

Quality of Life (QoL) of Employees in Klang Valley, Malaysia: What Makes You Happy?

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This paper presents very interesting findings of an empirical research which examines the relationship between quality of life (QoL) and the overall life happiness of employees in Klang Valley, Malaysia. The study measures perception of full time employees from both public and private sectors regarding constructs that they feel important in influencing their overall life happiness. The associations between QoL constructs and overall life happiness are analyzed through statistical methods such as Pearson's correlations, structural equation modelling (SEM) and cluster analysis by utilizing 204 respondents' data. Specifically, overall life happiness has high correlations with quality of life (QoL) constructs namely work quality of life, financial quality of life, health quality of life, family quality of life, social quality of life and spiritual/religion quality of life. The SEM result also reveals that QoL constructs exhibit significant influence on the overall life happiness of employees. The result of the cluster analysis and the Friedman rank test indicate that "High overall life happiness achievers" have higher levels of QoL constructs specifically 'spiritual/religion quality of life', 'family quality of life' and 'work quality of life'. In general, the findings of the study provide a striking demonstration of the importance of QoL constructs in achieving the overall life happiness.

JEL Codes: P46 and M12

1. Introduction

Over the past few decades, Malaysia has grown and progressed in terms of socioeconomic development policies and programmes on the Malaysian quality of life (QoL). The Economic Planning Unit (Malaysia 2011), in its report on the Malaysian Quality of Life Index (MQLI), defines quality of life as *encompassing personal advances, healthy lifestyle, access and freedom to pursue knowledge, and attaining a standard of living which surpasses the fulfilment of the basic and psychological needs of the individual, to achieve a level of social well-being compatible with the nation's aspirations*. Definition and measurement of quality of life subject matter remain elusive and subjective as it is a broad concept encompassing a wide range of life domains and individual values. There are many variations of definitions associated with quality of life, it actually depends on the individual, their needs and wants out of their respective lives. It is a feeling of satisfaction with the conditions in which an individual lives. The methods to determine the quality of life in a society or for an individual can be either objective or subjective. There are several studies measuring the relationships between the overall feeling of happiness and the objective conditions of different domains of life. However, determining the level of happiness of a person is difficult to quantify. This is the reason that many organizations would rather depend on validated and perceived quantitative instruments in assessing it (Malaysia 2011) .

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From the retirement perspective, Malaysia is considered to be one of the best places to retire in Asia right now and the trend is expected to continue for some time. The commendable quality of life is due to Malaysians' true hospitality and sociable demeanor. Community integration is deemed easy in comparison with other countries in the world as Malaysia is a melting pot of culture and Malaysians are more accepting of other people's culture and habits. Klang Valley is the area in central Selangor, Malaysia comprising Kuala Lumpur and its surroundings and suburbs naturally delineated by hilly areas and the Port Klang coastline. There are currently about 2.5 million registered employees serving the public and private sectors out of the 7.5 million population in Klang Valley. Of which, most of the employees lead a very hectic lifestyle and juggling between different aspects of life, such as work, family, health, financial, social and spiritual needs. Due to high work time commitment of these employees, many of them do not realize that these challenging commitments are obstructing their life balance or overall life happiness (Potapov et al. 2016). Surprisingly, there are a huge number of employees in Klang Valley whom continually living their lives by working long hours, and sacrificing other aspects of life happiness (Malaysia 2011, Al-Naggar et al. 2013).

Eventhough, there are several empirical studies conducted towards gaining an understanding of quality of life (*QoL*), the influence of *QoL* on overall life happiness of full time employees has not been fully addressed in most empirical studies especially in the Malaysian context. In addition to limited insights into the relationships between quality of life (*QoL*) and overall happiness of employees, most previous studies fail to discuss adequately on the conceptual framework, methodological issues and the magnitude of the strength of linkages related to *QoL* and the overall life happiness of full time employees in both public and private sectors. This study seeks to establish and investigate the link between *QoL* and the overall life happiness of employees by emphasizing on the conceptual framework and adequate statistical analyses of the sample data comprising of the full time employees in the public and private sectors in Klang Valley, Malaysia. To address this issue, this paper investigates the relationships between quality of life (*QoL*) and the overall life happiness by utilizing statistical analyses such as Pearson's correlations, structural equation modelling (SEM), cluster analysis and Friedman's rank test. In addition, this empirical paper also aims at highlighting the descriptive profiles and types of quality of life that are more evidenced among "High overall life happiness achievers" and to provide suggestions as to how employees and Malaysian policy makers can improve *QoL* and the overall life happiness of employees. Since the purpose of this paper is to enhance employees, researchers and policy makers understandings of *QoL*, and overall life happiness, the main main objectives of this paper are:

- (1) To empirically investigate relationships between quality of life (*QoL*) and overall life happiness.
- (2) To empirically assess the contributions or magnitudes of each quality of life (*QoL*) construct.
- (3) To empirically investigate what are the types of *QoL* constructs that are more evidenced among "High overall life happiness achievers"

The research approach adopts for the study conforms to a quantitative and a cross-sectional research methodology. First, this paper proceeds with an introduction, the objectives of the study; Secondly, it continues with a brief literature review and describes the conceptual framework consisting of the conceptual model and hypotheses related to *QoL* constructs and employee overall life happiness on the basis of the review of the current evidence of these relationships. Thirdly, it discusses the methodology adopted and

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the test conducted to obtain the reliable measures of the variables. Fourthly, it highlights the results of Pearson's correlations, SEM, cluster analyses and Friedman's rank test. Finally, the results are then discussed and implications highlighted.

