Investigation of Outcomes of Quality of Working Life for Employees: a Survey in Persian Gulf University, Bushehr, Iran

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Abstract
Since human resources imply assets of any organization and realization of organizational goals relies on favorable human resources, thus attention to employees' mental and physical needs is required. Quality of working life for employees as an approach of human resources causes balance in personal and job life, increase of job satisfaction, decrease of job burnout, increase of organizational commitment, and improvement of employees' performance. The present study investigates quality of working life for employees and its effect on job satisfaction, job burnout, organizational commitment and performance of employees in Persian Gulf University, Bushehr, Iran. This study aims to investigate effect of quality of working life for employees on job satisfaction, job burnout, organizational commitment and performance of employees. The present study in terms of aim is an applied research, and a descriptive survey in terms of data collection. The sample group consists of 165 individuals among faculty members, managers and employees at different departments in Persian Gulf University, Boushehr, Iran. The questionnaire has been used as data collection instrument. To analyze data, structural equation modeling has been used. The research findings indicate that quality of working life for employees has a positive effect on job satisfaction, organizational commitment and performance of employees. Further, a negative effect of quality of working life for employees on job burnout was not confirmed.

Keywords: Quality of working life, Job satisfaction, Burnout, Organizational commitment, Employee performance.

Introduction
Investigations indicate that two phenomena of working life and personal life have associated together. A person who has huge difficulties in his life, his difficulties largely affect his concentration, job satisfaction and his vitality at his workplace and his performance (Pardakhtchi et al., 2009). The organizations continously seek to find a way to resolve challenges at business enviornment. The employees due to the energy and time spending at their workplace must be satisfied with their personal life and workpalce. On the other hand, work pressure is a serious problem in today's work enviroment (Emadzadeh et al, 2012). Indeed, phenomenon of job burnout as one of the greatest job problems is seen in form of reacting to job and organizational pressures among employees. Job burnout implies reducing the person's power of adaptation to stressful factors which results in rise of person's negative attitudes to his job (Pardakhtchi et al., 2009). Furthermore, job commitment among employees is one of the important organizaitional issues. Competent managers always strive to increase their employees' job commitment because they know it as a necessity of progress of organization.

Manpower is the most important asset at organizations. Given the importance of manpower in achieving organizational goals, attention to quality of employees' working life is required. The more quality of working life increases, the extent to which employees complain decreases, and their positive attitudes towards their workplace and attendance in the organization increase (Zare et al.,
2012). Hence, recognition of behavioral patterns and related factors for individuals' job play a major role in success of organization (Rajabi & Varnous, 2013). Generally, existential philosophy of organizations relies on human life. Humans are the main reason for big movements within organizations, so that employees at organizations execute the organization. Not only the organizations without employees will remain meaningless, but also execution of organizations without employees will be impossible. Even with advanced organizations appeared as hardware masses, the role of human as a key and strategic agent will remain in maintenance of organization in future. Hence, human resources have been regarded as the most worthwhile resource within organization (Hosseini et al, 2010) and also a major agent in acquisition of competitive advantage, success and survival of organizations (Mirkamali & Narenji Thani, 2011; Emadzadeh et al, 2012). Conducting manpower requires attention to their psychological and physical needs. Studies indicate that psychological needs of employees are met through techniques of quality of working life. Quality of working life implies employees' understanding in creation of favorable physical and psychological conditions at workplace (Emadzadeh et al, 2012). Today, in contemporary management, concept of quality of working life has been converted to an important social event around the world. Yet, in last decades, an emphasis was only put on personal life. Advocates of theory of quality of working life search for new systems for employees in order to set balance between their working life and personal life. Program of quality of working life includes any improvement in organizational culture which raises growth and excellence of employees within organization. Hence, quality of working life has been considered as the most important variable in process of strategic management (Saedi et al., 2010). Indeed, quality of working life associates to employees' welfare at their workplace (Emadzadeh et al, 2012). Currently, universities as a key agent in social, economic, cultural and political development at communities, play a major role in training human capitals. Analysis of factors affecting growth and development at all the communities including developed and developing communities indicates that productivity and effectiveness of education system at any country help for multi-aspect development and growth at that country (Mirkamali & Narenji Thani, 2011). The limited number of studies on quality of working life at universities and its effect on job satisfaction, job burnout, organizational commitment and performance of employees, has further intensified the need to conduct this research. In following, after an overview on the studies at this area, model and variables of research will be introduced, and the process and method of research will be described, and then data collection instruments will be considered.

