

Work-Related Quality of Life (WRQoL) Scale

A Measure of Quality of Working Life

FIRST EDITION

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The Work-Related Quality of Life (WRQoL) scale is a 23-item psychometric scale used to gauge the perceived quality of life of employees as measured through six psychosocial sub-factors. The WRQoL scale is used by individuals, organisations and consultants as well as researchers as an aid to assessing and understanding the quality of working life of working people.

Quality of Working Life (QoWL) aims to capture the essence of an individual's work experience in the broadest sense. The QoWL of an individual is influenced by their direct experience of work and by the direct and indirect factors that affect this experience. From organisational policies to personality, from feelings of general well-being to actual working conditions, an individual's assessment of their Quality of Working Life is affected as much by their job as what he or she brings to the job.

This assessment provides a snapshot of someone's QoWL, and the results should be seen as offering some information which needs to be interpreted within the context of other factors and influences. As such, and as for all psychometric assessments, the results should not be considered in isolation, and undue reliance on the results would be inappropriate. Where there are concerns about someone's work experience, or in relation to the results of this assessment, interpretation and analysis by an appropriate expert consultant should be sought.

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Work-Related Quality of Life (WRQoL) Scale

INSTRUCTIONS

Questionnaire

Please complete the questionnaire, and then use the marking sheet and most relevant personal profile (norm sheet) to interpret your questionnaire results.

Marking Sheet

The WRQoL marking sheet is used to score the individual version of the WRQoL questionnaire. The marking sheet shows how the questionnaire provides values for the 6 WRQoL sub-factors and illustrates how the items contribute to each factor.

Personal Profile (norm) sheets

Once the WRQoL sub factor scores have been derived for an individual, the appropriate Personal Profile sheet can be used to calculate the overall WRQoL score and to determine the percentile sub factor scores compared to a given norm group. The sheets may also be used to produce an individual WRQoL profile.

There are two Profile (norm) sheets – one based on a sample of UK NHS worker, and the other on a larger sample of UK University sector workers. Please use the profile sheet that is most relevant to the occupation of the person or sample being surveyed. If in doubt, please use the sheet with the largest sample (UK HE staff).

These norms are provided for reference, but interpretation of an individual's score should be undertaken with some care and caution, allowing for other personal factors and differences between work groups etc. More information is provided in the User manual for the WRQoL at www.qowl.co.uk.

Personal Record

The personal profile sheet allows interpretation of the WRQoL sub-scales into Higher, Average and Lower ranges when compared to the norm sample data.

The personal record sheet provides a brief description of the WRQoL factors to aid interpretation of the individual profile.

Action Planning

This sheet can be used as the first step towards helping someone use WRQoL questionnaire results to make a difference in the quality of their working life.

The personal record and action planning sheets offer a summary record of the assessment process.

Work-Related Quality of Life (WRQoL) Scale

Questionnaire

This questionnaire is designed to assess your quality of working life. 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: 

To what extent do you agree with the following? <i>Please fill in the appropriate circle.</i>		Strongly Disagree	Neutral		Strongly Agree	
		Disagree	Agree			
1.	I have a clear set of goals and aims to enable me to do my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	I feel able to voice opinions and influence changes in my area of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	I have the opportunity to use my abilities at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	I feel well at the moment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	My employer provides adequate facilities and flexibility for me to fit work in around my family life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	My current working hours / patterns suit my personal circumstances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	I often feel under pressure at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8.	When I have done a good job it is acknowledged by my line manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9.	Recently, I have been feeling unhappy and depressed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.	I am satisfied with my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.	I am encouraged to develop new skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.	I am involved in decisions that affect <u>me</u> in my own area of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.	My employer provides me with what I need to do my job effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14.	My line manager actively promotes flexible working hours / patterns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15.	In most ways my life is close to ideal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16.	I work in a safe environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17.	Generally things work out well for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18.	I am satisfied with the career opportunities available for me here	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19.	I often feel excessive levels of stress at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20.	I am satisfied with the training I receive in order to perform my present job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21.	Recently, I have been feeling reasonably happy all things considered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22.	The working conditions are satisfactory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23.	I am involved in decisions that affect members of the public in my own area of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24.	I am satisfied with the overall quality of my working life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Work-Related Quality of Life (WRQoL) Scale

Marking Sheet

- For each question on the WRQoL questionnaire, circle the number in the column headed **“Questionnaire responses”** below which corresponds to the answer on the questionnaire. Thus, for the example below, the number “2” in the second column corresponding to the position of the ● would be encircled in the table.

