66 - HEALTH AND LIFE QUALITY AT WORK: THE CASE OF TEACHERS AND STAFF ADMINISTRATIVE AN INSTITUTION OF PRIVATE TEACHING IN THE CITY OF PONTA GROSSA

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ABSTRACT

This study aimed to assessing the quality of working life of employees of a private educational institution in the city of Ponta Grossa/PR. a comparison of the results of the two working classes surveyed was held at the institution, to be identified which class is considered to better health and quality of working life. The approach is characterized as applied, quantitative and exploratory. Regarding the technical and methodological procedures used in this study, the population is formed by teachers totaling 22 teachers and administrative staff totaling 14 individuals. The procedure adopted for data collection was developed by analyzing instrument application called by Questionnaire QWLQ-78, which aims to assess the health and quality of working life under the personal point of view, health, psychological and professional . has as main result of the study the level of health and quality of working life from his point of view and knowledge of the procedures and actions developed by the worker in his profession. The results show that in the sample of teachers there is a greater disparity in the responses, indicating higher extreme values and lower, while the sample group of administrative employees, the values assigned to the answers are closer to each other. Regarding the domain that showed a lower result has the physical domain/health, that despite being within a level considered neutral, deserves attention by the institution, this result was obtained by an employee of the teachers class. Already the highest result was given by the psychological domain, and this result was also obtained by an employee of the class teacher, confirming the disparity in the responses of teachers.

Keywords: Health, Quality of Life, Work.

1.INTRODUCTION

To the extent that companies and industries develop and surrender the wonders of technology, concern for workers' health walks together. When talking the worker does not care about your health has a preconceived idea, which should not be understood as true, unless these individuals are outside the current reality or to defend own interests (SOUTO 2003).

Therefore, in this work the theme was the Quality of Life at Work (QVT) and its boundaries are the levels of health and QVT of individuals to an educational institution, in a comparison between teachers and administrative employees.

Currently people in general, spend a considerable part of their time at work, facing situations such as pressure, stress and poor working conditions, since over the years comes to noting that, with better working conditions and environment favorable to the worker, there is an improvement in workers' income, absenteeism due to stress and occupational diseases and reduce these factors contribute significantly to the company's earnings. As a result of this, we intend to share the results of this study with the human resources sector of the institution in order to contribute to improving the health and quality of life of employees.

For De Masi (2000), the new challenge that will mark the twenty-first century is how to invent and disseminate a new organization capable of raising the quality of life and work, levering on the quiet force of desire for happiness.

2.QUALIDADE LIFE AT WORK (QVT)

In recent years, due to advances in economics, politics, social and environmental issues, health and living conditions of the population has been improving continuously. Reports of global health and the Americas also present results in this regard (BUSS, 2000).

The life expectancy of the population is directly related to health and, The World Health Organization (WHO) in 1952, reshaped the concept of health as not only the absence of disease, but also the presence of a physical, mental and social well-being. These facts contributed to one of the medical paradigm was to minimize the damage caused by disease and promote better health condition (Ciconelli, 2003, p. 9).

For FERREIRAAND BUSS (2001 p.1), the first step for the promotion of global health occurred during the 60's, where

[...] The broad debate in various parts of the world, highlighting the social and economic determinants of health, paved the way for the search for a positive approach in this field, aiming to overcome the predominantly centered orientation in control of the disease.

The great health promotion event was the First International Conference on Health Promotion, held in November 1986 in Ottawa, Canada. In this event, we presented a document, a Letter of Intent; these intentions that would promote health for all (BUSS, 2000).

The quality of life expression, according to WHOQOL- Group (2006), World Health Organization,

[...] It was first used by the US President, Lyndon Johnson in 1964, declaring that "the objectives can not be measured by the balance sheet of banks. They can only be measured by the quality of life that give people "

Already the World Health Organization defined quality of life as "the individual's perception of their position in life in the context of culture and value systems in which they live and in relation to their goals, expectations, standards and concerns", or also what differentiates the quality of life of all other health measures, is the fact that this is a reflection of how individuals perceive and react on their health; and other non-medical aspects of their lives, as their preferences and their values. (Beltrame, 2009).

To Abraham and Torres (2004), the work is a fundamental element of human existence and can both contribute to the well-being and for the manifestation of symptoms that affect health.

