

EVALUATION OF QUALITY OF WORK LIFE: AN ADAPTATION FROM THE WALTON'S QWL MODEL

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The concern regarding the quality of life in the labor environment raised the development of several models of quality of work life. Among them, one of the most used has been the model proposed by Walton. Although its utilization occurs in large scale, the Walton's QWL model may not be an appropriate instrument for populations with a low schooling level, once the non understanding of the evaluation criteria may result in relapses answers. In this perspective, the objective of the present study is to propose an adaptation from the Model of Walton, where the criteria were transcribed in the interrogative form, and the scale of answers were converted into a Likert scale with five alternatives. The verification of the inner consistency of the instrument was achieved from the Cronbach's alpha coefficient, which the obtained value was 0,96. Such result guarantees a very high consistency to the instrument adopted. It can be concluded that the adaptation from the Model of Walton, proposed in this study, allows, through more clarified questions and a more objective scale of answers, its application to people with low schooling level, guarantying the obtaining of reliable results without changing criteria and objectives of the original instrument.

Palavras-chaves: Quality of work life, Walton's QWL model, evaluation instrument

1. Introduction

The contemporary scenario shows that the companies are increasingly trying to accompany the changes occurred in the business environment and, consequently, they concentrate great part of their effort in the attempt to possess a differential, which may guarantee competitive advantage on the market. This way, some companies are starting to realize that changing their focus to the individuals that compound the organization may be a good business strategy.

The mobilization and full use of people in their activities have consequently occurred by the change of concepts and changes in management practices occurred in organizations. The companies, instead of investing directly in products and services, are investing in people who understand, know how to create, develop and improve those products and services. (ZANETTI, 2002).

This way, the investigation on Quality of Work Life (QWL), the development and the application of programs that intend to improve the work environment can bring benefits to the company in the relationship with its workers and in the quality of its products, making them more competitive. Further more, nowadays it is possible to realize a differentiated approach regarding people's Quality of Life (QL), indicating a valuation in factors inherent to the human being, like satisfaction level, professional and personal achievement, good relation with society and access to culture and leisure as real examples of well being.

The discussion about QWL is not recent. After an investigation on the bank of thesis from the Coordination for the Improvement of Higher Education Staff (Capes), a good number of thesis and dissertations in the Management area related to QWL since 1989 were found. And, since 1996, they were also found in the Production Engineering area. In general the researches about the QWL have as purpose the comprehension regarding individual situations of workers in their laboural environment, including behavioral aspects, and individual satisfaction (LIMONGI-FRANÇA, 2004). To evaluate the QWL, the models more frequently found in the literature are Hackman and Oldham (1975); Westley (1979); Wether

and Davis (1983); Walton (1975) and Fernandes (1996). In Brazil, the Walton's QWL model (1975) is one of the most accepted and used by the researchers QWL.

During the development of some studies related to QWL, and after a lot of applications of the Walton's QWL model, it was observed the fact that some collaborators, when subjected to the evaluation of QWL, presented difficulties to interpret and understand the original form of the model, due to the use of more elaborated terms and expressions. Another point of difficulty was regarding the lack of direct and specific questions or the definition of each criterion. Based on this perspective, it is verified the need of an instrument of easy comprehension to attend collaborators with a low schooling level.

In this context, the objectives of this study are:

- To adapt the evaluation model of QWL proposed by Walton in 1975 in a simpler and direct language, allowing its application to individuals with a low schooling level.
- To present the development of the adapted version, pointing out that this study was not aimed at creating of a new model of evaluation of the QWL, but just adapts a model already existent and broadly used.

2. Quality of Work Life

The work, in its purposes and also in its concept, evolved over time. Work is not a simple instrument or a mean of subsistence anymore; it is now a multifactor process, in which the human being is placed as a driving centre. Following the work evolution came the QWL, which have the focus centered on the individual, and its concerning is to try to offer good laboural conditions to the worker, so that he can develop his tasks with satisfaction and well-being.

According to Walton (1975), the QWL is getting importance as a way to rescue human and environmental values that have being neglected in favor of technological advancement of the productivity and economic growth. To Fernandes (1996), the QWL cover the conciliation of the individuals' and organizations' interests, that is to say, at the same time that it improves the worker's satisfaction, it improves consonantly the productivity of the company. Cole *et al.* (2005, p. 54) states that "the quality of life at work includes broad aspects of the work

environment which affects the collaborator in its health and in its performance”.