2. Literature Review, The Conceptual Model and Hypotheses

2.1 Literature Review

Quality of life (QoL) is a concept which has over the recent years generated a great deal of interest in many countries around the world. The term is measured in a variety of context and is used to indicate the general well-being of individual and societies. At the beginning of the 21st century, the concept of quality of life initially was more confined towards material prosperity in an affluent society, but gradually this concept is deemed questionable as various other factors come into interplay. As such, the current quality of life concept is operationalized as an alternative to the existing material prosperity concept to include new, multidimensional and complex facets which appeals to the general pool of employees. The quality of life concept in this study encompasses a broad range of domains and values and in this paper, it will be categorized into six dimensions, i.e. work, financial, health, family, social and spiritual. However, the importance and significance of these work and non-work quality of life factors vary amongst employees and may impact their lives differently (Poortinga et al. 2001, Investopedia 2017).

There are different definitions of quality of life depending on the group of personalities that defines it. However, the indicators of the quality of life include not only wealth and employment, but also a person's physical and mental health, social well-being, family life and spiritual needs, which upon fulfilment will bring overall life happiness. However, happiness is subjective and difficult to measure and it does not necessarily increase correspondingly with the comfort that is resulted from fulfilment of the quality of life factors. Economists describe the term "quality of life" to assess the livability of a society. World Bank has defined quality of life in terms of its policies that are supposed to eradicate poverty on a global scale. It defines the term based on the fundamental needs of humans. Based on this, poverty is then defined as having low quality of life. For grassroots, non-government organizations that are not focused on reducing poverty on a national or international scale, improving this aspect is usually done by helping the individuals in their communities (Poortinga et al. 2001, Wisegeek 2017).

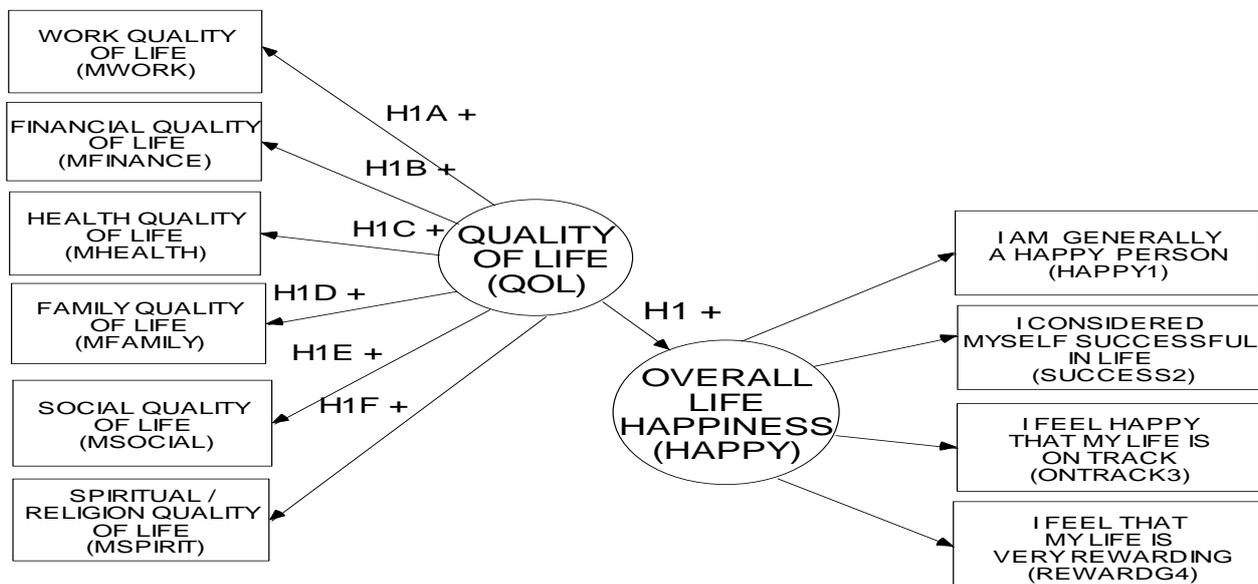
On the other hand, health practitioners and social psychologists describe this term as the health quality of life of patients whom are diagnosed with major physical illness or emotional disability such as depression. Aside from healthcare, it also is used in international development and political science. In international development, quality of life is used to broaden the analysis of a society's standard of living. The theories and methodologies used greatly depends on the organization's principles and ideologies. In many cases, such methods also are affected by the kind of result that the organization expects from their study (Rosenstock 1974).

