

Can the Indonesian Version of the Work-Related Quality of Life Scale-2 (WRQoLS-2) Be Used to Measure Quality of Work Life Among Hospital Personnel?

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ABSTRACT

OBJECTIVE This study aimed to construct and validate the Work-Related Quality of Life Scale-2 (WRQoLS-2) for use in Indonesia.

METHODS A cross-cultural adaptation process, including forward and backward translations by multilingual experts, ensured linguistic and conceptual equivalence of the items. Six nursing experts assessed the content validity, and the reliability was tested using Cronbach's alpha, Intraclass Correlation Coefficients (ICCs), and Spearman rank correlation coefficients among 38 registered nurses.

RESULTS The Indonesian WRQoLS-2 showed strong content validity (S-CVI/Ave of 0.97, S-CVI/AU of 0.84) and high internal consistency (Cronbach's alpha: 0.955-0.961). The ICC analysis yielded an overall ICC of 0.921, indicating excellent reliability. Most dimensions showed positive Spearman correlations, with the exception of three items in the Stress at Work dimension, which were revised and retested. The revised items confirmed that there were no comprehension issues vis-à-vis the questionnaire.

CONCLUSIONS Overall, the Indonesian version of the WRQoLS-2 proved to be a valid and reliable tool for assessing the quality of work life among hospital personnel in Indonesia.

KEYWORDS content validity; health workers; nurses; reliability; work-related quality of life scale

INTRODUCTION

The field of workplace health has undergone significant changes over time, highlighting the importance of enhancing employee welfare across various industries. This aspect is particularly vital in healthcare settings, where the well-being and effectiveness of employees directly impact the quality of care provided to patients (1). International Labour Organization (ILO) Conventions No. 155 and No. 161 emphasize the importance of ensuring that workers achieve optimal physical,

social, and mental well-being. These conventions advocate for robust measures to protect and improve health in the workplace (2), aligning with goals to enhance organizational performance, help alleviate the strain on social security and healthcare systems, and promote the long-term well-being of workers and their families (3).

Hospitals, as key institutions in the health sector, rely on productive and responsive personnel to meet patient needs effectively. Nurses, who constitute the largest segment of the health

workforce in many countries, including Indonesia, play a crucial role in patient care (4). Their welfare and productivity are intimately linked to patient satisfaction as well as to the overall efficiency and efficacy of health services (5, 6). However, nurses frequently face various occupational hazards, such as physical injuries and mental stress, which can negatively affect their well-being and their professional performance (7-9). The amalgamation of occupational risks and the intrinsically demanding nature of nursing underscores the urgency of addressing health and safety issues within this profession.

The World Health Organization (WHO) regards the health workforce as a key component of every functioning health system and as essential for improving health services globally (10). The significance of nurses in this regard has been increasingly recognized, alongside a growing awareness of the need to enhance the quality of working life (QoWL) for health workers. The concept of QoWL significantly influences the productivity and efficiency of health facilities and the quality of care provided to patients (11-13). Various models and methodologies have been developed to assess QoWL, with the Work-Related Quality of Life Scale (WRQoLS) gaining international recognition for its reliability and applicability across different cultural contexts (14). The primary challenge in translating a measurement instrument is language, as it is complex and nuanced, with words carrying different meanings and connotations across languages and cultures (15). Several studies of translated versions of the WRQoLS have been shown to have no differences in the construction of the questionnaires. In that regard, extensive evaluation of content validity is essential for achieving psychometric property equivalency to the original version.

Despite the existence of various assessment tools, there remains a noticeable lack of resources specifically designed to evaluate QoWL among nurses and health workers in Indonesia. Previous studies have attempted to adapt and translate existing QoWL assessment tools; however, the scarcity of instruments tailored to the Indonesian health context highlights an unmet need (16-18). This gap hinders the assessment of health workers' quality of work life and limits the implementation

of targeted interventions to improve their well-being and job satisfaction.

Given these considerations, this study aimed to construct an Indonesian version of the WRQoLS-2 and to evaluate its content validity and reliability, recognizing the pivotal role it plays in enhancing health services and worker satisfaction. By adapting this globally recognized tool to Indonesia's specific conditions, this study aimed to provide a robust instrument for assessing the quality of nurses' work-life, thereby contributing to the development of healthier working environments and improved patient care outcomes in Indonesian hospitals.