With the technology available to everyone, the companies started investing on the transformation of the laboural environment, trying to make it suitable to the physical, mental and social needs of its workers, having in mind that this is a way to impose its differential in face of the market. According to Limongi-França (2004, p. 10),

[...] when this vision is consolidated, the businessman no longer looks at the money he applies in better conditions of life at work as expenditure, but yet as an investment, that certainly will bring him in return a virtuous circle, where the quality of life at work represents the quality of his products, productivity and, consequently, higher competitiveness.

In this perspective, it is possible to state that, while technology ceases to be a differential for the company, it is the persons who are inserted in it that promotes or not its success. This way, the concern with the health, and the well being, and, consequently the QWL of the workers is intensified.

2.1 Walton’s QWL model

To this proposal of adaptation it was selected the model proposed by Walton (1975), that comprehend eight dimensions according to the writer, directly influence the employee. His choice is justified because its eight criteria addressed broadly covers basic aspects of the work situations, and for being a widely used instrument in the QWL evaluation in Brazil.

The listed criteria that compose the Walton’s QWL model (1975) are not in priority order, and can be arranged in distinct manners to assume other importance, according to the reality in each organization. Table 1 indicates the criteria and subcriteria presents in Walton’s QWL model (1975).

Evaluation criteria of QWL –Walton’s QWL model (1975)	
1. Adequate and fair compensation Fair Remuneration Wage Balance Participation in Results Extra Benefits	5. Social integration Discrimination Interpersonal Relationship Team’s Compromise Ideas’ Valorization
2. Safe and healthy environment Weekly Journey Workload Process Technology Salubrity EPI and EPC Equipments	6. Constitutionalism Worker’s Right Freedom of Expression Discussion and Norms Respect a Individualities
	7. The total life space

Fatigue 3. Development of human capacities Autonomy Importance of the Task Polyvalence Performance Evaluation Conferred Responsibility 4. Growth and security Professional Growth Trainings Resignations Encouragement for studies	Influence on the Family Routine Leisure Possibility Time of Work and Rest 8. Social relevance Proud of the Work Institutional Image Community Integration Qualities of the Products/ Services Politic of Humans Recourses
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Source: Adapted from (WALTON, 1975)

Table 1 – Criteria and sub criteria of the quality of work life

3. Methodology

This study has been developed in four different contexts: first in the context of the current academic literature about QWL and its evaluation models; next, in the investigation and the adaptation of the questions; and, finally, the application of the instrument and the analysis of the coefficients found by criteria and in a general way of the whole instrument. A more detailed description of the stages is presented below.

3.1 Questions development

The questions development process and adaptation of the technical terms to simpler and more usual terms, without changing its meaning, involved the following steps:

- a) Application of the instrument in its original shape and the identification of the terms that would be adapted. Some of these terms are indicated in the Table 2.

Original Terms	Adapted Terms
Fair Remuneration	Salary
Extra Benefits	Alimentation, transport, doctor, dentist, etc.
Salubrity	Work conditions
Fatigue	Tiredness
Polyvalence	Possibility to perform several works
Constitutionalism	Respect to laws and norms

Source: Research data, 2007

Table 2 – Some examples of alternate and adapted terms at the instrument

- b) Elaboration of a set of questions involving anchors terms and adapted terms;

- c) The permanence of the original anchor term of the instrument between brackets in the question, beside the term that corresponds to its modified synonymous, as presented in Illustration 1.
- d) Standardization of the questionnaire involving the eight criteria proposed by Walton (1975) and 35 subcriteria, each being represented by a question.
- e) Formulation of a response scale equivalent to all questions, as showed in Illustration 1.

Regarding a fair and appropriate salary (compensation):				
1.1 How satisfied are you with your salary (remuneration)?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

Illustration 1 – Example of the question present in the instrument

3.2 Development of the answers scales

In order to identify the collaborator’ perception regarding his QWL, it was used a Likert scale, polarized in five points. The purpose of this scale, exemplified in Table 3, is to verify the collaborator’ satisfaction according to the indicated criteria, taking into account its individual’s needs and aspirations.

Scale	0% anchor	25%	50%	75%	100% anchor
Evaluation of the satisfaction level.	Very dissatisfied	dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Numerical Grade	1	2	3	4	5

Source: Adapted from Fleck, 1999

Table 3 – Scale of levels of satisfaction

This scale was based on the model of answer used by the Health World Organization in the instrument WHOQL-100. To make comprehension easier and to standardize the respective answers to the questionings, it was used only one scale of answers referring to the evaluation of the intensity of satisfaction for all questions.

