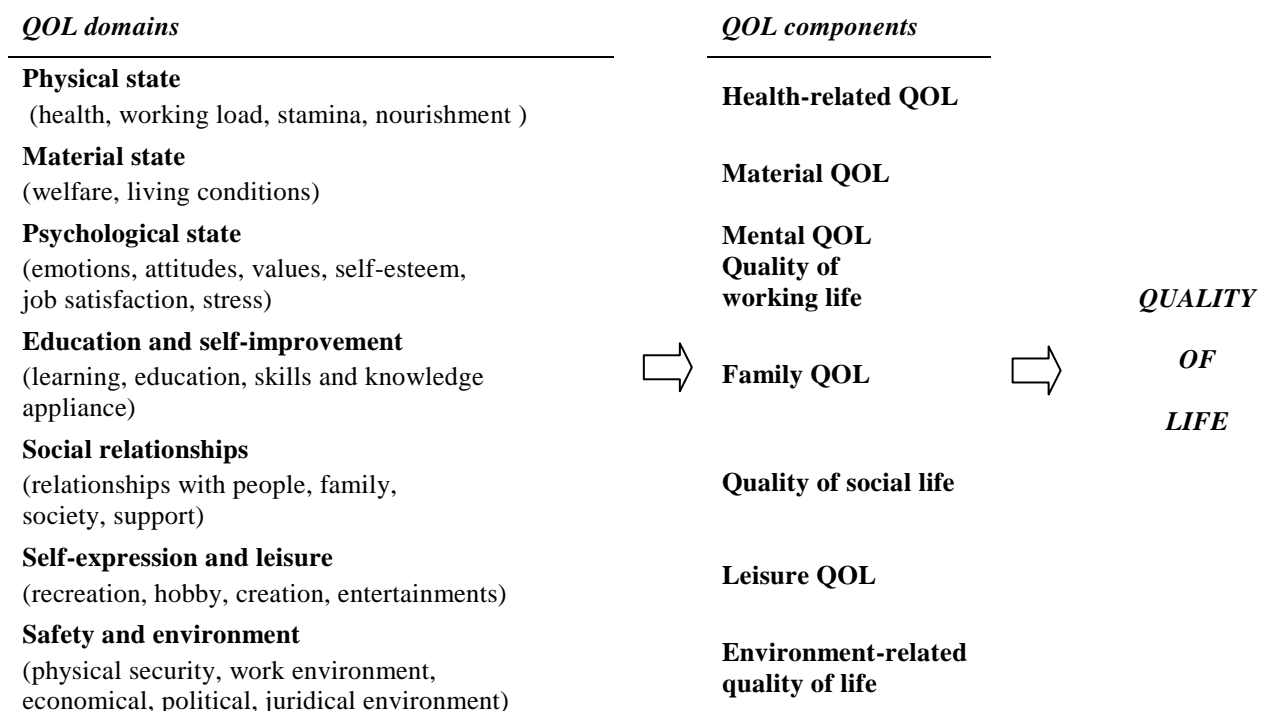


Figure 2. The quality of life model

(Source: Chung, 1997; Cummins, 2005; Olfert, 2005; Sirgy, 2001; Shin, 1979; Ruževičius, 2006a-2006c.)

### The quality of working life: concept and evaluation rates

The quality of working life could be defined as work place strategies, processes and environment combination, which stimulates employee's job satisfaction. It also de-

pends on work conditions and organization's efficiency (Considine, Callus, 2002). Individual's quality of working life directly influences the quality of life value. Generally, quality of life is also determined as employee's and his or her work environment's relationship quality (Schoepke, 2003). All quality of life components are in-

terdependent and influence individual's satisfaction with quality of life.

The quality of working life concept encompasses the following factors: job satisfaction, involvement in work performance, motivation, efficiency, productivity, health, safety and welfare at work, stress, work load, burn-out etc. these mentioned factors could be defined as physical and psychological results of the work which affect employee (Arts, Kerksta, 2001). Other authors suggest to involve in this concept more work factors: fair compensation, safe and hygienic working and psychological conditions, knowledge and opportunities to realise one's skills, social integration and relationship, life and work balance, work planning and organization (Van de Looij, Benders, 1995). Some quality of working life factors are the same as in quality of life, only they are related with employee's working environment and job.