METHODS

This was a cross-cultural adaptation study comprising three primary stages: translation of the original version, assessment of content validity, and reliability assessment of the Indonesian version of the WRQoLS-2. A flowchart summarizing the three phases of the cross-cultural adaptation process is presented in Figure 1.

Phase 1: Translation of WRQoLS-2 to Indonesian

The translation process of the WRQoLS-2 involved five stages to ensure linguistic and conceptual similarity. The process began with a forward translation conducted by two bilingual translators with a medical background to maximize the translation's accuracy and appropriateness for local health contexts. The translators worked independently, each providing their interpretation of the scale. The translations were then merged during a coordinated online meeting of health care professionals, where the goal was to address any inconsistencies and reach a unanimous agreement on the translation.

Following that initial translation, two other translators, unfamiliar with the original WRQoLS-2, performed reverse translation to convert the synthesized Indonesian version into English. This step was crucial for identifying any changes in meaning or discrepancies with respect to the original. Dr. Darren Van Laar, the developer of the scale, then reviewed the back-translated version to assess the semantic and conceptual equivalence between the original and back-translated scales.

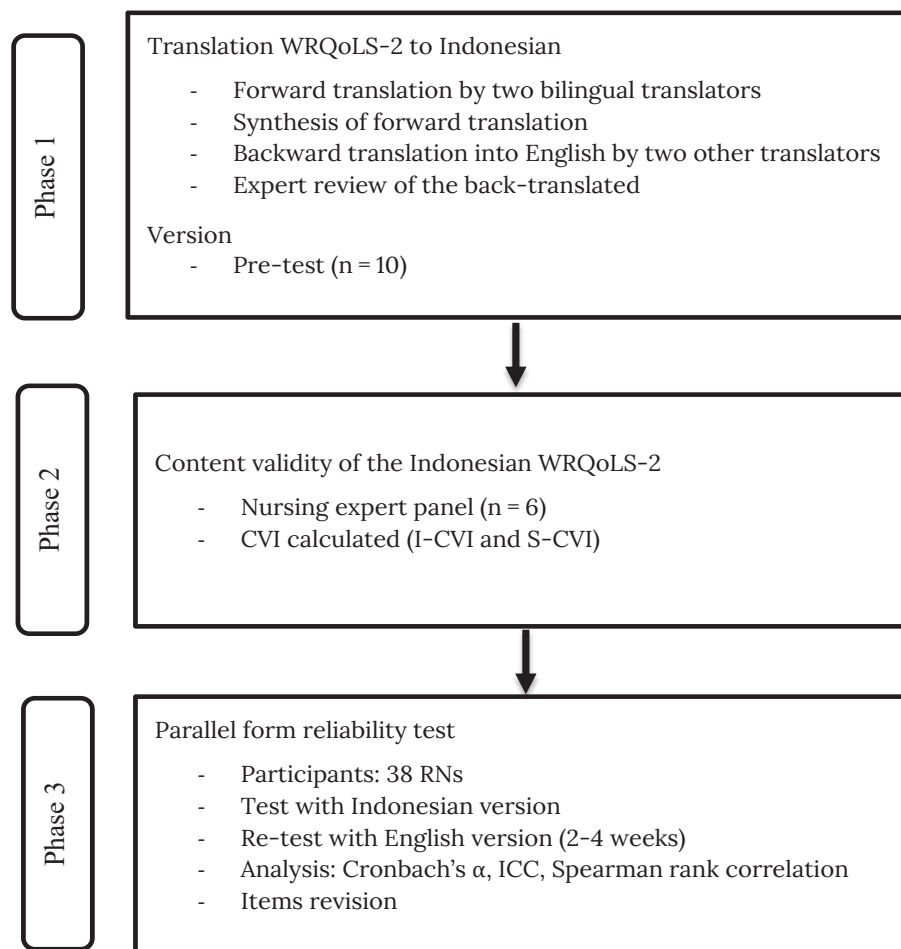


Figure 1. Overview of study design

Finally, the translated version was tested on a sample of Indonesian individuals. The number of participants (n = 10) in that pre-test phase was consistent with the recommended practices in cross-cultural adaptation studies. Previous research has demonstrated that involving 10 to 30 participants in pre-final testing is sufficient for evaluating the clarity, comprehensibility, and cultural relevance of translated items through cognitive interviews (19-21). The participants were all native speakers with professional experience in organizations or enterprises. The purpose of this testing phase was to identify any ambiguous terms, words, or sentences, thereby ensuring that the translated scale would be easily understood by the Indonesian population.