**Literature review**

In this section, firstly theoretical literature review and then empirical literature review in the context of quality of working life will be considered.

**Quality of working life**

Concept of quality of working life has clearly existed at the early period of emergence of management science. Management theorists like Frederick Taylor and Elton Mayo suggest that the role of human in determining performance of organization is required. However, these two theorists look into human aspects with opposite methods, their ideas in appreciation from human is authentic. Thereby, concept of quality of working life has been developed by theory of needs (Maslow's Hierarchy of Needs Theory, The Herzberg's Two-Factor Theory) (Muhamad Noor & Adli Abdullah, 2012). The studies relating to quality of working life started from the 1950s and displayed various stages. Eric Miller and their colleagues at the Tavistock Institute of Human Relations in London have been the pioneers of research in the context of quality of working life. The first stage of this movement kept expanding till the year 1974 at U.S. Tendency to quality of working life appeared by
asking the questions about economy. After the year 1979, due to reducing the competitiveness of American industry against Japanese competitors, a particular attention has been paid to quality of working life. The studies conducted at each of countries had a different approach. For instance, Asian Productivity Organization has published the results a research that has been conducted in Japan in 1991, in which quality of working life in big Japanese companies such as Bridgestone Corporation, Fuji, Xerox Corporation, Honda Motor Company, Ltd, and Turbo Company was examined. According to another study conducted in Brazil in 1996, the status of quality of working life among the best Brazilian companies was examined. George Mason University in America(2000) conducted a research on quality of working life at university, and three years later in another study in 2003 considered evaluation of indicators and comparison of them with the indicators in 2000(Gholami, 2009). Quality of working life implies employees' impression from physical and mental desirability at workplace and their working conditions. Due to difference on impressions, studies indicate that some indicators are common in most of communities, of which it can refer to the factors such as Salaries and benefits, utilities, insurance, retirement, that various scholars have introduced them as components of quality of working life (Mahdizade Ashrafi & Elka, 2010). An overview on theories relating to the concept of quality of working life, the definitions and results from viewpoints of various theorists at the field of management, scientific challenges on quality of working life, major factors intervening in programs of quality of working life, factors supporting quality of work life programs and its standards and aims, importance of effective fostering of working life, strategies, intentions and importance of quality of work life indicates a better classification for quality of working life in Walton 's theory(Gholami, 2009). Walton defines working life as employees' reaction to work especially its essential outcomes in satisfying job needs and mental health. With regard to this definition, quality of working life puts an emphasis on personal outcomes, working experiences and how to improve job to meet person's needs (Shahbazi et al, 2011). Walton has regulated a theoretical model to define quality of work life as follow:

1. Fair and adequate payment: this implies equal payment for equal job, and balance between payments and social standards and employees' standards.
2. Secure and healthy workplace: this implies creation of secure working conditions in physical perspective.
3. Provide an opportunity for continuous growth and security: providing an area for improving personal abilities, opportunities for progress, opportunities for applying acquired skills and providing security in the context of earning and employment.
4. Legalism in the organization: providing an area for freedom of expression without fear of influence of dominance of law to dominance of human.
5. Social dependence of working life: this implies how employees' perception is about social liability within organization is.
7. Social cohesion and integration within organization: creation of a suitable working space which strengthens employees' sense of belonging to organization.
8. Development of human abilities: providing the opportunities such as use of independence and self-control in job, using various skills and access to information associated to job (Shahbazi et al, 2011; Sofi et al, 2012).

