

# STUDY ON QUALITY OF INDIVIDUALS' LIFE OF XXI<sup>ST</sup> CENTURY THROUGH WORK\*

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## Abstract

*Given that there have been written a number of books, numerous papers, theses that treat the subject work in people's lives, this article aims to bring added value by identifying the extent that it contributes to improving the quality of individuals' life. During the two parts of the article (state of the art and theoretical) the article focuses on relevant issues which have national and international literature sources, but also international websites specialized in work analysis.*

*The data, on I have completed the practical part of this article, comes from a site specialized in the study of quality of people's live „Word Values Survey". The theoretical part is a office marketing research focused on the analysis of secondary sources. The working hypothesis of this article assumes that work is one of the determinants of people's life quality, because it determines the individual's moral and financial satisfaction, and through economic situation the individual can lead a better life.*

*The research is actually a comparative analysis based on a survey among Romanians and Ukrainians to identify how they perceive some aspects related to work. "Word Values Survey" has an application and, as a result of the orders, it has provided me information from surveys applied, whereon I analyzed and interpreted in my own way, but objectively. The research reveals that there is a difference of opinion between the two countries on relevant issues related to work.*

**Keywords:** *work, satisfaction, stress at work, dedication, exhaustion*

**JEL Classification:** J 28, J 62, M12

## Introduction

Work has been and continues to be the area of interest of individuals. If in the past the work was associated to that category of people who had undertaken activities to obtain food, clothing and housing, along with the passage of time people's line of thought changed about it. Practically, the work was perceived as a form of barter, but the barter is also available today for people performing certain activities with or without an employment contract to be paid.

The scope of work is wide, from the work in their households (household work that brings benefits, but not in material form) to the work in household, but aimed for sale of goods grown up to work in different organizations that belong to public or private. In many of the activities that were previously performed only by men, more women are involved now, because there is an emancipation of women, she wants to be independent and have the opportunity to maintain herself.

The developments in society has left its mark on work, in the sense that modern technologies have emerged and some of the activities provided by the people were taken by modern equipment. The entrepreneurs have realized lately that in order to get from the employee performance, they must be focused on meeting their satisfaction, satisfaction that means compensation, favorable work environment and collaboration between employees.

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## **Chapter 1. Defining aspects of the concept of work**

### **1.1. Work in society**

An enterprise is a group of people working together in a process that is based on the division of labor in order to achieve a common goal, and that is true for many groups starting from family, religious collective or entities, economic or government companies. In present, business management has a high complexity because the deficiencies encountered at decision-making are considering a variety of alternatives whose comparison is difficult to a significant extent, by the unpredictability of human behavior (Manolescu A., 1999).

For an employee is difficult to find a balance between work and personal life. Effective management of relation work/professional life determines individual's satisfaction. Wishing to make many things, to get involved in various activities at work, man becomes stressed. Scientists are saying that moderate amounts of stress can benefit human, and most of people have the capacity to cope with stressful situations. Increased stress generates a weak level of employee's morale, low productivity and thus resulting in decreased satisfaction at work (Friedman S., 2000).

Workload balancing is achieved by overview on carrying out activities with pleasure, morally, work should not be regarded as a necessity or socially, as a punishment (Morin E, 2000).

### **1.2. Dedication and exhaustion at work**

There is a class of individuals who are fully committed to work and are not making a proper separation between personal and professional life. Dedication to work is different from exhaustion at the workplace. If dedication at work leads to spiritual fulfillment, exhaustion generates feelings of anxiety and discomfort. Exhaustion at work is a form of organizational pathology. Exhaustion refers to an accumulation of feelings that lead to chronic fatigue, occurred due to overload at workplace. The cynicism is a distant attitude towards work, in general, and to work colleagues. In this situation, the interest in work is lost. Lack of efficiency is low power and lack of results (Jari J. Hakanen A, 2006).

Maslach and Leiter (1997) were the first ones who were interested in analyzing the work dedication and exhaustion. They think that exhaustion and dedication at work are diametrically at opposite poles of a continuous process of work (Schaufeli W, 2003).

The dedication at workplace is assessed by five items (Maslach C, Jackson S, Leiter M. 1996): - I consider that the work we do is characterized by meaning and purpose;

- I have high enthusiasm about work; my work inspires me;
- I'm proud of my job;
- For me, my job is a challenge.

