The relationships between job satisfaction, quality of life and workplace stressors regarding civil-servants in Ireland.

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ABSTRACT

The aim of this research study was to look at the effect of job stressors, job satisfaction and self efficacy on Quality of Life. The sample size was (N100) civil servants. From that sample 33 were male and 67 female. The sample consisted of 18 fixed term contract personnel and 82 full time personnel. The surveys used to collect data were the WHOGHQ-BREF, JSS and the self efficacy scale. The Job satisfaction survey provided the predictors used along with the efficacy score and the general health questionnaire provided the outcome variables. The results found a significant relationship between self efficacy and quality of life in all aspects apart from environment.

INTRODUCTION

The effects of stress on the human body have been accepted and studied in great detail over the past few decades. We now see a shift in research to the workplace and how the stressors we come into contact with on an average day seem to affect our general health. This study will look at the relationships between workplace stressors, job satisfaction, quality of life and self efficacy for Irish civil-servants. This research field is very important in our current societal development as we strive for increased efficiencies at work and simultaneously achieve a strong mentally happy workforce. We look to organizational psychology to show modern companies the way forward. The days of a faceless corporation are passing into memory as employers all across the world work to understand changing demands from customers while integrating staff into the frameworks that now use technology to streamline the working environment. Company's like Google are at the cutting edge of the market but they are also a company that rewards the staff's hard work by providing first rate relaxation facilities. They understand that stress can cut the productivity of staff and result in a reduced desire to achieve goals. This kind of program causes staff to form into a family and as such work better with less stress effects. The benefits received also create a loyalty to the company and a desire to perform at ones best. Some companies in the east have taken this a step further as they provide housing transport entertainment and food for staff in specially created town. This also has another function it isolates the workers from outside sources like companies looking for secrets or trying to hire the staff away. The loyalty this creates is amazing as the company becomes the provider for the staff allowing the staff to relax and never need to worry for as long as they have a job.

This study is important as it looks at a segment of Irish society that is normally ignored, the civil service of Ireland. The civil service is the backbone of the Irish state and as such bares the weight of society's demands. The civil service in Ireland has been neglected by governments in the past and has never truly embraced the

new concepts of organisational psychology. As the civil service is broken into departments it is commonly found that practices in one department are not always seen in any other department. In the past attempts to become family friendly were positively seen at benefits by the staff but in current economic climates when expenses are going up and wages are going down we see a trend of workers being forced economically to come back fulltime in order to afford basic resources.

For decades civil servants have been ignored and when research into stress is carried out on public servants it's normally looking at the teaching and medical professions. It totally ignores the group of people that process the paperwork of the state. This study will look at a group of civil servants who are assigned to the passport service of Ireland. This working environment is a deadline driven sector that requires staff to work to tight turnaround times and also requires staff to interact with the public on a regular basis. This area of the service over the past few years has been under immense scrutiny and pressure from the media that criticise the service flippantly on national airwaves increasing staff anxiety and lowering staff morale. A previous report was carried out by the passport service and it showed a positive workplace satisfaction rating. Unfortunately the questions used are not comparable with the survey that I will be used.

The birth of stress

As we go about our daily lives we commonly use the word stress to explain a physical state we are feeling. This term was originally coined by the scientist Hans Selye to explain the reaction to environmental and physical changes. He noted that many patients he was seeing shared similar symptoms even if the illness was different.

Hans proposed three stages of activation for stress in a person. Stage one was the alarm stage this stage is where the body first reacts to a stressor, the body's fight or flight response activates and the body starts to release hormones and sugars into the blood stream. This influx of adrenaline and cortisol allows for speed and strength at a moment's notice. The second stage of the process is resistance; the parasympathetic nervous system slowly returns the body's functions to normal. The blood is still full of glucose, adrenaline and cortisol

to allow for quick responses if the situation changes again. The body's heart rate and blood pressure are still heightened allowing blood to keep the muscles ready with high levels of oxygen and sugars. The final stage is exhaustion; this stage is where the stressor continues for a prolonged period of time exhausting the body's resources of sugars and hormones.

> This stage is a dangerous point for people as it lowers the immune defences of sufferers and resent research has shown the prolonged exposure to cortisol can damage the brains hippocampal development. (Buchanan, T (2009))

Another animal study looking at stress in the workplace was the Brady study in 1958.
This study originally was looking at stress's effect on the body. Brady took two monkeys and administered electric shocks to their feet every 20 seconds for 6 hour intervals. The difference was that one monkey had a button that could stall the shocks for another 20 seconds. Brady expected the monkeys to both exhibit the same stress reactions to the shocks but he found that his monkeys put in possession of the button were dyeing and the powerless monkeys were not. When an autopsy was carried out he found that the monkeys with power had ulcers in their stomach tissues. This lead to an unexpected explanation as to why high numbers of executives in America were dying at a younger age than men without decision making responsibilities.
It is important to note that a stressor can effect people in very different ways for instant exams can be a stressful time for students but some manage to control the anxiety and nerves while others may get so anxious that the vomit or feint. It is still unclear why stress affects one person more than the next put training and learned coping mechanisms can help to control stress reactions.

While we may argue now that animal testing in the past was at times cruel and unnecessary it played its part in the formation of the research we now hold as ground-breaking. We tend to forget that millions of animals died in the pursuit of human health and safety. Hans Selye first noticed the negative effects of stress on his rats when he was experimenting on them with different drugs, before looking at humans.

Relationship between job satisfaction and Health

Hans Selye in 1975 proposed the eustress/distress model as a way of showing that not all effects on the body were bad from stressors, by this he meant fight or flight response that allows for quick reactions to situations and how we become more attuned and alert when in that state. Stressors can be anything that creates a change in the body's homeostasis and examples can be lighting, smells, noise or bereavements.
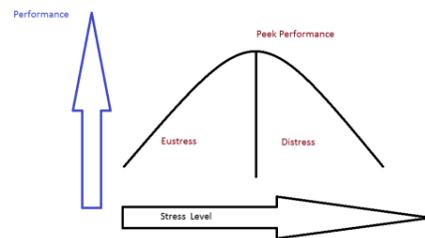
Hans believed that short term effects from stressors can actually increase the body's natural homoeostatic reactions. He explained the concept of eustress as the stage where the body reacts to a short term stimuli and increases the reaction times, focus and mental preparedness of and individual. He goes on to say that distress is where the body starts to suffer from the long-term activation of heightened responses by losing focus and low immune responses. This distress stage can be caused by anxiety, depression and mental fatigue. This stage of the stress model is where workers lose the edge eustress gives them and they start to show signs of deterioration.

