

Development of the Work-Related Quality of Life scale - do you have a good QoWL?

British Psychological Society Solent Seminar, 2014



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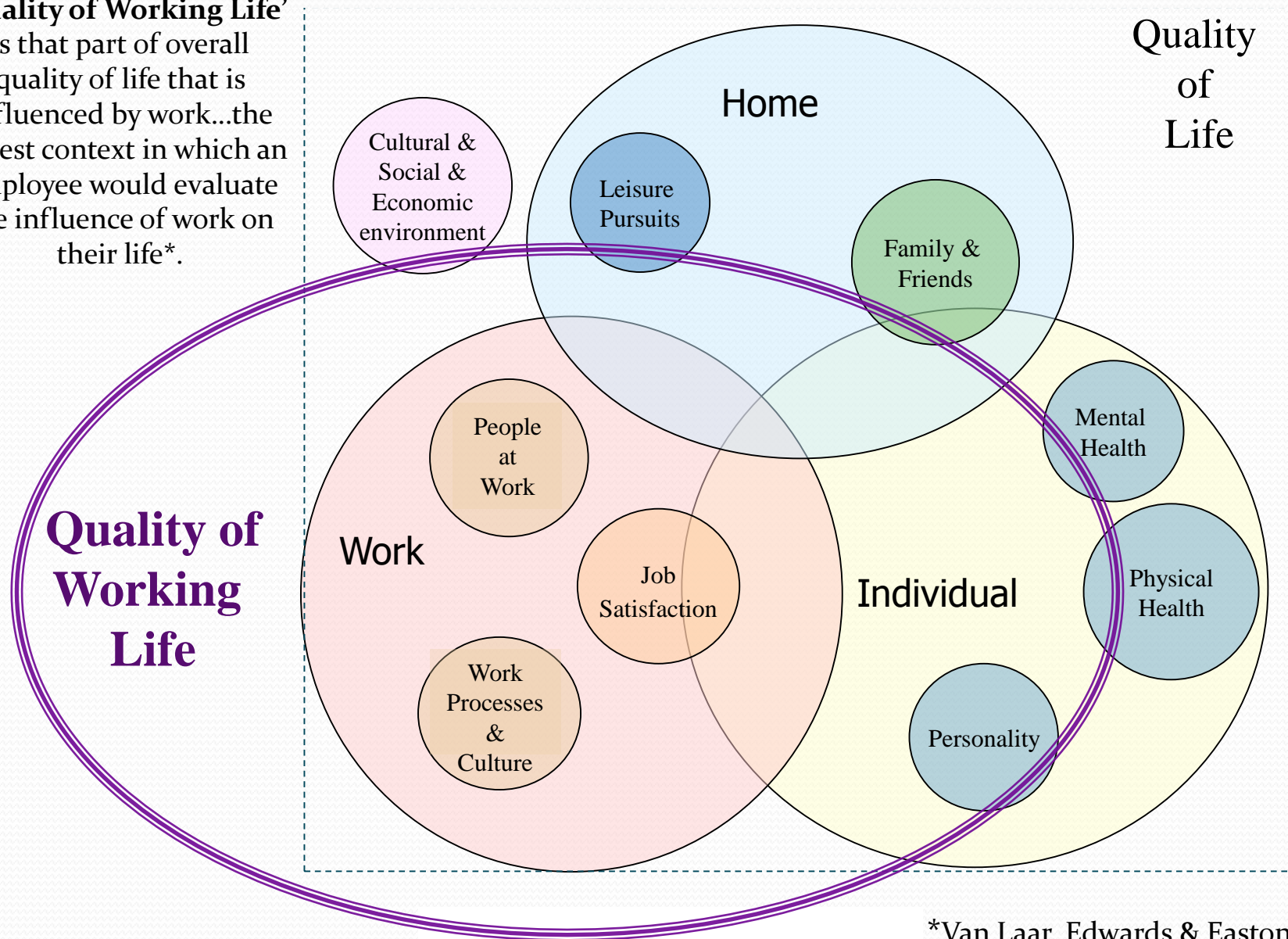
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Work-Related Quality of Life

- What is QoWL?
- How should it be measured?
- Development of the WRQoL scale
- Who has a good QoWL?
- Applications of the WRQoL scale

What is 'Quality of Working Life'?

'Quality of Working Life' is that part of overall quality of life that is influenced by work...the widest context in which an employee would evaluate the influence of work on their life*.



*Van Laar, Edwards & Easton (2007)

Development of the scale: 1

- We created 200 questions, from existing surveys or generated based on literature and theoretical requirements
- An expert panel removed any ambiguous or irrelevant or repetitive items (Occ. Psych researcher, Human Resources, Unions, Clinical Occupational Psychologist)
- This resulted in a set of 61 'good' questions (each measured on a 5pt scale, SD to SA)

Development of the scale: 2

- We conducted a large scale survey using the 61 questions with a UK National Health Service sample (1284 respondents; 953 with data on all questions)
- The results for the showed the 61 questions had an overall score reliability of C's $\alpha = .96$
- An Exploratory Factor Analysis (EFA) was undertaken on a random half of the data (N = 481)
- Questions which were not strongly linked to the EFA identified factors (i.e. had loadings of less than 0.5) were deleted

Development of the scale: 3

- After deleting the psychometrically poor items, a scale with 23 items (Overall C's $\alpha = .91$) contributing to 6 factors was found. Individual factor reliabilities ranged from C's $\alpha = .75$ to $.88$
 - To test the factor structure, a Confirmatory Factor Analysis (CFA) was undertaken on the other half of the data ($N = 472$) and a good model fit was also found to the same 23 item, 6 factor model
- $\chi^2 (216, N = 472) = 642.15$ $p < 0.01$, CFI = .93, GFI = .90, NFI = .89 and RMSEA = .06.

Development of the scale: 4

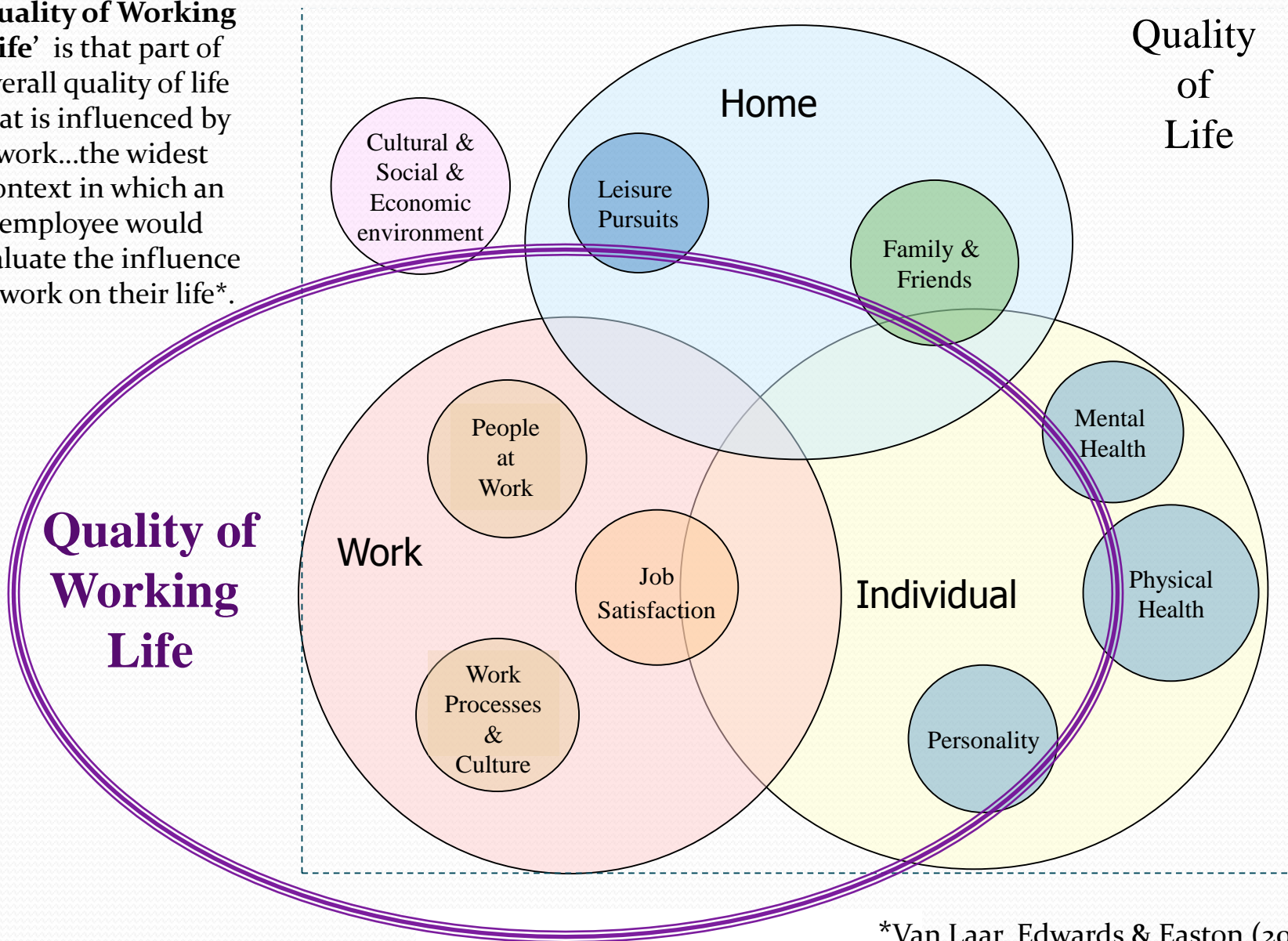
- The data sets were combined again ($N = 953$) and once more the same 6 factor structure was observed with the 23 items (Overall C's $\alpha = .91$) with a final 'good' model fit of:
 $\chi^2 (216, N = 953) = 866.46$ $p < 0.01$, CFI = .943, GFI = .93, NFI = .92 and RMSEA = .05
- This demonstrated that the resulting 6 factor, 23-item 'Work-Related Quality of Life' (WRQoL) scale appeared to be a coherent and reliable scale.

