

A Work-Life Balance Model of the Employees of the National Iranian Gas Company (Head Office) based on the Roadmap for Reforming the Administrative System of the Country

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Abstract:

People's work and personal life are not two separate categories, but a concept and should be considered together; because considering them separately causes us to have an incomplete understanding of both. Accordingly, the purpose of this study is to design a model for work-life balance of employees of the National Iranian Gas Company. The present research is applied in terms of orientation, descriptive in terms of purpose and survey in terms of strategy. In this study, using Delphi technique, the opinions of 15 experts on the factors affecting the balance of family work were identified based on the roadmap programs for reforming the administrative system of the country and 33 indicators. The sample size was 219 official employees and 61 contract employees of the official and contract employees of the National Iranian Gas Company (main company). Using confirmatory factor analysis, the mentioned dimensions were evaluated and tested. From the results of DEMETEL technique, it was observed that the factors related to monitoring, evaluation and development of organizational culture had the most relationship with other factors. The index of organizational culture development has the most impact and the factor of human capital has the least impact. The role and structure engineering index is the most influential in the next degree. Also, the criterion of factors related to management factors and technologies is very influential. The criterion of organizational culture development is also the least affected by other criteria. Engineering criteria role and structure have the highest impact and impact with other criteria studied. The criterion of human capital factors has the least impact with other variables. In this model, the criteria of engineering role and structure, development of organizational culture and monitoring and evaluation of the variable are causal and the rest are disabled.

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1. Introduction

The most important factor for success in the workplace is the human capital that is at work. If any of these assets fail to function properly for any reason, the organization will suffer greatly. For decades, the concept of work-life balance has been considered very important for the organization and individuals, which has a significant role in improving employee productivity, which in turn has a positive impact on the performance of organizations (Bataineh, 2019).

Past research has answered the question that in order to have healthy employees, the development of work-life balance strategies is needed both at the individual and organizational level (Zheng et al., 2015). Research has been done in this area. Lapiere (2016) in a study examining the relationship between work-life balances with family satisfaction and found that there is a positive and significant relationship between work-life balance and family satisfaction. Convert (2010) has found in a study that work-life balance has a significant and inverse effect on burnout and with increasing work-life balance, employees reduce their burnout. The results of research by Karatepe & Bektashi (2008) and Wong and Koo (2009) also showed that work-life balance, having a flexible work schedule, having leisure time and support in the workplace lead to hard work and increase the performance of managers.

Work-life balance is defined as fulfilling the expectations associated with a role that is negotiated and shared between an individual and partners related to their roles in both work and family (Helmle et al., 2014). The Organization for Economic Co-operation and Development (OECD) defines work-life balance as a state of balance between work and personal life (Kim & Windsor, 2015).

Any imbalance between personal and organizational commitment and inefficient management of life priorities can lead to serious consequences in any or all aspects of the organization and may generally lead to reduced job satisfaction, poor performance and low productivity, ambition, increased absenteeism. And lead to layoffs, burnout, job stress, impaired physiological and psychological health, and ultimately reduced performance in personal and family life (Sudarsan & Poulouse, 2014). Work-life balance, if accepted by the organization, allows employees to ensure that costs and turnover are under control and productivity is improved while interacting with the community (Batineh, 2019). An organization must implement an effective work-life balance policy, a

policy that allows employees to connect with the community while controlling costs and turnover and improving productivity (Helmle et al., 2014).

Subsidiaries of the Ministry of Oil, including the National Iranian Gas Company, with a strategic view of human resources, consider it as an intelligent and valuable asset and pay more attention to improving the performance and job satisfaction of employees. Improving the work-life balance of employees requires the efforts of the organization's management to formulate supportive human resource policies. Today, the focus on work-life balance is a reflection of the importance that everyone attaches to it; therefore, considering the importance and position of work-life balance in the National Iranian Gas Company, senior and executive managers will try to increase the improvement and performance of employees and their organization by examining and recognizing the relationship between work and life and organizational performance. And identify the lives of the employees of the National Iranian Gas Company.

2. Theoretical Foundations and Literature Review

The concept of work-life balance evolved in the Western world in the late 1970s and 1980s. This concept of priority equates to the work-life and ambition aspects, and the personal aspects, family, friends, enjoyment and spiritual growth (Landsbergis et al., 2018). The Organization for Economic Co-operation and Development (OECD) defines work-life balance as a state of balance between work and personal life (Kim and Windsor, 2015). Work-life balance is a concept that addresses the ability of individuals, regardless of age or gender, to become a stream that allows them to meet work demands and other responsibilities and / or non-work activities (Alterman et al., 2010).

