

## **SUMMARY**

### **PREDICTING SATISFACTION WITH QUALITY OF WORK LIFE (QoWL)**

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A survey was done in order to identify the predictors that contribute to satisfaction with qowl. A positive correlation was found between satisfaction with facets of work life and overall satisfaction with qowl. No significant difference was found between overall satisfaction and the mean of the satisfaction with the facets of work life.

Organisational climate seemed to have the greatest influence. Significant predictors are identification with the organisation, participation, communication, resource management, work group functioning, reward system, health and safety aspects, job security and the rate of pay. Significant differences were found between rank, occupational, race and age groups.

When need non-fulfilment scales are added to facets of work life measures, increase in the prediction of overall satisfaction is significant. The need to do work that supports moral values contributed most significantly to overall satisfaction. The most frequent preference was for financial security, followed by recognition, relationships and for achievement.

#### **Title of dissertation:**

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**Key terms:**

Satisfaction with quality of work life; Facets of work life; Organisational climate; Extrinsic job factors; Intrinsic job factors; Social factors; Need preferences; Demographic variables; Satisfaction with Quality of Work Life Scale; Personal Importance Scale; Need Strength Scale; Personal Need Non-Fulfilment Scale.