The beginning of modern Organisation psychology

Hawthorn Study's

The Hawthorn studies were carried out between 1927 and 1932 by Elton Mayo this study was conducted by western electric and was seen by most as a waste of time. Between 1924 and 1927 researchers wanted to see if the hypothesis that lighting at high levels increased the productivity of staff was correct, they began by selecting a group of women to work in a room where they could change the lighting, the first results from the test were promising as the output increased with high lighting but then they found when the lighting was dimmed or returned to normal that the output continued to increase. The trial was a failure, but western electric were intrigued by the findings and wanted answers, so they hired hawthorn to study the factory to try and find the answer. He found that when he began staff saw him as a part of managements control mechanism and were not eager to talk to him but overtime he was accepted into the group dynamic of the factory floor. He found that staff felt disconnected from the company and the decisions the company made. He quickly realised that the managerial methods of supervisors were not helpful to a working environment and he encourage training for supervisors, this included the supervisor being seen on the factory floor walking around. This type of management was not seen in the 1927 when you would only see a supervisor if something was wrong with your work. This measure allowed the staff to form a healthy working relationship with the supervisor allowing staff to feel at ease with seeing them on the shop floor. Mayo also was the first to get to the important understanding that work-family is almost as important as home-family. He found that people in the factory were carrying around stress from home and that was affecting the work output. He found that people with strong work-families were more able to relax and unload stress when talking to friends in work and this increased their output.

While we look at this study and say of course that makes sense, at the time these concepts were ground breaking and heralded in a new age of office structure and management, these principals are still the keystone in organisational psychology that is practiced today.

For many workers stressors are a daily occurrence in the work place and home life, the balancing of both can be a stressor in its own right. Environments in which we exist can have a drastic impact on our own wellbeing, (applebaum et al 2010) found that noise affected the job satisfaction levels of nurses and increased the desire to leave the profession. This simple environmental stressor when combined with physical demands became too much for the nurses to bear. In that respect it is important to understand that stressor can be the tiniest things but when combined with another they can create a strong reaction.

In the current workplace many appraisal models are in place to try and monitor work performance and training levels. These models can go a long way to removing stressors like additional training needed, job rotation to stop stagnation of work and by allowing staff give feedback on how they feel they are preforming and why.

System based Monitoring

One of the more modern appraisal systems is the computer data collection models. Companies that use computers to conduct business with customers are very fond of this system of monitoring. Company's like bank and insurance providers monitor all the calls and data entered to find who is slacking at dealing with calls. The systems monitor how many calls staff take in a day and how many comments are put into the system form this data managers can tell I someone was on a difficult call for 50 minutes or if they just didn't bother taking a call. This system means that the manager is free to point to stats instead of personal bias in

making decisions. The stats are also a good way for the company to predict yearly demand if they can see a yearly trend for demand at certain times of the year. It has been found that participation in company feedback programs can alleviate some of the misgivings a digital surveillance systems can create according to Aiello & Shao 1993,Ambrose & Alder 2000 and Neberker & Tatum 1993 (as cited in riggio 2009).

> The results show that for some employees the negative effects of monitoring are inherent, but for others its negative impact can be mitigated by attention to feedback/performance appraisal processes. While organizational-level rules pertaining to monitoring are important, managerial efforts aimed at minimizing negative consequences for the organization and individuals need to pay close attention to the feedback/performance appraisal processes. (CHALYKOFF, J., 1989)

Chalykoff understood that a combined approach was still required when implementing judgement.

Performance appraisal

Riggio (2009) describes how the performance appraisal system can work for staff and employers. Staff can be appraised as a means of deciding who deserves reward, pay increases, promotions, and increased responsibility and as a source of feedback on overall performance.

For managers he describes how the appraisal system can monitor if managers are placed in the correct role, if they are motivating staff correctly and what additional training needs are required.

For the organization as a whole he says that appraisal can allow for a wide understanding of how work placement is functioning, how motivated staff are to achieve goals set and what resources are required to keep the staff trained and working at peak efficiency.

Supervision Appraisal

Muslin HL et al (1967) described supervision of psychotherapeutic interviews is founded on the premise that the data-gathering skills of the interviewer and the data presented are sufficient to enable the supervisor to develop valid constructions pertaining to the patient's clinical status.

While he was talking about clinical appraisal it is important to grasp that many supervisors are to a lesser extent carrying out this function in today's workplace. In the past supervisors only had to watch output numbers but in today's working environment we see supervisors monitoring numbers and mental health. It is important for supervisors to always be watchful of their subordinates. Likert in 1967 also recognised that supervisors are in a crucial role for creating a supportive environment that can build social supports (as cited in Cary L et al 2004). Gilbreath 2001 also believed that supervisors can provide emotional support by being empathic and caring. He also believed they can emotionally bolster employees who are having a difficult day by listening to them and encouraging them. Employees who report that their supervisor provides support and encouragement indicated that they have less job stress and psychiatric disturbance (as cited by Cary L 2004). While supervisor bias may play a role its normally the most used method as supervisors are looked upon as having the knowledge and skills to best appraise the subordinates performance. Conway and huffcutt in 1996 found that supervisors are more reliable at rating than peers or subordinates (as cited in riggion 2009).

Current appraisal systems in the civil service

The current system of appraisal in the civil service is a combination of many systems amalgamated into one large form. The form is completed on a yearly basis and is designed to be reviewed every few months. In the beginning of the year the staff member lays out what their job profile and aspirations for personal improvement over the coming year will be, As the year goes on the supervisor is supposed to conduct meeting

with the staff member to look at the electronic statistics collected from monitoring and personal information about what workloads the staff member has been doing. This knowledge from the supervisor is important as the system cannot tell the employer if the staff member was doing nothing at their desk or if they were dealing with a very difficult case that took a lot of research to find the answer to. The current system is linked to the increment system that the civil service uses; this means a bad grade can freeze the pay increment due that year. The wages of a civil servant increase slowly over around 17 year, the first 13 are yearly and the last two are drawn out over two and three years respectively.

Officers are ranked on a scale of one to five by supervisors at the end of the year and a supervisor writes a report on the staff member's progress and work ethic. Anything under a 3 is a pay freeze and a discussion about work practices. The form also asks the supervisor if they believe the staff member would have the kind of qualities required for promotion. The current year will see a new form implemented where by staff will have their performance graded to include sick days.