From the perspective of McCarthy et al. (2010), work-life balance activities and programs refer to the voluntary actions that organizations provide to employees to facilitate reconciliation and integration between personal and work life. Some of these measures and organizational support include: consulting services to employees, assistance programs for employees, time management training, stress management training and facilitating the care of employees' children both inside and outside the organization.

Work-life balance is a concept that supports the efforts of an employee in each department to divide their time and energy for work-life balance (George et al., 2018).

Based on the quality of the life literature (Campbell et al., 1976), the multiple identity perspective (Tweet, 1983), and the theory of work development in the super living space (Super, 1980), Kinney et al. (2013) identified eight non-working areas related to work-life balance which include: education, health, leisure, friendship, romantic relationships, family, family management and community involvement. The importance that people give to different areas varies from person to person (Kinney et al., 2013).

The relationship between health and working life is due to rising rates of workers with long-term health problems and disabilities, and older workers, both with higher incidence of health problems. In 2017, 27.8% of EU workers had chronic health problems and disabilities, and 19% of those working in the EU were 55 years old or older. However, there is another reason why the health sector is relevant even to "healthy" workers (Gragano et al., 2020).

Recent studies show that better work-life balance promotes not only job satisfaction, job performance and organizational commitment, but also life and family satisfaction. Work-life balance also reduces the effects of stress such as mental distress, emotional exhaustion, anxiety and depression (Sirgy & Lee, 2018). Balance will reduce absenteeism; delays, health care, and patient leave, and consequently related costs (George et al., 2018). The results of the study of Hasanat & Larasati (2018) showed that companies that pay attention to employee well-being and personal life of employees can affect the employment rate of employees in the company (Hasanat & Larasati, 2018).

Many studies of individual consequences have analyzed different types of work-life balance, and several studies have summarized the literature on the correlation between work-family conflict and work-family enrichment (McNall et al., 2010). Chiang et al. (2010) showed that high workload and low work-life balance and control over work lead to increased job stress. Waris (2014) in a study examined the relationship between work-life balance and job satisfaction. The results indicate that there is a positive and significant relationship between work-life balance and job satisfaction and creating a work-life balance reduces the friction between personal and work life. The results of the study by George et al. (2020) show health

workers, like the family, are important in the balance of work and life. Work-life balance explained variance for job satisfaction more than work-family balance. Parents' age, gender, and status moderated the effect of work-family balance on job satisfaction, and work ability moderated the effect of work-health balance on job satisfaction. The study of George et al. (2020) emphasizes the importance of health in the work-health balance and emphasizes that it is very important to pay attention to the characteristics of different groups of workers when considering work-life balance (George et al., 2020). Convert (2010) found in a study that work-life balance has a significant and inverse effect on burnout and decreases with increasing work-life balance of employees.

3.Methodology

The present research is applied in terms of orientation, descriptive in terms of purpose and survey in terms of strategy. The research measurement tool was a questionnaire and the data collection method was field.

In the first part of the research, all managers and experts familiar with the field of human resources in the National Iranian Gas Company (main company), in order to perform the Delphi technique to collect data to determine each of the 8 effective programs of the administrative system reform roadmap in the work balance and family of employees of the National Iranian Gas Company and its indicators (strategic issues related to each program) in the first part 15 people selected.

In the second part, considering that the statistical population includes all official and contract employees of the National Iranian Gas Company (main company), using the Cochran's formula, 219 official employees and 61 contract employees who used telecommuting during quarantine were considered as a statistical sample and answered the questionnaire after extracting the key dimensions of work-life balance of the employees of the National Iranian Gas Company, in order to evaluate and confirm the dimensions, to collect data from a researcher-made questionnaire with Cronbach's alpha coefficient 0.90 was used.

Using confirmatory factor analysis, the mentioned dimensions were evaluated and tested. Then, the opinions of 15 industry experts were used to determine the direction of the relationship between the criteria and to create a relationship pattern with the fuzzy dimethyl technique.

4. Findings

In the first part, eight main components were introduced based on the roadmap programs for reforming the country's administrative system. Based on the Delphi technique, experts commented on the role of each component (effective programs in work-life balance and family of employees of the National Iranian Gas Company). Then, based on their opinions, 6 criteria and 33 indicators were selected and compiled in the form of a questionnaire and is available to employees.

Question 1: Which of the following is one of the key and effective indicators of work-life balance of the employees of the National Iranian Gas Company?