3.3 Verification of the instrument's consistency

To ensure the inner consistency of the present instrument, it was used the Cronbach's alpha coefficient. Developed by Lee Cronbach in 1951, the Cronbach's alpha coefficient is a statistic tool that evaluates the confiability through the inner consistency of a questionnaire. For the utilization of the Cronbach's alpha coefficient, it is a requirement that all the items of instrument use the same measurement scale (FREITAS; RODRIGUES, 2005).

The Cronbach's alpha is obtained by the variance of individual components and by the variance of the components sum of each evaluated, aiming to investigate the possible relations between the items. This way, the variances used at Cronbach's coefficients calculus are: the number of questions of the instrument (K), the variance of each question (S_i^2) and the total variance of the instrument (S_t^2). The Cronbach's alpha coefficient can be calculated through the following equation:

$$\alpha = \left(\frac{K}{K-1} \right) * \left(1 - \frac{\sum_{i=1}^k S_i^2}{S_t^2} \right)$$

Equation 1 – Calculus of the Cronbach's alpha coefficient
Source: Freitas and Rodrigues, 2005

It is important to observe that, even being widely used in many areas of the knowledge, there is not a consensus about the evaluation of the Cronbach's alpha coefficient. Some literatures consider satisfactory an instrument of research that obtains $\alpha = 0,70$. Nevertheless, it is the researcher's task to decide which the minimum confiability value is to his respective instrument (FREITAS; RODRIGUES, 2005).

According to the verification of the instrument's consistency, it will be used as base the classification proposed by Freitas and Rodrigues (2005), who suggest the following scale to analyze the Cronbach's alpha coefficient:

α value	Confiability
$\alpha \leq 0,30$	Very low
$0,30 < \alpha \leq 0,60$	Low
$0,60 < \alpha \leq 0,75$	Moderate

$0,75 < \alpha \leq 0,90$	High
$\alpha > 0,90$	Very high
Source: Freitas and Rodrigues, 2005	

Table 4 – Cronbach’s alpha confiability scale.

According to Freitas and Rodrigues (2005), the factors that could influence the confiability of a questionnaire are: the number of items, length of time for the application, and the sample of evaluators.

- Number of items: a questionnaire with a large number of items can cause impulsive and relapsing answers, beyond tending to increase the number of items without answers.
- Length of time for the application: limiting to a space of time pre-established can also cause the same problems describe in the previous item. It is commonly observed that due to lack of time to fill out the form, the last questions of it will not be answered.
- Sample of evaluators: applying a questionnaire to a similar sample, should reduce the confiability of a questionnaire, because, the more homogeneous, the variance tends to become null.

Concerning the previous items, it can be stated that none of these suffer any changes in the present research, having in mind that the purpose of this study was not to create a new instrument, but yet, to facilitate the understanding and comprehension of the items of an instrument already existent and validated.

3.4 Application of the instrument

To test the inner consistency of the present instrument, an application was carried out in a sample of 99 respondents. It was tried to use, concerning the educational level, the most heterogeneous sample possible, once the objective is the adaptation of the instrument in a way it facilitates the comprehension of questions and the answers scale. This way, the distribution of the sample according to the schooling level is configured as showed in Illustration 2.

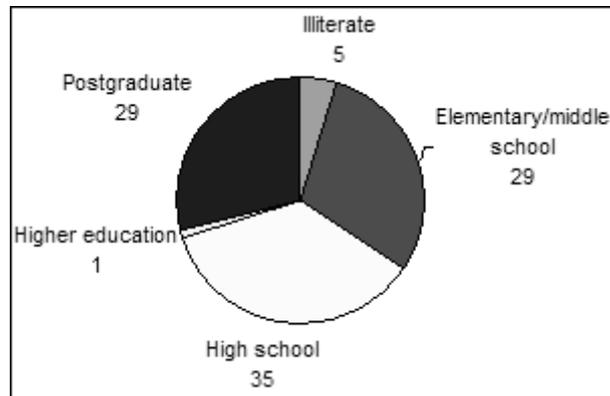


Illustration 2 – Respondent’s schooling level
Source: Research data, 2007

4. Results and discussion

The application of the Cronbach’s alpha coefficient with the purpose of testing the inner consistency of the instrument adoption presented the following results concerning the eight QWL criteria proposed by Walton (1975):

Criteria	α value
Adequate and fair compensation	0,86
Safe and healthy environment	0,84
Development of human capacities	0,86
Growth and security	0,79
Social integration	0,66
Constitutionalism	0,88
The total life space	0,84
Social relevance	0,81
TOTAL	0,96

Source: Research data, 2007

Table 5 – Cronbach’s alpha coefficient of the adapted instrument.