To Machand and Smith (2007), many workers spend most of their day performing tasks with a degree of variable demand. Changes may require little physical effort, such as the bureaucratic activities, or too much body wear, as workers who develop menial activities. Moreover, these professional activities can facilitate the realization of repetitive movements, continuous and often, be exercised with postures completely or in part inadequate, with or without the use of proper equipment and unfavorable physical environment.

According Souto (2003 p. 55) to be taken into account a globalized economic world scene and a capitalist world where we live profit for profit,

[...] The business activity disregards national borders, regional differences, equitable distribution of income and wealth, the famine of social exclusion, health at work and quality of life.

Often companies adopt the posture of not consider that satisfactory Quality of Life at Work of its employees, whether for a variety of reasons and this behavior will typically generate low production by employees and certain reflections on the productivity of the company.

According to Fernandes (2003), in Brazil, the concern with the quality of working life arises due to concern over the competitiveness of enterprises, with regard to the opening for the import of foreign products.

As Buss (2002 p.11)

Among the many authors dealing with the issue, there is no agreed definition for the term quality of working life, for each author takes into account the elements that are most important so that there is, indeed, quality of working life.

Finally, to France (2005), the teaching profession is one of the most affected by stress and other syndromes associated with its quality of life and quality of working life.

3.METODOLOGIA DEVELOPED

This study is to analyze the perception of health and quality of life at work, under the personal point of view, health / physical, psychological and professional of a private educational institution in the city of Ponta Grossa / PR.

The study was characterized as being applied nature and, according to their goals, takes quantitative research profile. Now, as the presented problem, the study is configured as an exploratory model.

Search It is called applied, contributing to practical purposes, seeking solutions to concrete problems in order to meet the demands of modern life (ANDRADE, 1999)

According to your goals, this research is classified as exploratory, because you want to "provide greater familiarity with the problem, in order to make it explicit or build hypotheses" (GIL, 1991).

To perform the data collection was used as the instrument of the Health Assessment Questionnaire and Quality of Life at Work (QWLQ-78).

This assessment tool of quality of working life (QWL) was developed and validated by Reis Junior D.R. in his dissertation. The preparation of QWLQ-78 was based on the WHOQOL-100 of the World Health Organization (WHO), as it is the quality of life assessment tool commonly used in scientific research.

In this evaluation tool (QWLQ-78) are 78 (seventy eight) issues, which are considered four (4) analysis of areas, namely:

- Domain Health / Physical

This field will be indicators such as sleep quality, food quality, heredity, comfortable feeling, fatigue, satisfaction of basic physiological needs, chronic illnesses, physical activity, gymnastics, health care and stress (REIS JUNIOR, DR 2008).

- Psychological Domain

This field will be indicators such as assessment, self-control, self-esteem, camaraderie, sense of responsibility, freedom of expression, labor pride and security (REIS JUNIOR, D.R. 2008).

- Personal Domain

This field will be indicators such as: self-assessment, own leisure and family, housing, geographic changes, prejudices, personal privacy, professional achievement, relationship manager/subordinate relationship working family, respect of colleagues and superiors, transportation / mobility, personal values and beliefs, family values (REIS JUNIOR, DR 2008)

- Professional Domain

This field will be indicators such as absenteeism, health care, autonomy, bureaucracy, workload, cooperation between hierarchical levels, higher credibility, creativity, education, internal and external equity, stability schedules, ability and availability of employees, identity with the task, company image (pride), industrial accidents, information on total work processes, goals and objectives, level of challenge, participation in decisions, sharing of gains in productivity, career planning and learning, compensation, feedback / recognition of his work, training, task variability and preserved personal life (REIS JUNIOR, DR 2008).

The data collection instrument was used with the consent of the subjects interviewed and it is a statistical survey.

The research universe was composed of officials from administrative and teachers of this educational institution.

The teachers of sample used for this work was 22 (twenty two) teachers working in the field of early childhood education to high school with 16 (sixteen) are female and six (6) male.

Took part also of this study, the sample of employees working in the administrative area of the screen in an educational institution. This sample consists of fourteen (14) respondents, and twelve (12) are female and two (2) are male.

3.1.Procedimentos

Initially, it established a contact with the directors of the educational institution, for the purpose of authorization for the implementation of the previously mentioned questionnaire and also sample feasibility check, a survey of the number of teachers and administrators working in educational institution.

Then the contact was made directly with the teachers and employees of the administrative sector, which were explained the procedures of the interview on the perception of their quality of life at work, addressing the objectives of the work and its importance in general and specific.