Table 1: Confirmatory factor analysis to examine the factors affecting work-life balance

No	Indicators	R2	t value	Standard error	t value	Factor load
1	Role and structure engineering	0.79	8.98	0.31	13.18	0.84
2	Development of e-government and administrative intelligence	0.65	10.12	0.34	14.42	0.72
3	Human capital	0.92	8.20	0.06	19.27	0.96
4	Management factors and technologies	0.89	8.89	0.12	18.64	0.89
5	Development of organizational culture	0.91	8.48	0.09	18.78	0.94
6	Monitoring and evaluation	0.68	8.45	0.32	13.47	0.76

The results of factor analysis confirmed the significance of the relationship between indicators and dimensions and the significance of the relationship between dimensions and work-life balance. The confirmation factor analysis chart can be seen below.

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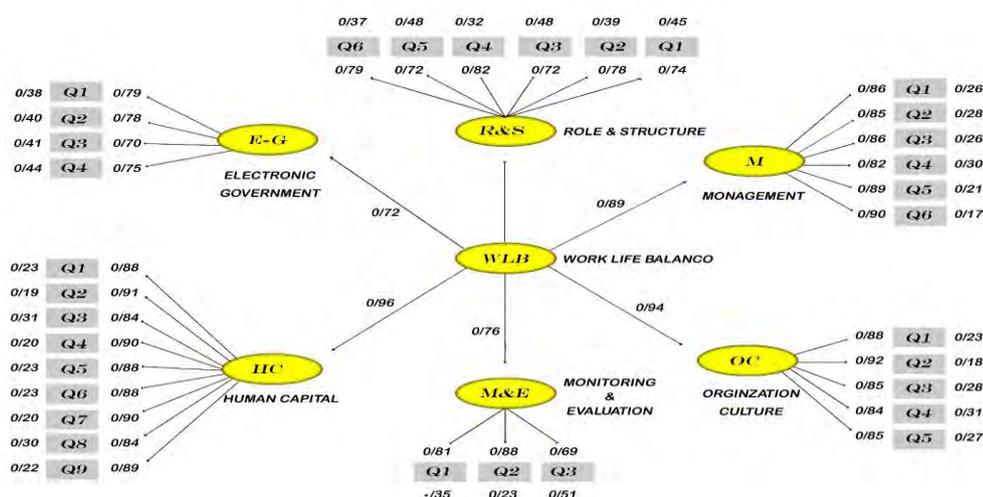


Figure 1: Confirmatory factor analysis diagram with six factor variables and 33 indicators

All indicators of goodness of fit of adjusted relationships of variables were examined in Table 3.

Table 2: Model fit indices

Indicator	Indicator			The value calculated in the present study
	Dedicated mark	Persian equivalent	Acceptable range	
Comparative (relative)	NFI	Softened fit index	0.90<	0.93
	CFI	Adaptive Fit Index	0.90<	0.94
	IFI	Increasing fitness index	0.90<	0.92
Destination	RMSEA	Root of mean squared approximation	0.085-0	0.017
	PNFI	Normalized fitting index	1-0.50	0.70
Absolute	GFI	Fit goodness index	Near 1	0.91
	AGFI	Modified fit goodness index	Near 1	0.89
	RMR	Root of mean remained	Near zero	0.04
	χ^2/df	K ² degree of freedom	30>	1.32
	P-value	Significance level	Depending on the sample size	0.000

The values obtained from Table (3) indicate that the adjusted relationships of the variables were based on a logical research framework.

Question 2: What are the effective and influential dimensions in the work-life balance of the employees of the National Iranian Gas Company?

DEMETHEL technique was used to determine the direction of the relationship between the criteria and to create a pattern of relationships.

Step 1: Calculate the Direct Communication Matrix (M)

When using the views of several experts, the simple arithmetic mean of the comments is used and we form the direct communication matrix or M.

Table 3: Direct communication matrix: M

Criteria	C1	C2	C3	C4	C5	C6
C1	0	4	3.5	3.16	1.5	3.16
C2	1	0	2.16	3.33	1.5	1.66
C3	0.5	0.66	0	3.33	0.83	0.83
C4	1.83	1.66	1.66	0	1.66	1.83
C5	3.83	3.5	3.16	3.5	0	3.5
C6	3.5	2.83	1.5	2.83	1.16	0

Step 2: Calculate the normal direct correlation matrix: $N = K * M$

First, the sum of all rows and columns is calculated. The inverse is the largest number of rows and columns k. According to Table 5, the maximum is 17.49 and all values in the table are multiplied by the inverse of this number to normalize the matrix.