WRQoL Scale Factors

- **Job Career Satisfaction (JCS) : $\alpha = .86$**
How far you agree that you are generally happy with your ability to do your work
- **General Well Being (GWB) : $\alpha = .89$**
How much you agree you feel generally content with life as a whole
- **Home-Work Interface (HWI) : $\alpha = .82$**
How far you agree that the organisation understands and tries to help you with pressures outside of work
- **Stress at Work (SAW) : $\alpha = .81$**
How far you feel agree you experience stress at work
- **Control at Work (CAW) : $\alpha = .81$**
How far you agree you feel you are involved in decisions that affect you at work
- **Working Conditions (WCS) : $\alpha = .75$**
The extent you agree that you are happy with conditions in which you work

What is 'Quality of Working Life'?

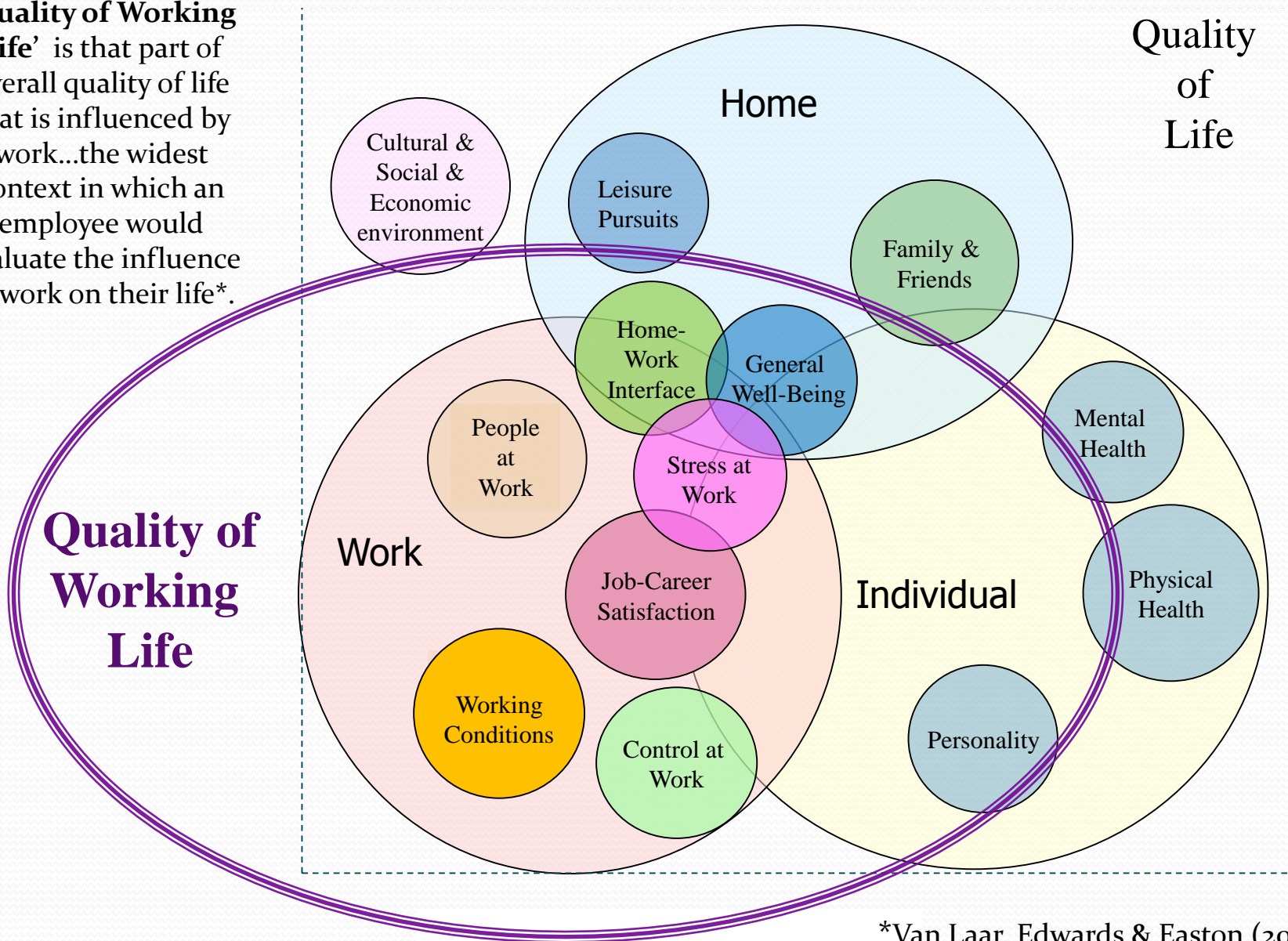
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Who has a good quality of working life?

- **NHS Trust staff (General)**
- **University staff (General)**
- **University staff (Union Members & Reps)**
- **BPS Psychology Graduates**

General Well Being (GWB)

Home-Work Interface (HWI)

Job Career Satisfaction (JCS)

Control at Work (CAW)