		SD	D	N	A	SA
4.	I feel well at the moment	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Then, for each question, copy the numbers you have circled in the column headed **“Questionnaire responses”** into the corresponding blank squares in the columns headed **GWB, HWI, etc.**
- Next, at the base of each of the columns headed **GWB, HWI etc.**, calculate the column score in the row **Column total**. **N.B.: all questions need to be answered for the resulting scores to be valid.**

WRQoL Question	Questionnaire responses					GWB	HWI	JCS	CAW	WCS	SAW
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree						
1	1	2	3	4	5						
2	1	2	3	4	5						
3	1	2	3	4	5						
4	1	2	3	4	5						
5	1	2	3	4	5						
6	1	2	3	4	5						
7	5	4	3	2	1						
8	1	2	3	4	5						
9	5	4	3	2	1						
10	1	2	3	4	5						
11	1	2	3	4	5						
12	1	2	3	4	5						
13	1	2	3	4	5						
14	1	2	3	4	5						
15	1	2	3	4	5						
16	1	2	3	4	5						
17	1	2	3	4	5						
18	1	2	3	4	5						
19	5	4	3	2	1						
20	1	2	3	4	5						
21	1	2	3	4	5						
22	1	2	3	4	5						
23	1	2	3	4	5						
24	1	2	3	4	5	q24 is not used to calculate factor scores					
Column Totals											

Next, copy the figures from the **Column total** onto the **WRQoL Scale Personal Profile** sheet.

Work-Related Quality of Life (WRQoL) Scale

Personal Profile

Name..... Date.....

Write the **Column Totals** from the **WRQoL Scale Marking Sheet** in the relevant boxes below. To calculate the overall WRQoL score add up the 6 column totals.

	GWB	HWI	JCS	CAW	WCS	SAW
Column Totals from the WRQoL Marking Sheet						
Full Scale WRQOL Score (total of the six Column Totals)						

Key: GWB: General Well-being; HWI: Home-Work Interface; JCS: Job-Career Satisfaction; CAW: Control at Work; WCS: Working Conditions; SAW: Stress at Work.

For each of the WRQoL factors in the table above, find the equivalent factor column in the table below and circle the corresponding value. You can read off the percentile equivalents in the left hand column of the table below. Higher percentiles indicate a better Quality of Working Life (QoWL). You can create a **WRQoL Profile** by joining your adjacent subscale raw scores. Next, to help you interpret the scores go to the **Work-Related Quality of Life (WRQoL) Scale Personal Record** sheet.

PERCENTILE TABLE								
<i>UK National Health Service Norms (N = 953)</i>								
PERCENTILES*		GWB	HWI	JCS	CAW	WCS	SAW	Full scale WRQoL
Lower	10	6-18	3-7	6-15	3-8	3-9	2-4	1-66
QoWL	20	19	8-9	17	9			67-72
	30	20		18-19		10		73-74
	40		10	20	10			75-77
Average	50	21		21		11		78-80
QoWL	60		11	22	11		5	81
	70	22		23				82-84
	80	23	12	24	12	12	6	85-86
Higher	90	24	13	25	13	13	7	87-90
QoWL	99	25-30	14-15	26-36	14-15	14-15	8-10	91-100

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Work-Related Quality of Life (WRQoL) Scale

Personal Profile

Name..... Date.....

Write the **Column Totals** from the **WRQoL Scale Marking Sheet** in the relevant boxes below. To calculate the overall WRQoL score add up the 6 column totals.

	GWB	HWI	JCS	CAW	WCS	SAW
Column Totals from the WRQoL Marking Sheet						
Full Scale WRQOL Score (total of the six Column Totals)						

Key: GWB: General Well-being; HWI: Home-Work Interface; JCS: Job-Career Satisfaction; CAW: Control at Work; WCS: Working Conditions; SAW: Stress at Work.

For each of the WRQoL factors in the table above, find the equivalent factor column in the table below and circle the corresponding value. You can read off the percentile equivalents in the left hand column of the table below. Higher percentiles indicate a better Quality of Working Life (QoWL). You can create a **WRQoL Profile** by joining your adjacent subscale raw scores. Next, to help you interpret the scores go to the **Work-Related Quality of Life (WRQoL) Scale Personal Record** sheet.

PERCENTILE TABLE								
<i>UK Higher Education Norms (N = 3797)</i>								
PERCENTILES*		GWB	HWI	JCS	CAW	WCS	SAW	Full scale WRQoL
Lower	10	6-13	3-7	6-13	3-7	3-7	2-3	1-56
QoWL	20	14-16	8-9	14-16	8	8-9		57-65
	30	17-18		17-18	9	10	4	66-71
	40	19-20	10	19-20	10		5	72-76
Average	50	21		21		11		77-80
QoWL	60	22-23	11	22	11		6	81-84
	70	24	12	23		12	7	85-88
	80	25	13	24-25	12	13		89-91
Higher	90	26-27	14	26	13	14	8	92-97
QoWL	99	28-30	15	27-36	14-15	15	9-10	98-110

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Work-Related Quality of Life (WRQoL) Scale

Personal Record

Your name..... Date.....

