

25 - PERCEPTION OF WORK QUALITY OF LIFE: A STUDY WITH EMPLOYEES OF A PONTA GROSSA CITY COLLECTIVE TRANSPORT COMPANY – PR

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1. INTRODUCTION

The changes caused by the growing replacement of man by machine in large sectors of his activities have created one of the facets of the modern world.

In this context, it is noted that scientific, technological and social development has markedly altered the way of life of man, creating new needs to be met.

Such changes are preceded by changes in the individual's customs and the setting of his personal and organizational priorities. Nowadays these changes are fast and disconcerting and can cause a series of physical and psychological problems.

Organizations now live in a globalized and competitive environment and the search for results becomes increasingly challenging. This increasingly requires workers to be able to withstand charges and to live constantly under pressure.

Thus the level of quality of life in general and the quality of life at work of individuals can undergo considerable changes. Productive results often seem to be more important than workers' health.

The rule that the more accomplished in the physical, spiritual, social and material fields employees are, the better their performance within the company and their specific job function, is not yet adopted by many companies.

2. QUALITY OF LIFE

The concept of Quality of Life is multidisciplinary and has varied facets in interpretative terms.

The term began to be used in the United States of America after World War II, in order to reinforce that to live well, it was not enough to be economically stable. Over the years this concept has been worked on by several authors who have been assigning different meanings to the term (MEDEIROS, 2003).

For Nahas (1995), it is ensured that the quality of life differs from one person to another and tends to change throughout life. Multiple are factors that determine a person's quality of life. This expression is generally associated with factors such as health status, longevity, job satisfaction, salary, leisure, spirituality, pleasure, disposition and family relationships.

Work occupies a very important space in the life of the individual. Often people spend more time in their work environment than in their own home.

A considerable part of companies invest in their workers by directing them towards productivity and profit, without thinking much about their physical and mental stability and not realizing that the quality of life is directly linked to the productivity process.

The quality of life at work has been gaining ground in companies, says Albuquerque (1992). And this is due to the relentless pursuit of better positioning in the labor market, which has always been very competitive. Limongi (1996) defines the quality of life at work as a set of actions of a company to implement improvements and managerial, technological and structural innovations in the workplace.

3. LABOR GYMNASTICS

The work gymnastics implemented by several organizations, is a positive action, which aims, among others, to promote or improve worker health, seeking to generate willingness and motivation resulting in more productivity and interaction with the work group.

For Leite (1995), labor gymnastics is a physical activity practiced in the work voluntarily and collectively by employees at office hours. According to Guerra (1995), Labor Gymnastics is a prevention and compensation program, which aims to promote workers' health through bio-psycho-social preparation.

According to Dias (1994), occupational gymnastics is composed of specific short-term exercises performed at the workplace, acting in a preventive and therapeutic manner, aiming at awakening the body, reducing work accidents, preventing cumulative trauma diseases, correcting postural addictions, increase work readiness, promote integration among employees and avoid work-related fatigue.

Labor Gymnastics can be divided into Preparatory Labor Gymnastics and Compensatory or Break Labor Gymnastics, as follows:

a)Compensatory or Break Work Gymnastics: performed in the middle of the work period, causing an active break in the worker, thus radically increasing his power of concentration.

b)Preparatory Gymnastics: For Dias (1994), these are physical exercises performed by employees in their own workplace, before starting their daily tasks. These exercises act in a preventive way by warming up the muscles and arousing the body, preventing work accidents, muscle strains and occupational diseases.

Knowing all the benefits of occupational gymnastics and understanding what is the quality of life at work, the aim of this study was to evaluate how the employees of the Company who participate in Gymnastics feel about their Quality of Work Life, will

later be identified the differences between two groups working in different sectors within the same company.

4. METHODOLOGY EMPLOYED

4.1. Sample

The sample consisted of 30 individuals ($n = 30$), including men ($n = 8$) and women ($n = 22$), aged 16 to 58 years, belonging to two distinct groups, as follows:

- Group 1: 15 car wash workers. In this group, the individuals spend all their hours developing their activity while standing and washing the buses.

- Group 2: composed of 15 administrative workers, who spend their entire hours working in front of a computer.

Both groups participate in the Gymnastics sessions and are employees of a company located in the city of Ponta Grossa, Paraná.

4.2. Evaluation Instrument

To assess the perception of Quality of Work Life, all employees answered the Total Quality of Work Life questionnaire. The instrument is named TQWL - 42. Suffix 42 means the number of issues related to the quality of working life of the instrument.