Quality of working life and job satisfaction

Today, a large body of empirical studies which have been conducted in the context of quality of working life, have implicitly accepted a new vision of job satisfaction and the concepts relying of job(Rajabi & Varnous, 2013). Mehdad et al. (2013) believe that quality of working life serves as a pyramid that the concepts of it include satisfaction with life, job satisfaction and satisfaction with
other aspects of job such as wage, colleagues and supervisors. As a result, area of quality of working life goes beyond job satisfaction. Hence, two aforementioned variables are correlated with each other; they differ from each other in conceptual perspective. Quality of working life is a comprehensive and extensive program which increases employees' satisfaction and helps them in change management. The term "quality of working life" spans a wide range of concepts, that one is job satisfaction. Most of programs of quality of working life intend to increase employees' satisfaction through improvement of their levels of intrinsic motivation (Zare et al., 2012). Individuals' dissatisfaction with quality of working life is a problem which has raised some problems for all the employees. Hence, all the organizations aim to increase individuals' satisfaction at all levels of quality of working life (Mirkamali & Narenji Thani, 2011). Most of researchers have concluded that quality of working life is a structure which results in improvement of employees' welfare within organization. Concurrently, most of researchers believe that quality of working life significantly differs from job satisfaction, where job satisfaction is one of the outcomes of quality of working life (Daud, 2010).

**Quality of working life and job burnout**

Issue of quality of working life and its relation to job burnout is one of the important and key issues at modern organizations. Stress is an unavoidable issue at workplace which can reduce the extent of productivity within organizations. Job stress can result in job burnout. Job burnout implies failure, burnout, fatigue and loss of energy that emerges as the result of unsatisfied needs of human resources within organization (Bakhshi Bojd et al., 2011). Phenomenon of job burnout is one of the greatest job problems seen in form of reaction to job and organizational pressures among employees. Two issues of quality of working life and job burnout include those concepts that affect employees' performance and productivity of organizations. Job burnout implies reduction of the person's power of adjustment with stressors and syndromes, which leads to rise of negative attitude towards job and lack of sense of relationship with clients as the result of physical and emotional fatigue. In recent years, the term "job burnout" has been correlated to stress in various studies; a particular attention has been paid to job burnout in 1974 when the term "job burnout" was proposed by Ferudenberger. Filippo announced that program of quality of working life is a process through which all the members of organization intervene in the decisions which affect their jobs especially their relationships and work environment, and as the result their job satisfaction increases, in which job burnout as an agent which can pave the way for improvement of employees' quality of working life has been taken into consideration (Pardakhtchi et al., 2009).

**Quality of working life and organizational commitment**

Organizational commitment is one of the variables that can play a major role in realization of organizational goals (Abedini & Esmailzade, 2009). Organizational commitment is a mental state which indicates a type of tendency, need and requirement to continue an employment within an organization (Lee et al, 2000). Managers of the organizations, who seek to increase productivity and quality of working life for improvement of employees' attitudes, improvement of individuals' motivation for a better job, strengthening employees' sense of commitment to organization, strive to increase productivity of organization and employees' job performance through reducing absenteeism, job turnover and other withdrawal behaviors of employees. Hence, findings and results of various studies indicate that employees' quality of working life affects increasing sense of commitment in them, and increasing employees' quality of working life causes increasing their commitment to the organization. The employees who have a less sense of commitment to their organization compared to the ones, who have not this feeling, leave their workplace (Mehdad et al., 2013).
Quality of working life and performance

During past three decades, a wide range of studies in the context of quality of working life have been conducted, that the results of them indicate that a positive relationship exists between quality of working life and other existing variables in the organization of which it can refer to the organizational performance (Shahbazi et al., 2009). Human's performance is defined as the result of a series of actions to intend to achieve a goal which is based on a particular standard, where the actions might include observable behavior or unobservable mental process. When talking about performance, the acquired outcome comes into mind. On performance, some apply performance for the process of fulfillment of job and how to do the responsibilities. According to comprehensive pattern of evaluation of employees' performance, performance implies both the acquired outcomes and job process (Mahdizade Ashrafi & Elika, 2010). There are similarities between quality of working life and organizational performance, so that both have an organizational basis. Performance is a personal and organizational function. Hence, these two concepts have a correlated basis at the area of work environment. This implies that employees and organization associate together. For this, quality of working life can be recognized as a probable predictor of organizational performance (Shahbazi et al., 2011).