Phase 2: Content validity of the Indonesian WRQoLS-2

Content validity was assessed by six nursing professionals with expertise in academic and hospital settings. The use of six experts aligns with the

widely accepted recommendations for content validity index (CVI) evaluation, suggesting that a panel of 5-10 experts is sufficient to ensure reliability and representativeness (22). Recent studies have employed panels of five to eight experts for content validation across disciplines such as medical education, health planning, and occupational safety, supporting the sufficiency of our evaluation team size (23-25). The six experts, each with a minimum of 10 years of experience in the nursing field and holding at least a postgraduate degree, were asked to evaluate the relevance of the items in the Indonesian version of the WRQoLS-2. They were briefed on the questionnaire and its dimensions and received instructions on how to conduct a content validity assessment. For this evaluation, they utilized a self-developed 4-point Likert scale to assess the suitability of the items for reflecting the dimensions and QoWL of Indonesian nurses, particularly in terms of their relevance to the Indonesian context.

Phase 3: Parallel-form reliability test

A reliability test was conducted in an Indonesian hospital and involved 38 registered nurses who met certain criteria, including being full-time employees, having 5-10 years of work experience, having employment status as civil servants, and being proficient in English. The sample size was designed for psychometric testing rather than for representativeness of the broader population. Previous studies have demonstrated that a sample size of 30 is adequate for reliability analysis (25). Our final sample of 38 nurses exceeded the recommended minimums, ensuring a reliable assessment of the scale's psychometric properties. The goal was to assess the accuracy of the WRQoLS-2 Indonesian version by comparing it to the original English version. Participants completed both the Indonesian and original English WRQoLS-2 questionnaires, with a 2-week to 1-month gap between administration of each version. This gap was consistent with the best practices in test-retest reliability research and several empirical studies which recommend a 2-4 weeks interval to reduce memory recall bias while maintaining construct stability (26-28).

The last phase of the preliminary testing included a panel of ten native speakers of Indonesian, who reviewed three items (SAW Dimension) that had shown either no or only weak correlation with the original English version in earlier evaluations. The three items were item 7 (*Saya sering merasa ditekan saat bekerja*/ I often feel under pressure at work), item 19 (*Saya sering merasa stres berlebihan saat bekerja*/ I often feel excessive levels of stress at work), and item 29 (*Saya ditekan untuk bekerja lembur*/ I am pressured to work long hours). Each participant evaluated the clarity and familiarity of these items in the Indonesian version of the questionnaire which were subsequently compared with the original English version to verify the accuracy and equivalence of the translation. Participants were also invited to suggest any improvements to the translations.

Data analysis was conducted using IBM SPSS Statistics for Windows, Version 26.0 (29). Descriptive statistics were used to present the quantitative variables. Both the item-level content validity index (I-CVI) and the scale-level content validity index (S-CVI) were calculated. I-CVI was based on the percentage of experts rating an item as rele-

vant (scores of 3 or 4), and S-CVI was determined through two methods: S-CVI/Ave which averages the I-CVIs, and S-CVI/UA, which assesses the level of universal agreement among experts for each item. The combined CVI of 0.8 was deemed satisfactory, indicating adequate content validity (30, 31).

Reliability was confirmed with Cronbach's alpha, with values above 0.7 indicating acceptable reliability and suggesting that the items within the scale consistently measured the same underlying construct (32). The correlation between the scores from both versions was evaluated using the Spearman rank correlation coefficient, with correlations interpreted as follows: 0.90 to 1.00 (excellent), 0.80 to 0.90 (good), 0.70 to 0.80 (moderate), and below 0.70 (inadequate reliability) (33). Additionally, the Intraclass Correlation Coefficient (ICC) was used to further evaluate the reliability of the Indonesian version of the WRQoLS-2. The ICC analysis yielded a value above 0.75, which is considered excellent. ICC values of 0.60-0.74 are considered good, 0.40-0.59 are fair; and below 0.40 are poor (34). These findings underscore the internal consistency and reliability of the instrument, ensuring its suitability for the intended measurements.

This study was conducted in accordance with ethical principles and approved by the Ethics Committee of Khon Kaen University, Thailand (Ethics code: HE661377) and the Ethics Committee of Dr. Moewardi General Hospital, Indonesia (No: 1.087/VI/HREC/2023).