The instrument developed in this study consists of 47 questions, five of which aimed at knowledge of the sample and arranged at the beginning of the questionnaire, referring to: age, gender, marital status, education and length of service.

The other 42 questions are divided equally into five broad spheres: Biological / Physiological, Psychological / Behavioral, Sociological / Relational, Economic / Political, and Environmental / Organizational. These spheres are composed of branches called aspects, within which the questions were grouped.

The TQWL - 42 questionnaire has closed questions and uses a scale of

Likert-type responses, composed of five elements, ranging from 1 to 5. These extremes represent 0% and 100%, respectively.

4.3. Application Procedures

After learning about the objectives of the study, the employees became aware that it would not imply any risk of physical or moral harm, signed a consent form, confirming their spontaneous participation. The applications took place at the company's premises, at the previously chosen times and respecting their availability.

5. RESULTS FOUND AND STATISTICAL TREATMENT

Data were tabulated and organized into tables. The general characteristics of officials are presented in Table 1.

It can be observed that 73% of the sample consisted of women ($n = 22$) and only 27% were men ($n = 8$). The sample was not proportional when it comes to the number of individuals by gender, which is why more women than men work in the car wash industry.

Still in Table 1, it can be noted that the age of the sample people ranged from 16 to 58 years. The mean and standard deviation (SD) of age was 31.1 (SD = 9.4). Separating them by gender, we obtained men with an average of 32.3 and SD equal to 8.58. Women had their average age of 32.2 and SD equal to 9.68.

At the educational level, the distribution of respondents was as follows:

Graph 1: Distribution of educational level of respondents

Fonte: autoria própria (2018)

This, in table 2, it is shown to the car wash workers the following perception of their quality of work life, through the relative frequencies of answers obtained:

Table 2: Perception of Quality of Life at Work of car wash staff

| Very Unsatisfactory | Unsatisfactory | Neutral | Satisfactory | Very Satisfactory |
|---------------------|----------------|---------|--------------|-------------------|
| 4.73% | 9.36% | 28.88% | 37.61% | 19.36% |

Fonte: autoria própria (2018)

Analyzing the relative frequency of responses, workers in the company's administrative sector, have the following perception of their quality of life at work:

Table 3: Perception of the Quality of Life at Work of the administrative staff

Fonte: autoria própria (2018)

In the comparative study between the two sample groups, it was observed that in the perception of Quality of Life at Work, employees of the car wash sector are 14.09% very unsatisfactory and unsatisfactory, while the perception of employees of the Human Resources sector is 20.75% very unsatisfactory and unsatisfactory. Thus, it is evident that employees in the administrative sector are more dissatisfied with their Quality of Life at Work.

Still in this approach, we analyzed the satisfaction of employees from the perspective of their perception of Quality of Work Life, after data interception, we obtained the following result:

- Group 1: The car wash sector is 56.97% satisfied or very satisfied with its Quality of Life at Work.

- Group 2: The administrative sector is 46.93% satisfied or very satisfied with their Quality of Life at Work.

In the results presented above, it is clear that employees in the car wash sector are feeling more satisfied with their Quality of Work Life compared to employees in the administrative sector.

6. CONCLUSION

Considering the results found through the field survey instrument TQWL - 42, it is evident that only 51% of respondents perceived their Quality of Life at Work as Satisfactory or Very Satisfactory, while 17.4% points to Poor or Very Satisfactory. Unsatisfactory. The remainder of the sample or 31.6% is classified in the neutral range.

As the results point out, by assessing the quality of Work Life quality, and comparing the results between the two groups, it can be concluded that the company analyzed has the group of employees from the car wash sector, most satisfied with their Quality of Life at Work. Work than the administrative group.

The changes brought about by technology and market competitiveness make QWL programs a means of providing better living conditions at work including aspects related to well-being, health, physical, social and mental safety, as well as the ability to perform tasks. and the good use of personal energy (LIMONGI; ASSIS, 1995). As a result, companies incorporated with employees with Quality of Work Life significantly influence organizational results as well as their development.