3.2.Resultados and Discussion Statistics

In educational institutions, real "business knowledge," not aimed goals in production, but in the educational process of acquiring information and their respective transformation into knowledge in planning, evaluation, work and goals.

In many cases, excessive collection of results comes from the pedagogical coordination and also the classroom, coming from students and parents or guardians.

With respect to employees of the administrative sector, the work becomes quite costly at the beginning of the school year, as enrollment processes, transfers, natural adjustments to the students the educational institution, constant interference of parents and guardians, among other situations.

Due to the nature also quantitative this study, results are presented in tabular form, with the respective explanations of the same, and thus we have that:

Table 1 - Shows the reference values for the QWLQ-78 questionnaire

Very unsatisfactory	Unsatisfactory	Neutral	Satisfactory	Very Satisfactory
0 to 22,5	22,5 to 45	45 to 55	55 to 77,5	77,5 to 100

Source: REIS JUNIOR, D.R. of. Quality of Life at Work: Construction and validation QWLQ-78 questionnaire. Master's dissertation (2008).

All amounts shown in the table above indicate the Quality of Life level at Work (QVT), therefore, values below 45 indicate unsatisfactory levels of QVT, while 45-55 values indicate a neutral level and values above 55 indicate satisfactory values of QVT.

The analysis instrument Questionnaire QWLQ-78, enabled the analysis of the level of satisfaction with the Quality of Life at Work in the study sample (teachers and administrative staff).

By establishing a relationship between the values obtained, it appears that the two working classes of this institution are at levels of Health and Quality of Life at Work that can be considered satisfactory.

In Table 2 represents the values found for the dispersion measures (standard deviation and coefficient of variation), compared to the values found for the teachers and administrative staff, as follows:

TABLE 2 - MEASURES WASTING OF SAMPLES STUDIED

General measures Teachers Administrative Staff

Medidas	Geral	Docentes	Funcionários administrativos
Standard deviation	4,90	4,07	2,77
Coefficient of variation	8,05%	6,63%	4,53%

.Source: Authors (2016)

The values found relating to measures of dispersion, the sample of administrative staff has an absolute standard deviation and percent coefficient of variation with lower values in relation to teachers and also in relation to the average values of all the studied sample, thus characterizing greater homogeneity in the responses to the questionnaire on the sample.

Table N. 1 shows the general averages per working class in each domain

Domain	Staff ADM	Teachers
Physical / Health	51,30	50,90
Psychological	65,00	65,20
Personal	63,80	63,80
Professional	64,00	64,50

Source: Authors (2016)

According to the presented in paragraph 1 table, there are the averages in each domain. Observing separately the data for each domain can analyze in which aspects of the quality of working life employees of this institution are in debt or credit.

The table shows the Physical / Health domain lowest in the two working classes (51.3 and 50.9). By establishing a relationship with the above paragraph 1, where it has the reference values, it is noted that the Physical / Health domain despite the lower results this at a neutral level, since it has values between 45 and 55.

But the psychological domain had the highest results in the two working classes (65.0 and 65.2). When compared to the reference values can be classified this area as satisfactory, because the values are between 55 and 77.5.

The personal domain had equal values in the two working classes (63.8), ranking as well as satisfactory.

By analyzing the professional domain, it is noticed also very close results (64.0 and 64.5) and thus, it can be also classified in satisfactory levels of quality of working life.

4.CONCLUSÕES

Despite the common objective of the work of teaching and administrative staff in educational institutions, whether the success of the educational process of the students is visible labor difference between the activities undertaken by the two sample groups.

Although the average quality of Work Life (QWL) are in very close levels, and this show partially the figures show satisfactory levels of QVT, we can see a difference in the values of the measures of dispersion (standard deviation and coefficient variation).

Therefore, it is concluded that the sample of teachers there is a greater disparity in the responses, indicating higher extreme values and lower, while the sample group of administrative employees, the values assigned to the answers are closer to each other.

Thus, it demonstrated a greater linearity of the responses of this group, given the more routine activities performed by them, opposing the sample group of teachers, who perform activities that are characterized by routine changes with regard to subjects of content changes hours, disciplinary problems with students and similar situations, factors that can change, when present, the Quality of Life at Work (QVT).

Regarding the analysis of each domain it is concluded that the psychological domain had the highest values in the two working classes, which shows some comfort from employees with respect to those factors: self-control, self-esteem, camaraderie spirit, degree of responsibility, freedom of expression, labor and safety pride.

