

Obstacles, Burnout and Service Quality as the main predictors of Quality of Life for people with Intellectual Disabilities



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INTRODUCTION

In recent decades the interest in quality of life for people with intellectual disabilities has increased significantly. This construct is defined as a multidimensional phenomenon composed of core domains influenced by personal characteristics and environmental factors (Schalock, Keith, Verdugo, & Gomez, 2010).

Objective. The main goal of this study is to identify environmental factors present at health care organizations attending people with intellectual disabilities, which affect their quality of life levels. Specifically, we propose a model in which the social and technical obstacles encountered by employees in their daily work affect the quality of life of the persons with intellectual disabilities. We argue that this effect takes place through a series of sequential mediators that include employees' burnout within these organizations, the quality of service the delivered by these organizations, and the quality of the service perceived by the legal guardians responsible of the people with disabilities.

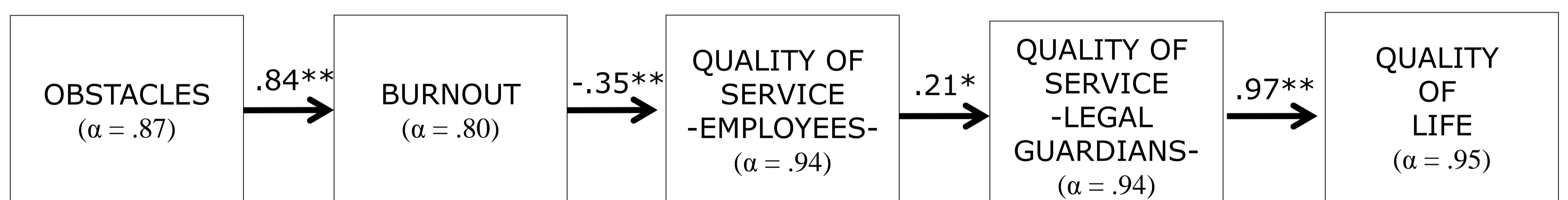
METHOD

Sample. 1205 employees and 1437 legal guardians of people with intellectual disabilities from 130 health care organizations affiliated to the Spanish Network of Organizations in favor of the Quality of Life of People with Intellectual Disabilities.

Measures. Obstacles (Smith, 2010), MBI-GS (Schaufeli, Leiter, Maslach, & Jackson, 1996), Functional-Relational Service Quality Scale (Sánchez-Hernández, et al., 2010), and the Quality of Life Scale was constructed to represent the classic types of QoL for attending intellectually disabled individuals based on Verdugo, Schalock, Keith, and Stancliffe (2005).

Data analyses. We used Hayes's (2012) PROCESS macro (Model 6) for SPSS to estimate the equations of the proposed model and obtain bias-corrected bootstrapped confidence intervals based on 5,000 bootstrap samples for the indirect effect of obstacles on quality of life.

RESULTS



The total indirect effect from obstacles to quality of life was estimated at $-.179$ ($SE = .092$), with a 95% bias-corrected bootstrap (5000 samples) confidence interval of $[-.368, -.009]$.

Note: Unstandardized regression coefficients. ** $p < .01$, * $p < .05$.

CONCLUSION

The obstacles encountered by employees in their daily work have an indirect negative effect on the quality of life of the persons with intellectual disabilities.

The level of burnout perceived by employees within these health care organizations, the quality of service delivered by these organizations, and the quality of service received by the legal guardians that attend these organizations act as the sequential mediators of such indirect effect.

MAIN REFERENCES

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