However, definition and measurement of quality of life subject matter remain elusive, varied and subjective but to put in simple terms, it actually depends on the individual values, their needs and wants out of their respective lives. To some people, quality of life is a feeling of satisfaction with the conditions in which an individual lives but the methods to determine the quality of life in a society or for an individual can be either objective or subjective. To illustrate, there is a huge amount of studies measuring the relationships

between the overall feeling of happiness and the objective conditions of different domains of life. However, determining the level of happiness of a person is difficult to quantify. This is the reason that many organizations would rather depend on tested and validated quantitative instruments in assessing it.

However, even though there are various aspects and perspectives of definitions, most analysis of scientific papers fail to show a precise, clear and shared definition. Hence, more research has to be carried out to capture the essence of the concept. Besides the uncertainty in definition, quality of life as an indicator of fulfilment and happiness in life is also questionable as many researchers would argue that standard measurements of quality of life are still yet to be developed. However, Cummins (2000, 2009) expressed a more positive view arguing that researchers have started to share common grounds. He admitted that a consensus had not been reached about how to define *QoL* but despite this, there are developments towards mutual agreements. Currently, a number of different models measuring *QoL* have been presented such as the Quality Adjusted Life Years (QALY) for health related assessments, Schedule for the Evaluation of Individual Quality of Life (SEIQoL) for eliciting aspects of life from respondents etc. In particular relevance to this study, Poortinga et al. (2001) proposed a comprehensive twenty-two different *QoL* indicators, of which six of the indicators such as work, financial, health, family, social and spiritual indicators.

Figure 1: The conceptual model showing the relationships between quality of life (QoL) and overall happiness of employees



2.2 The Conceptual Model

The proposed conceptual model, as depicted in Figure 1, is based on two main constructs which are investigated in this study, namely: (i) Quality of work life (*QoL*); (iii) Overall life happiness (HAPPY). The hypothesized model in this study demonstrates that *QoL* is important in enhancing overall life happiness and it is the conscious duty of the individual employee to utilize and make the best use of the result findings. The framework consists of six manifest constructs of *QoL*, and four variables of overall life happiness. Previous studies fail to investigate the magnitude of these linkages in their models. Eventhough, several of the previous studies try to investigate important elements of *QoL*, most of them

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have overlooked the influence of *QoL* on the employees overall life happiness. Therefore, this study tries to incorporate *QoL* and overall life happiness as well as measuring the magnitude of these linkages using SEM and other statistical analyses.

2.3 The Explanation of the Constructs and Variables

2.3.1 Quality of Life (QoL)

Quality of life (QoL) is a concept which has over the recent years generated a great deal of interest in many countries around the world. The term is measured in a variety of context and is used to indicate the general well-being of individual and societies. As such, the current quality of life concept was stemmed as an alternative to the existing material prosperity concept to include new, multidimensional and complex facets which appeals to the general pool of employees (Lepage 2009, Boreham, Povey & Tomaszewski 2013). The quality of life concept encompasses a broad range of domains and values but in this study it is categorized into six dimensions i.e. work, financial, health, family, social & spiritual/religion. To understand further, the operational definition of the *QoL* constructs are given as follows:

i. Work Quality Of Life (MWORK).

Chen et al. (2013) state that the interpretation of terminology “quality of working life” (QWL) varies amongst employees and employers. From the employees’ perspective, quality of work life is seen as job security, sharing of profit and healthy working environment. On the other hand, employers simply interpreted it as improved workplace conditions to increase productivity. The definitions of quality of working life continue to vary over time, however, it is evident that a more unified, enhanced and broader conceptualization of quality of working life should focus on individual’s well-being and quality of life. Specifically in this study, quality of working life includes a stable, healthy, safe and productive working life - goal for employees in a modern and sustainable workplace is obtained by ensuring the employees’ wellbeing at workplaces. Improvement of the working environment can be assessed through the general health, comfortability and convenience of the employees (Mirkamali & Thani 2011, Sabariraja & Geethanjall 2011, Brooks & Anderson 2005).

ii. Financial quality of life (MFINANCE)

Financial quality of life is ultimately linked to the ability to earn, arrange and manage money to purchase items and perform activities according to one desire. Effective management of financial source and utilization plays a significant role in determining quality of life. Good financial decisions will bring security, happiness, satisfaction etc. However, there are also times when financial decisions involve a tradeoff whereby quality of life is decreased in order to save money or, on the contrary, quality of life is improved by spending more money. In order to have a stable financial quality of life, financial stability and security are of equal importance. Ability to overcome worries about money and expenditure will definitely spell happiness for a lot of employees in this demanding working environment (Maddux 2002, Diener et al. 2009). In addition, Pukeliene and Kisieliauskas (2013) indicated that increase in income is more important in the case of developing countries, while in developed it is not so significant.