The Work-Related Quality of Life (WRQoL) Scale is an evidence based measure of Quality of Working Life (QoWL), (Van Laar et al., 2007) based on the following six independent psychosocial subscales.

Circle the box next to each subscale below which matches the range for your score on your Personal Profile.

General Well-Being (GWB)

GWB reflects psychological well-being and general physical health aspects. Your sense of GWB may be more or less independent of your work situation. General well-being both influences, and is influenced by, work. It warrants attention and action where necessary as it is closely linked with your overall Quality of Working Life.

Higher
Average
Lower

Home-Work Interface (HWI)

The degree to which you think the organisation understands and tries to help you with pressures outside of work is measured by this subscale. HWI is related to your work life balance, and is about having a measure of control over when, where and how you work. It is achieved when you feel you have a more fulfilled life inside and outside paid work, to the mutual benefit of you and your work. A poor work-life balance can have negative effects on your well-being.

Higher
Average
Lower

Job and Career Satisfaction (JCS)

This WRQoL subscale reflects the extent to which you are content with your job and prospects at work. JCS is a very important subscale in overall quality of working life. How you score on the JCS subscale relates to whether you feel the workplace provides you with the best things at work - the things that make you feel good, such as: a sense of achievement, high self esteem, fulfilment of potential, etc. The JCS subscale is influenced by clarity of goals and role ambiguity, appraisal, recognition and reward, personal development career benefits and enhancement and training needs.

Higher
Average
Lower

Control at Work WRQoL (CAW)

Lastly, this subscale shows how far you feel you are involved in decisions that affect you at work. Control at Work reflects the level to which you feel you can exercise what you consider to be an appropriate level of control within your work environment. That perception of control might be linked to various aspects of work, including the opportunity to contribute to the process of decision making that affects you. Leading authors in the field suggest that perception of personal control can strongly affect both an individuals' experience of stress and their health.

Higher
Average
Lower

Working Conditions (WCS)

This subscale assesses the extent to which you are satisfied with the conditions in which you work. Your score for the WCS subscale indicates the extent to which you are satisfied with the fundamental resources, working conditions and security necessary to do your job effectively. This includes aspects of the work environment such as noise and temperature, shift patterns and working hours, pay, tools and equipment, safety and security. Dissatisfaction with these aspects can have a significantly adverse effect on your overall WRQoL score.

Higher
Average
Lower

Stress at Work (SAW)

This subscale assesses the extent to which you see work pressures and demands as acceptable and not excessive or 'stressful'. The UK Health & Safety Executive (HSE) define stress as: "the adverse reaction people have to excessive pressure or other types of demand placed on them". Work pressures and demands can be a positive or aspect of our work experience, providing challenge and stimulation, but, where we see them as excessive and beyond our ability to cope, we are likely to feel overloaded and stressed.

Higher
Average
Lower

Now turn the page over and complete the final **Action Planning** section off the procedure

Work-Related Quality of Life (WRQoL) Scale

Action Planning

A large proportion of most peoples' lives will be spent at work. But all too often, we tend to see work as something we just have to put up with, or something we don't expect to enjoy.

Now consider your overall WRQoL score and your scores on the 6 WRQoL subscales.

If one or more of your scores is in the **lower range**, this indicates that, generally, you may be substantially less satisfied with your work life in one or more areas than most people. You probably aren't enjoying work as much as you could, and though some aspects of work may satisfy you, there are issues which warrant attention. You may have to spend some time thinking through the possible reasons for any lower range scores on your WRQoL profile so that you can begin to plan change for the better.

For many people, most of their scores will, of course, be in the **average range**. Where your scores fall into the mid range, it may indicate that your working life overall probably does not provide you with very high levels of satisfaction, but then again you are not wholly dissatisfied either. Consideration of your subscale scores may help you identify areas where you might usefully look to see if there are positive changes you could make. Such changes could result in a higher quality of working life and help you feel good about life in general.

Where you have scores in the **higher range**, you might simply review any areas which are not as satisfactory among the subscale scores and see if there is any action you choose to take. Many scores in the higher range indicates that, generally, your quality of working life is good and satisfying. For you, the key thing is to maintain that good quality of working life – don't take it for granted. It may help to reflect on the subscales that make you feel good about your work.

Mark in the section below the WRQoL areas which warrant some further consideration and or action. Where necessary continue on a separate sheet. In due course you will need to repeat the assessment to see if changes have been effective.

Action Plan

	Lower subscale score?	Possible causes for lower subscale score	Options for action
General Well-Being			
Home-Work Interface			
Job and Career Satisfaction			
Control at Work			
Working Conditions			
Stress at Work			

It may be useful to repeat the assessment process again in the future to monitor progress.

More information can be found at www.qowl.co.uk