Table4: Normalized initial matrix (N)

Criteria	C1	C2	C3	C4	C5	C6
C1	0	0.228702	0.200114	0.180675	0.085763	0.180675
C2	0.057176	0	0.123499	0.190395	0.085763	0.094911
C3	0.028588	0.037736	0	0.190395	0.047456	0.047456
C4	0.104631	0.094911	0.094911	0	0.094911	0.104631
C5	0.218982	0.200114	0.180675	0.200114	0	0.200114
C6	0.200114	0.161807	0.085763	0.161807	0.066324	0

Step 3: Calculate the complete connection matrix

To calculate the complete correlation matrix, the same matrix (I) is first formed. Then we subtract the same matrix minus the normal matrix and

invert the resulting matrix. Finally, we multiply the normal matrix by the inverse matrix:

Table 5: Matrix (I-N)

Criteria	C1	C2	C3	C4	C5	C6
C1	1	0.2287-	0.20011-	0.18067-	0.08576-	0.18067-
C2	0.05718-	1	0.1235-	0.19039-	0.08576-	0.09491-
C3	0.02859-	0.03774-	1	0.19039-	0.04746-	0.04746-
C4	0.10463-	0.09491-	0.09491-	1	0.09491-	0.10463-
C5	0.21898-	0.20011-	0.18067-	0.20011-	1	0.20011-
C6	0.20011-	0.16181-	0.08576-	0.16181-	0.06632-	1

Table 6: Matrix (I-N)⁻¹

Criteria	C1	C2	C3	C4	C5	C6
C1	1.217403	0.450084	0.421381	0.494686	0.23526	0.381507
C2	0.202795	1.16856	0.275061	0.386605	0.183124	0.237699
C3	0.126016	0.145936	1.105454	0.307263	0.114506	0.144142
C4	0.238387	0.255902	0.249155	1.215816	0.185765	0.243569
C5	0.448801	0.483046	0.455776	0.569031	1.185086	0.445254
C6	0.35558	0.365109	0.294183	0.422368	0.195187	1.196111

Table 7: Complete communication matrix (T)

Criteria	C1	C2	C3	C4	C5	C6	Sum of each row (D)
C1	0.217403	0.450084	0.421381	0.494686	0.23526	0.381507	2.200321352
C2	0.202795	0.16856	0.275063	0.386605	0.183124	0.237699	1.453846083
C3	0.126016	0.145936	0.105454	0.307263	0.114506	0.144142	0.943316711
C4	0.238387	0.255902	0.249155	0.215816	0.185765	0.243569	1.388594204
C5	0.448801	0.483046	0.455776	0.569031	0.185086	0.445254	2.586994486
C6	0.35558	0.365109	0.294183	0.422368	0.195187	0.196111	1.828537417
Sum of each column (R)	1.588981	1.868637	1.801012	2.395769	1.098928	1.648283	

The sum of the elements of each row (D) for each factor indicates the extent to which that factor influences other factors in the system (Impact of variables). The higher the value of this variable, the more effective that factor is. The sum of the elements of the column (R) for each factor indicates the degree to which that factor is affected by other factors in the system (Impact of variables).

Step 4: View the network relationship map

Threshold intensity must be calculated to determine the network relationship map (NRM). To calculate the value of the threshold of relations, it is sufficient to calculate the average values of the T matrix. After the threshold intensity is determined, all values of the matrix T that are smaller than the threshold are zero, ie that causal relationship is not considered, and if it is greater than equal, the value is considered 1. In this study, the threshold intensity was 0.88934. Therefore, the pattern of meaningful relationships is as follows:

Table 8: The pattern of significant relationships of the main criteria

Criteria	C1	C2	C3	C4	C5	C6
C1	0	1	1	1	0	1
C2	0	0	0	1	0	0
C3	0	0	0	1	0	0
C4	0	0	0	0	0	0
C5	1	1	1	1	0	1
C6	1	1	1	1	0	0

As it is known, criteria c6 and c5, ie the factors related to monitoring, evaluation and development of organizational culture have the most relationship with other factors. According to the pattern of relationships, the causal diagram (Figure 4) can be drawn. For this purpose, D + R and D-R must be calculated.