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iii. Health Quality of Life (MHEALTH)

The word health means different things to different people, depending on the situation. But overall definition encompasses physical and mental health, of which the two are often interrelated. The most famous modern definition of health was created during a Preamble to the Constitution of the World Health Organization as adopted by the International Health Conference, on 1946 which states that: "Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity." When quality of life is considered in the context of health and disease, it's commonly referred to as health-related quality of life (Finkelstein et al. 2013, Rosenstock 1974). Likewise, according to Zervaki, Yiannakouris, Sdrali and Costarelli, health-related quality of life is a subjective multi-facets construct reflecting an individual's perception of health and well-being related to physical, mental, emotional and social conditions (Zervaki et al. 2017)

iv. Family Quality of Life (MFAMILY)

A family includes the people who think of themselves as part of the family, whether related by blood or marriage or not, and who support and care for each other on a regular basis. Poston et al. (2003) in their definition of family quality of life, contrasted it to individual quality of life and consider all family members in terms of what it takes for them to have a good life and their "aggregated" perspectives. It addresses the impact of individual quality of life on the family – the interaction and reverberation of individual members as they produce the aggregate of family quality of life. Roxana and Maree (2013) emphasizes that the quality of the family life influences strongly on the individual's quality of life. The majority of individuals claims that they lead a quality of life if they are satisfied with their family life, emphasizing once again the central part of the family in one's life (Agate et al. 2009).

v. Social Quality of Life (MSOCIAL)

Having friends and outside interests can make a difference in living longer and healthier lives. Berger-Schmitt (2002) explains that social cohesion in a socially inclusive society is important where everyone feels valued and is given the opportunity to participate fully in the life of a society. Everyone needs to feel loved and supported- especially as we grow older. As we age, friends truly can be lifesavers. Healthy conversation, sharing sessions, being in touch with others who have active, involved lives gives living a purpose. Sharing with friends helps multiply the joys and divide the sorrows and promotes social quality of life. It is essential to stay connected with friends and engage in activities. Statistics show that marriage, perhaps the strongest tie, adds years to life expectancy. And suicide, mental illness and alcoholism rates are much lower when people feel a sense of belonging (Boreham et al. 2013, Noll 2004).

vi. Spiritual/Religion quality of life (MSPIRIT)

Spirituality can be conceptualized as primarily religious in nature, non-religious in nature or as a combination of religious and existential phenomena. Likewise, definitions of spirituality can be broadly dichotomized in terms of instruments that objectively measure the frequency of performing individual spiritual or religious activities and instruments that subjectively attempt to measure spiritual experiences and beliefs as well as the subjective meaning associated with spirituality. Religious

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involvement serve as a source of support, resiliency, encouragement, coping, meaning, values, and behavioral prescriptive. Religion has also been found to be associated with wellbeing as defined by morale, life satisfaction and congruence with life goals, positive affect, and pro-social behaviors (Imam et al. 2005) In addition, theoretical frameworks provide the basis for hypothetical relationships between spirituality and subjectively oriented measures of quality of life, wellbeing or life satisfaction (Cartwright 2001, Hill et al. 2000).

2.3.2 Overall Life Happiness (HAPPY)

Overall happiness is the degree to which an individual judges the overall quality of life as a whole favourable and how much one likes the life one leads (Veenhoven 1991). Life happiness is a vague concept and can mean different things to individuals. The 2012 World Happiness Report states that in subjective well-being measures, the primary distinction is between cognitive life evaluations and emotional reports. Bergsma (2010) in its review on Franklin's book states that happiness in the current modern psychology itself stemmed from the "eudaimonia" concept from Greek philosophy which literally meant virtuous activity coupled with positive feelings and self-realisation. Happiness is the capability of fulfilling one's potential and destiny and the ability to differ between real and apparent goods. Happiness is also a virtuous self-actualization which incorporates important psychological concepts such as intrinsic motivation, moral development (Bergsma 2010, Lyubomirsky & Lepper 1999). Overall life happiness in this paper is presented by items, namely HAPPY1, SUCCESS2, ONTRACK3 and REWARDING4.

2.4 The Hypotheses

In investigating the influence of quality of life on the overall life happiness, the structural equation modelling (SEM) is utilized to evaluate and analyze the magnitude and direction of the linkages between the constructs. Firstly, the study attempts to investigate the main research hypothesis regarding the association between quality of life and overall life happiness of employees. Based on the theoretical justification and supporting empirical evidences, the main hypothesis proposes that *QoL* has a positive relationship with the overall life happiness of full time employees.

H_1 : *QoL* has a positive influence on the overall life happiness.