Based on the classification of alpha’s values, proposed by Freitas and Rodrigues (2004), it can be stated that the criterion “Social integration” is the only one that presents moderate consistency, while the other criteria are classified with a high consistency. On its turn, the alpha of the whole instrument was calculated in 0,96, which guarantees a very high inner consistency to the adapted instrument proposed in this study.

This way, the results obtained from the application of the adapted version from the Walton’s QWL model, indicate that the proposed adaptation in this work presents a high inner

consistency, which makes it, as the original model proposed by Walton (1975), proper to subsidize de researches from the QWL area.

In the evaluation of the scores obtained from the adapted version application of Walton's QWL model, it was established that the criteria with an average over score 3, which corresponds to 50% on the scale of 1 to 5 points, would be considered positive or factors of satisfaction in the work environment. The criteria indicating an average lower than 3 would be classified as negative/unsatisfactory on the QWL. Illustration 3 presents the results according to the eight investigated criteria.

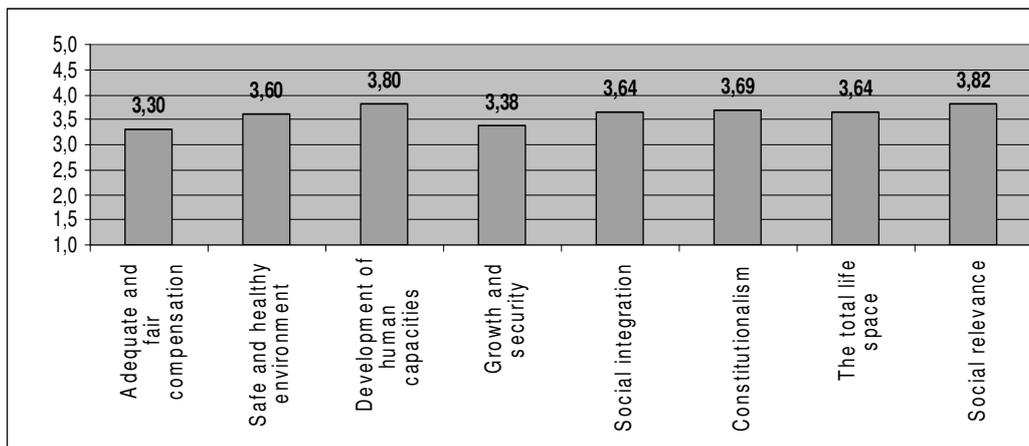


Illustration 3 - Level of satisfaction of the individuals with QWL's criteria
Source: Research data, 2007

According to Illustration 3, all the criteria present a level of satisfaction higher than 50%. The factor "adequate and fair compensation" (3,3) presented the lowest level of satisfaction adopted, and it might be interfering negatively on the QWL. The criterion: "growth and security" (3,38), "safe and healthy environment" (3,60), "the total life space" (3,64) and "social integration" (3,64) presented levels over 3, but very close to the limit of dissatisfaction, which could be indicating conflict relations between these factors, which could be considered ideal by the collaborators. Considering specifically the item "the total life space" (3,64), since it evaluates the work influence in the general life of a person, addressing questions like: the influence of the work in familiar life, leisure and rest. Table 6 presents the statistics of the QWL criteria.

Criteria	Satisfaction Level
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	Average	Standard Deviation	Variance Coefficient
1. Adequate and fair compensation	3,30	0,9	3,66
2. Safe and healthy environment	3,60	0,71	5,07
3. Development of human capacities	3,80	0,65	5,85
4. Growth and security	3,38	0,83	4,08
5. Social integration	3,64	0,62	5,87
6. Constitutionalism	3,69	0,79	4,67
7. The total life space	3,64	0,76	4,79
8. Social relevance	3,82	0,58	6,59

Source: Research data, 2007

Table 6 - Mean standard deviation and variance coefficient of QWL criteria.

In this study we can find classified as indicators of satisfaction the criteria: “constitutionalism” (3,69), “development of human capacities” (3,80) and “social relevance” with a higher score (3,82). With these results in hands it is possible to guide the company’s decision making in search for best laboural conditions. As Lima (2004) points out, in the current competitive environment the organizations needs a healthy, motivated and prepared workforce to the competition. And the author still adds an important observation regarding the responsibilities on QWL, pointing out that this is not exclusive to the company. This way, the individual himself must be aware of his own importance in this process, or the organization to stimulate or instruct him on this purpose.

It is then possible to think that a good QWL will exist if the individual turn the attention to his own behavior according to his health and QL in general, trying to eliminate or reduce his negative habits that might harm his well being. For this purpose, the companies needs to have a holistic and more humanized vision according regarding the worker, once the individual out and the employee inside the company is the very same person.