The quality of working life domains and factors are:

1. Consideration of work (material and non-material).
2. Emotional state (appreciation, esteem, stress, self-motivation, job satisfaction, safety for job).
3. Learning and improvement (career opportunities, acquirement of new knowledge and skills).
4. Social relationship in the organisation (relation with colleagues and supervisors, delegation, communication, command, division of work).
5. Self-realization (career opportunities, involvement in decisions making, self-sufficiency in one's workplace).
6. Physical state (stress, fatigue, burn-out, work load).
7. Safety and work environment (Gilgeous, 1998; Juniper, 2002; Arts, 2001; Schoepke, 2003; Ruževićius, 2006a).

### Quality of life and quality of working life: research

Quality of life must be measured by subjective and objective criteria. Objective criteria could be measured, counted, supervised. While subjective quality of life criteria exist in the individual's consciousness, the researchers are able to identify them from the individual's answers. Comprehensive research must involve both criteria (Juniper, 2002). This principle is also obtained in the other mentioned domains of quality of life researches. In the quality of working life studies objective factors (working conditions and environment) and subjective factors (satisfaction with quality of working life factors) which concernment depends on the individual must be evaluated.

Work and working environment directly influence employee's quality of working life. High quality of working life level induces employee's loyalty to the organisation and decision to work in it (Quality..., 2003).

Quality of working life has more than one research methodology and model, even one determination which causes problems in quality of working life evaluation. Quality of life and quality of working life are measured according to subjective and objective criteria. The study

must give the following answers: how particular factors of quality of life are important for an individual and how is individual is satisfied with these factors. Dissatisfaction in one domain of quality of life may not influence individual's quality of life in general, if only this domain is less significant that over life domains. Contrarily, significant and worse evaluated quality of life factor works against general quality of life level. In the scientific literature quality of life is analysed applying the spillover theory. Spillover theory states that satisfaction in one quality of life domain may influence satisfaction level in another. Quality of life domains set hierarchical in person's consciousness. The general quality of life is at the top and all domains of quality of life are situated subject to individual (Sirgy, Efraty, 2001). Greater satisfaction in one domain increases satisfaction level in the domain above (the spillover moves from bottom to top). For example, high quality of working life increases general quality of life. However, dissatisfaction in one quality of life domain may have no influence on other domains. If a person is dissatisfied with his work, he will compensate it with larger attention to the family and social relationship (Furmonavičius, 2001).

The authors suggest to measure quality of life using the following formula:

$$QOL = a*Sph + b*Sm + c*Se + d*Ss + e*Si + f*SI + g*Sse \quad (1).$$

- QOL – quality of life value,
- Sph – physical state value,
- Sm – material state value,
- Se – emotional state value,
- Ss – social relationship value,
- Si – self-improvement value,
- SI – self-expression and leisure value,
- Sse – safety and environment value,
- a-g – quality of life domains weight coefficients (sum total is 1).

(Shin, 1979; Sirgy, Efraty, 2001; Scoring..., 2001).

Quality of working life value is calculated similarly.

Study questionnaire was designed according to seven factors mentioned above. The first section of questionnaire helps to find out the most important respondents' life domains (physical state, material state, emotional state, social relationship, education and self-improvement, self-expression and leisure, safety and environment). The weight coefficients were given to these domains according to the responses. Quality of life value was derived through a simple means of the seven life domains values. Total score of quality of working life was obtained in the same way. The questionnaire consists of 19 items about quality of life and of 21 items about quality of working life. The 5-point Likert response format was used, ranging from strongly disagree (1) to strongly agree (5). Total scores reflect higher degrees of quality of life and quality of working life. In the second section of the questionnaire there were used demographic-social questions to collect the information about respondents' characteristics, including: age, gender, edu-

cation, income.

The study approves the designed research method and to evaluate organisation's employees' quality of life and quality of working life. After the responses analysis, the quality of life and quality of working life domains weight coefficients were determined:

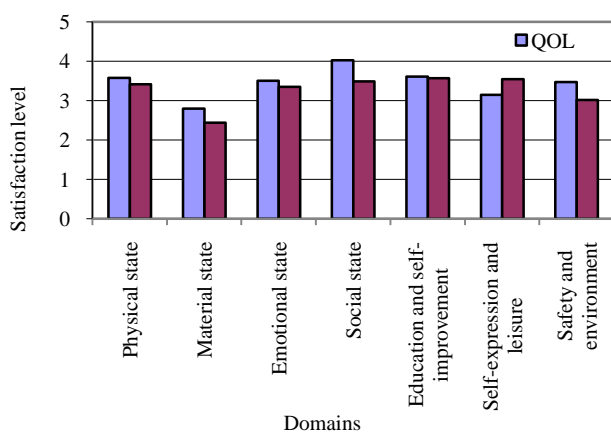
$$QOL = 0,3*SpH + 0,2*Se + 0,18*Sm + 0,12*Si + 0,1*Ss + 0,05*SI + 0,05*Sse \quad (2).$$

Quality of life domains have the same weight coefficients.