In investigating the contribution of *QoL* on the overall life happiness of employees, it is also important to determine the loadings of each *QoL* construct, namely work quality of life, financial quality of life, health quality of life, family quality of life, social quality of life and spiritual quality of life. Therefore, six more additional hypotheses are proposed (H_{1A} , H_{1B} , H_{1C} , H_{1D} , H_{1E} . and H_{1F}).

H_{1A} : 'Work quality of life' has a positive structural loading on *QoL*.

H_{1B} : 'Financial quality of life' has a positive structural loading on *QoL*.

H_{1C} : 'Health quality of life' has a positive structural loading on *QoL*.

H_{1D} : 'Family quality of life' has a positive structural loading on *QoL*.

H_{1E} : 'Social quality of life' has a positive structural loading on *QoL*.

H_{1F} : 'Spiritual/ Religion quality of life' has a positive structural loading on *QoL*.

3. The Methodology

3.1 Research Design and Sample

The unit of analysis for the study was the full time employees working in public or private sectors in Klang Valley, Malaysia. Klang Valley is an area in Malaysia which is centered in Kuala Lumpur, and includes its adjoining cities and towns in the state of Selangor. A more recent alternative reference to this would be Kuala Lumpur Metropolitan area or Greater Kuala Lumpur. As the main aim of this study was to ascertain the relationships between quality of life and overall life happiness, hence, no particular job position or industry was specified in the sampling frame. However, to avoid the frame to be too vast and lost accuracy, the samples were generated from full time employees only. Part time employees were excluded from this study. The study measured the perception of full time employees from both private and public sectors regarding constructs that they felt important in influencing their overall life happiness. The main reason for including both sectors was to determine whether there were any distinct differences between the two groups for the dimensions measured. The sample size was determined using a formula by Cochran (1977) with a 95% confidence level. The sample size required using the formula was 385 respondents. This study tried to follow the systematic sampling method to choose the sample unit from a list of emails of full time employees provided by the organizations since it was very difficult to conduct face to face interview due to their hectic schedules. Statistically, an interval of the systematic sampling was determined and the first employee was chosen randomly within the first interval followed by other selected employees. Questionnaires were sent by e-mails to those selected employees. However, due to the difficulties encountered in collecting sample respondents using systematic random sampling, only two hundred and four sample data from full time employees in the Klang Valley were gathered in this study (this was about 53% of the total intended sample size). Fifty-one percent of the respondent was from the private sector and 49 percent from the public sector. However, the sample size was considered sufficient for conducting the statistical analyses in the study.

Validity and reliability tests were used to select and assess the final items of the independent constructs that were used for statistical testing. The critical variables of QoL in this study had face validity because an extensive review of the literature was conducted in selecting the measurement items and the critical constructs; and all the items and factors had been evaluated and validated by professionals and experts in the area of QoL. In addition, the draft questionnaire was pre-tested with academics and a few sampled respondents to ensure its content validity and terminology. The research instrument was later modified accordingly before a pilot test was conducted. Data for the study were mostly generated using multi-facets constructs and the measurement adopted was a 5-point Likert scale and therefore statistically justifiable to conduct the reliability test (Agus 2010). This study investigated the Cronbach alpha internal consistency, whereby it measured the degree to which the items that made up the scale were all measuring the same underlying attributes. The measures in this study were taken as consistent suggesting that if different attempts were made to test them, they would reflect the same results.

The reliability of this study was very important as employees' perception towards quality of life was dynamic. The result indicated that the Cronbach's alpha coefficients for the two main constructs exceeded the threshold point of 0.70 suggested by Nunnally (1978). The Cronbach's coefficient alpha values ranged from 0.701 to 0.976, with higher values

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indicating greater reliability and internal consistency (Table 1). As the result, ten items for the two constructs were retained for further analyses. The critical constructs and variables in the study had content validity because an extensive review of the literature was conducted in selecting the measurement items and the critical constructs; and all the items and factors had been evaluated and validated by professionals in the area of QoL. In addition, the draft questionnaire was pre-tested with academics to check its content/face validity and terminology and was modified accordingly (Agus 2011).

4. The Research Findings

4.1 The Correlations

As a preliminary analysis, Pearson's correlation analysis was conducted to establish associations between quality of life and overall life happiness. Table 1 highlights correlations among QoL constructs and also multicollinearity statistics. The result indicated that the QoL variables had significant correlations with one another. The findings suggested that the QoL complemented each other and should be experienced in a holistic manner. Furthermore, the collinearity test did not indicate any multicollinearity problem since all VIF values were less than 10 (Agus 2000, Hair et al. 1998). Observing the overall results in Table 1 and Table 2, the findings demonstrated that among QoL variables, 'Family quality of life' had the highest mean (4.299), followed by 'Spiritual/Religion quality of life' (4.190), 'Work quality of life' (3.730), 'Social quality of life' (3.493), 'Financial quality of life' (3.322) and lastly 'Health quality of life' (3.221). As for the overall life happiness dimensions, the mean values ranged between 3.520 to 3.951 and the mean overall life happiness dimension was 0.3773.