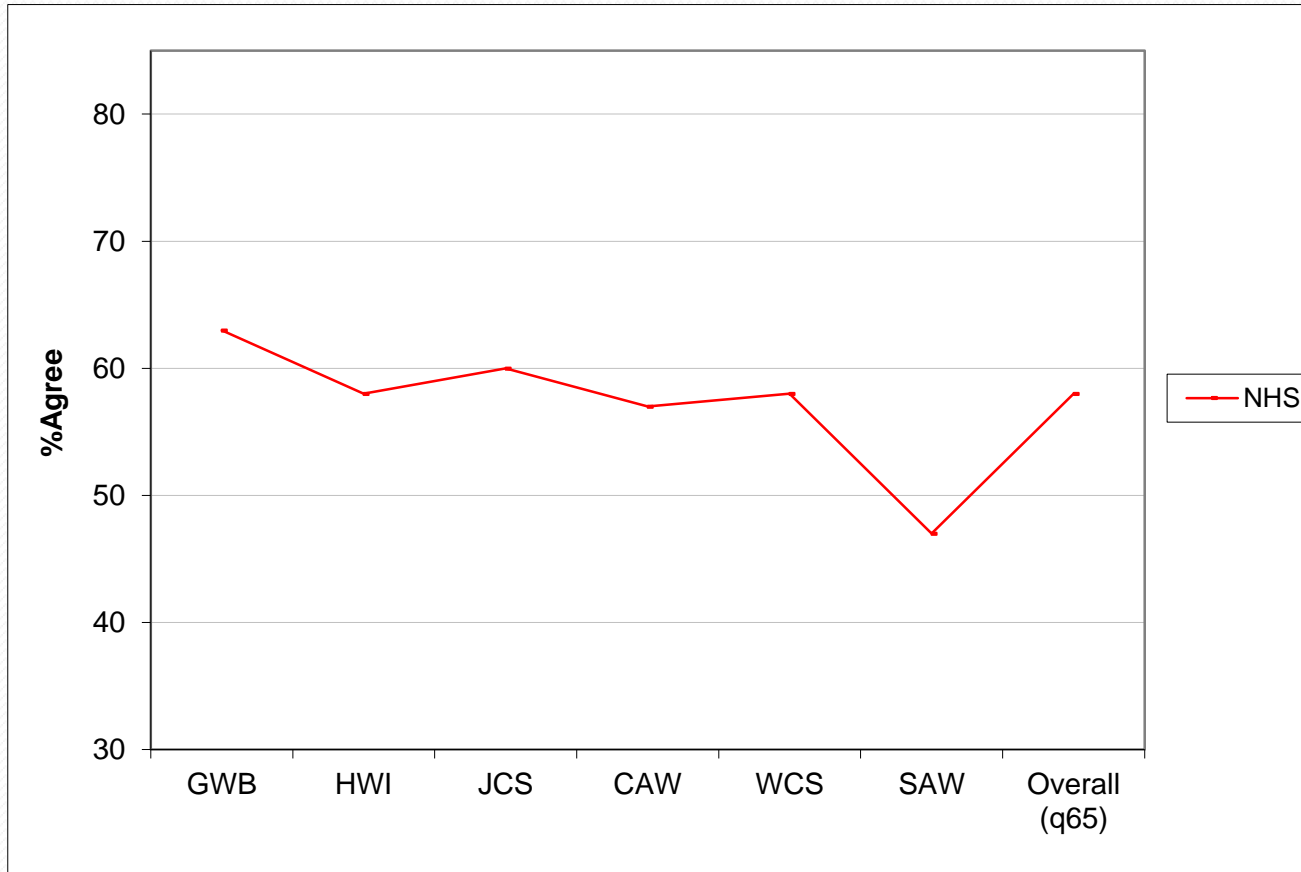
Working Conditions (WCS)

Stress at Work (SAW)

Work Related Quality of Life (WRQoL)

q65: 'I am satisfied with the quality of my working Life'

Who has a good quality of working life?



General Well Being (GWB)

Home-Work Interface (HWI)

Job Career Satisfaction (JCS)

Control at Work (CAW)

Working Conditions (WCS)

Stress at Work (SAW)

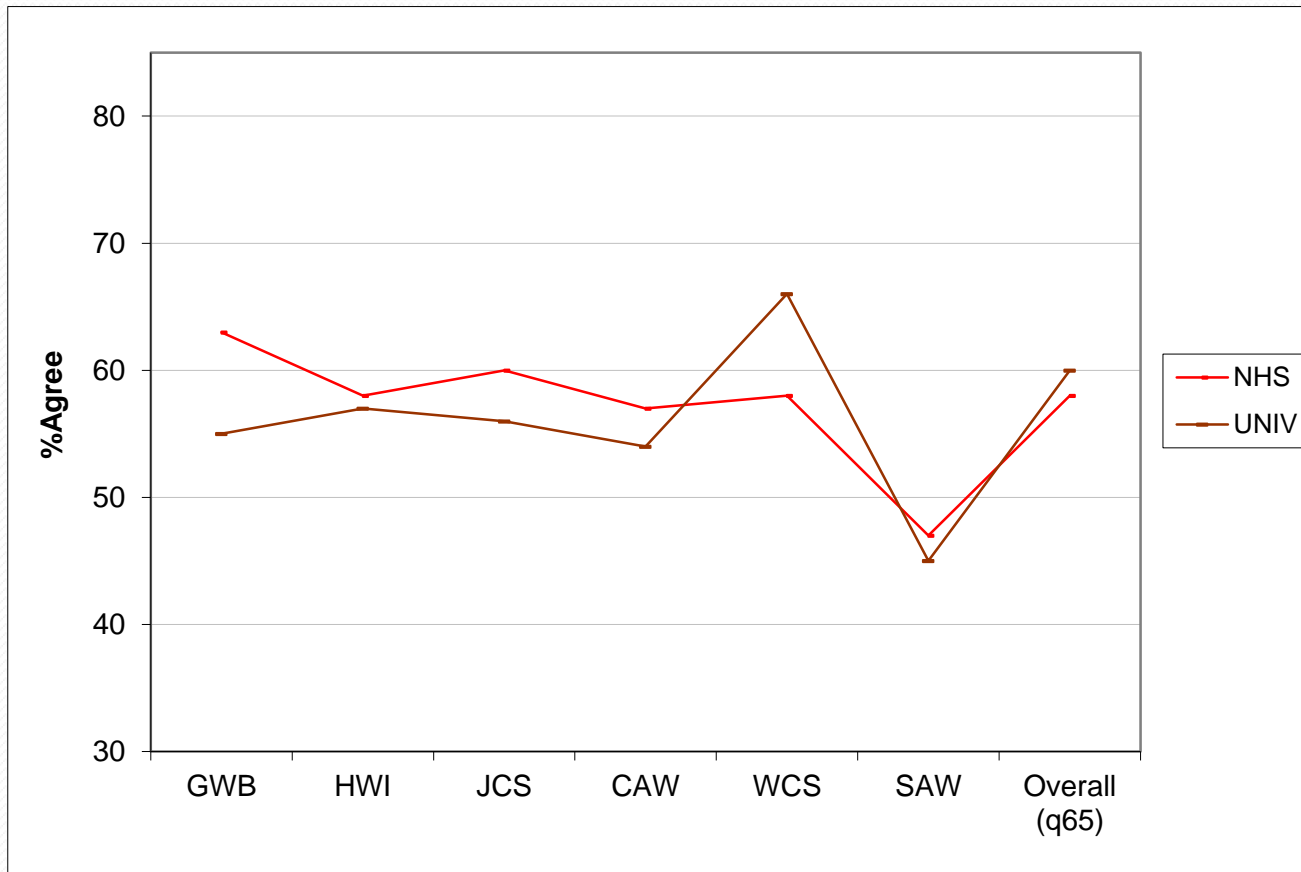
Work Related Quality of Life (WRQoL)

q65: 'I am satisfied with the quality of my working Life'

NHS = 953 NHS Employees

%Agree = % selecting SA or A

Who has a good quality of working life?



General Well Being (GWB)

Home-Work Interface (HWI)

Job Career Satisfaction (JCS)

Control at Work (CAW)

Working Conditions (WCS)

