

VII Conference on Research and Intervention in Human Resources - [People Management: a changing function](#)

Title - Comparison of the satisfaction of employees and customers / users of a social service

Mário Pereira, ASSOL - Associação de Solidariedade Social de Lafões

Keywords: satisfaction and quality of life

The present study is based on the assumption that there is a relationship between the satisfaction of workers and users of social services and their families.

We seek to present evidence that reinforces this conviction by comparing data on the satisfaction of workers, users and their families with a service that supports people with disabilities of various ages.

The particularity of the study data is that instruments using the same parameters have been used.

Assuming that work and services serve to increase the quality of life of the people, we use in the construction of the various instruments a model that presupposes 8 conditions for a life of quality of life:

- **Body Integrity** - being healthy, being well dressed, fed and cared for
- **Feel safe** - Enjoy being with others, not being afraid of those with whom you live and living relaxed in interaction with others
- **Feeling valued** - Seeing yourself as good, being recognized as a good person, feeling pride, and being able to express your talents.
- **Have a structured life** - Feel that you have a life plan, have daily routines and have your own rituals and beliefs
- **A sense of belonging** - Have a circle of close friends, value and be appreciated by others feel fellowship
- **Social participation** - Being able to have contact with the community, being among other people and taking part in community life.
- **Meaningful daily activities** - Enjoy your daily activities, do activities that fit your life plan
- **Inner Contentment** - Feel inner harmony and feel free of traumatic experiences.

For each of the groups, different indicators were identified in each of the conditions according to their interest in the service.

The comparison will be made globally and under each of these conditions.