Table 1: Pearson's correlation among QoL constructs and collinearity statistics

QoL constructs	1	2	3	4	5	6	Collinearity Statistics	
							Tolerance	VIF
Work Quality Of Life (MWORK) (α =.871, mean =3.730)	1	.478**	.344**	.322**	.313**	.296**	.665	1.503
Financial Quality Of Life (MFINANCE) (α =.863, mean =3.322)	.478**	1	.533**	.179*	.149*	.171*	.590	1.696
Health Quality Of Life (MHEALTH) (α =.701, mean =3.221)	.344**	.533**	1	.073	.381**	.007	.593	1.685
Family Quality Of Life (MFAMILY) (α =.903, mean =4.299)	.322**	.179*	.073	1	.251**	.517**	.693	1.442
Social Quality Of Life (MSOCIAL) (α =.857, mean =3.493)	.313**	.149*	.381**	.251**	1	.254**	.741	1.349
Spiritual/Religion Quality Of Life (MSPIRIT) (α =.976, mean =4.190)	.296**	.171*	.007	.517**	.254**	1	.682	1.466

Notes: * $p \leq 0.05$; ** $p \leq 0.01$ (all t -tests are two-tailed)

Table 2 indicated that all employee overall life happiness constructs (HAPPY) had high correlations with work quality of life, financial quality of life, health quality of life, family quality of life, social quality of life and religion/spiritual quality of life. Investigating the correlations of above 0.400 between QoL and overall life happiness led to the following suggestions. The variable Happy1 (I am generally a happy person) had high correlations

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with 'work quality of life' ($r = 0.480$) and 'health quality of life' ($r = 0.481$). This suggested that people are usually happy if they have a secure job and healthy body. The variable SUCCESS2 (I considered myself successful in life) had the highest correlation with 'financial quality of life' ($r = 0.501$). This supported the believe by many, that people usually associated success in life with money. ONTRACK3 (I am happy that my life is on track) and REWARDG4 (My life is rewarding) had higher correlations with 'work quality of life' ($r = 0.545$, $r = 0.526$) and 'social quality of life' ($r = 0.493$, $r = 0.495$). This indicated that people would feel their life are reasonably good and rewarding if they have excellent work and good social life.

Table 2: Pearson's correlations between QoL constructs and overall life happiness

QoL constructs	OVERALL LIFE HAPINESS CONSTRUCTS (Cronbach $\alpha = .850$, mean = 3.773)			
	HAPPY1 (mean = 3.951)	SUCCESS2 (mean = 3.520)	ONTRACK3 (mean = 3.824)	REWARDG4 (mean = 3.820)
Work Quality Of Life (MWORK)	.480**	.398**	.545**	.526**
Financial Quality Of Life (MFINANCE)	.386**	.501**	.411**	.346**
Health Quality Of Life (MHEALTH)	.418**	.405**	.432**	.397**
Family Quality Of Life (MFAMILY)	.325**	.327**	.290**	.392**
Social Quality Of Life (MSOCIAL)	.369**	.357**	.493**	.495**
Spiritual/Religion Quality Of Life (MSPIRIT)	.278**	.342**	.246**	.357**

Notes: * $p \leq 0.05$; ** $p \leq 0.01$ (all t -tests are one-tailed)