The data analysis was performed using descriptive and statistics methods and statistical analysis software: Microsoft Excel 2000 and SPSS (SPSS 15.0 for Windows Evaluation) packets.

The results showed that the surveyed employees are most satisfied with their social relationship (average evaluation is 4.02 points) and education and self-improvement (3.79 points) of seven quality of life domains. The higher evaluation of quality of working life domains accrued also to education and self-improvement domain (3.57 points) and to self-expression and leisure domain (3.54 points). Respondents were dissatisfied with their material state (2.44 and 2.8 points) (fig. 3) especially with their material income, compensation of work and living conditions. These findings might be attributed to the facts that most employees have high education, but they get an average payment. The employee's expectations of fair compensation did not match with the real situation.

Many respondents pointed out that they are discontent with career opportunities and work related stress. Male's quality of life was higher quality of working life (QOL is 3.2 points; QOWL – 3.23 points) than female's (QOL – 3.15 points; QOWL – 3.23 points). Exhaustive study will point out the reasons of these evaluations.



**Figure 3.** Evaluation of quality of life and quality of working life domains.

The strength of relationship between quality of life and quality of working life, their domains and demographic-social characteristics were analysed. A strong correlation was found between quality of life and quality of working life ( $r = 0.76$ ). However, employees demographic – social characteristics weakly correlated with both quality of life and quality of working life ( $r$  vary from  $-0.79$  to  $0.39$ ). Very positive correlation was found

between quality of life and its domains: physical state ( $r = 0.84$ ) and material state ( $r = 0.71$ ). The weakest correlation was found between quality of life and education and self-improvement domain ( $r = 0.48$ ), also safety and environment domain ( $r = 0.48$ ) (table).

Table

**Relationships between QOL and QOWL and their domains**

		Physi c. stat	Mat. state	Emot state	Soc. relat.	Edu- cation	Lei- sure	Safe- ty
QOL	Pearson correlat. coeffic.	0.84	0.71	0.67	0.51	0.48	0.67	0.48
	p-value	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Covaria.	0.41	0.33	0.25	0.17	0.20	0.30	0.24
QOWL	Pearson correlat. coeffic	0.64	0.66	0.55	0.60	0.65	0.66	0.65
	p-value	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Covaria.	0.24	0.28	0.20	0.20	0.22	0.23	0.30

Source: Research questionnaires.

Results showed that quality of working life moderately correlated with material state ( $r = 0.66$ ) and education and self-improvement domain ( $r = 0.66$ ). The remaining domains were also moderately related.

The regression analysis was used to predict the value of quality of life based on quality of working life value. The dependent variable (quality of life) was significantly associated with quality of working life ( $R = 0.758$ ;  $R^2 = 0.574$ ;  $R^2$  adj =  $0.563$ ). Linear equation was found:

$$QOL = 0.74 + 0.85 * QOWL \quad (3).$$

The analysis results showed that the design model is suitable for forecast even if independent variable (quality of working life) was explained 57.4 % of the quality of life variance. Other 42.6 % of the quality of life variance was determined by unknown factors.

The research findings showed that studied organization has possibilities to increase their employee's satisfaction of quality of life and loyalty by improving working conditions and environment. High quality of working life evaluation can influence higher quality of life in general.

## Conclusion

The integrated evaluation of quality of life must include all domains and components, also quality of working life. The quality of life concept is related to various working life factors, such as job satisfaction, involvement in work performance, motivation, efficiency, productivity, health, safety and welfare at work, stress, work load, burn-out etc.

The research results pointed out that employees are more satisfied with their general quality of life than quality of working life. Consequently, organisation's leadership is required to improve working conditions and environment. Thus, investing in personnel management programs can be mutual benefit to the individual and to the organisation. That may also influence individual's quality

of life positively.

The findings suggest that designed research method is suitable for quality of working life and quality of life evaluation. Consequently, albeit the fact that the data used for this study originates from a single source, it cannot be invoked in future studies because of this study statistical limitation.