RESULTS

Validity of the Indonesian WRQoLS-2

The WRQoLS-2, featuring 32 items across seven dimensions, was translated into Indonesian through a detailed process outlined in the Methodology section. This process involved forward and backward back translations, enabling most items to be effectively translated into Indonesian and closely matching the original English version upon back translation. However, challenges of some specific terms and phrases necessitated careful examination and adjustments. For more details, see [Supplementary 1: Forward-back translation and feedback from Dr. Darren Van Laar](#).

Dr. Darren Van Laar played a key role in discussions and facilitating significant changes,

leading to an enhanced translation that accurately reflects the intended meanings of certain elements. Notably, 17 items were accurately translated on the first attempt, but 15 required minor revisions to align with nuances of the original questionnaire. These revisions were intended to ensure fairness in questioning, clarify definitions of terms, and precisely capture the original creators' intended perceptions.

For example, in item 5, the term 'employer' posed some difficulty when adapting into Indonesian. The translator initially suggested using the word '*atasan*' (an Indonesian noun referring to a superior or someone in a higher position within the organizational hierarchy). '*Atasan*' is often used to denote a person's immediate supervisor or manager, as well as an employer or boss. However, Dr. Darren intended the term 'employer' to refer to the organization in general, rather than to a specific person such as a boss. After discussion, the translators agreed that 'work institution' could be used to represent an organization in general (D. Van Laar, personal communication, Nov 29, 2023).

The pre-final Indonesian version of the WRQoLS-2 was accepted following these adjustments, signifying successful adaptation that maintained the integrity of the original scale. Moreover, when ten native Indonesian speakers reviewed the Indonesian version and compared it with the original scale, their feedback indicated no difficulties in understanding the instructions and items

Content validity of the Indonesian WRQoLS-2

Content validity assessment was performed by all the experts, who deemed 27 of the 32 items as highly relevant, awarding these items a perfect item I-CVI of 1.00. Item 9 in the General Well-Being Dimension, 'Recently, I have felt unhappy and depressed,' initially received an I-CVI of 0.67 due to two values which were deemed insufficiently precise by one expert, necessitating its revision. Following expert recommendations, this item was rephrased as, 'I am currently experiencing feelings of unhappiness, depression, and pressure.' The five items finally achieved an I-CVI of 0.83, indicating adequate validity for inclusion in the translated version (35). The scale-level CVI based on universal agreement (S-CVI/UA) reached 0.84, a measure of the experts' level of consensus. An S-CVI/Ave rating of 0.97 was achieved using the averaging method. These CVI outcomes confirmed the suitability of the WRQoLS-2 for use with Indonesian registered nurses. Detailed results are presented in Table 1.

Parallel form reliability of the Indonesian WRQoLS-2

Of the 50 registered nurses (RNs) who met the specified criteria, 40 participated in the evaluation of the Indonesian version of the WRQoLS-2. Of these, 38 completed both the Indonesian and the original versions of the questionnaire. Two participants could not be reached for further data collection, resulting in 38 valid responses for the analysis. Thus, of the 50 eligible RNs, 38 completed both versions of the WRQoLS-2, yielding a response rate of 76%. This group is represent-

Table 1. Rating of item content relevance by six experts

Dimension	Number of items	Items	I-CVI average
Job and career satisfaction	6	1, 3, 8, 11, 18, 20	1.00
General well-being	6	4, 9, 10, 15, 17, 21	1.00
Home-work interface	4	5, 6, 14, 25	0.95
Stress at work	4	7, 19, 24, 29	0.83
Control at work	4	2, 12, 23, 30	1.00
Working conditions	4	13, 16, 22, 31	1.00
Employee engagement	3	26, 27, 28	1.00
Overall	1	32	1.00
Total	32		
S-CVI/Ave			0.97
S-CVI/UA			0.84

Table 2. Intraclass correlation coefficient between the translated Indonesian version WRQOLS-2 and the original WRQOLS-2

Domains	Intraclass correlation coefficient
Job and career satisfaction	0.896
General well-being	0.902
Home-work interface	0.902
Stress at work	0.964
Control at work	0.901
Working conditions	0.896
Employee engagement	0.900
Overall	0.906

ative of a skilled and committed workforce that contributes significantly to health services.