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PERCEPTION OF WORK QUALITY OF LIFE: A STUDY WITH EMPLOYEES OF A PONTA GROSSA CITY COLLECTIVE TRANSPORT COMPANY – PR

The Total Quality of Life at Work Instrument (TQWL-42) was originally developed to assess overall quality of life at work without focusing on a specific aspect. The aim of this study was to evaluate how the two groups of employees of the public transport company located in Ponta Grossa, Paraná, and participants of Labor Gymnastics, feel about their Work Quality of Life and later intercept these results. The sample consisted of 30 individuals, including men and women, with a mean age of 31.1 years and SD = + 9,4. The subjects answered the TQWL-42 and later their perception of quality of life was classified as: very unsatisfactory, unsatisfactory, satisfactory and very satisfactory. The results found pointed employees of a first group more satisfied with their quality of life when compared to the other group.

Keywords: Quality of Life, Labor Gymnastics, Employees.

PERCEPTION DU TRAVAIL QUALITE DE VIE: UNE ETUDE AVEC LES EMPLOYES D'UNE COMPAGNIE DE TRANSPORT COLLECTIF DE PONTA GROSSA CITY - PR

L'instrument pour la qualité de vie au travail total (TQWL-42) a été développé à l'origine pour évaluer la qualité de vie au travail en général sans se focaliser sur un aspect spécifique. Le but de cette étude était d'évaluer comment les deux groupes d'employés de la société de transports en commun située à Ponta Grossa, Paraná, et les participants à Labour Gymnastics, se sentent face à leur qualité de vie au travail, puis interceptent ces résultats. L'échantillon était composé de 30 personnes, hommes

et femmes, ayant un âge moyen de 31,1 ans et un écart-type = + 9,4. Les sujets ont répondu au questionnaire TQWL-42 et, plus tard, leur perception de la qualité de vie a été classée comme suit: très insatisfaisant, insatisfaisant, satisfaisant et très satisfaisant. Les résultats ont révélé que les employés pointés d'un premier groupe étaient plus satisfaits de leur qualité de vie par rapport à l'autre groupe.

Mots-clés: qualité de vie, gymnastique du travail, employés.

PERCEPCIÓN DEL TRABAJO CALIDAD DE VIDA: UN ESTUDIO CON EMPLEADOS DE UNA COMPAÑÍA DE TRANSPORTE COLECTIVO DE PONTA GROSSA CITY - PR

El Instrumento de Calidad de Vida Total en el Trabajo (TQWL-42) se desarrolló originalmente para evaluar la calidad de vida general en el trabajo sin centrarse en un aspecto específico. El objetivo de este estudio fue evaluar cómo los dos grupos de empleados de la empresa de transporte público ubicados en Ponta Grossa, Paraná, y los participantes de Labor Gymnastics, se sienten acerca de su calidad de vida laboral y luego interceptan estos resultados. La muestra consistió en 30 individuos, incluidos hombres y mujeres, con una edad media de 31,1 años y DE = + 9,4. Los sujetos respondieron al TQWL-42 y luego su percepción de la calidad de vida se clasificó como: muy insatisfactoria, insatisfactoria, satisfactoria y muy satisfactoria. Los resultados encontraron que los empleados puntuados de un primer grupo estaban más satisfechos con su calidad de vida en comparación con el otro grupo.

Palabras clave: calidad de vida, gimnasia laboral, empleados.

PERCEÇÃO DA QUALIDADE DE VIDA DO TRABALHO: UM ESTUDO COM OS FUNCIONÁRIOS DE UMA EMPRESA DE TRANSPORTE COLETIVO DA CIDADE DE PONTA GROSSA - PR

O Instrumento Qualidade de Vida no Trabalho Total (TQWL-42) foi originalmente desenvolvido com finalidade de avaliar a qualidade de vida no trabalho, de forma global, sem o enfoque num aspecto específico. O objetivo deste estudo foi avaliar como os dois grupos de funcionários da empresa de transporte coletivo localizada na cidade de Ponta Grossa, Paraná, e participantes da Ginástica Laboral, se sentem a respeito de sua Qualidade de Vida do Trabalho e posteriormente interceptar esses resultados. A amostra foi constituída de 30 indivíduos, entre eles homens e mulheres, com idade média de 31,1 anos e DP= + 9,4. Os sujeitos responderam o TQWL-42 e posteriormente sua percepção de qualidade de vida foi classificada como: muito insatisfatório, insatisfatório, satisfatório e muito satisfatório. Os resultados encontrados apontaram funcionários de um primeiro grupo mais satisfeitos com sua qualidade de vida, quando comparados ao outro grupo.

Palavras chave: Qualidade de Vida, Ginástica Laboral, Funcionários.