

## ACKNOWLEDGEMENTS

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*“The moment we commit ourselves to action, then Providence moves too.”*

*Goethe.*

I thank God for Divine Guidance.

## ABSTRACT

**TITLE:** Predicting Satisfaction with Quality of Work Life

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The objectives of this study were to identify the predictors that contribute to satisfaction with quality of work life from a wide range of variables; to determine to what extent the respondents regard the facets of work life chosen as variables for the research important; to determine how work related needs are prioritised and to investigate the influence of need fulfilment on satisfaction with quality of work life; and to investigate the combined effect of satisfaction with facets of work life and fulfilled needs on overall satisfaction. Additional objectives are to determine what sub-groups exists according to their commonality of needs and perceptions of the quality of work life.

A literature study was undertaken. In the empirical study, the research was undertaken by way of a survey. The sample consisted of 398 members a SA Army Formation.

A strong positive correlation was found between facets of work life and overall satisfaction with quality of work. No significant difference was found between overall satisfaction with the quality of work life and the mean of the satisfaction with the facets of work life.

Out of the main categories of the facets of work life, organisational climate seemed to be the best predictor, followed by intrinsic job factors, the social category does not make a significant contribution and the extrinsic category only just. When 35 facets of work life were regressed on overall satisfaction, the facets that were found to be the best 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. All the facets of work life were regarded as important as the means of the 35 facets were above the absolute mean.

With respect to overall satisfaction with quality of work life, no significant differences were found between different units in different geographical areas, educational groups, gender groups and marital status. Significant differences were found between rank groups, occupational groups, race and age groups. There is not much difference between the groups in terms of their preferred needs. The most frequent preference was for financial security, followed by recognition, relationships and for achievement.

Need fulfilment account for about 2% of the total variance of overall satisfaction and the need to do work that supports moral values has the most significant influence on overall satisfaction. It was found that when need non-fulfilment scales are added to facets of work life measures, increase in the prediction of overall satisfaction is significant. It can be concluded that the need measurements make a significant contribution to the ability to predict overall satisfaction.

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