For an employer, it is essential to know the potential employee. Understanding human resource involves: developing a broader perspective (to understand whether the employee has the job inclination) and knowledge of the objectives (knowing which are his tasks, the employee can be very helpful). Developments in technology and globalization have increased the complexity of the employment matter. However, they contribute to creating more opportunities to change the mentality and to restore the meaning of work to humans (Weisskopf J, 1967).

The repercussions caused by job insecurity is explained by the fact that insecurity creates the perception in mind that the individual may lose his job. This perception has a negative connotation. In many contemporary societies, a job has the key of social integration, social participation and recognition (Hans de Witte, 2009).

### **1.3. Work satisfaction**

Satisfaction at work was and is a subject of research of many specialists. Churchill, Ford and Walker (1974) describe the term to be satisfied. All the characteristic features that constitutes the environment, in itself, represents the satisfaction (Locke, E, 1976). Satisfaction's cause vary greatly for individuals, because it comes from the individual's emotional state.

The satisfaction affects expectation: the subjectivity results from the fact that is determined by expectations, as the expectations are greater, the will be more difficult to realize them (Little E, 2003).

The management encourages studies on job satisfaction. In the beginning was the theory of Taylor.F. W. Taylor has set four major principles of scientific management. (file:///C:/Documents%20and%20Settings/My%20Documents/Downloads/Teorii%20organizational\_2013-2014.pdf).

The first principle is the scientific study of the work that must be done by a team of specialists. The second principle is the scientific selection and training of the worker. The third principle is actually linking the first two. Most enterprises pay more attention to market share than customer satisfaction. Enterprises must monitor and improve the level of satisfaction (Kotler P, 2004).

If performance lives up to expectations, the customer and the employee will be satisfied. Some of the most successful enterprises today succeed to live up to expectations and provide appropriate performance (P Kotler, Keller K, 2006).

## Chapter 2. Quality of life in Romania and Ukraine Through Work

### 2.1. Methodological framework within the research is carried out

**Contextualizing the study** – The purpose of the study is to present the contribution of work to obtain a life quality of Romanians and Ukrainians.

Research objectives:

- the knowledge on how respondents from the two countries perceive the equal opportunities in work between residents and foreigners;
- the degree to which the respondents are agree with gender equality at work;
- the satisfaction level of respondents aged over 30 years on income ;
- the extent that job generates satisfaction to Romanians and Ukrainians.

The organization of the research. The sample consists of 1500 people, Romanians and Ukrainians citizens. Questionnaire is applied on-line. The questionnaire includes several areas of interest: education, employment, family, religious structure. It was drafted by specialists from "Word Value Survey", and in the employment field have chosen four questions.

**Research hypotheses:**

- The majority of respondents who participated in the research from the two countries disagreed on the statement: „ When there are fewer jobs, men should have more rights than women in employment? ”.
- Ukrainian and Romanian respondents agree with the fact that when there are not many jobs in their country, they should be prioritized at the expense of foreigners.
- Regarding the satisfaction that work generates, both Ukrainians and Romanians are dissatisfied.

The period of application of the questionnaire: Ukraine in 2011 and Romania in 2012, and data collection was done during August-September 2014.

### 2.2. The research results

To what extent do you agree with the following statements?

1. When there are fewer jobs, men should have more rights than a woman?

**Table 1. Males priority in filling a job**

| TOTAL          | Country Code |                |
|----------------|--------------|----------------|
|                | Romania      | Ukraine        |
| Assent         | 34.7%        | 39.8%          |
| Indifference   | 21.2%        | 22.8%          |
| Disaccord      | 40.2%        | 34.9%          |
| Not responding | 1.1%         | 0.2%           |
| Do not know    | 2.8%         | 2.2%           |
| <b>(N)</b>     | <b>1,500</b> | <b>(1,503)</b> |

Source: <http://www.worldvaluessurvey.org/WVSONline.jsp> Romania2012,Ukraine 2011

Analysing the responses given (Table 1) by the selected sample from our country and the sample belonging to Ukrainians, we can find a much stronger attitude of the Romanians, because they have an attitude of disagreement on discrimination at work (40% of respondents), while as a percentage of 39% of Ukrainians agree with this statement. Basically, it is violated one of the principles of EU social policy "equality of opportunity". This discrepancy of answers occurs also because the values of each nation.