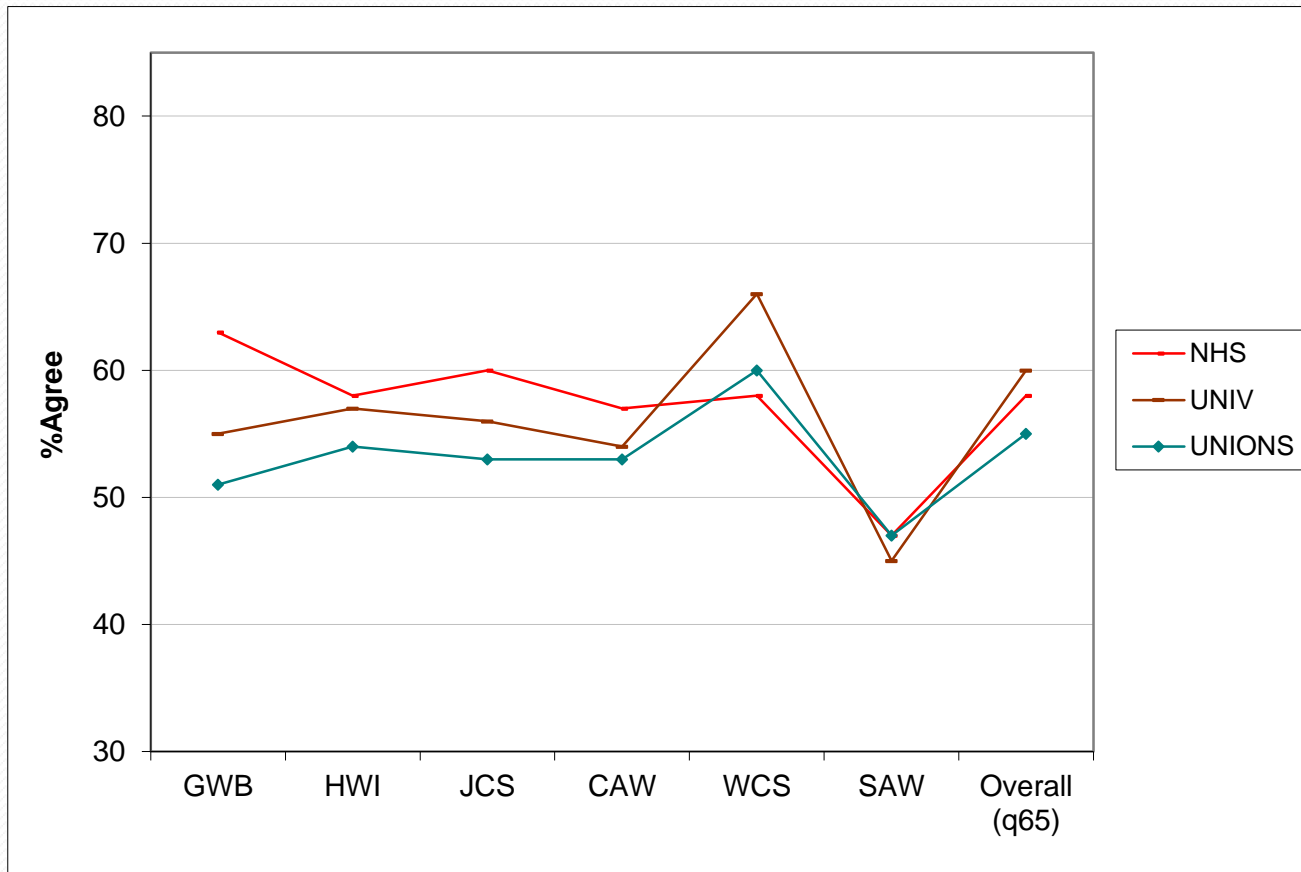
Stress at Work (SAW)

Work Related Quality of Life (WRQoL)

q65: 'I am satisfied with the quality of my working Life'

UNIV= 5961 UK University Employees

Who has a good quality of working life?



General Well Being (GWB)

Home-Work Interface (HWI)

Job Career Satisfaction (JCS)

Control at Work (CAW)

Working Conditions (WCS)

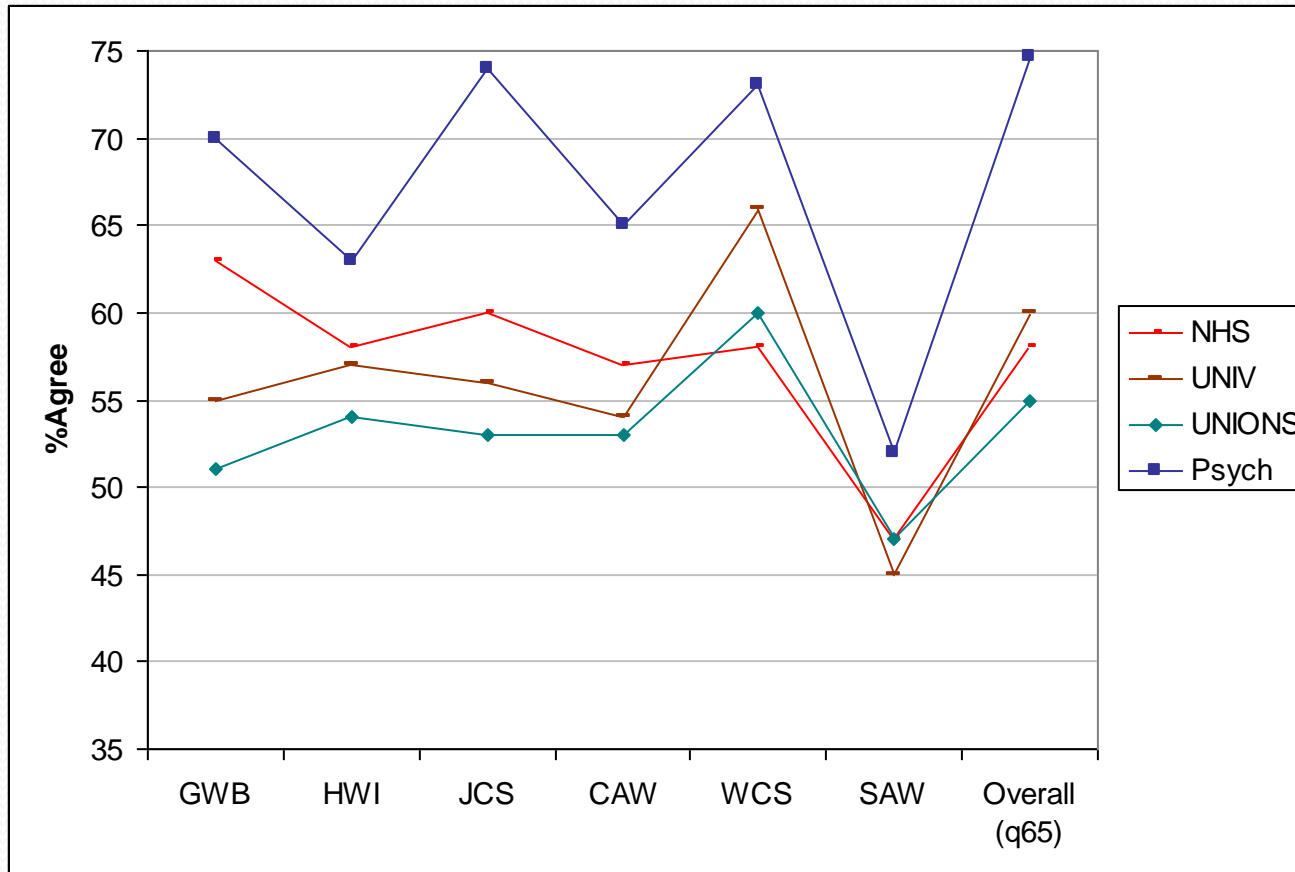
Stress at Work (SAW)

Work Related Quality of Life (WRQoL)

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UNION= 1170 UK University Union Members & Representatives

Who has a good quality of working life?