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## Gyvenimo kokybė ir jos sudedamųjų dalių vertinimas

Santrauka

Gyvenimo kokybės (GK) matavimo ir vertinimo sisteminiai tyrimai pradėti palyginti neseniai – praėjusio šimtmečio viduryje. Tačiau dar senovės graikų filosofai ieškojo gyvenimo gairių ir prasmės, kurios padėtų žmonėms pasiekti aukštesnę egzistencijos lygį. Praėjusio amžiaus pradžioje gyvenimo kokybė buvo suvokiama daugiausia kaip materialinė gerovė ar pinigai. Vėliau, keičiantis gyvenimo prasmės suvokimo ir vertybių turiniui, keitėsi ir gyvenimo kokybės samprata bei jos sudedamosios dalys. Gyvenimo kokybės kompleksinis vertinimas turėtų apimti visus jo komponentus, tarpe jų ir gyvenimo darbe kokybę (angl. Quality of working life). Šis gyvenimo kokybės aspektas dar nebuvo sistemškai nagrinėtas mūsų šalies mokslinėje literatūroje. Jo svarbą patvirtina ir tai, kad gyvenimo kokybės teoriniams ir taikomiesiems klausimams nagrinėti ir gyvenimo darbe kokybei (GDK) gerinti yra parengtos ir įgyvendinamos kelios Europos Sąjungos finansuojamos programos. Gyvenimo darbe kokybė (GDK) apima tokias sritis kaip darbuotojo sveikata ir gerovė, užimtumo garantijos ir profesijos planavimas, kompetencijos ugdymas, darbo sąlygos, gyvenimo darbe ir gyvenimo po darbo pusiausvyra ir kt. Šių kokybės aspektų vertinimas teikia galimybių socialinėms programoms kurti, įgyvendinti ir joms tobulinti organizaciniu, nacionaliniu ir tarptautiniu lygiu.

Straipsnio tikslas – išanalizuoti gyvenimo kokybės ir gyvenimo darbe kokybės sampratą, jų sudedamąsias dalis ir sritis, atskleisti jos vertinimo ypatumus, parengti GK modelį ir pateikti konkrečios imonės darbuotojų gyvenimo darbe kokybės tyrimo rezultatus. Metodologija. Straipsnis parengtas remiantis mokslinės ir metodinės literatūros bei organizacijų veiklos logine analize, ekspertinio vertinimo ir sociologinių tyrimų metodologija. Tyrimo duomenys apibendrinti ir analizuoti aprašomosios bei statistinės analizės metodais, naudojant programinius Microsoft Excel 2000 ir SPSS (SPSS 15.0 for Windows Evaluation) paketus. Nėra visuotinai pripažinto gyvenimo kokybės apibrėžimo. Literatūroje plačiai remiamasi Pasaulio sveikatos organizacijos teikiamu gyvenimo kokybės apibrėžimu – tai individualus kiekvieno žmogaus materialinės, fizinės, psichologinės ir socialinės gyvenimo gerovės suvokimas ir jos vertinimas kultūros vertybių sistemos kontekste, siejant tai su asmens tikslais, viltimis, standartais ir interesais. Gyvenimo kokybei įtakos turi asmens fizinė, dvasinė bei sveikatos būseną, nepriklausomumo lygis, socialinis ryšys su aplinka ir kiti veiksniai. Paprasčiau gyvenimo kokybę galima apibūdinti kaip žmogaus pasitenkinimą esamo gyvenimo rodikliais, juos lyginant su siekiamu ar idealiu gyvenimo lygiu. GK vertinimas priklauso ir nuo žmogaus vertybių sistemos bei kultūrinės jo aplinkos. Gyvenimo kokybės koncepcija teigia, kad ji priklauso nuo išorinių aplinkybių. Gyvenimo aplinkybės ar sąlygos gali lemti aukštą gyvenimo vertę, tačiau, nors kiek pakitus aplinkybėms, keičiasi ir asmens gyvenimo kokybės suvokimas ir vertinimas. Gyvenimo kokybė (GK) lemia daugybę veiksnių ir aplinkybių: būstas, užimtumas, pajamos ir materialinė gerovė, moralinės nuostatos, asmeninis ir šeiminiis gyvenimas, socialinė parama, stresas ir krizės darbe, asmeniniame gyvenime ir socialinėje aplinkoje, sveikatos kokybė, sveikatos priežiūros galimybės, darbo sąlygos, mityba, išsilavinimo galimybės, santykiai su aplinka, ekologiniai veiksniai ir kita.