Review of previous researches

In recent years, quality of working life is one of the factors that are increasingly considered as indicators of increasing stability of organization (Shariati Feizabadia et al., 2012). The term "quality of working life" was proposed for the first time by Mayo in 1930 (Dehghan Nayeri et al, 2011). Quality of working life has a complicated and multidimensional concept, which implies that how individuals experience and evaluate their job and organization. Indeed, quality of working life represents individuals' attitudes and feelings towards job (Dehghan Nayeri & et al, 2011). Kord tamini et al. (2011) investigated determination of the relationship between quality of working life and "organizational commitment and job burnout" among private and public banks in city of Zahedan. The obtained results indicated that a positive significant relationship exists between quality of working life and emotional commitment, continuous commitment and normative commitment, but a negative significant relationship exists between quality of working life and job burnout. Rajabi & Varnous (2013) in a study entitled "a study on the relationship between quality of working life and organizational commitment" examined the relationship between quality of working life and organizational commitment. The results indicated that security and conditions of workplace and development of human capabilities have the greatest effect on organizational commitment and balance between work and other aspects of life, and wage and salary have the least effect on organizational commitment. D Pot (2009) in a study entitled "Quality of working life and organizational performance – two sides of the same coin" examined effect of quality of working life and organizational performance. The results of this study indicate that a positive significant relationship exists between quality of working life and organizational performance. Indeed, improvement of employees' quality of working life increases their organizational performance. Abd. Rahman (2009) examined effect of quality of working life on employees' job satisfaction, and concluded that a significant relationship exists between quality of working life and employees' job satisfaction. The rest of literature review has been represented in table 1.
Table 1: Some studies relating to quality of working life

<table>
<thead>
<tr>
<th>Row</th>
<th>Research title</th>
<th>Statistical population</th>
<th>Index</th>
<th>Researcher</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Study relationship between quality of working life and performance of manager at departments of Isfahan University and Isfahan University of Medical Sciences and Health Services</td>
<td>Managers and education departments of Isfahan University</td>
<td>performance of employees</td>
<td>(Shahbazi et al., 2011)</td>
</tr>
<tr>
<td>2</td>
<td>Study relationship between quality of working life and organizational performance among employees at private and public banks</td>
<td>Employees of private and public banks</td>
<td>organizational performance</td>
<td>(Sabarirajan, 2011)</td>
</tr>
<tr>
<td>3</td>
<td>Study relationship between quality of working life and organizational commitment among faculty members: empirical evidences from Malaysia</td>
<td>Faculty members of Malaysian university</td>
<td>organizational commitment</td>
<td>(Daud, 2010)</td>
</tr>
<tr>
<td>4</td>
<td>Study relationship between quality of working life and organizational performance</td>
<td>Social insurance employees</td>
<td>organizational performance</td>
<td>(Hosseini et al., 2010)</td>
</tr>
<tr>
<td>5</td>
<td>Institutional ethics, quality of working life and outcomes relating to employees' job: asking managers' views</td>
<td>Managers of human resources in Thailand</td>
<td>Job satisfaction</td>
<td>(Koonmee et al., 2010)</td>
</tr>
<tr>
<td>6</td>
<td>quality of working life among male and female employees at private banks in Bangladesh</td>
<td>Employees of private banks at Bangladesh</td>
<td>Gender</td>
<td>(Tabassum et al., 2011)</td>
</tr>
<tr>
<td>7</td>
<td>Study relationship between quality of working life and job burnout among managers and teachers at Takestan County</td>
<td>managers and teachers at Takestan County</td>
<td>job burnout</td>
<td>(Pardakhtchi et al., 2009)</td>
</tr>
<tr>
<td>8</td>
<td>Study relationship between quality of working life and demographic characteristics of employees</td>
<td>Information technology employees</td>
<td>demographic characteristics of employees</td>
<td>(Bolhari et al., 2011)</td>
</tr>
<tr>
<td>9</td>
<td>Effects of emotional abnormalities and quality of working life on intention to job turnover and absenteeism among employees in communication system</td>
<td>Employees at communication system</td>
<td>job turnover and absenteeism</td>
<td>(Celik &amp; Ozb, 2011)</td>
</tr>
<tr>
<td>10</td>
<td>Study relationship between quality of working life and job satisfaction among faculty members in Tehran University and Sharif University of Technology</td>
<td>among faculty members in Tehran University and Sharif University of Technology</td>
<td>Job satisfaction</td>
<td>(Mirkamali &amp; Narenji Thani, 2011)</td>
</tr>
<tr>
<td>11</td>
<td>quality of working life among employees of factories in Malaysia</td>
<td>factories in Malaysia</td>
<td>Job satisfaction, job attendance and job security</td>
<td>(Muhamad Noor &amp; Adli Abdullah, 2011)</td>
</tr>
<tr>
<td>12</td>
<td>Study relationship between quality of working life and organizational commitment in employees of Physical Education and Sport Sciences</td>
<td>employees of Physical Education and Sport Sciences</td>
<td>organizational commitment</td>
<td>(Hosseini et al., 2008)</td>
</tr>
<tr>
<td>13</td>
<td>Study relationship between quality of working life and organizational commitment</td>
<td>Cement factories</td>
<td>organizational commitment</td>
<td>(Mahdad et al., 2013)</td>
</tr>
</tbody>
</table>
According to a study on literature review relating to the subject area of the present research, it can represent the conceptual model (Figure 1) as follows:

![Figure 1: Conceptual model of research](image)

According to conceptual model of research above and the objective and empirical and theoretical literature of research, the following hypotheses were formulated for this study:

1. There is a positive significant relationship between quality of working life and employees' job satisfaction in Persian Gulf University.
2. There is a negative inverse relationship between quality of working life and employees' job burnout in Persian Gulf University.
3. There is a positive significant relationship between quality of working life and employees' organizational commitment in Persian Gulf University.
4. There is a positive significant relationship between quality of working life and employees' organizational performance in Persian Gulf University.

**Methodology**

The present study in terms of aim is an applied research, and a descriptive survey in terms of data collection. The statistical population consists of all the employees and faculty members at Persian Gulf University, Boushehr, Iran. The sample group consists of 165 individuals among faculty members, managers and employees at different departments in Persian Gulf University. The questionnaire has been used as data collection instrument. This questionnaire consists of 6 variables including demographic information, quality of working life, organizational commitment, job satisfaction, job burnout and organizational performance. To design the questionnaire of research, questionnaires of Walton's quality of work life (1975), Mzlach's burnout (1988), Paterson's job performance (1922), Meyer and Allen's organizational commitment (1991), Minnesota's job satisfaction (1967) have been used. Five-point Likert item has been used to evaluate the variables. Validity of questionnaire was examined using two content validity and construct validity methods. For content validity, the questionnaire was distributed to some of scholars and professors, whereby content validity based on their views was examined, and necessary modifications were applied. To measure construct validity, confirmatory factor analysis test using SPSS software has been used. The results from performing confirmatory factor analysis indicated that validity of construct of all the variables was confirmed. To examine reliability of questionnaire, Cronbach's alpha was used, that the results have been represented in table 2.
Table 2: Results of Cronbach's alpha test to examine reliability of variables

<table>
<thead>
<tr>
<th>Variables</th>
<th>quality of working life</th>
<th>job satisfaction</th>
<th>organizational commitment</th>
<th>organizational performance</th>
<th>job burnout</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cronbach's alpha value</td>
<td>0.82</td>
<td>0.75</td>
<td>0.80</td>
<td>0.81</td>
<td>0.83</td>
</tr>
</tbody>
</table>

According to the data represented in table 2, Cronbach's alpha value for all the variables is greater than minimum value (0.7), thus the questionnaire enjoys a suitable reliability. To test research hypotheses and fitness of conceptual model of research, structural equation modeling has been used.

Results

In this study, to examine effect of quality of working life (independent variable) on job satisfaction, organizational commitment, organizational performance and job burnout (dependant variable), structural equation modeling has been used. To examine fitness of model in structural equation modeling, a series of indicators of fitness of model must be taken into account. With retrospect to performing fitness of model, it was observed that some of indicators of fitness of conceptual model of research do not enjoy a suitable status. Hence, some changes were made in the relationships between components of model, and the conceptual model of research was retested. Status of indicators of fitness of conceptual model of research has been represented in table 3.

Table 3: Status of indicators of fitness of conceptual model of research

<table>
<thead>
<tr>
<th>Index of fitness of model</th>
<th>Ratio of chi-square to freedom degree</th>
<th>RMSEA</th>
<th>p-value</th>
<th>GFI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculated value</td>
<td>1.55</td>
<td>0.04</td>
<td>0.06</td>
<td>0.91</td>
</tr>
<tr>
<td>Standard value</td>
<td>1 to 3</td>
<td>RMSEA&lt;5%</td>
<td>P&gt;5%</td>
<td>GFI&gt;90%</td>
</tr>
<tr>
<td>Acceptable fitness</td>
<td>Acceptable fitness</td>
<td>Acceptable fitness</td>
<td>Acceptable fitness</td>
<td>Acceptable fitness</td>
</tr>
</tbody>
</table>

As observed in table 3, all the indicators of fitness of conceptual model of research enjoy a suitable status. Acceptability of indicators of fitness indicates total confirmation of research model. Results of research hypotheses with significance of indicators of integral fitness of research model have been represented in table 4.

