

## The Quality of Working Life Survey

### What is quality of working life and why is it important?

**Quality of working life** is that part of *overall* quality of life that is influenced by work. It is, in essence, a measure of how good your work is for you.

Quality of Working Life is important because research shows increasingly that having a good quality of working life is associated with better retention, lower absence and a range of other, important workplace wellbeing outcomes. Quality of working life really matters to employees. Most importantly, people make choices about who to work for and whether to stay based on judgements about the quality of their working life.

### The main benefits of the Quality of Working Life Survey

There are several benefits, including:

- Provides evidence for external quality assessments such as Investors in People, HSE Management Standards and Health Promotion initiatives
- Provides an accurate and detailed evaluation of quality of working life within the organisation
- Measurement of employee engagement and organisational commitment
- Provides key performance indicators for organisational development and local action planning
- Enables identification of areas of best practice and areas where improvements to quality of working life need to be made
- Advanced statistical analysis of desired outcomes supporting the identification of the kinds of interventions that are likely to be most effective
- Generates data for internal and external benchmarking

### What does the Quality of Working Life Survey include?

Our main survey tool contains a number of scales and bespoke elements designed to give the client the fullest possible assessment of quality of working life in their organisation:

1. The **Work-Related Quality of Life (WRQoL) Core scale**. Our WRQoL scale is a fully tested, comprehensive, psychometric measure of an employee's Quality of Working Life developed by Chartered Psychologists at the University of Portsmouth. It enables feedback on six core factors which interact to explain and predict an individual's Quality of Working Life:
  - i. **Career and Job Satisfaction** - the extent to which people are content with their job and their prospects at work
  - ii. **Working Conditions** - the extent to which people are satisfied with the conditions in which they work
  - iii. **General Well-being** - how well people feel psychologically and physically
  - iv. **Home-Work Interface** - how well people think the organisation understands and tries to help them with pressures outside of work
  - v. **Stress at Work** - the extent to which people see work pressures and demands as acceptable and not excessive or 'stressful'
  - vi. **Control at Work** - how far people feel they are involved in decisions that affect them at work

2. The **QoWL Work & Well-being Outcome (QWWO)** scale provides data related to twenty specific outcomes related to Quality of Working Life such as intention to stay, quality of supervision, sense of achievement, and pride in the organisation.
3. The **HSE Work-related stress scale** provides feedback on the seven stressor categories included in the UK Health & Safety Executive's Management Standards, such as Demands, Management Support, and Relationships.
4. **Organisation-specific questions.** In consultation with you we will design and include organisation-specific questions that enable us to provide valuable feedback on the work life issues that really matter to your client and their employees.
5. The **QoWL Biographical Information (QBI) scale.** We have produced a set of questions which we have been using in our research for over 10 years. These questions have been thoroughly piloted and in effect have become a standardised way to gain biographical information. The scale contains 10 items on the following topics:
  1. Gender
  2. Ethnic minority
  3. Age
  4. Disability
  5. Caring responsibilities
  6. Years of service
  7. Type of appointment e.g. permanent, temporary
  8. Hours of work e.g. part-time, full-time
  9. Number of hours worked in a typical week
  10. Days' absence due to illness in last year
6. **Staff category questions.** We usually include at least two staff category questions that we tailor to requirements e.g. main occupational group, part of the organisation. We can include further staff category questions as required e.g. location.
7. **Open question(s).** We usually ask at least one open question. This provides your client's employees with an opportunity to make suggestions about how quality of working life could be improved. Normally, about half of respondents take this opportunity. We can provide a thematic analysis (anonymised) of the comments contributed.

### **Anonymity and Confidentiality**

Please note that we follow strict guidelines set by the British Psychological Society and Market Research Society in our research and survey work in order to preserve anonymity and safeguard confidentiality. You can find more information about this on our website's privacy policy page.