Gyvenimo darbe kokybę galima apibrėžti kaip darbo vietos strategijos, procesų, darbo fizinės ir psichologinės aplinkos, darbuotojų motyvavimo ir ugdymo sistemą, kuri skatina ir palaiko darbuotojų pasitenkinimą nuolat gerinant darbo sąlygas ir organizacijos veiksmingumą. GDK koncepcija taip pat apima darbuotojų pasitenkinimą darbu, mokymo ir karjeros galimybes, įtraukimą į atliekamas užduotis, produktyvumą, sveikatą, darbo saugą, mikroklimatą, teisingą kompensavimą už darbą, tobulėjimo galimybes, gebėjimų panaudojimo veiksmingumą, socialinę integraciją ir ryšius, darbo ir asmeninio

gyvenimo suderinamumą, darbo organizavimą ir intensyvumą ir kt. Individo pasitenkinimo gyvenimo darbe kokybės lygis lemia pasitenkinimą gyvenimu apskritai. GDK – tai iš esmės darbuotojo santykių su darbo aplinka kokybė. Gyvenimo kokybė vertinama ir objektyviais, ir subjektyviais rodikliais. Objektyvūs rodikliai egzistuoja visuomenėje ir jie gali būti stebimi bei matuojamas jų kiekis ar pasikartojimo dažnumas. Tuo tarpu subjektyvūs bruožai egzistuoja individo sąmonėje, ir jie identifikuojami tik iš individo atsakymų rūpimomis temomis. Išsamus gyvenimo kokybės tyrimas turi apimti abiejų rūšių rodiklius. Šis vertinimo principas galioja ir vertinant kitas gyvenimo kokybės sudedamąsias dalis: tiriant gyvenimo darbe kokybę turi būti vertinami darbo sąlygų ir aplinkos objektyvūs veiksniai, ir subjektyvūs, kiekvienam darbuotojui svarbūs veiksniai (pasitenkinimas gyvenimo darbe kokybės sritimis). Darbuotojo pasitenkinimo gyvenimo darbe kokybe lygį lemia įvairūs darbo ir darbo aplinkos veiksniai. Savo ruožtu darbuotojo pasiteikimas gyvenimo darbe kokybe veikia jo atsidavimą organizacijai ir apsisprendimą joje dirbti.

Gyvenimo kokybė dažniausiai vertinama laikantis pertekliaus teorijos, kuri teigia, kad žmogaus pasitenkinimas viena gyvenimo kokybės sritimi veikia kitų sričių pasitenkinimo lygį. Asmens sąmonėje gyvenimo sritys išsidėsčiusios tam tikra hierarchija: aukščiausiai yra bendrai suvokiama visa gyvenimo kokybė, po to – individualiai išsidėsto kitos gyvenimo kokybės sudedamosios dalys (šeima, darbas, sveikata, laisvalaikis ir pan.); didesnis pasitenkinimas viena gyvenimo sritimi didina pasitenkinimo lygį pagal svarbumą aukščiau esančių sričių, pavyzdžiui, aukšta gyvenimo darbe kokybė didina pasitenkinimą viso gyvenimo kokybe (perteklius kyla iš apačios į viršų). Tačiau jaučiamas nepasitenkinimas viena gyvenimo sritimi gali beveik neveikti kitų sričių pasitenkinimo lygio arba didinti pasitenkinimo lygį vienoje srityje. Į visą tai buvo atsižvelgta rengiant GK modelį. Šis modelis apima septynias gyvenimo sritis ir jų sudedamąsias dalis, įskaitant ir GDK. Remiantis šiuo modeliu, buvo parengta metodika ir atliktas tyrimas, kuriuo siekta nustatyti konkrečios organizacijos darbuotojų pasitenkinimą gyvenimo ir gyvenimo darbe kokybe.

Tyrimui buvo atrinkta vidutinio dydžio gamybinė organizacija. Jos darbuotojai, atsakydami į anketos ir struktūrizuotų interviu klausimus, vertino šias savo jų gyvenimo kokybės ir GDK sritis: fizinę, materialinę, emocinę būklę, socialinius santykius, asmenybės tobulėjimo, mokymosi karjeros, saviraiškos ir poilsio galimybes, darbo aplinką, intensyvumą ir saugą. Bendras pasitenkinimo gyvenimo kokybe (PGK) rodiklis apskaičiuotas pagal formulę:

$$PGK = a*Sf + b*Sm + c*Se + d*Ss + e*St + f*Sp + g*Sa \quad (1).$$

Čia: PGK – pasitenkinimo gyvenimo kokybe rodiklis, Sf – fizinė būklės vertinimas, Sm – materialinė būklės vertinimas, Se – emocinė būklės vertinimas, Ss – socialių santykių vertinimas, St – asmenybės tobulėjimo ir mokymosi vertinimas, Sp – saviraiškos ir poilsio vertinimas, Sa – saugumo ir aplinkos vertinimas, a-g – gyvenimo kokybės sričių svarumo koeficientai.