General Well Being (GWB)

Home-Work Interface (HWI)

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Work Related Quality of Life (WRQoL)

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Psych= 425 BPS Members, 7 years after graduation

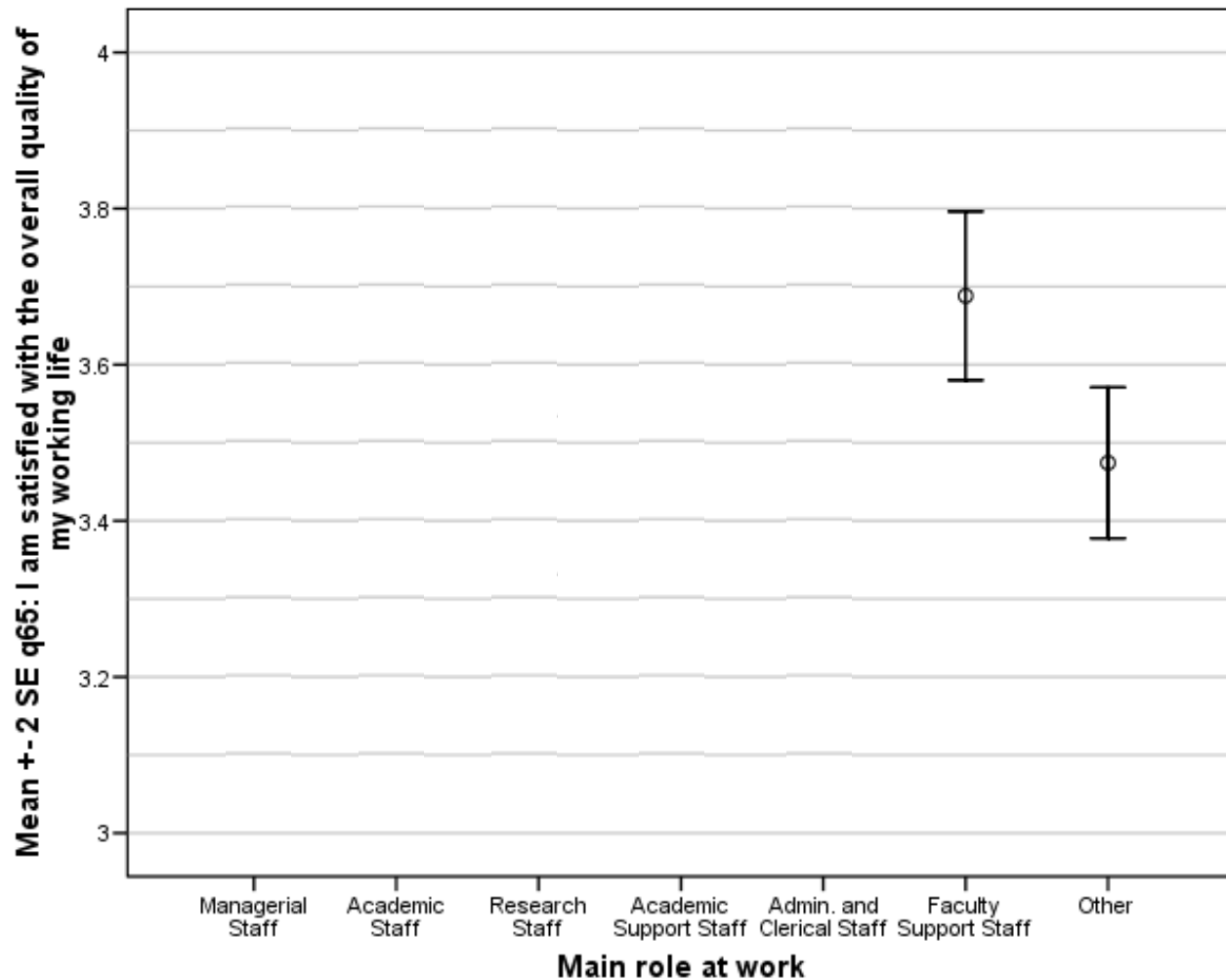
Focus on: University Analysis

- Sample of 10 Universities: 4 Traditional, 4 Post '92, 2 post '95
- Average of 33% response rate, 5961 usable responses

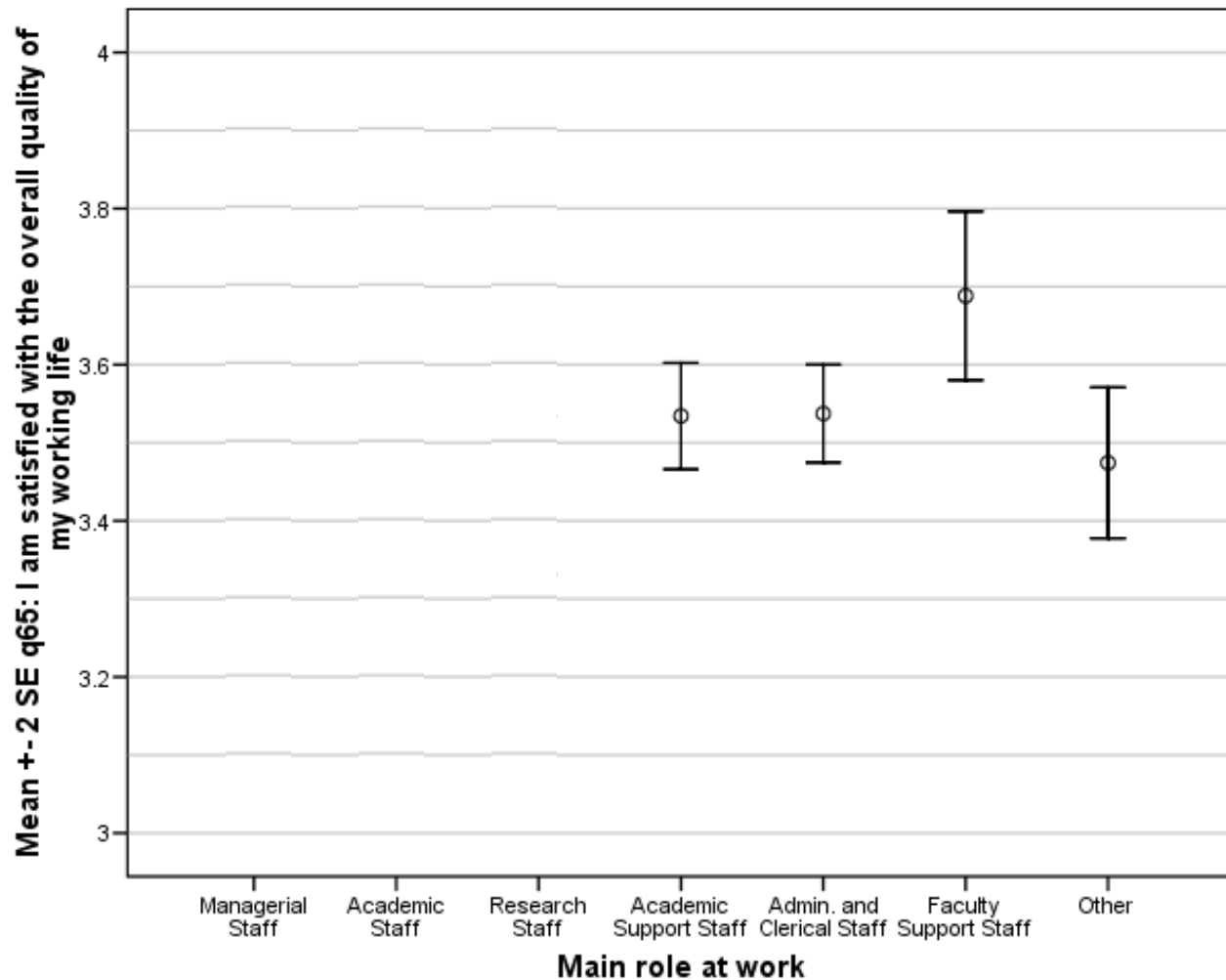
	Your Gender		Total
	Male	Female	
Managerial Staff	267	393	660
Academic Staff	804	753	1557
Research Staff	150	284	434
Academic Support Staff	267	451	718
Admin. and Clerical Staff	112	844	956
Faculty Support Staff	149	206	355
Other	138	329	467
Total	1887	3260	5147*