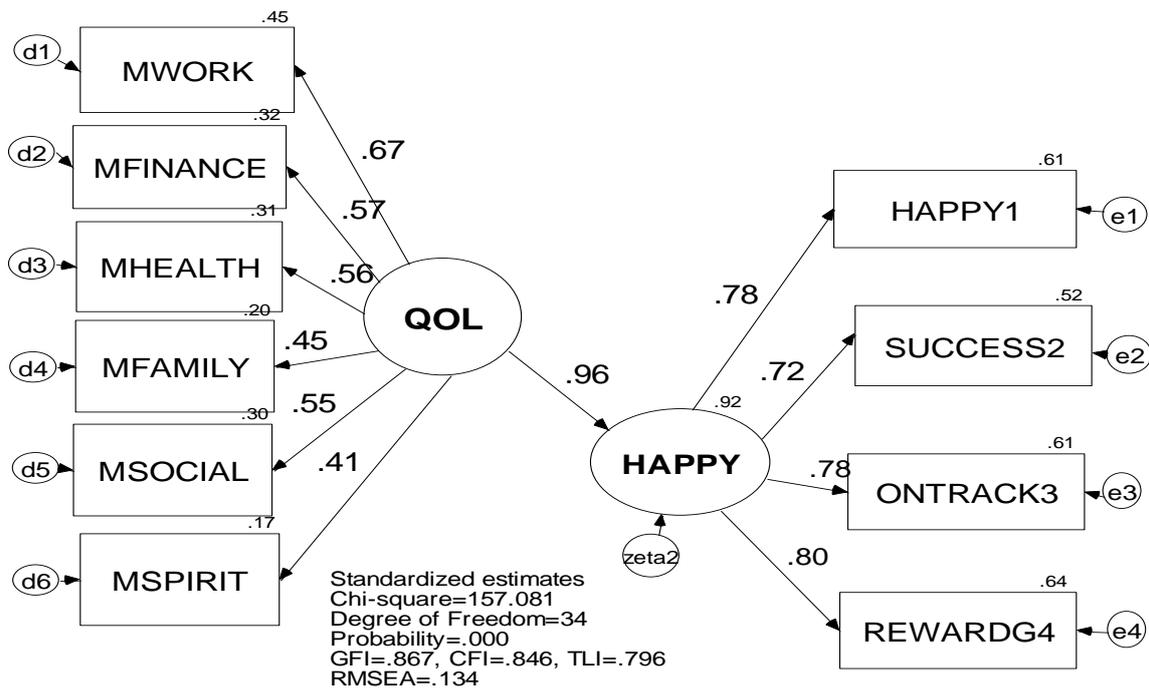
4.2 The Results of the SEM

The structural equation modelling was employed to investigate simultaneous linkages that allowed a researcher to determine the relative strength of the relationships between variables. The findings of the SEM model indicated that the resulting Chi-square value was 157.081 with 34 degrees of freedom and p -value of 0.000 (Figure 2). The statistical structural indices such as Goodness of fit index (GFI = 0.867), Bentler comparative fit index (CFI = 0.846), and Tucker and Lewis Index (TLI = 0.796) further suggested that the model had a satisfactory fit (Table 3). Since the structural modeling indices were quite acceptable, the model was considered to be a reasonable representation of the data (Hair et al. 1998, Agus 2000, Agus 2010).

The direct structural effect of quality of life (QoL) on overall life happiness (HAPPY) was considered quite high and significant given the direct causal linkages (structural effect = 0.960, probability value = 0.000). Therefore, we had enough evidence to accept the main hypothesis that QoL had a positive structural effect on overall life happiness (H_1 was supported). But for the more in-depth information that can be retrieved from this study, the magnitude and importance of each QoL construct were investigated (as seen in Figure 2 and Table 3). 'Work quality of life' (loading = 0.670) had the highest contributing influence on QoL. This was followed by 'Financial quality of life' (structural loading = 0.570), 'Family quality of life' (loading = 0.560), 'Social quality of life' (loading = 0.450) and lastly "Spiritual/Religion quality of life" (loading = 0.410). All of these indicators had significant probability values (prob. Values ≤ 0.05), giving statistical evidences that the influences of

these variables toward QoL latent construct were significant and positive (therefore H_{1A} , H_{1B} , H_{1C} , H_{1D} , H_{1E} . and H_{1F} were supported). The SEM result also demonstrated that QoL constructs had high influences toward the overall life happiness indicators, namely 'REWARDG4' (loading = 0.797), followed by 'HAPPY1' (loading = 0.782), 'ONTRACK3' (loading = 0.781), and 'SUCCESS' (loading = 0.718). Therefore, empirically, it was suggested that employees could enhance its overall life happiness by striving towards higher work quality of life, financial quality of life, health quality of life, family quality of life, social quality of life and spiritual quality of life.

Figure 2: The SEM Model Showing The Relationships Between Quality Of Life (QoL) And Overall Life Happiness



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Table 3: The structural and measurement results of the SEM

Constructs and indicators	Std Loadings	Std. errors	Squared Multiple corr.	Critical Ratio	Prob.
QUALITY OF LIFE (QoL)					
Work Quality Of Life (MWORK)	0.674	0.151	0.454	8.786*	0.000
Financial Quality Of Life (MFINANCE)	0.568	0.133	0.322	7.169*	0.000
Health Quality Of Life (MHEALTH)	0.555	0.112	0.308	7.024*	0.000
Family Quality Of Life (MFAMILY)	0.449	0.113	0.201	5.766*	0.000
Social Quality Of Life (MSOCIAL)	0.550	0.121	0.303	6.967*	0.000
Spiritual/Religion Quality Of Life (MSPIRIT)	0.411	0.170	0.169	5.308*	0.000
OVERALL HAPPINESS: (HAPPY)					
HAPPY1	0.782	0.100	0.612	12.100*	0.000
SUCCESS2	0.718	0.105	0.516	10.437*	0.000
ONTRACK3	0.781	0.094	0.610	11.490*	0.000
REWARDG4	0.797	0.090	0.636	11.765*	0.000
Exogenous/endogenous Path					
QoL → HAPPY [H_1 is supported]	0.959	-	0.920	8.656*	0.000

(*Significant t-statistics > 1.96 at 95 % level of confidence)(ns = not significant)

4.3 The Results Of The Cluster Analysis and The Friedman's Rank Test

Since overall life happiness is a very importance outcome in this study, therefore further investigation and classification were performed on the data based on the overall life happiness clusterings. The cluster analysis categorized the employees based on the overall life happiness scores into two groups namely, (1) "High" overall life happiness achievers and (2) "Average" overall life happiness achievers.