Pagal šiuos gyvenimo kokybės vertinimo rodiklius buvo sudary-

ta šio tyrimo anketa. Pirmoji klausimyno dalis skirta identifikuoti svarbiausioms respondentų gyvenimo kokybės sritims (fizinei, emocinei ir materialinei būklei, socialiniams santykiams, asmenybės tobulėjimui ir mokymuisi, saviraiškai ir poilsiui, saugumui ir aplinkai ir kt.). Siekiant aprobuoti sukurtą tyrimo metodiką ir nustatyti GK ir GDK sudedamųjų dalių svarumo koeficientus, pirmiausia buvo atliktas preliminarus organizacijos tyrimas. Remiantis atsakymais į pirmąją klausimyno dalį, kiekvienai gyvenimo sričiai buvo suteiktas tam tikras svarumo koeficientas, o bendras pasitenkinimo rodiklis skaičiuotas kaip visų gyvenimo darbe kokybės rodiklių vertinimų vidurkis. Pagrindinę anketos dalį sudarė 19 struktūrizuotų klausimų, susijusių su gyvenimo kokybe, ir 21 teiginys – su gyvenimo darbe kokybe. Pateikti teiginiai vertinti penkiabale Likerto skale. Demografinių ir socialinių anketos duomenų dalis sudaryta siekiant išsiaiškinti netiesioginę informacijos apie asmenį: lytį, amžių, pajamas bei išsilavinimą. Preliminarus tyrimo rezultatai ir ekspertų vertimai leido nustatyti GK sudedamųjų dalių svarumo koeficientus ir detalizuoti pagrindinio organizacijos tyrimo planą bei metodiką. Taigi bendras pasitenkinimo gyvenimo kokybe (PGK) rodiklis apskaičiuotas pagal šią formulę:

$$PGK = 0,3*Sf + 0,2*Se + 0,18*Sm + 0,12*St + 0,1*Ss + 0,05*Sp + 0,05*Sa \quad (2).$$

Panašiai apskaičiuotas ir bendras pasitenkinimo GDK rodiklis.

Nustatyta, kad tirtos organizacijos darbuotojai yra daugiau patenkinti savo gyvenimo kokybe (3,47 balo), negu gyvenimo darbe kokybe (3,45 balo). Mažiausias pasitenkinimas jaučiamas materialine būkle. Pasitenkinimo gyvenimo kokybe lygis tiesiogiai priklauso nuo pasitenkinimo gyvenimo darbe kokybe (r = 0,76). Darbuotojų bendras gyvenimo darbe kokybės vertinimo lygis vidutinio stiprumo priklausomybe susijęs su visomis septyniomis tirtomis GK sritimis (r = 0,55-0,66). Tuo tarpu pasitenkinimas gyvenimo kokybe gerokai priklauso nuo pasitenkinimo fizine (r = 0,84) ir materialine (r = 0,71) sritimis. Tyrimo dalyvavę vyrai tiek gyvenimo darbe kokybę, tiek ir GK vertina palankiau, negu moterys (GDK moterys įvertino 3,21 balo, vyrai – 3,23; GK moterys įvertino 3,20 balo, vyrai – 3,15 balo). Šioms statistikai reikšmingoms vertinimo skirtumų priežastims identifikuoti reikia papildomų tyrimų. Kiti socialiniai ir demografiniai veiksniai beveik neveikia darbuotojų gyvenimo kokybės ir gyvenimo darbe kokybės vertinimų.

Tyrimas atskleidė tirtos organizacijos tobulintinas sritis ir problemas, kurias išsprendus būtų galima gerokai padidinti jos darbuotojų pasitenkinimą gyvenimo darbe kokybe ir kartu skatinti darbuotojų lojalumą. Aukštai vertindamas GDK, žmogus drauge jaučia ir didesnę pasitenkinimą bendrąja savo gyvenimo kokybe. Tyrimas parodė, kad parengta tyrimo metodika yra tinkama vertinti tiek gyvenimo kokybei apskritai, tiek ir gyvenimo darbe kokybei.

Raktažodžiai: gyvenimo kokybė, gyvenimo darbe kokybė, pasitenkinimas, pertekliaus teorija, vertinimas, modelis.

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