*86% of respondents indicated their role and gender

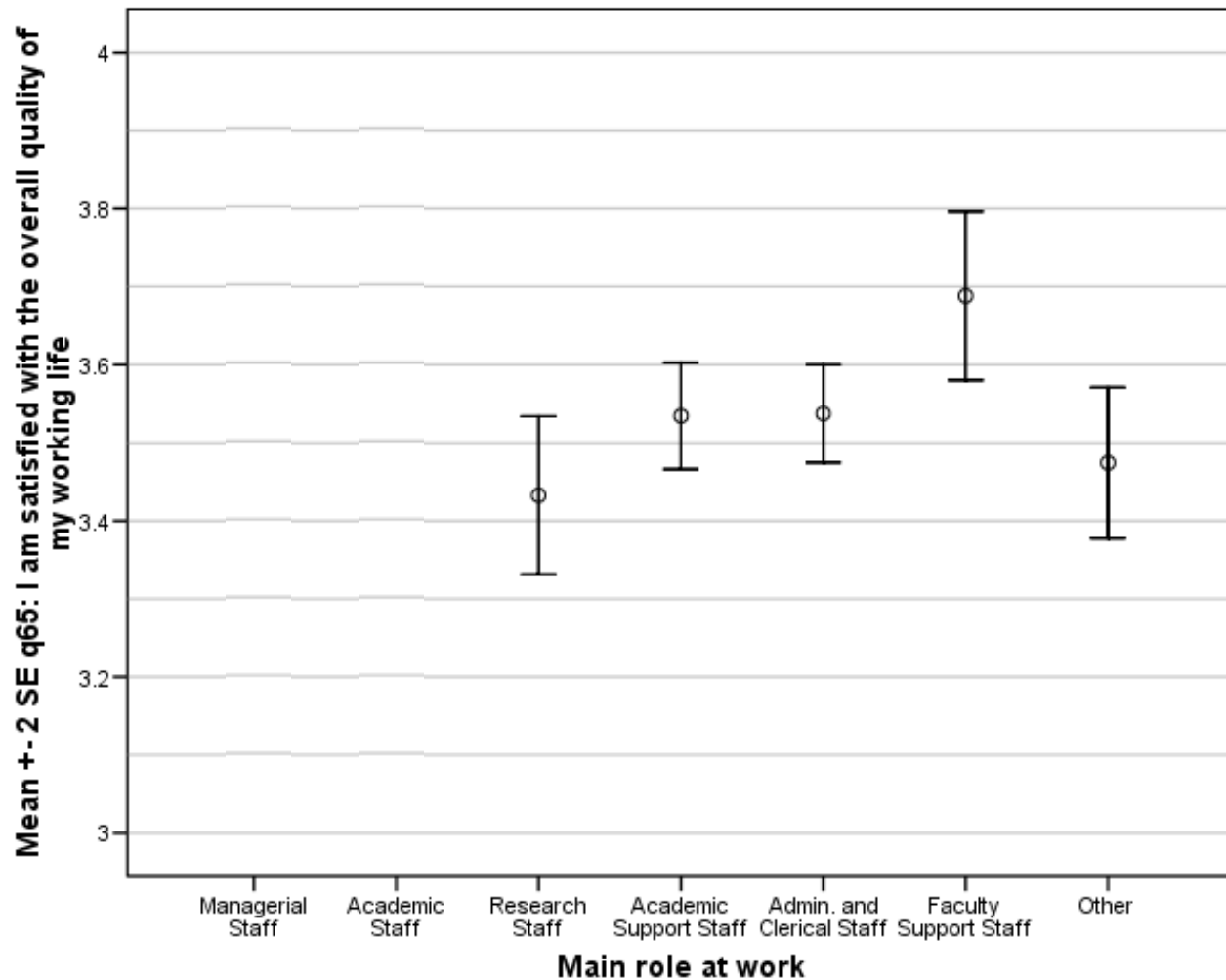
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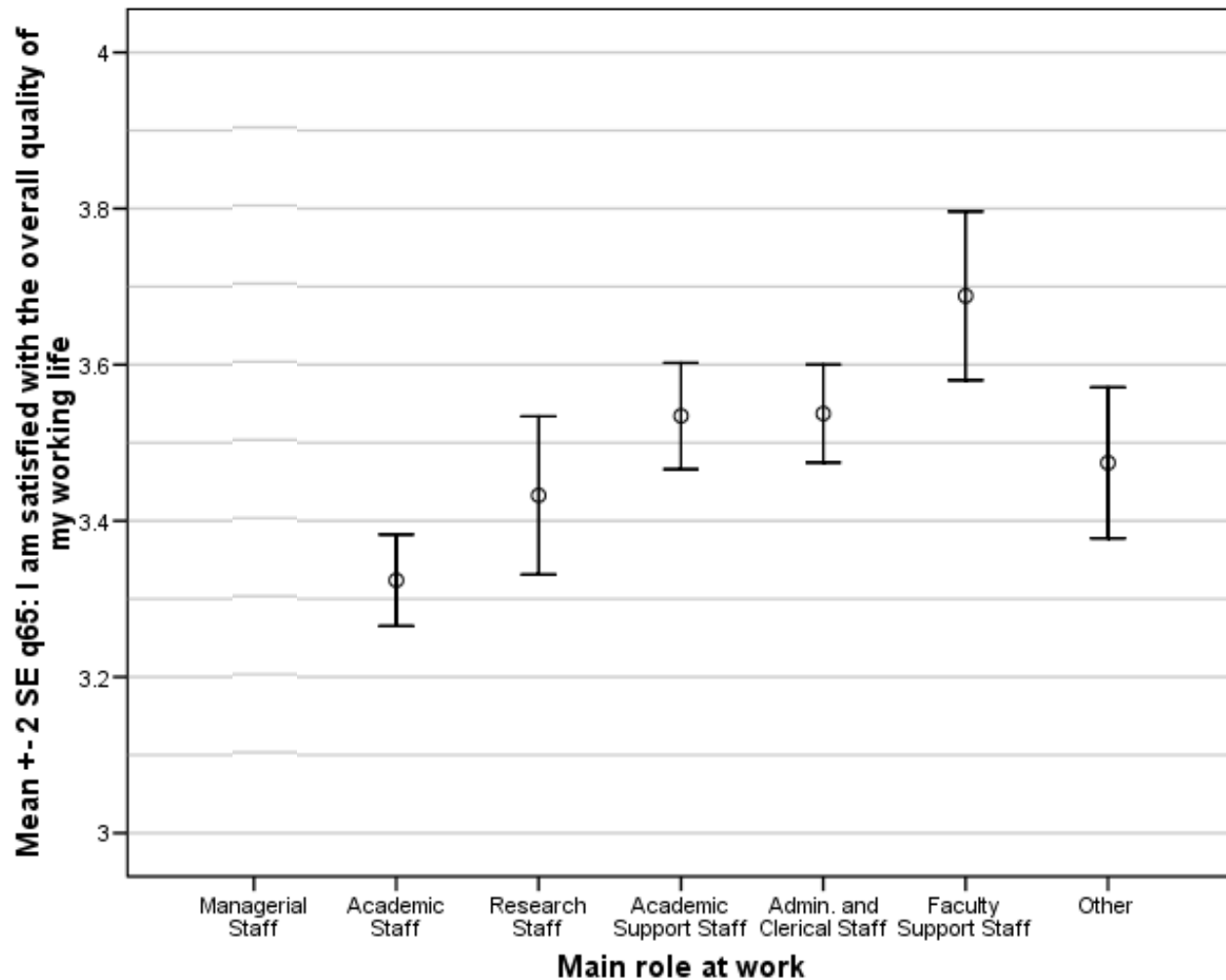
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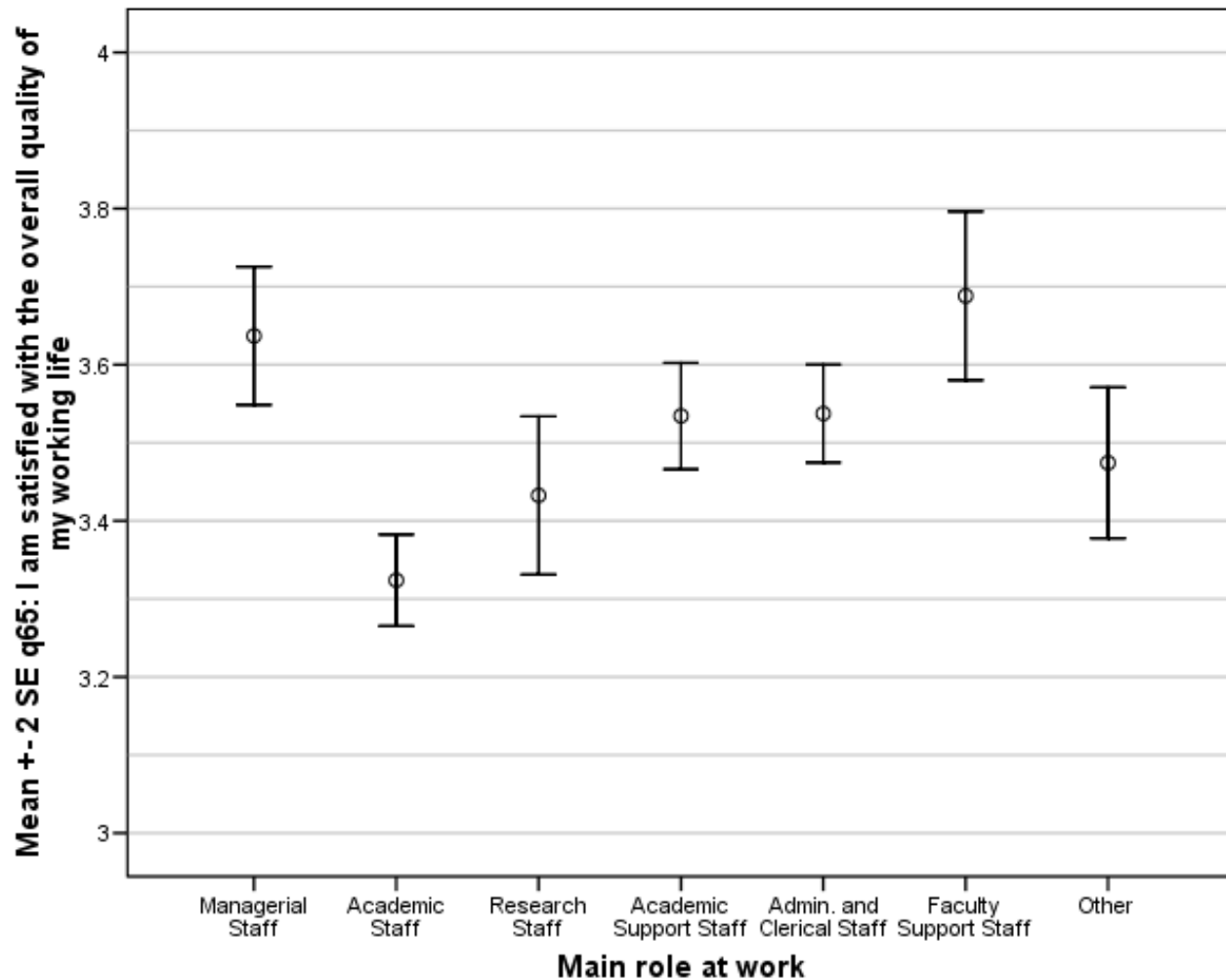
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q65: 'I am satisfied with the Quality of my working Life'