The past system that was used only required beginning and end of year appraisal and resulted in some staff taking issue with the scores supervisors gave them at the end of a year. The new system should alleviate some of the complaints as staff will have to meet supervisors at regular intervals to discuss improvements required. Then at the end of the year the staff member can point to the meeting to say they had addressed any issues or that the issue was never raised before the final appraisal. The appraisal form also has an important section about training where staff can tell management at the beginning of the year what training they would like to better do the job assigned and at the end of the year they can report if the training was delivered or if they are still waiting. This allows human resources to allocate funds to courses that they get requests from staff to hold instead of putting on courses nobody wants to attend at a loss to Current budgetary restraints have made this process invaluable in delivering required skills training.

Some modern psychological field in the workplace are as follows.

Occupational counselling: This service is out current economic climate can be a valuable tool for out of work young and middle aged people. This service can discuss your option for employment and also provide suggestions as to the perfect career for you.

Stress Management Trainer: This job allows a psychologist to either go into a work environment or hold classes to try and alleviate through training and job adaptation to remove unwanted job stressors. This career can drastically improve the working environment and increase a person's self efficacy to deal with stressful situations.

Interpersonal group interface trainer: This job allows the psychologist to train workers to interface with each other in a more efficient manner.

Supervisor training: This training allows the Psychologist to teach supervisors how to approach subordinates if issues arise and how to put personal feelings aside when making decisions.

Equal opportunity support programs: This function allows for the support of females, males, races and sexual orientations in the workplace. It promotes diversification and acceptance.

There are three areas that theorists argue about:

- Trait theorists argued that a person's behaviour was cross situational consistent and that in the same situation predictable differences in social behaviour occurred. Supporters of this position would no doubt ague that work psychology was a function of the stable traits and abilities of people in the organisation. That is one can explain work psychology using psychological terms- particularly trait words such as intelligence, competency and skill.
- Situationists believed behaviour varied considerably from situation to situation and that strong situations (rule bound, formal, goal orientated) fewer major differences between individuals occurred. Thus they would argue that work psychology was primarily a function of the organisational culture

and climate and the everyday social situations that it prescribes. That is, every organization is unique and different sociological forces prescribe particular behaviour patterns in that organization.

- The advocates of interactionism, which was a compromise or synthesis position, argued that social behaviour was the function of a continuous process of multi-directional interaction between the person ant the situation. Hence, supporters would argue from a personality theory and social psychology perspective that work psychology was a function of the interaction between traits and organization culture. That is, the particular contribution of specific people in a specific work group that led to observable behaviour patterns. This is a compromise, but an important one that suggests that it is the combination of particular individuals in particular circumstances that predicts all behaviour, including that in organizations. (Adrian Furnham 2005)

Adrian furnham describes organizations as social constructs that we create to allow structures to develop to achieve a common goal. An organization is a complex entity that can be formed on principals that can at time appear to contradict the organizations actions. If we look as giant organisations we find it difficult to quantify the organization. This study looks as aspects of an organisation. By using job satisfaction predictors along with self efficacy it is hoped that significant relationships can be found with quality of life.

Past workplace studies have shown links with self efficacy and it is hoped that the same effects will be seen in this study.

Research on highly skilled jobs

When we look at previous research from other countries into workplace stressors and the subsequent adverse effects we see that the studies tend to be focused on academia and medical practitioners. While research by Muhammad Arif Ullah (2012) found a positive relationship between workplace and job stress it was limited to the banking sector. Snelgrove, & Snelgrove(1998) found a strong correlation between job stress and general health among health workers. Ofili, A. N., Usiholo, E. A., & Oronsaye, M. O. (2009) found that teachers working in private secondary schools in the developing country of Nigeria scores highly in general health questionnaires but a large proportion wished to quite the job as they were feeing undervalued due to wage and job stress. Prosser, D. D. et al (1991) looked at psychiatric support staffs in London who were split between community services and inpatient services. The study tested the participants over three years and found that levels of stress were higher in community care workers but they didn't go up as the years went on. This allowed the researcher to assume the jobs stressors hadn't increased over time.

Research on lower skilled jobs

Kawada, T., & Yamada, N. (2012). Looked at a total of 1,742 workers (1,191 men and 551 women), the results found by this study showed a significant relationship between the 100 point job satisfaction survey and the General health questionnaire. This research was based on research carried out by Kawada T. (2011) that showed job satisfaction decreased depending on the levels of job control and support. Naing, L. L. (2007) carried out research into how workplace stress can affect perceived quality of life levels. The study carried out was only of Malaysian males in the automotive industry but importantly it was not carried out on a group like teachers, nurses or doctors. Speroff(1959) found that workers that had lower interactions with managers displayed higher job satisfaction.

Research Aims

The aim of this study is to look at an often neglected group of workers in Irish society, civil servants provide a service to the people of the state that most in the state take for granted. This has led to complacency in Irish society that the service will be there whenever they need it. The harsh truth is that in the past 5 years many staff have been retired out of the service and an embargo has stopped replenishment of the staffing numbers. This has lead the departments to try and operate with drastically reduced staff levels while still giving the facade of a strong working civil service that can accommodate the same demands as in the past. This restructuring has meant a drastic change to the working conditions of staff and has meant many staff are left covering the duties of colleagues that were never replaced. This study will look at the distress effects of stressors with a view of understanding the influences that are affecting participant's daily life. The study will look at how job satisfaction has a relationship with general quality of life and how self-efficacy is affected as well. Hopefully this study will shed some light on a section of Irish society that has never had any published data collected on them before.

This study will investigate the hypothesis that there will be a difference in quality of life outcomes when looked at by gender and that secondly a difference also exists between contract types.

The third hypothesis proposes to study the role that self efficacy plays on positive quality of life outcomes and finally how job satisfaction variable play a role in positive quality of life scores.

METHODS SECTION

Design

A questionnaire based study. The sample was a stratified sample of convenience that looked at civil servants.

Sample

A total of 100 civil servants working for the Irish state took part in a survey sent out to two of the three offices in the passport service of Ireland. Of the 100, 67 were female and 33 males. The females and males were further broken up by contract status, 59 females were on full time contracts while 8 were on fixed term contracts, the males broke into 25 males on fulltime contracts and 8 on fixed term contracts. It was lucky to have a naturally occurring sample of the gender levels in the department without implementing gender quotas.