Cronbach's alpha was used to measure the internal consistency and reliability of the Indonesian adaptation of the WRQoLS-2. The findings revealed notably high Cronbach's alpha values, averaging 0.958 across dimensions and items. The employee engagement (EEN) dimension had the lowest alpha value at 0.955, while the stress at work (SAW) dimension had the highest value at 0.961. The ICC for the JCS dimension was 0.896, while the SAW dimension had an ICC of 0.964 (Table 2). The ICC analysis yielded an overall ICC of 0.921 for the seven dimensions tested.

The Spearman correlation (Table 3) provided strong evidence of the psychometric fidelity of the Indonesian WRQoLS-2 to the original version. Correlations among all dimensions of both versions were examined. The correlations ranged from 0.343 for SAW to 0.568 for WCS. All dimensions showed statistically significant correla-

tions, in contrast to the SAW dimension. A deeper analysis of the four SAW items revealed that three items (7, 19, and 29) had poor correlations, whereas item 24 maintained a significant correlation (Table 4).

The final evaluation of the three items that had previously shown no or weak correlations led to modifications aimed at addressing potential confusion or misinterpretation. In item 7, originally translated into Indonesian as '*Saya sering merasa tertekan saat bekerja*,' the term '*tertekan*' primarily conveys internal feelings of being overwhelmed, which may not fully capture the external pressures implied by the English phrase 'I often feel pressured at work.' To more accurately reflect such external influences, the translation was amended to '*Saya sering merasa ditekan saat bekerja*,' highlighting the influence of external pressures on one's psychological state.

For item 19, 'I often feel excessive stress at work,' initially translated as '*Saya sering merasa stres berlebihan saat bekerja*,' the term '*berlebihan*' was reconsidered. Given the potential cultural differences in perception of what qualifies as 'excessive,' this translation might not accurately reflect the intensity implied in English. To clarify, '*berlebihan*' was replaced with '*melebihi batas yang wajar*,' modifying the translation to '*Saya sering merasa stres melebihi batas yang wajar saat bekerja*,' thus better communicating stress levels exceeding a reasonable threshold.

Lastly, the translation of 'I am pressured to work long hours' as '*Saya ditekan untuk bekerja lembur*' was revised to avoid the negative connotations of '*ditekan*' and the culturally specific

Table 3. Spearman correlation coefficients between the Indonesian WRQoLS-2 and the Original WRQoLS-2

Dimension		Number of items	Correlation coefficient	p-value
WRQoLS-2 Original	WRQoLS-2 Indonesian			
Job and career satisfaction (JCS)	JCS	6	0.554	0.000*
General well-being (GWB)	GWB	6	0.537	0.001*
Home-work interface (HWI)	HWI	4	0.457	0.004*
Stress at work (SAW)	SAW	4	0.343	0.035*
Control at work (CAW)	CAW	4	0.538	0.001*
Working conditions (WCS)	WCS	4	0.568	0.000*
Employee engagement (EEN)	EEN	3	0.405	0.012*
Overall (Ovl)	Ovl	1	0.380	0.019*

*Statistically correlation $p < 0.05$

Table 4. pearman correlation coefficients SAW dimensions between the Indonesian WRQoLS-2 and the Original WRQoLS-2

SAW dimension		Correlation coefficient	p-value
WRQoLS-2 Original	WRQoLS-2 Indonesian		
7	7	0.078	0.644
19	19	0.277	0.092
24	24	0.461	0.004*
29	29	0.045	0.790

*Significant correlation $p < 0.05$

implications of 'lembur.' The phrase was altered to 'Saya dituntut untuk bekerja diluar waktu kerja,' which more neutrally indicates a requirement to work beyond standard hours, without the suggestion of undue coercion.

DISCUSSION

The cross-cultural adaptation of the WRQOLS-2 into Indonesian involved a rigorous forward and backward translation process, similar to that described in previous studies, to ensure both linguistic and cultural relevance and to maintain conceptual equivalence across cultures (36-39). A key adaptation challenge was the term 'organization,' which in the Indonesian health context was replaced with the Indonesian phrase for 'work institution' to avoid misinterpretations and to enhance local relevance. These decisions align with the findings of studies showing that even minor terminological misalignments can significantly affect a scale's applicability and the validity of its outcomes (40,41).