q65: 'I am satisfied with the Quality of my working Life'



To summarise... The WRQoL Scale

- Has been shown to be a valid and reliable scale that organisations can use with confidence
- The scale has been used by over 10% of UK Universities, the 4 largest UK HE Unions, Parts of large charitable organisations (BBC, RNLI), NHS, Schools & many others
- Large-sample norms available for University, Police and Healthcare workers

 University of Utopia

 Quality of Working Life

Quality of Working Life at University of Utopia

STRICTLY CONFIDENTIAL

Your response is very important to us! Please note that no one from your University will see your questionnaire. Only a summary is reported back to your University and no information is released that might identify any individual. Please do not take too long over each question; we want your first reaction not a long drawn out thought process. Please do not omit any questions. This isn't a test, simply a measure of your attitudes to the factors that influence your experience at work.

Please indicate your answers by filling in the circles like this: ●. If you make a mistake do this: ✖

How often do the following situations occur? <i>Please fill in the appropriate circle</i>	Never	Seldom	Sometimes	Often	Always
1. I am clear what is expected of me at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I can decide when to take a break	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Different groups at work demand things from me that are hard to combine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I know how to go about getting my job done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I am subject to personal harassment in the form of unkind words or behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I have unachievable deadlines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. If work gets difficult, my colleagues will help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I am given supportive feedback on the work I do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I have to work very intensively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I have a say in my own work speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I am clear what my duties and responsibilities are	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I have to neglect some tasks because I have too much work to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. I am clear about the goals and objectives for my department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. There is friction or anger between colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. I have a choice in deciding how I do my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I am unable to take sufficient breaks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I understand how my work fits into the overall aim of the University	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I am pressured to work long hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I have a choice in what I do at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I have to work very fast	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am subject to bullying at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. I have unrealistic time pressures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. I can rely on my manager to help me with a work problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

QoWL QoWL25 Page 1

- Widely used in the UK
- Also has been used by >400 researchers in 30+ countries
- Translated into 11 languages including: Chinese, Farsi, French, German, Greek, Portuguese, Spanish, Turkish & Welsh.

WRQL

İŞE LIŞIN YAŞAM KALİTESİ ANKETİ

Cevaplarınız bizim için çok önemlidir! Kurumunuzdan hiç kimse anket formunuzu görmeyecektir. Yalnızca çalışmanın bir özeti, işvereninizin ilik değultusunda, kişilerin kimlik açığa çıkmadan temin edilebilir. Lütfen sorular üzerinde çok fazla düşünmeden, ilk tepkinize göre ve hiçbir sonucu atlamadan cevaplandırınız. Bu bir test değıl, sadece işyerindeki deneyiminizi etkileyen faktörlere karşı tutumlarınızı ölçmek için yapılan bir çalışmadır.

Lütfen cevaplarınızı uygun olan dairesiyi doldurarak şekildeki gibi belirtiniz. ●, eğer bir hata yaparsanız şekildeki gibi işaretleyiniz. ✖

Aşağıdaki ifadelerle ne derecede katılıyorsunuz?		Keskinlikle katılıyoryum	Kararsızım	Keskinlikle katılmıyorum
		Katılıyorum		Katılmıyorum
1.	İşimi yapabilirim için belirli amaç ve hedeflerim var	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Çalışma alanımda düşüncelerimi ifade edebiliyor ve değişimlere etki edebiliyorum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	İşimde kendi yeteneklerimi kullanma fırsatım var	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Kendimi şu anda iyi hissediyorum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	İşverenin, aile yaşamındaki gibi işime uyum sağlamam için gereken kolaylığı ve esnekliği sağlar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	Siz anki çalışma saatlerim/düzerin kişisel koşullarıma uyuyor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.				
8.				
9.				

Proşamae Gibiyet Zndığı Şefli

لطفاً زمان زیادی را صرف هر سوال نکنید و هیچ سوالی را بی جواب نگذارید. در ضمن هیچ کس از شیكه پیدانت و درمان شما پرسشنامه شما را نخواهد دید، و هیچگونه اطلاعاتی كه ممكن است ماهیت فردی را مشخص كند منتشر نخواهد شد.

لطفا پاسخ هر سوال را با پر کردن دایره مورد نظر مشخص نمایید: ○، اگر اشتباه بر نموده بدین شكل ○ اصلاح نمایید

ناماد مواقفم	خشی مواقفم	مختصم مواقفم	ناماد مواقفم	تأچه اندازه یا موارد زیر موافق هستيد
1.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	من اهداف کاری مشخصی دارم که در من توانایی انجام کار را ایجاد می کند
2.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	احساس می کنم می توانم نظراتم را بیان کنم و بر تغییرات محیط کارم تأثیرگذارم
3.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	شرایط کاری ام به گونه ای است که می توانم از تمام توانایی هایم استفاده کنم
4.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	هم اکنون احساس سادتگی می کنم
5.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	کارفرمای من تحاطاف پذیری و تسهیلات کافی را برای من فراهم می آورد، تا کارم با زندگی خانوادگی ام تناسب داشته باشد
6.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	ساعت های کاری فعلی من با زندگی شخصی ام متعادل است
7.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	اعطب در محل کار احساس می کنم که تحت فشار هستم
8.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	وقتی من کار خوبی انجام می دهم، برای انجام آن کار از طرف مدیر ما فوقی خود، مورد تقدیر و قدردانی قرار می گیرم
9.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	اخیرا احساس ناراحتی و افسردگی داشته ام
10.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	از زندگی ام راضی ام
11.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	من تشویق می شوم تا مهارتهای جدیدی را یاد بگیرم
12.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	من در تصمیماتی که در محیط کارم بر من تأثیر می گذارد مشارکت داده می شوم
13.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	کارفرمای من آنچه را که نیاز دارم تا کارم را به طور موثر انجام دهم را برای من فراهم می کند

That's it - Thanks for listening!