Table 4 highlights further information about the cluster groups. From the result, we can also infer that higher levels of mean values of overall life happiness constructs were evidenced in "High overall life happiness achievers" than "Average" overall life happiness achievers". "High overall life happiness achievers" reflected the highest mean for the 'spiritual/religion quality of life'. The finding suggested that high 'spiritual/religion quality of life' was important aspect in achieving true overall life happiness in a person's life. The next two constructs experienced by the "High overall life happiness achievers" were 'family quality of life' and 'work quality of life'. This was followed by 'social quality of life', 'financial quality of life', and 'health quality of life' The descriptive statistics of the first cluster indicated that 55% of the employees were females, 46 % were degree holders, 47% were in their late thirties. In addition, more than 42% of the employees had salaries more than RM3,000 (Malaysian Ringgit), about half of the employees were at the executive levels and about 40 % of the employees in this first cluster indicated they were Muslims. On the other hand, the 'Average overall life happiness achievers' exhibited 'family quality of life' as the highest ranked construct followed by 'spiritual/religion quality of life'. Meanwhile, the 'work quality of life' was ranked as the third most important QoL construct. The employees in this second cluster were mostly from the private sector and they were mostly aged between 31-35 years old which may suggest that working in the private sector is quite demanding and most probably this age category is a very challenging age period in the life of Malaysian employees in achieving their overall life happiness.

Table 4: Rankings of QoL based on overall life happiness clusters using the Friedman’s Test

QoL constructs	“High” overall life happiness achievers (n=120, chi-square = 287.213, sig. = .000, overall cluster’s mean = 3.893)				“Average” overall life happiness achievers (n=84, chi-square = 169.916, sig. =.000, overall cluster’s mean = 3.446)			
	Friedman’s Test	Rank	Mean	Std Dev	Friedman’s Test	Rank	Mean	Std Dev
Work Quality Of Life (MWORK)	3.83	3	3.975	.4218	3.45	3	3.381	.5610
Financial Quality Of Life (MFINANCE)	2.49	5	3.475	.6267	2.60	5	3.104	.5917
Health Quality Of Life (MHEALTH)	2.04	6	3.368	.5535	2.26	6	3.010	.4453
Family Quality Of Life (MFAMILY)	4.19	2	4.421	.5646	5.29	1	4.125	.4886
Social Quality Of Life (MSOCIAL)	2.76	4	3.696	.4715	2.90	4	3.202	.6024
Spiritual/Religion Quality Of Life (MSPRIT)	4.98	1	4.423	.7570	4.50	2	3.857	.8362

5. Conclusions and Implications

The purpose of this paper is to provide suggestions in determining the importance of employee quality of life which can be used to monitor key indicators that encompass the social, health, spiritual and economic dimensions of a full time employee in private and public sectors in Klang Valley, Malaysia. The findings can be used to discuss on key issues that affect working people and contribute to the public debate about how to improve the quality of life of employees working in busy cities. It is intended to provide guidance and monitor conditions, which affect the living and working conditions of people and focus employee action on ways to improve mental and physical well beings.

The paper would be of particular interest to employees or policy makers as it suggests what factors should be emphasized and it highlights the magnitude and direction of quality of life of employees in big cities, in order to enhance their overall life happiness. The present findings provide evidence that the quality of life of the employee is influenced not only by the financial strength, but also by spiritual and family stabilities. The results of this study contribute to the theoretical development and methodology applications of applying the concept of quality of life of full time employees in public and private sectors. Most probably, an employee can strive to enhance both his/her financial as well as family and spiritual well-beings since the results demonstrated that these elements are also very crucial for better quality of life and emotional well-being towards attaining the overall life happiness.

Several fundamental and statistical cautions have been undertaken in conducting this study. However, there are several limitations that should be mentioned. This study adopts a quantitative and a cross sectional research methodology and the results may be influenced by the systematic bias. The results are small in scale due to limited sample size, but use reliable measures to show that there is scope for more large-scale and detailed follow-up studies that would test the strength of these relationships even though the results may not be entirely generalizable. In summary, this study contributes to the growing body of literature supporting the concept of quality of life of full time employees. Future studies may also conduct longitudinal studies to examine this relationship more closely across time periods and take further opportunities in delving more deeply into the

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relationships between quality of life and the overall life happiness. As the concluding note, the findings of the study provide a striking demonstration of the importance of QoL in achieving the overall life happiness.

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