The focus on content validity was instrumental, providing an established framework to guide the adaptation, thus ensuring that the scale measured the intended construct within the Indonesian cultural context (42). A panel of Indonesian health professionals was pivotal in refining the translation to convey the intended meanings, ensuring that each item was contextually appropriate (43, 44). This approach aligns with the emphasis on expert reviews in maintaining a scale's psychometric properties (45). The successful content validity assessment, indicated by a high I-CVI of 1.00 and a robust overall S-CVI, reflects a strong expert consensus on the scale's appropriateness and relevance, supporting its methodological rigor (22).

The Indonesian WRQOLS-2 demonstrated excellent internal consistency, with a Cronbach's alpha of 0.958, which is higher than that seen in previous adaptations into other languages such as the Chinese version (Cronbach's alpha of 0.93) (46). This indicates a high level of agreement among the scale items, affirming its reliability in evaluating the quality of working life among Indonesian health professionals. The scale's test-retest reliability, supported by a good ICC of 0.903, underscores its consistency across different administrations. Despite these strong indicators, some issues were noted with the 'Stress at Work' dimension (items 7, 19, and 29), leading to a targeted retest with ten native professionals to refine those item translations to better reflect cultural perceptions of workplace stress. For example, the term 'pressured' was changed to 'ditekan' to emphasize external pressures, 'excessive stress' was modified to 'stres melebihi batas yang wajar' to convey culturally relevant thresholds of stress, and to avoid the negative connotations of 'ditekan' was changed to 'dituntut' which more neutrally indicates a requirement to work beyond standard hours without suggesting undue coercion. These adjustments, informed by the iterative testing approach recommended in the cross-cultural adaptation literature, highlight the dynamic nature of translation in cross-cultural research and the necessity for continuing refinement to maintain scale integrity and relevance (47). These refinements enhance the scale's ecological validity, ensuring that it accurately reflects the realities of the Indonesian health environment, thus improving its reliability and utility for assessing workplace quality of life.

In addition, global public health priorities increasingly emphasize the importance of improving workplace conditions for health workers, as their well-being directly impacts the quality of care provided to patients (3, 5, 44). The rigorous methodology of this study could help guide similar efforts in regions that have yet to adopt such tools, supporting evidence-based policies and interventions that improve employee satisfaction and patient care outcomes globally.

This study has several limitations. First, the Indonesian version of the WRQoLS-2 was designed to assess the organizational aspects of quality of work life and is not suitable for self-employed

individuals or for assessment of individuals. Second, the instrument does not include built-in demographic or exposure measurement components; thus, organizations wishing to explore associations between quality of work and specific variables must collect contextual data independently. While this study focused exclusively on registered nurses, the WRQoLS-2 may have potential for use among other hospital personnel. However, further validation is recommended prior to applying the scale to different health professional groups.

The Indonesian WRQoLS-2 is suitable for integration into routine assessments of workforce well-being in hospitals, particularly for short-term evaluations. To enhance its utility, it is important for institutions to collect complementary data on demographics and work exposure to help contextualize the results and to support more precise interpretations. Future research should focus on validating this instrument among other health professionals (e.g., physicians, allied health staff, and midwives) and in diverse health settings (e.g., private, military, or religious-based hospitals) across various regions and employment statuses in Indonesia. Ultimately, insights from WRQoLS-2 assessments should be used to guide institutional policymaking and interventions aimed at improving the quality of work life for Indonesia's health workforce.

CONCLUSIONS

The Indonesian WRQoLS-2 is a valid and reliable tool for assessing the quality of work life among hospital nurses in Indonesia. Further studies are recommended to evaluate its applicability among other hospital personnel before broader implementation of the program.

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CONFLICTS OF INTEREST

The authors declare that they have no knowledge of any conflicts of interest or personal relationships that could have influenced this study.

AUTHOR CONTRIBUTIONS

A.R.: conceptualization, writing (original draft), methodology, investigation, formal analysis, software, data curation; N.C.: conceptualization, writing (review & editing), validation, methodology, formal analysis, data curation; C.N.: writing (review & editing), methodology, formal analysis; N.P.: writing (review & editing), validation, and supervision.

DATA AVAILABILITY STATEMENT

The data used are confidential.

INSTITUTIONAL REVIEW BOARD STATEMENT

The study was approved by the Ethics Committee of Khon Kaen University, Thailand (HE661377) and the Ethics Committee of Dr. Moewardi General Hospital, Indonesia (No: 1.087/VI/HREC/2023).

INFORMED CONSENT STATEMENT

Informed consent was obtained from all participants involved in the study.

