

The Relationship between Intellectual Capital and Quality of Work life

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Abstract

Nowadays, development of intellectual capital is one of the key factors in improvement of business processes and organization's success. The reason is that creating processes for acquiring value through knowledge is one of the most important functions of intellectual capital management. This is why that the present study was aimed to study the relationship between intellectual capital and quality of work life. This study is a descriptive-correlation research. The statistical population of this study includes employees of a hospital in the city of Zahedan. A sample of 132 employees was selected randomly from this population. In order to collect the research data, a self-administrated questionnaire was used that includes three parts. The first part of this questionnaire includes the demographic characteristics of respondents. The second part refers to intellectual capital and the second one includes questions of quality of work life. Reliability of the questionnaire has been examined through Cronbachs' Alpha coefficient. Also the questionnaire was reviewed and modified by academic experts and professors for ensuring its validity. The main statistical methods that have been used for analyzing the research data and testing the hypotheses were correlation coefficient and multiple-regression analysis. The results of this study revealed that there is a significant positive relationship between intellectual capital (human, structural, and customer capitals) and quality of work life. The results also revealed that 36% of the variations of quality of work life can be explained by intellectual capital and its components. Finally, it is should be noted that employees' dissatisfaction from quality of work life is a problem that destroys the organization and its employees. It is possible to prevent such problems through improving intellectual capital.

Keywords: Intellectual Capital, Human Capital, Structural Capital, Customer Capital, Quality of Work Life