Measures

The survey implemented consisted of 3 surveys designed to look at perceived job stress, general health and self-efficacy. The majority of the questions used a rating scale to allow respondents to gauge the levels they feel. This type of survey was chosen to allow for quick responses in an environment that is time demanding and allows for only a few moments of downtime before work demands make completion of a lengthy survey impossible.

A question asking gender was includes along with a question asking the respondents if they were employed on a fulltime contract or a fixed term contract. This allows from the results to examine to see if the fixed term contract staff show different levels of satisfaction compared to fulltime staff.

The World Health Organisations (WHOQOL-BREF)

This established survey looks at the general health of respondents. The scoring is between 1-5, 1 being the most negative answer and 5 being the most positive. This survey has 3 questions that use reverse scoring (5-1) Q.3, Q.4 and Q.26. This survey consists of 26 questions that can be grouped into the categories of: overall quality of life(1,2), physical health(3,4,10,15,16,17,18), psychological(5,6,7,11,19,26), social relationships(20,21,22) and environment(8,9,12,13,14,23,24,25).

Job Satisfaction Survey (Paul E. Spector 1994)

This survey consists of 36 questions with a scoring scale of 1-6. 1 being the most negative reply and 6 being the most positive. This survey has several questions that are negatively ranked: Q.2, Q.4, Q.6, Q.8, Q.10, Q.12, Q.14, Q.16, Q.18, Q.19, Q.21, Q.23, Q.24, Q.26, Q.29, Q.31, Q.32, Q.34, and Q.36. The categories this survey can be broken into consist of : Pay(1,10,19,28), Promotion(2,11,20,33), Supervision(,312,21,30), Fringe Benefits(4,13,22,29), Contingent Rewards(5,14,23,32), Operating Conditions(6,15,24,31), Co Workers(7,16,25,34), Nature Of Work(8,17,27,35), Communication(9,18,26,36), Total Satisfaction (1-36).

The Generalized Self-Efficacy Scale (Schwarzer, 1992)

This survey looks at perceived levels of efficacy on a scale of 1-4, 1 being "Not at All" and 4 being "Extremely True". No negative marking is used in this survey. This survey consists of a total of ten questions and the complete efficacy level is the combined results from all ten questions.

Data collection procedure

During the month of March an email was sent to all the staff in the office's taking part in the study. The email was sent internally with the consent of the heads of office, this meant staff were able to read the email during the working day. The email outlined the reasons for the study along with ethical procedures and obligations I would undertake to protect participant's privacy. The link to survey monkey was placed at the bottom of the email. The uptake by staff was positive in the early days but as workloads increased the daily participation numbers decreased. A week after the first email went out I sent a second reminder thanking all the participants who had already completed the survey and kindly reminding the rest of the staff that I would love them to participate. Three days before I was closing my data collection I sent a final email to the two offices thanking all staff for participating and outlining my collection cut-off date. This last email yielded positive results as staff remembered the survey and knew they only had a limited time to assist. The data file was then exported from survey monkey to spss for testing. When staff clicked on the link they were forwarded to the questionnaire on survey monkey, the text at the beginning outlined again the right of participants to with participation at any time. The first two questions were simple questions asking gender and contract length, the following questions were split into groups to allow for the respondent to quickly read and answer the questions. These question were designed to be scale to allow or quick replies and reduce time spent answering the questionnaire. The questionnaire had a total of 74 questions that required about 10 minutes to answer so keeping the design clear increased the participation. This also stopped respondents from missing questions.

Ethical Considerations

The study was approved by the college's ethics panel. The email sent to staff clearly stated in a line of text above the link that participation was totally voluntary and that any data collected would not be shared with a third party. The text at the beginning of the survey also outlined the rights of the participants to withdraw from the survey at any stage along with restating privacy and anonymity of participants. The final lines of the

survey were a selection of advice phone numbers for participants that felt any distress from the questions. I also informed all respondents that if they had any issues with questions to please ask me or email me their concerns.

RESULTS

Descriptive statistics

There were a total of 100 participants (N=100) the study consisted of 33(33%) males and 67(67%) females.

Of the 100 participants 16(16%) were on fixed term contracts and 84(84%) were on permanent contracts.

GENDER 1

	Gender	N	Mean	Std. Deviation	Std. Error Mean
Gen_Health	Male	33	7.3333	1.67083	.29085
	Female	67	7.7761	1.37973	.16856
Physical_Health	Male	33	27.2424	4.22811	.73602
	Female	67	28.4030	3.93146	.48030
Psychological	Male	33	20.8485	4.20655	.73227
	Female	67	22.4776	3.55203	.43395
Social_Relationships	Male	33	9.8788	2.57096	.44755
	Female	67	11.7313	2.33278	.28499
Environment	Male	33	26.7879	4.62843	.80571
	Female	67	28.3582	4.04408	.49406

The graph Gender 1 Shows the means and SD of the groups when split using gender we find that females return a higher mean in all groups and males are close except in social where we see males a lot lower, the SD is also all a lot lower for females in all outcome variables.

When we look at the table Gender1 we can see that females show higher mean results in all outcomes of general health a significant difference is seen in social relationships when we look at gender with men at 9.8788 and females at 11.7313. This proves the first hypothesis that a difference will exist between genders and quality of life outcome variables

CONTRACT 1

	Contract	N	Mean	Std. Deviation	Std. Error Mean
Gen_Health	Full Time	84	7.7262	1.46732	.16010
	Temporary Contract	16	7.1250	1.54380	.38595
Physical_Health	Full Time	84	27.8333	4.22224	.46068
	Temporary Contract	16	29.0000	2.87518	.71880
Psychological	Full Time	84	22.1667	3.92039	.42775
	Temporary Contract	16	20.7500	3.21455	.80364
Social_Relationships	Full Time	84	11.3214	2.56558	.27993
	Temporary Contract	16	10.0625	2.29401	.57350
Environment	Full Time	84	27.7619	4.43866	.48430
	Temporary Contract	16	28.2500	3.47371	.86843

The graph above Contract 1 shows how have a stronger mean score in General health, psychological and social Relationships than temporary fixed contracts. The means in Physical Health and Environment show higher means for temporary fixed contract workers. The SD is a lot higher for fulltime workers in Physical health and environment.

The chart Contract 1 shows that on general health, psychological and social relationships respondents on permanent contracts scored higher, it also shows that fixed term contract respondents scored higher in environment and Physical Health. While this proves the hypothesis that a difference exists between contract types and the effects that has on the quality of health outcome variables, they are not huge differences.