5. Conclusion

It is perceptible the fact that management has been suffering changes. The search for quality, formerly targeted only to the organizational and productive aspects, is now also focused to the collaborators’ QL. It is known that, as the work is a human being need, the satisfaction from it also represents a need. In this sense, managers have sustained the precept that, by improving the collaborators’ QL, consequently organization will be improving as a whole.

The objective of proposing an instrument with satisfactory psychometrics characteristics, adapted to the Walton's QWL model, was reached. The Cronbach's alpha coefficient of value = 0,96 reached on the application of the instrument indicates that it presents, based on the classification proposed by Freitas and Rodrigues (2005), very high inner consistency.

This way, it can be stated that the adaptation of Walton's QWL model proposed in this study allows, through more clarified questions and a more objective scale of answers, its application in people with lower schooling level, ensuring the obtaining of reliable results without changing the criteria and the objectives of the original instrument.

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Thanks

The authors thank the support provided by Capes through the financial support received for the elaboration of this research.

Attachment

Adapted version of the evaluation model of QWL proposed by Walton (1975). Also available in: <http://www.pg.utfpr.edu.br/ppgep/qvt/walton.html>.

QUALITY OF WORK LIFE EVALUATION SCALE

Instructions

This questionnaire is to understand how you feel towards your Quality of Work Life. Please, answer all the questions. If you are not sure about the answer, please, choose between the options that seem more appropriated. We are asking how satisfied you are, regarding several aspects of your job in the past two weeks. Choose between the options and draw a circle around the number that best represents your opinion.

Regarding a fair and appropriate salary (compensation):

1.1 How satisfied are you with your salary (remuneration)?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

1.2 How satisfied are you with your salary, if you compare it to your colleagues' salary?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

1.3 How satisfied are you with the recompenses and the participation in results that you receive from the company

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

1.4 How satisfied are you with the extra benefits (alimentation, transport, doctor, dentist, etc.) that your company offers to you?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

Regarding your working conditions:

2.1 How satisfied are you with your weekly work journey (quantity of worked hours)?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

2.2 According to your workload (quantity of work), how do you feel?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

2.3 According to the use of technology in your tasks, how do you feel?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

2.4 How satisfied are you with the salubrity level (work conditions) in your workplace?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
2.5 How satisfied are you with the security equipments, individual and collective protection provided by your company?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
2.6 Regarding tiredness that your work cause to you, how do you feel?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
Regarding the use of your capacities at the work:				
3.1 Are you satisfied with the autonomy (opportunity to make decisions) that you have at your work?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
3.2 Are you satisfied with the importance of the task/work/activity that you do?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
3.3 Regarding the polyvalence (possibility to performance several tasks and works) at work, how do you feel?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
3.4 How satisfied are you with your performance evaluation (awareness of how good or bad have been your performance at work)?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
3.5 Regarding possibilities conferred (work responsibility given to you), how do you feel?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
Regarding opportunities that you have at your work:				
4.1 How satisfied are you with your opportunity of professional growth?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
4.2 How satisfied are you with the trainings you participate?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

4.3 Regarding the situations and the frequency that occur the resigning at your work, how do you feel?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
4.4 Regarding the incentive that your company gives you to study, how do you feel?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
Regarding the social integration at your work:				
5.1 Regarding the discrimination (social, racial, religious, sexual, etc.) in your work, how do you feel?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
5.2 Regarding your relationship with your colleagues and bosses at work, how do you feel?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
5.3 Regarding your team's and colleagues' commitment to work, how do you feel?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
5.4 How satisfied are you with the valorization of your ideas and initiative at work?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
Regarding the constitutionalism (respect to the laws) at your work?				
6.1 How satisfied are you with the company for respecting the workers' rights?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
6.2 How satisfied are you with your freedom of expression (opportunity to give opinions) at work?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
6.3 How satisfied are you with the norms and rules at your work?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
6.4 Regarding the respect to your individuality (individual characteristics and particularities) at work, how do you feel?				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

Regarding the space that the work occupy in your life:

7.1 How satisfied are you with the work influence on your family life/routine?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

7.2 How satisfied are you with the work influence on your possibilities of leisure?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

7.3 How satisfied are you with your schedule of work and rest?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

Regarding the social relevance and importance of your work:

8.1 Regarding the proud of performing your work, how do you feel?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

8.2 Are you satisfied with the image this company have to society?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

8.3 How satisfied are you with the communitarian integration (contribution to the society) that the company have?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

8.4 How satisfied are you with the services and the quality of products that the company makes?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

8.5 How satisfied are you with the human resources politic (the way that the company treats the workers) that the company has?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5