The Professional domain had results considered satisfactory and very close values between the two working classes. These results show that factors such as absenteeism, health care, autonomy, bureaucracy, workload, cooperation between hierarchical levels, higher credibility, creativity, education, internal and external equity, stability schedules, ability and availability

of employees, identity with the job, company image (pride), industrial accidents, information on total work processes, goals and objectives, level of challenge, participation in decisions, sharing of gains in productivity, career planning and learning, compensation, feedback/recognition of your work, training, task variability and preserved personal life are being well managed by the educational institution.

Regarding the personal domain, the same values were obtained for the two working classes. However it can be said that interpersonal relationships can be considered satisfactory in both classes.

But the physical domain / Health presents the lowest results in the two working classes and despite being in neutral levels considered worthy of attention by the human resource department of the educational institution.

5.RECOMENDAÇÕES

With the results obtained in the research, we can recommend some attitudes to this institution so that it can raise the quality of working life of these employees.

First, the institution can assist their employees in the Physical / Health field; area that deserves more attention, through lectures and regular awareness actions that address the importance of the quality of nutrition and physical maintenance, improvement of working conditions through ergonomic actions, establishing agreements with health plans, improving maintenance employee health.

Secondly, it is important to review and keep the shares that has ensured satisfactory levels in other areas, psychological, personal, professional, and is also always attentive to the needs of its employees, thereby improving the performance of employees and therefore the company.

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ABSTRACT

This study aimed to assessing the quality of working life of employees of a private educational institution in the city of Ponta Grossa/PR. a comparison of the results of the two working classes surveyed was held at the institution, to be identified which class is considered to better health and quality of working life. The approach is characterized as applied, quantitative and exploratory. Regarding the technical and methodological procedures used in this study, the population is formed by teachers totaling 22 teachers and administrative staff totaling 14 individuals. The procedure adopted for data collection was developed by analyzing instrument application called by Questionnaire QWLQ-78, which aims to assess the health and quality of working life under the personal point of view, health, psychological and professional . has as main result of the study the level of health and quality of working life from his point of view and knowledge of the procedures and actions developed by the worker in his profession. The results show that in the sample of teachers there is a greater disparity in the responses, indicating higher extreme values and lower, while the sample group of administrative employees, the values assigned to the answers are closer to each other. Regarding the domain that showed a lower result has the physical domain/health, that despite being within a level considered neutral, deserves attention by the institution, this result was obtained by an employee of the teachers class. Already the highest result was given by the psychological domain, and this result was also obtained by an employee of the class teacher, confirming the disparity in the responses of teachers.

Keywords: Health, Quality of Life, Work.

SANTÉ ET QUALITÉ DE VIE AU TRAVAIL: LE CAS DES ENSEIGNANTS ET PERSONNEL ADMINISTRATIF INSTITUTION D'UN PRIVE ENSEIGNEMENT TIP CITY PONTA GROSSA

RÉSUMÉ

Cette étude visait à évaluer la qualité de vie des employés d'un établissement d'enseignement privé travaillant dans la ville de Ponta Grossa / PR. une comparaison des résultats des deux classes ouvrières interrogées a eu lieu à l'institution, à identifier quelle classe est considéré comme une meilleure santé et la qualité de la vie professionnelle. L'approche est caractérisée appliquée, quantitative et exploratoire. En ce qui concerne les procédures techniques et méthodologiques utilisés dans cette étude, la population est formée par des enseignants totalisant 22 enseignants et le personnel administratif totalisant 14 personnes. La procédure adoptée pour la collecte des données a été développé par l'analyse de l'application de l'instrument appelé par questionnaire QWLQ-78, qui vise à évaluer la santé et la qualité de vie au travail dans le cadre du point de vue personnel, la santé, psychologique et professionnelle . a pour résultat principal de l'étude, le niveau de la santé et de la qualité de la vie professionnelle de son point de vue et la connaissance des procédures et des actions développées par le travailleur dans sa profession. Les résultats montrent que dans l'échantillon des enseignants il y a une plus grande disparité dans les réponses, indiquant des valeurs extrêmes et plus bas, tandis que le groupe d'employés administratifs de l'échantillon, les valeurs attribuées aux réponses sont plus proches les uns des autres. En ce qui concerne le domaine qui a montré un résultat inférieur a le physique domaine / santé, qu'en dépit d'être dans un niveau considéré comme neutre, mérite une attention par l'institution, ce résultat a été obtenu par un employé de la classe des enseignants. Déjà le meilleur résultat a été donné par le domaine psychologique, et ce résultat a également été obtenu par un employé de l'enseignant de la classe, ce qui confirme la disparité dans les réponses des enseignants.