Correlations TABLE 1

		Gen_Health	Physical_Health	Psychological	Social_Relationships	Environment
1 Pay	Pearson Correlation	.053	-.023	-.075	.004	.184
	Sig. (2-tailed)	.603	.818	.457	.971	.067
2 Promotion	Pearson Correlation	.026	.067	.028	.217[*]	.189
	Sig. (2-tailed)	.796	.511	.782	.030	.060
3 Supervision	Pearson Correlation	.168	.279[**]	.230[*]	.238[*]	.211[*]
	Sig. (2-tailed)	.094	.005	.021	.017	.035
4 Fringe_Benefits	Pearson Correlation	.047	.084	.009	.173	.333[**]
	Sig. (2-tailed)	.643	.407	.930	.085	.001
5 Contingent_Rewards	Pearson Correlation	.059	.129	.026	.108	.340[**]
	Sig. (2-tailed)	.559	.202	.794	.285	.001
6 Operational_Conditions	Pearson Correlation	.080	.060	.057	.125	.186
	Sig. (2-tailed)	.428	.554	.570	.217	.064
7 Nature_of_work	Pearson Correlation	.279[**]	.429[**]	.309[**]	.210[*]	.517[**]
	Sig. (2-tailed)	.005	.000	.002	.036	.000
8 Co_workers	Pearson Correlation	.152	.191	.085	.196	.226[*]
	Sig. (2-tailed)	.132	.057	.398	.051	.024
9 Communication	Pearson Correlation	.137	.180	.228[*]	.136	.234[*]
	Sig. (2-tailed)	.174	.073	.023	.178	.019
10 SEL_EFF	Pearson Correlation	.328[**]	.441[**]	.504[**]	.319[**]	.282[**]
	Sig. (2-tailed)	.001	.000	.000	.001	.004

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

The Correlations table 1 above shows a tidied up version of the 5 outcome variables correlation tests with the predictor variables. The predictor and trend variables are then used in a regression test to find the strongest

predictors for each outcome variable. Significance was included as trait values were also used to decide what variables to use in the regression tests.

TABLE 1: Regression model with General Health

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	3.481	1.062		3.278	.001		
	Supervision	.040	.036	.106	1.109	.270	.964	1.038
	Nature_of_work	.067	.042	.165	1.607	.111	.841	1.189
	SEL_EFF	.077	.031	.253	2.478	.015	.855	1.169

Dependent Variable: Gen_Health. R^2 =.147, Adjusted R^2 = .120

Table 1 outlines the regression test carried out on General Health. We see that the variable Self efficacy had a (β value =.253, P<.05) this was a significant predictor of general health. Nature of work had a (β=.165, n.s.) and supervision had a (β=.165, n.s.) They are seen as not significant predictors of General Health.

Table 2: Regression model with Physical Health

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	11.723	2.597		4.514	.000		
	Supervision	.194	.088	.190	2.200	.030	.964	1.038
	Nature_of_work	.308	.103	.278	3.002	.003	.841	1.189
	SEL_EFF	.261	.076	.313	3.410	.001	.855	1.169

Dependent Variable: Physical_Health. R^2 =.310, Adjusted R^2 = .288

Table 2 outlines the regression test carried out on Physical Health. We see that the variable Self efficacy had a (β value =.313, P<.05), Nature of work had a (β=.278, P<.05) and supervision had a (β=.190, P<.05) they are all seen as significant predictors of Physical Health.

Table 3: Regression model with Psychological

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	6.668	2.491		2.676	.009		
	Supervision	.149	.085	.154	1.758	.082	.964	1.038
	SEL_EFF	.349	.073	.441	4.754	.000	.855	1.169
	Nature_of_work	.122	.098	.116	1.241	.218	.841	1.189

Dependent Variable: Psychological. R^2 =.294, Adjusted R^2 = .271

Table 3 outlines the regression test carried out on Psychological. We see that the variable Self efficacy had a (β value =.441, P<.05) is seen as a significant predictor, Nature of work had a (β=.116, n.s.) and supervision had a (β=.154, n.s.) They are not seen as significant predictors of Psychological.

Test 4: Regression model with Social Relationships

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	1.945	1.870		1.040	.301		
	SEL_EFF	.161	.048	.306	3.340	.001	.982	1.019
	Supervisio n	.149	.059	.231	2.506	.014	.972	1.029
	Promotion	.182	.063	.263	2.873	.005	.984	1.016

Dependent Variable: Social_Relationships. R^2 =.209, Adjusted R^2 = .185

Table 4 outlines the regression test carried out on Social Relationships. We see that the variable Self efficacy had a (β value =.306, P<.05), Promotion had a (β=.263, P<.05) and supervision had a (β=.231, P<.05) they are all seen as significant predictors of Social Relationships.

Table 5: Regression model with Environment

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	13.757	2.807		4.901	.000		
	Contingent_Rewards	.131	.131	.108	1.000	.320	.615	1.627
	Operational_Conditions	-.172	.144	-.120	-1.199	.234	.706	1.416
	Communication	.105	.126	.084	.831	.408	.697	1.434
	SEL_EFF	.104	.087	.118	1.199	.234	.733	1.365
	Nature_of_work	.455	.121	.387	3.751	.000	.667	1.498
	Fringe_Benefits	.262	.118	.215	2.222	.029	.758	1.319

Dependent Variable: Environment. R² =.339, Adjusted R² = .296

Table 5 outlines the regression test carried out on Environment. We see that the variable Self efficacy had a (β value =.118, n.s.), Nature of work had a (β=.387, P<.05), contingent Rewards had a (β=.108, N.S.), Operational Conditions had a (β= -.120), Communication had a (β=.084, N.S.) and Fringe Benefits (β=.215, P<.05). From these results we can see that nature of work and fringe benefits are significant predictors of Environment.

Discussion

The main purpose of this study was to look at civil servants and how job stressors, job satisfaction and self efficacy can affect Quality of life. The study looked at gender and contract length to see if differences existed in the quality of life's variables. The results showed that females had a higher response to the quality of life variables meaning they answered more positively the questions. The study found that short term contract workers fared better in physical health and environments; this could be because they are not exposed to the same environment all year. The full time respondents showed higher levels of general health, psychological and social relationships. One explanation or these results are that the short term staff have not built up social relationships yet as they are only settling into the job.