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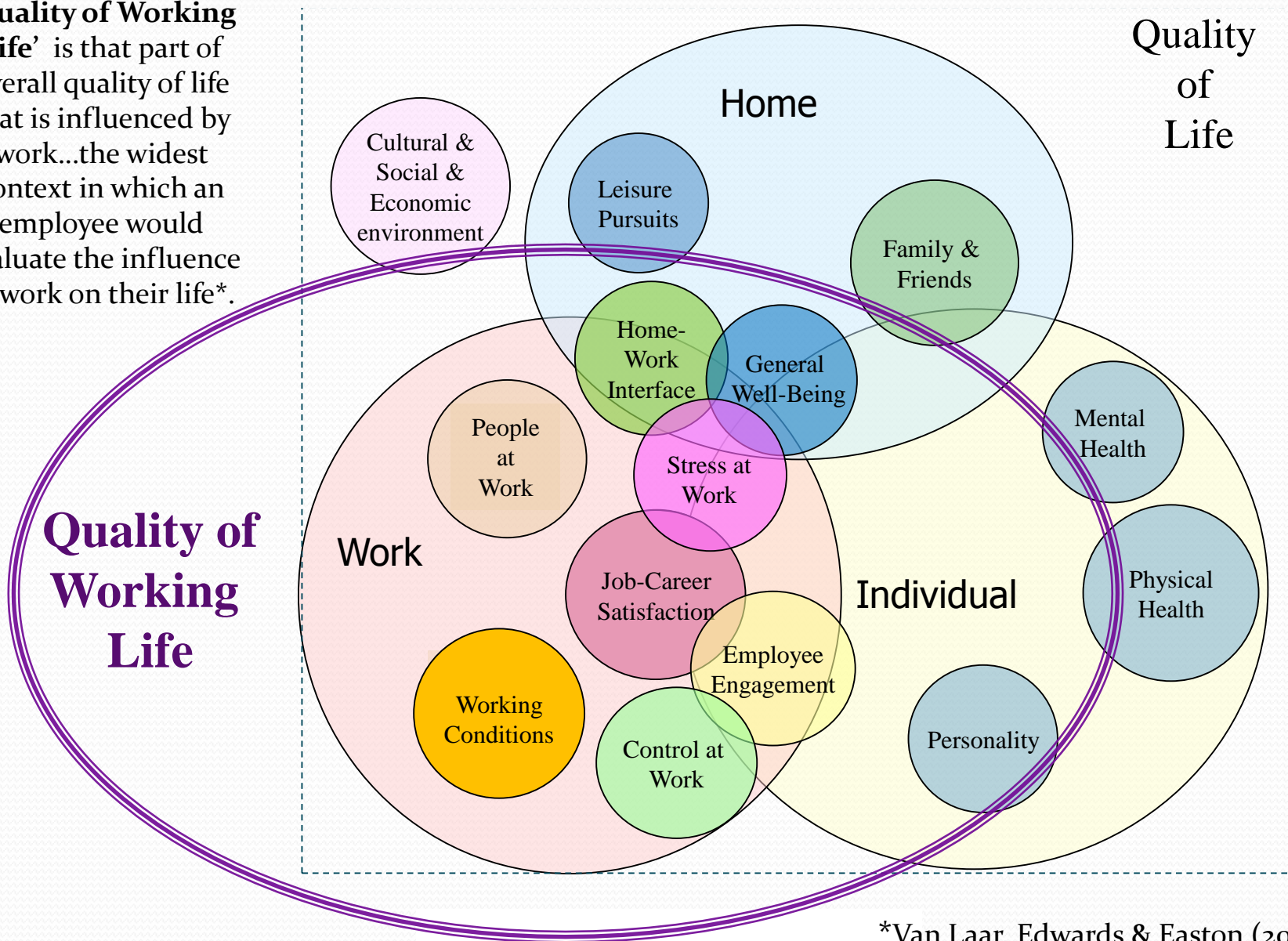
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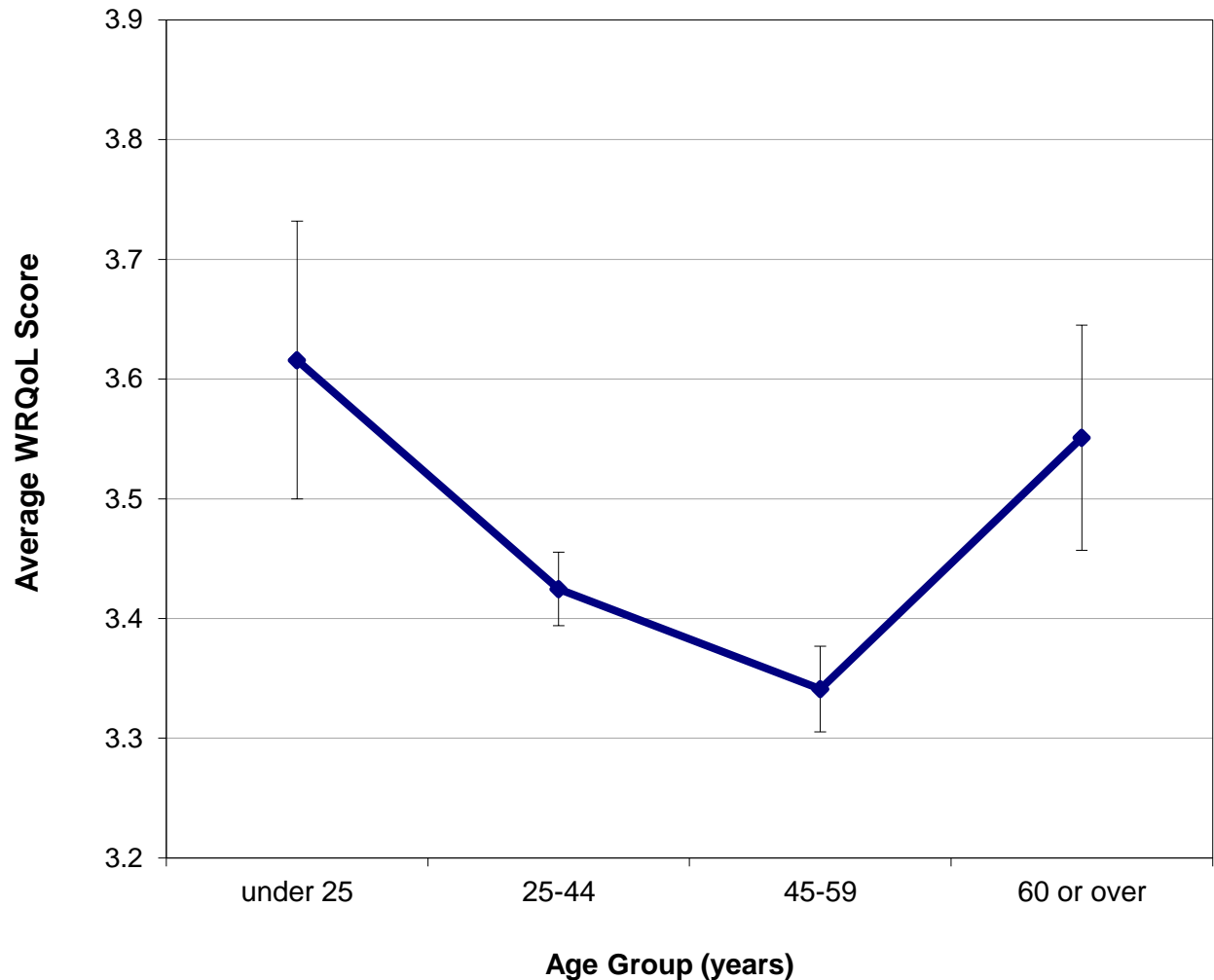
*Van Laar, Edwards & Easton (2007)

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The Pre-retirement bounce

Average WRQoL
scores by Age
group (2SE bars)
UK University
Sample; N = 3797
(Age = $p < .001$)



q65: 'I am satisfied with the Quality of my working Life'