Table 4: Testing research hypotheses through significance of indicators of integral fitness of research model

<table>
<thead>
<tr>
<th>The relationship between conceptual model of research</th>
<th>Path coefficients</th>
<th>Critical ratio</th>
<th>Significance level</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>quality of working life ----&gt; Job satisfaction</td>
<td>0.73</td>
<td>3.74</td>
<td>***</td>
<td>Confirm</td>
</tr>
<tr>
<td>quality of working life ----&gt; Job burnout</td>
<td>1.37</td>
<td>4.93</td>
<td>***</td>
<td>Reject</td>
</tr>
<tr>
<td>quality of working life ----&gt; Organizational commitment</td>
<td>1.88</td>
<td>5.03</td>
<td>***</td>
<td>Confirm</td>
</tr>
<tr>
<td>quality of working life ----&gt; Organizational performance</td>
<td>0.29</td>
<td>2.87</td>
<td>0.00</td>
<td>Confirm</td>
</tr>
</tbody>
</table>

As observed in table 4, the extent to which quality of working life affects job satisfaction equals to 0.73 representing a positive effect, and as the significance value of it (3.74) is greater than 1.96, thus the first hypothesis based on positive significant effect of quality of working life is confirmed. The extent to which quality of working life affects job burnout equals to 4.93, thus the second hypothesis of this research based on negative effect of quality of working life on job burnout
is not confirmed. the extent to which quality of working life affects organizational commitment equals to 1.88 representing a positive effect of quality of working life on organizational commitment, and as the significance value of it (5.03) is greater than 1.96, thus the third hypothesis based on positive significant effect of quality of working life is confirmed. The extent to which quality of working life affects job performance equals to 0.29 representing a positive effect of quality of working life on job performance, and as the significance value of it (2.87) is greater than 1.96, thus the fourth hypothesis based on positive significant effect of quality of working life is confirmed.

**Conclusion**

This study aims to investigate effect of quality of working life for employees on job satisfaction, job burnout, organizational commitment and performance of employees. The results of research indicated that there is a positive significant relationship between quality of working life and job satisfaction, organizational commitment and performance of employee. Job satisfaction can be one of the outcomes of quality of working life for employees. The more quality of working life for employees increases, extent of job satisfaction among employees increases. The implicit reasons for these findings indicate that the employees with a better quality of working life have more job satisfaction, i.e. the employees in the organizations with quality of working life programs compared to the organizations without such programs have a greater job satisfaction. This finding is relevant with the findings of other research by Saedi et al. (2010) and Mirakamali & Narenji Thani (2011). Furthermore, one of the results of this study lies on a fact that quality of working life has not a negative effect on job burnout, which this finding is irrelevant with the finding of research by Pardakhtchi et al. (2010). Positive effect of quality of working life on employees' organizational commitment is another finding of this research. As the findings of this research confirm the relationship between quality of working life and organizational commitment, it can say that quality of working life affects organizational commitment, i.e. the more quality of working life increases, organizational commitment increases. This implies that the individuals adhere to organization and developing it, and the organization adheres to individuals' needs. Conditions of work environment, development of human abilities, security and health have the greatest effect on employees' commitment. Furthermore, salary and benefits, balance between personal life and work environment have the least effect on organizational commitment. This finding is relevant with the findings of research by other researchers such as Rajabi & Varnous (2013) and Mahdad et al. (2013). Furthermore, findings of research on research hypotheses indicated that quality of working life has a positive effect on employees' performance. The implicit reasons for these findings indicate that the employees' performance improves in the organizations with quality of working life programs. This finding is relevant with the findings of research by R. Gayathiri (2013), Mortazavi et al. (2012), Mahdizade Ashrafi (2010).

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Openly accessible at [http://www.european-science.com](http://www.european-science.com)

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