The study found no universal predictor that has significance with all five of the outcome variables but self efficacy was by far the most influential predictor. A survey conducted when short term contract staff starts and before they finish would give us a much better look at the variables to see if any change has occurred during the life of the contract, perhaps they would exhibit similar responses to the full time respondents after a few months.

When we look at the first t- test we see that females reported higher levels in general health, physical health, Psychological, Social Relationships and environment than males. While the vast majority of the results are close the social relationships are a lot lower for males than females. Nancy Amick (2004) proposed the theory that women who work in male dominated environments will experience greater stressors and job dissatisfaction. The extract below outlines the explanation she gives for why some men and women find modern integration challenging.

> Few would dispute that traditionally a woman's role has been that of
> Homemaker and a man's role that of breadwinner. With the entrance of
> Many women into the workforce and into jobs that traditionally have been

Depicted as male, the nature of the interaction between men and women is

Changing. Due to these changes, there is considerable ambiguity as to what

Constitutes appropriate social sexual behaviour at work (Gutek, 1985;

Kanter, 1977a, 1980). As a result, gender roles, which are learned at a much

Earlier age than work roles, typically influence to some extent how men and

Women interact with one another (Gutek & Morasch, 1982; Kanter, 1977a,

1980; Konrad & Gutek, 1986). In occupations that have been traditionally

Dominated by men, men may bring gender-based expectations into the

Workplace, thereby resorting to familiar ways of relating to women

(Kanter, 1977a, 1980). Therefore, occupations considered atypical for

Women are likely to be occupations where women are more apt to be the recipients

Of gender stereotyping, thereby creating an environment prime for

Sexual harassment to occur (Borgida, Rudman, & Manteufel, 1995; Kanter,

1977a, 1977b). (As cited by Amick, N. J., & Sorenson, R. C. (2004).

The results found by the gender t test would lead us to believe that the female workers in the offices surveyed are not experiencing any of these integration stressors at the female population is greater than the male.

When we look at the results of the T-Test looking at contract length we see that full time workers show higher levels in general health, psychological and social relationships. The interesting part of the table is that respondents on the fixed term contract showed higher levels of physical health and environment. These results can be better understood when we look at the types of questions that make up the physical health and environment. The physical health questions focus on pain management, personal satisfaction, ability to get

around, and ability to perform daily activities, sleep patterns and energy levels. These attributes are found in the civil service but as the service has not replenished its levels of permanent staff with young people we would expect to see the levels as lower compared to a group of younger temporary staff. When we look at body modification with age we see that the movements and range of motions change. A study by V. Monaco (2012) looked at locomotion skills of young and old participants. They found that the older participants used their muscles and joints in a different manor to the younger participants. They found that young people's natural flexibility gave them the option of allowing them greater return of the energies consumed.

When we look closer at environment we see that the questions asked referred to safety, money, leisure activities, transport, access to health services. These questions can be looked at to evaluate the state support and ease of access to resources that the groups feel. People on fixed term contracts have the ability to per sue leisure activities like karate, knitting, pottery, language courses while the full time worker is stuck in the office. As they are new to the job they have just been trained and as such are still under close supervision this means they have any questions answered at short notice. The difference between the dole payment and the civil survive is about double so anyone who has been living on the dole would class trouble that as a substantial increase in living expenses.

Consistent with prior research, the results showed that demands from family and business sources and sense of cohesion were significantly associated with both dimensions of well-being. The results of separate hierarchical regressions indicated that the three predictors, in combination, accounted for significant variance in quality of life and disease-health (31% and 60%, respectively). Sense of cohesion alone accounted for 24% and 40% of the variance, respectively; while environmental demands did not contribute significantly to quality of life when sense of cohesion was entered. Sense of cohesion did not moderate the demands-well-being relationships, however the results suggest that sense of cohesion may act as a mediator. (Murphy. S, 2002)

This quote shows how people use jobs to find social value. They are not happy unless they can find cohesion in an organisation. Many people in society automatically tell you their job without any persuasion as a way of validating their existence in society.

When we look at the finding from TABLE 1: Regression model with General Health we find that self efficacy levels are a strong predictor of positive general health. The nature of work which refers to job enjoyment, pride in work, meaninglessness of work and I like the work I do was not a significant predictor but has a relationship with perceived general health. Low self efficacy levels are a sign of burn out about to occurs according to research by (Schwarzer, R., 2008) so it would make sense that high means strong mental processes dealing with stressors in an efficient manner.

The results allow me to accept the third hypothesis that self efficacy plays a significant role is positive General Health. I must accept the null hypothesis for hypothesis four that job satisfaction plays no significant role in General Health.

Table 2: Regression model with Physical Health showed significant relationships between Supervision, Nature of work and Self efficacy. We can see that these three predictors all have a significant relationship with positive levels of perceived physical health. The results allow me to accept the third hypothesis that self efficacy plays a significant role is positive Physical Health. I can accept the hypothesis that job satisfaction affects Physical Health significantly. Natalie Sachs-Ericsson, et al(2011) found while conduction research into the long term effects of child abuse that adults that had undergone the trauma as a child had lower self efficacy and they were able to connect that level to the physical health of the respondent. They proposed implementing treatment programs to increase self efficacy to effect positive health benefits.

When we look at the results form Table 3: Regression model with Psychological we see once again that self efficacy plays a significant role in the Psychological wellbeing of participants. While supervision was not

seen as a predictor of psychological wellbeing it does have a strong relationship. The variable of supervision cover aspect like competence, unfair to me, too little interest in subordinates and I like my supervisor, these aspect are important to respondents. The results allow me to accept the third hypothesis that self efficacy plays a significant role is positive Psychological levels I must accept the null hypothesis for hypothesis four that job satisfaction plays no significant role in Psychological levels. Siti Panatik et al (2011) found a link between self efficacy levels and psychological well-being they proposed training to help increase these levels to reduce the psychological strain on employees.

> A possible interpretation of these findings is that although ambulance personnel have to deal with a diversity of ambulance specific incidents that are ranged as severe, these types of stressors are most likely an expected part of their occupation, and therefore most ambulance workers may be able to cope with these events reasonably well. (Sterud, Tom,et al, 2011)

This research shows how expectation of job roles can influence the effect stressors can have on people. Perhaps the perceived stressors in the civil service are expected and as such do not provide a big an effect on the staff.