2. When there are fewer jobs, employers should give priority to the Romanians at the expense of the foreigners?

**Table 2. Population's priority of that State at the expense of the foreigners on filling a job**

|                | <b>Romania</b> | <b>Ukraine</b> |
|----------------|----------------|----------------|
| Assent         | 71.3%          | 73.8%          |
| Indifference   | 15.9%          | 13.3%          |
| Disaccord      | 11.0%          | 10.3%          |
| Not responding | 0.2%           | 1.0%           |
| Do not know    | 1.8%           | 1.6%           |
| (N)            | (1,503)        | (1,500)        |

Source: <http://www.worldvaluessurvey.org/WVSONline.jsp> Romania2012,Ukraine 2011

At a rate of over 70%, the people of the two countries that participated in the research conducted by "Word Value Survey" agree with this statement. At the opposite pole is the case of Romania where only 11% expressed disagreement, and in Ukraine 10% manifested an attitude of disagreement (Table 2).

3. How satisfied are you with the remuneration received at work?

**Table 3. Satisfaction on remuneration**

|                           | Country Code [Age=Up to 29] |                |
|---------------------------|-----------------------------|----------------|
|                           | <b>Romania</b>              | <b>Ukraine</b> |
| Completely dissatisfied   | 7.0%                        | 9.6%           |
| 2                         | 1.1%                        | 2.7%           |
| 3                         | 5.8%                        | 10.6%          |
| 4                         | 5.5%                        | 9.7%           |
| 5                         | 10.7%                       | 17.0%          |
| 6                         | 9.1%                        | 17.0%          |
| 7                         | 22.6%                       | 14.3%          |
| 8                         | 17.4%                       | 11.0%          |
| 9                         | 8.3%                        | 4.9%           |
| Completely satisfied      | 12.3%                       | 3.3%           |
| Not responding            | 0.3%                        | -              |
| (N) Aged over 29 years 29 | 318                         | 340            |

Source: <http://www.worldvaluessurvey.org/WVSONline.jsp> Romania2012,Ukraine 2011

Romania2012,Ukraine 2011

Most of the respondents from Romania and Ukraine declare dissatisfied about the the remuneration received at work (Table 3).

3. Considering all aspects of your life in terms of the role of work in life, wthat is your degree of satisfaction?

**Table 4: Satisfaction on the role of work**

|                                | <b>Romania</b> | <b>Ukraine</b> |
|--------------------------------|----------------|----------------|
| <b>Completely dissatisfied</b> | <b>86%</b>     | <b>93.2%</b>   |
| <b>Completely satisfied</b>    | <b>13.2%</b>   | <b>6.8%</b>    |
| <b>Not responding</b>          | <b>0.1%</b>    | <b>-</b>       |
| <b>Do not know</b>             | <b>0.7%</b>    | <b>-</b>       |
| (N)                            | (1,503)        | (1,500)        |

Source: <http://www.worldvaluessurvey.org/WVSONline.jsp> Romania2012,Ukraine 2011

Most of the respondents from Romania and Ukraine ( Table 4) declare dissatisfied about the impact of their work on their lives (86% of Romanians and 93% of Ukrainians).

### 2.3. Research findings

Not all assumptions formulated at the beginning of the research are verified. The first hypothesis is not verified, and the following two are verified. The first hypothesis is not verified because only the Romanians do not claim the discrimination at work, in the sense of violation of equal opportunities regardless of gender (40% of them), while Ukrainians agree a 39% to the fact that when there are fewer jobs, men should have priority.

Hypothesis number two is verified, because both Romanians and Ukrainians in a percent of 70% agree with the statement according to that in the situation, if in their country there are fewer jobs, they should be given priority at the expense of foreigners.

Analysis of the satisfaction of people participating in research, in terms of income as a result of work performed, shows that both Romanians and foreigners are dissatisfied. The last hypothesis is verified, because those surveyed in Romania and on the territory of Ukraine declares dissatisfied on work contribution in ensuring the quality of their lives (86% of Romanians and 93% of Ukrainians).

In conclusion, there is a difference in perception between respondents of both countries on some defining aspects related to work, that contributes to the quality assurance, and the work has not a fundamental role in making the individual feel satisfied.

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