SUPPLEMENTARY MATERIALS

The following supporting information can be downloaded at: [Supplementary appendix](#)

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Supplementary 1. The forward-backward translation and the feedback from Dr. Darren

No.	Original	Synthesis of Forward Translation	Back translation 1	Back translation 2	Comments
1.	I have a clear set of goals and aims to enable me to do my job	Saya memiliki sejumlah target dan tujuan jelas untuk bekerja	I have a number of clear targets and goals to work	I have clear targets and goals for work	Good
2.	I feel able to voice opinions and influence changes in my area of work	Saya merasa mampu menyampaikan pendapat dan membawa perubahan di lingkungan kerja	I feel like I am able to express opinions and create changes at work.	I feel like I can express my opinions and introduce changes in my work environment	Influence is weaker than introduce
3.	I have the opportunity to use my abilities at work	Saya berkesempatan mempraktikkan kemampuan saya saat bekerja	I have the opportunity to practice my capability when working.	I have the chance to practice my skills when working	Good
4.	I feel well at the moment	Saya merasa baik saat ini	I feel well at the moment.	I feel good now	OK, but feel well means both health and wellbeing
5.	My employer provides adequate facilities and	Atasan saya menyediakan cukup fasilitas dan	My employer provides sufficient facility and flexibility for me to	My boss provides enough facilities and flexibility for me so I	Employer here means the organization in general, rather

No.	Original	Synthesis of Forward Translation	Back translation 1	Back translation 2	Comments
	flexibility for me to fit work in around my family life	fleksibilitas bagi saya untuk menyesuaikan waktu kerja dan keluarga	adjust to work and family times	can adjust my time for work and family	than a specific person like a boss
6.	My current working hours / patterns suit my personal circumstances	Jam/ pola kerja saya saat ini sesuai untuk situasi pribadi saya	My work hours/pattern at the moment is suitable for my personal circumstance	My current work hours/pattern is suitable for my personal situation	Good
7.	I often feel under pressure at work	Saya sering merasa tertekan saat bekerja	I often feel pressures when working	I often feel stressed at work	Pressure can be positive, stress is always negative
8.	When I have done a good job it is acknowledged by my line manager	Jika kerja saya bagus, saya mendapatkan pujian/ imbalan dari manajer saya	If I work well, I receive compliments/rewards from my manager	If I work well, I get appreciation/reward from my manager	Acknowledged means it is recognized / seen rather than being rewarded
9.	Recently, I have been feeling unhappy and depressed	Akhir-akhir ini, saya sedang merasa tidak bahagia dan depresi	I am feeling unhappy and depressed lately	Recently, I have been feeling unhappy and depressed	Good

No.	Original	Synthesis of Forward Translation	Back translation 1	Back translation 2	Comments
10.	I am satisfied with my life	Saya puas dengan hidup saya	I am satisfied with my life.	I am satisfied with my life	Good
11.	I am encouraged to develop new skills	Saya terdorong untuk mengembangkan keterampilan baru	I am encouraged to develop new skills	I am motivated to develop new skills	Good
12.	I am involved in decisions that affect me in my own area of work	Saya terlibat dalam keputusan yang memengaruhi diri saya di lingkungan kerja	I am involved in decisions that affect me in my work environment	I am involved in decisions that affect me in the work environment	Good
13.	My employer provides me with what I need to do my job effectively	Atasan saya menyediakan apa yang saya butuhkan untuk bekerja secara efektif	My employer provides everything I need to work efficiently	My boss provides what I need to work effectively	Employer here means the overall organization rather than boss. Also effectively means doing your job well / to a good standard, not just quickly
14.	My line manager actively promotes flexible hours/patterns	Manajer saya secara aktif mempromosikan jam/pola kerja fleksibel	My manager actively promotes flexible work hours/patterns	My manager actively promotes flexible work hours/pattern	Good