The results from Test 4: Regression model with Social Relationships shows us significant predictor relationships between self efficacy, supervision and Promotion towards positive social relationships. Oddly co-workers do not appear as a strong social relationships predictor. The results allow me to accept the third hypothesis that self efficacy plays a significant role is positive Social Relationships. I can accept the hypothesis that job satisfaction affects Social relationships significantly.

> Social support buffered the stressor–strain relationship when self-efficacy was high and reverse buffered the relationship when self-efficacy was low. These results indicate that interventions aimed at reducing strains by increasing social support should consider an individual's self-efficacy. Stetz, Thomas(2006)

They found that social supports success at aiding people to cope with everyday stressors was actually turned into a stressor increaser when self efficacy way low. This may be due to the stress of being in social situations for sufferers of low self efficacy.

Table 5: Regression model with Environment was the model that included the most predictors at the final regression stage. This is the only one of the five regression tests that has not strong predictor influence from self efficacy. We can see from the results that fringe benefits and nature of work are significant predictors of positive environment scores. The results mean I must accept the null hypothesis that self efficacy plays no significant role is positive Environmental levels. I can accept the hypothesis that job satisfaction affects Environmental levels significantly.

Compared to involuntary overtime workers, voluntary overtime workers had higher

Educational levels, higher income, and more job variety and job autonomy. In a similar vein,

When compared to rewarded overtime workers, unrewarded overtime workers also scored

Higher on all these job and personal characteristics. Moreover, the unrewarded group also

Reported more overtime hours and job demands. It can thus be concluded that voluntary and

Unrewarded overtime workers generally work in more favourable jobs with a relatively high

Income and a good combination of work characteristics. (Beckers, Debby, et al, 2008)

They went on to say that it was environmentally important that worker had control over whether they did overtime or not.

In conclusion the study carried out to look at the role of job stressors, job satisfaction and self efficacy on the outcomes of quality of life showed a positive significant relationship between self efficacy and all outcomes

apart from environment. The job satisfaction outcomes that included questions about job stressors had for the most part low significance accept in environment, where two significant predictors came from the job satisfaction. The t-tests showed females had higher positive scores to the outcomes and fulltime staff had higher output in regard to social relationships, general health and psychological wellbeing.

Limitations

There were limitations to this study that may have led to the results collected. The sample size was only 100 participants perhaps opening the survey to the wider department would have increased the reliability of the predictors. The sample was collected in one of the offices I work in so respondents may have given false answers where they were concerned I could still tell who they were. e samples questions may have caused confusion or concern as some questions referred to promotion and sexual health, Perhaps questions about sexual health were a little too personal to ask people you have a working relationship with.

The anonymity may have been perceived slightly compromised by staff due to sending the survey internally and asking staff to fill in the survey in while at their desk.

As the study was conducted at one time it doesn't show the yearly trends as work demands change over the working year, Retesting every 3 months should give a clearer result.

As most of the participants are my work colleagues they may have sub consciously given the answers they knew I was looking for.

Participants may have felt obliged to complete the form due to our relationship and as such may not have put the correct amount of thought into answering the questions.

These offices unique job model may mean that the results found cannot be re-created in another setting easily.

Recommendations

This study looked at a snapshot of the lives of a small group of civil servants; further long-term study on a larger scale should be carried out to see if the social and economic factors in the Irish economy are having a positive or negative effect on Irish civil servants and if any noticeable change can be monitored. Using the data collected to implement self efficacy training to all workers in the civil service and subsequently monitoring health and psychological levels to determine if the training has increase levels or attendance and mental health. Implementing a multi department survey with tailored questions that allow for a lot more focused research into the field of public servant wellbeing. Retesting of the offices used in my study would allow results to be compared to see if data was influenced by the fact I work in one of the offices. Testing of the fixed contract workers when they begin and terminate employment would allow a gauge of the impact the job takes over a short period

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APENDIX

The Generalized Self-Efficacy Scale (Schwarzer, 1992)

	Not at all true	Barely True	Moderately true	Exactly true
1. I can always manage to solve difficult problems if I try hard enough.	1	2	3	4
2. If someone opposes me, I can find means and ways to get what I want.	1	2	3	4
3. It is easy for me to stick to my aims and accomplish my goals.	1	2	3	4
4. I am confident that I could deal efficiently with unexpected events.	1	2	3	4
5. Thanks to my resourcefulness, I know how to handle unforeseen situations.	1	2	3	4
6. I can solve most problems if I invest the necessary effort.	1	2	3	4
7. I can remain calm when	1	2	3	4

facing difficulties because I can rely on my coping abilities.				
8. When I am confronted with a problem, I can usually find several solutions.	1	2	3	4
9. If I am in a bind, I can usually think of something to do.	1	2	3	4
10. No matter what comes my way, I'm usually able to handle it.	1	2	3	4

Scoring -

Participants respond on a four point scale from 'not at all true' to 'exactly true'. The higher the score the higher the respondent's self-efficacy. There are no cut off points to indicate low, moderate or high self-efficacy.

	JOB SATISFACTION SURVEY	
	Paul E. Spector	
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	PLEASE CIRCLE THE ONE NUMBER FOR EACH QUESTION THAT COMES CLOSEST TO REFLECTING YOUR OPINION ABOUT IT.	Disagree very much / Disagree moderately / Disagree slightly / Agree slightly / Agree moderately / Agree very much
1	I feel I am being paid a fair amount for the work I do.	1 2 3 4 5 6
2	There is really too little chance for promotion on my job.	1 2 3 4 5 6
3	My supervisor is quite competent in doing his/her job.	1 2 3 4 5 6
4	I am not satisfied with the benefits I receive.	1 2 3 4 5 6
5	When I do a good job, I receive the recognition for it that I should receive.	1 2 3 4 5 6
6	Many of our rules and procedures make doing a good job difficult.	1 2 3 4 5 6
7	I like the people I work with.	1 2 3 4 5 6
8	I sometimes feel my job is meaningless.	1 2 3 4 5 6
9	Communications seem good within this organization.	1 2 3 4 5 6
10	Raises are too few and far between.	1 2 3 4 5 6
11	Those who do well on the job stand a fair chance of being promoted.	1 2 3 4 5 6
12	My supervisor is unfair to me.	1 2 3 4 5 6
13	The benefits we receive are as good as most other organizations offer.	1 2 3 4 5 6
14	I do not feel that the work I do is appreciated.	1 2 3 4 5 6
15	My efforts to do a good job are seldom blocked by red tape.	1 2 3 4 5 6
16	I find I have to work harder at my job because of the incompetence of people I work with.	1 2 3 4 5 6
17	I like doing the things I do at work.	1 2 3 4 5 6
18	The goals of this organization are not clear to me.	1 2 3 4 5 6

