



Theoretical Approaches

Empirical Approaches

Local, Regional and
Global Quality of Life

Sustainable Development
and Quality of Life

Freedom and
Quality of Life

Quality and
Quality of Life

Impact of development
science and technology
on quality of life

Methodology of
Quality of Life
and Happiness

Management of
sustainable
development

Current Issues

Perspectives of
Quality of Life





1. International Conference on Quality of Life



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IMPACT OF STANDARDIZED MANAGEMENT SYSTEMS ON QUALITY OF WORKING LIFE

***Abstract:** In this paper, connection is made between standardized management systems ISO 9001, ISO 14001 and ISO 18001 with satisfaction of stakeholders (interested parties) of a particular organization. Increase in satisfaction of stakeholders is assumed to increase the quality of working life.*

***Keywords:** Quality of working life, Satisfaction, Employess, Standardized Management Systems.*

1. INTRODUCTION

Satisfaction of stakeholders (interested parties) of a particular organization undoubtedly affects the competitiveness and image of the same. The term quality of life at work (Quality of Working Life - QWL) is given to the importance of the late 1960s as a way of understanding the effects of workplace health and general well-being. By the 1970s, concern of employers was aimed at improving working conditions. 1980s concept of quality of life at work also included other aspects of improving job satisfaction and productivity such as the reward system, employee commitment, and respect of the rights of workers.

Radical changes in the business world such as globalization, information technology, global business competition and scarcity of natural resources have caused changes in respect of employees in the definition of "good" company. The trend of the past has been to define the image of the company based on its financial indicators. Today, ethics, quality of life at work and job satisfaction of the workers themselves are the main prerequisites for the sustainability of business organizations.

Quality of life at work is a broad concept that offers many different perceptions and therefore it is difficult to define. Many authors believe that the quality of life at work is based on a subjective feeling of employees in the organization while most psychologists agree that the term quality of life at work relates to the very well-being of employees [1].

2. QUALITY OF WORKING LIFE

To ensure satisfaction and customer loyalty, organizations must consider the welfare of their employees and work environment, the impact of its operations and processes in the local community. The long-term effects that their products have during and after use must also be taken into account. Standardized management systems such as ISO 9001, ISO 14001 and ISO 18001 have been developed to meet these requirements. Dealing with these three standards separately and ensure that they match with the existing strategy of the organization proved to be extremely challenging, which is why organizations have integrated management systems into its management portfolio. The need for integrated management systems was created as a solution for adding ISO 14001 or ISO 18001 standards to already existing ISO 9001 standard. [2].

Quality of life at work does not only represents job satisfaction but it is one of its many aspects. It is generally accepted that different people have different views on what constitutes a high quality of life at work. The impact on the individual's working life is the outcome of many interactive factors, where the character of each individua may vary from group to group and from time to time. An important distinction can be drawn between the subjective and objective aspects of quality of life at work (quality of working life). The subjective aspect of quality of life at work stems from the workers who receive them directly by filling out their

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