No.	Original	Synthesis of Forward Translation	Back translation 1	Back translation 2	Comments
15.	In most ways my life is close to ideal	Secara garis besar, hidup saya mendekati ideal	In general, my life is almost ideal	Broadly speaking, my life is almost ideal	Good
16.	I work in a safe environment	Saya bekerja di lingkungan yang aman	I work in a safe environment	I work in a safe environment	Good
17.	Generally things work out well for me	Sebagian besar hal dalam hidup saya berjalan lancar	Most things in my life work well	Most of the things in my life go smoothly	Good
18.	I am satisfied with the career opportunities available for me here	Saya puas dengan peluang karier yang tersedia bagi saya di tempat kerja ini	I am satisfied with the career opportunities that I have in this workplace	I am satisfied with the career opportunities available for me at this workplace	Good
19.	I often feel excessive levels of stress at work	Saya sering merasa stres berlebihan saat bekerja	I often feel overwhelmingly stressed when working	I often feel extremely stressed at work	Excessive is a weaker word than extremely or overwhelmingly, more like 'more than I would want.
20.	I am satisfied with the training I receive in order to	Saya puas dengan pelatihan yang saya terima untuk	I am satisfied with the trainings that I received to do my job at the moment	I am satisfied with the training I received for doing my current job	Good

No.	Original	Synthesis of Forward Translation	Back translation 1	Back translation 2	Comments
	perform my present job	melakukan pekerjaan saya saat ini			
21.	Recently, I have been feeling reasonably happy all things considered	Akhir-akhir ini, saya secara umum sedang merasa bahagia	Lately, I feel happy in general	Recently, generally I have been feeling happy	Reasonably happy is weaker than happy. May be better as: In general, I am feeling quite (or sufficiently?) happy at the moment
22.	The working conditions are satisfactory	Kondisi pekerjaan saya memuaskan	My working condition is satisfying	My work condition is satisfactory	Working conditions is normally taking to be the physical environment where you work
23.	I am involved in decisions that directly affect members of the public	Saya terlibat dalam pengambilan keputusan terkait langsung dengan orang banyak	I am involved in the decision makings that are directly related with many people	I am involved in the making of decisions that directly affect many people	This is always a tricky one to translate – it originally comes from a medical context where the word was ‘patients’ and really refers to the people the organization serves (eg students in a university), I have also seen this changed to clients or customers.
24.	I have unachievable deadlines	Saya memiliki tenggat waktu yang sulit dicapai	I have deadlines that are difficult to meet	I have unrealistic deadlines	Unachievable is a bit stronger and may be better as deadlines I could never meet

No.	Original	Synthesis of Forward Translation	Back translation 1	Back translation 2	Comments
25.	I am able to achieve a healthy balance between my work and home life	Saya bisa meraih keseimbangan yang sehat antara pekerjaan dan keluarga saya	I can have healthy work and family balance	I can achieve a healthy balance between work and family	This is OK, but in English home life would also include hobbies and leisure (eg so it works for people who don't have a family)
26.	The organisation communicates well with its employees	Tempat kerja berkomunikasi dengan baik dengan para pekerjanya	The workplace communicates well with the staff	Workplace communicates well with the employees	Organization here means the wider company or hospital you work for – so 'IBM' or 'Bangkok central hospital' rather than the specific place or dept you work in.
27.	I am proud to tell others that I am part of this organisation	Saya bangga memberitahu orang lain bahwa saya bagian dari tempat kerja ini	I am proud to inform people that I am part of this workplace	I am proud to tell others that I am part of this workplace	Organization here means the wider company or hospital you work for
28.	I would recommend this organisation as a good one to work for	Saya akan merekomendasikan tempat kerja ini sebagai tempat kerja yang baik.	I will recommend this workplace as a good workplace	I will recommend this workplace as a good workplace	Organization here means the wider company or hospital you work for

No.	Original	Synthesis of Forward Translation	Back translation 1	Back translation 2	Comments
29.	I am pressured to work long hours	Saya ditekan untuk bekerja lembur	I am pressured into working overtime	I am forced to work overtime	Not really overtime, which is more formal and people usually get paid extra for it. Long work hours could be overtime, but also could mean unpaid work (eg answering emails whilst at home / on holiday)
30.	I have sufficient opportunities to question managers about change at work	Saya memiliki cukup peluang untuk mempertanyakan tentang perubahan di tempat kerja kepada manajer	I have sufficient opportunities to ask about	I have enough chances to ask about the changes in the workplace to manager	May be better as: I have enough chances to ask my manager about changes in the workplace.
31.	I am happy with the physical environment where I usually work	Saya senang dengan lingkungan fisik di tempat saya biasa bekerja	I am happy with the physical environment of where I work	I am happy with the physical environment of the place I normally work in	Good
32.	I am satisfied with the overall quality of my working life	Saya puas dengan keseluruhan kualitas kehidupan kerja saya	I am satisfied with the overall life quality of my workplace	I am satisfied with the quality of my work life in general	Good