	PLEASE CIRCLE THE ONE NUMBER FOR EACH QUESTION THAT COMES CLOSEST TO REFLECTING YOUR OPINION ABOUT IT. Copyright Paul E. Spector 1994, All rights reserved.	Disagree very mcuh	Disagree moderately	Disagree slightly	Agree slightly	Agree moderately	Agree very much
19	I feel unappreciated by the organization when I think about what they pay me.	1	2	3	4	5	6
20	People get ahead as fast here as they do in other places.	1	2	3	4	5	6
21	My supervisor shows too little interest in the feelings of subordinates.	1	2	3	4	5	6
22	The benefit package we have is equitable.	1	2	3	4	5	6
23	There are few rewards for those who work here.	1	2	3	4	5	6
24	I have too much to do at work.	1	2	3	4	5	6
25	I enjoy my coworkers.	1	2	3	4	5	6
26	I often feel that I do not know what is going on with the organization.	1	2	3	4	5	6
27	I feel a sense of pride in doing my job.	1	2	3	4	5	6
28	I feel satisfied with my chances for salary increases.	1	2	3	4	5	6
29	There are benefits we do not have which we should have.	1	2	3	4	5	6
30	I like my supervisor.	1	2	3	4	5	6
31	I have too much paperwork.	1	2	3	4	5	6
32	I don't feel my efforts are rewarded the way they should be.	1	2	3	4	5	6
33	I am satisfied with my chances for promotion.	1	2	3	4	5	6
34	There is too much bickering and fighting at work.	1	2	3	4	5	6
35	My job is enjoyable.	1	2	3	4	5	6
36	Work assignments are not fully explained.	1	2	3	4	5	6

Instructions for Scoring the Job Satisfaction Survey, JSS

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 The Job Satisfaction Survey or JSS, has some of its items written in each direction--positive and negative. Scores on each of nine facet subscales, based on 4 items each, can range from 4 to 24; while scores for total job satisfaction, based on the sum of all 36 items, can range from 36 to 216. Each item is scored from 1 to 6 if the original response choices are used. High scores on the scale represent job satisfaction, so the scores on the negatively worded items must be reversed before summing with the positively worded into facet or total scores. A score of 6 representing strongest agreement with a negatively worded item is considered equivalent to a score of 1 representing strongest disagreement on a positively worded item, allowing them to be combined meaningfully. Below is the step by step procedure for scoring.

1. Responses to the items should be numbered from 1 representing strongest disagreement to 6 representing strongest agreement with each. This assumes that the scale has not be modified and the original agree-disagree response choices are used.

2. The negatively worded items should be reverse scored. Below are the reversals for the original item score in the left column and reversed item score in the right. The rightmost values should be substituted for the leftmost. This can also be accomplished by subtracting the original values for the internal items from 7.

1 = 6

2 = 5

3 = 4

4 = 3

5 = 2

6 = 1

3. Negatively worded items are 2, 4, 6, 8, 10, 12, 14, 16, 18, 19, 21, 23, 24, 26, 29, 31, 32, 34, 36. Note the reversals are NOT every other one.

4. Sum responses to 4 items for each facet score and all items for total score after the reversals from step 2. Items go into the subscales as shown in the table.

Subscale

 Item numbers

Pay

 1, 10, 19, 28

Promotion

 2, 11, 20, 33

Supervision

 3, 12, 21, 30

Fringe Benefits

 4, 13, 22, 29

Contingent rewards

 5, 14, 23, 32

Operating conditions

 6, 15, 24, 31

Coworkers

 7, 16, 25, 34

Nature of work

 8, 17, 27, 35

Communication

 9, 18, 26, 36

Total satisfaction

 1-36

5. If some items are missing you must make an adjustment otherwise the score will be too low. The best procedure is to compute the mean score per item for the individual, and substitute that mean for missing items. For example, if a person does not make a response to 1 item, take the total from step 4, divide by the number answered or 3 for a facet or 35 for total, and substitute this number for the missing item by adding it to the total from step 4. An easier but less accurate procedure is to substitute a middle response for each of the missing items. Since the center of the scale is between 3 and 4, either number could be used. One should alternate the two numbers as missing items occur.

Scoring Domains for the WHOQOL-BREF
Domains and questions

Questions and Item scoring

Overall Quality of Life and General Health (2-10)
Q1 How would you rate your quality of life? + (1-5)
Q2 How satisfied are you with your health? + (1-5)

Domain 1 Physical Health (7-35)
Q3 To what extent do you feel that physical pain prevents you from doing what you need to do? -(reverse) (1-5)
Q4 How much do you need any medical treatment to function in your daily life? -(reverse) (1-5)
Q10 Do you have enough energy for everyday life? + (1-5)
Q15 How well are you able to get around? + (1-5)
Q16 How satisfied are you with your sleep + (1-5)
Q17 How satisfied are you with your ability to perform your daily living activities? + (1-5)
Q18 How satisfied are you with your capacity for work? + (1-5)

Domain 2 Psychological (6-30)
Q5 How much do you enjoy life? + (1-5)
Q6 To what extent do you feel your life to be meaningful? + (1-5)
Q7 How well are you able to concentrate? + (1-5)
Q11 Are you able to accept your bodily appearance? + (1-5)
Q19 How satisfied are you with yourself? + (1-5)
Q26 How often do you have negative feelings such as blue mood, despair, anxiety, depression? - (reverse) (1-5)

Domain 3 Social relationships (3-15)
Q20 How satisfied are you with your personal relationships? + (1-5)
Q21 How satisfied are you with your sex life? + (1-5)
Q22 How satisfied are with the support you get from your friends? + (1-5)

Domain 4 Environment (8-40)
Q8 How safe do you feel in your daily life? + (1-5)
Q9 How healthy is your physical environment? + (1-5)
Q12 Have you enough money to meet your needs? + (1-5)
Q13 How available to you is the information that you need in your daily-to-day life? + (1-5)
Q14 To what extent do you have the opportunity for leisure activities? + (1-5)
Q23 How satisfied are you with the condition of your living place? + (1-5)
Q24 How satisfied are you with your access to health services? + (1-5)
Q25 How satisfied are you with your transport? + (1-5)