Mots-clés: santé, qualité de vie, de travail.

SALUD Y CALIDAD DE VIDA EN EL TRABAJO: EL CASO DE MAESTROS Y PERSONAL INSTITUCIÓN ADMINISTRATIVA DE UNA CIUDAD GRUESO PRIVADO CONSEJO DIDÁCTICO

RESUMEN

Este estudio tuvo como objetivo evaluar la calidad de vida de los empleados de una institución educativa privada que trabaja en la ciudad de Ponta Grossa/PR. Una comparación de los resultados de las dos clases trabajadoras encuestadas se llevó a cabo en la institución, que se identifica a qué clase se considera una mejor salud y calidad de vida laboral. El enfoque se caracteriza por ser aplicada, cuantitativa y exploratorio. En cuanto a los procedimientos técnicos y metodológicos utilizados en este estudio, la población está formada por los profesores por un total de 22 maestros y personal administrativo por un total de 14 individuos. El procedimiento adoptado para la recogida de datos fue desarrollada mediante el análisis de la aplicación del instrumento llamado por QWLQ Cuestionario-78, que tiene por objeto evaluar la salud y calidad de vida laboral bajo el punto de vista personal, la salud, psicológica y profesional . tiene como principal resultado del estudio, el nivel de salud y calidad de vida laboral de su punto de vista y el conocimiento de los procedimientos y las acciones desarrolladas por el trabajador en su profesión. Los resultados muestran que en la muestra de profesores hay una mayor disparidad en las respuestas, lo que indica mayores valores extremos y la parte inferior, mientras que el grupo de muestra de los empleados administrativos, los valores asignados a las respuestas están más cerca entre sí. En cuanto al dominio que mostró un menor resultado tiene el dominio / salud física, que a pesar de estar dentro de un nivel considerado neutral, merece atención por parte de la institución, este resultado se obtuvo por un empleado de la clase los profesores. Ya era el resultado más alto fue dada por el dominio psicológico, y este resultado se obtuvo también por un empleado del profesor de la clase, lo que confirma la disparidad en las respuestas de los maestros.

Palabras clave: Salud, calidad de vida, trabajo.

SAÚDE E QUALIDADE DE VIDA NO TRABALHO: O CASO DOS DOCENTES E COLABORADORES ADMINISTRATIVOS DE UMA INSTITUIÇÃO DE ENSINO PARTICULAR DA CIDADE DE PONTA GROSSA

RESUMO

Este estudo teve como principal objetivo a avaliação da qualidade de vida no trabalho dos colaboradores de uma instituição de ensino particular da cidade de Ponta Grossa/PR. Foi realizada uma comparação dos resultados das duas classes trabalhadoras pesquisadas na instituição, para que fosse identificada qual classe se considera com melhor saúde e qualidade de vida no trabalho. A abordagem se caracteriza como aplicada, quantitativa e exploratória. Com relação aos procedimentos técnico-metodológicos utilizados nessa pesquisa, a população estudada é formada pelos docentes que totalizam 22 professores, e os colaboradores administrativos que totalizam 14 indivíduos. O procedimento adotado para a coleta de dados foi desenvolvido através da aplicação de instrumento de análise denominado por Questionário QWLQ-78, que tem como objetivo avaliar a saúde e qualidade de vida no trabalho sob o ponto de vista pessoal, de saúde, psicológico e profissional. Tem-se como resultado principal do estudo o nível de saúde e qualidade de vida no trabalho sob o seu ponto de vista e conhecimento dos procedimentos e ações desenvolvidos pelo trabalhador em sua profissão. Os resultados apresentam que na amostra dos docentes existe uma maior disparidade nas respostas, indicando valores extremos mais altos e mais baixos, enquanto que o grupo amostral dos funcionários administrativos, os valores atribuídos para as respostas estão mais próximos entre si. Com relação ao domínio que apresentou um resultado mais baixo tem-se o domínio físico/saúde, que apesar de estar dentro de um nível considerado neutro, merece atenção por parte da instituição, esse resultado foi obtido por um funcionário da classe dos professores. Já o resultado mais alto foi dado pelo domínio psicológico, e esse resultado também foi obtido por um funcionário da classe dos professores, o que confirma a disparidade nas respostas dos docentes.

Palavras-Chave: Saúde, Qualidade de Vida, Trabalho.