Table 9: Pattern of causal relationships of the main criteria

Criteria	D	R	D+R	D-R
C1	2.200321352	1.588981	3.789303	0.61134
C2	1.453846083	1.868637	3.322483	0.41479-
C3	0.943316711	1.801012	2.744329	0.8577-
C4	1.388594204	2.395769	3.784363	1.00717-
C5	2.586994486	1.098928	3.685923	1.488066
C6	1.828537417	1.648283	3.47682	0.180255

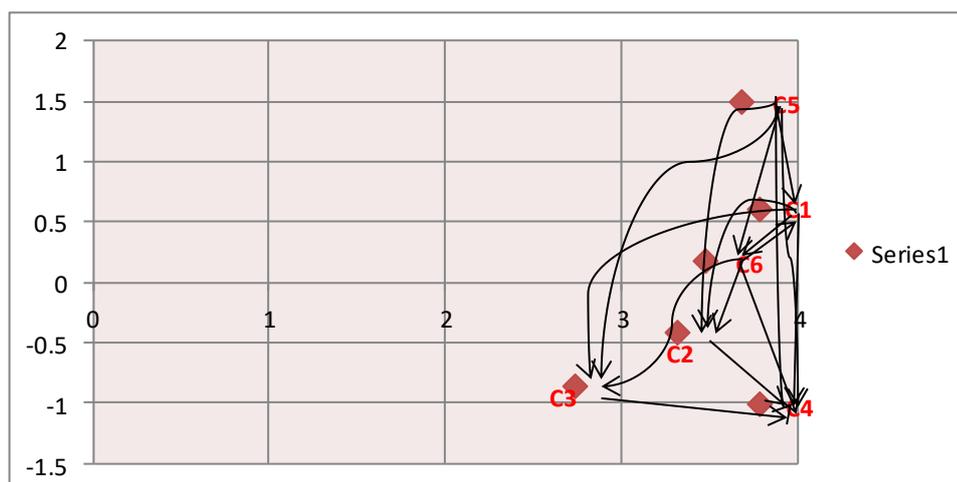


Figure 2: Final model of DEMETEL method

Discussion and conclusion

In the last two decades, the issue of work-life balance has become one of the most important issues and concerns of political, professional and media leaders, as well as one of the priorities of human resources units of organizations and has attracted the attention of researchers, employers and employees. In this study, eight main components were introduced based on the roadmap programs of the country's administrative system reform and experts expressed their views on the importance of each component (effective programs in the work and family balance of employees of the National Iranian Gas Company) and indicators the variables were announced using the Delphi technique in four periods, based on which 6 components and 33 indicators were approved and a confirmatory factor analysis test was conducted as a questionnaire by the research sample. After performing the confirmatory factor analysis test, DEMETEL method was used to determine the direction of the relationship between the criteria and create a pattern of relationships. Factors affecting the work balance of the National Iranian Gas Company are:

The role and structure engineering component includes six indicators. Predicting possible obstacles to the organization's success is effective in creating a balance between work and life. To increase the probability of success of a comprehensive program, it is very important to identify the challenges and obstacles ahead, because by recognizing and examining

each of the obstacles, we can take the necessary measures to manage them properly and increase productivity.

Mohammad Khalil (2013) in his study showed that non-standard work situation plays a role in reducing the balance of work and family, which is consistent with the results of this study. Individuals can become better members of the organization when organizations can reduce job ambiguity through job redesign. These results are consistent with the results of the theoretical research of Sefat (2019), Asadi et al. (2014).

The development of e-government and intelligence has accelerated the provision of the required information, and one of the consequences is time and cost savings. Using social media in the workplace helps employees improve their performance. This gives more flexibility than traditional office staff and helps people manage both work and life commitments more easily.

This is consistent with the results of Holden and Sanindijo (2018) and Hasnati and Larasati (2018). In the study of Aravinda Kumar and Piriadarshini (2018), it has been found that the use of social media in professional life has a greater impact on work-life balance.

The findings of this study are in line with the results of Abbasi (2018) research.

The transparency and fairness of the organization's job expectations of the individual in reducing job stress and increasing work-family balance and ultimately employee productivity has a significant effect that is consistent with the results of the study of Talebi et al. (2018) Asgari (2016). Findings of Abbasi (2018) study showed that time management technique (planning in doing things, prioritizing tasks, having order in handling affairs), is effective in work-life balance. This result with the theoretical researches of Sefat (2019) The effect of leave and reduction of time pressure on work-life balance, Mazlumi (2018) The effect of sufficient time and voluntary reduction of working hours in creating work-family balance Husboya, Ansari and Lopez (2018), Mortezaei (2015), Shoja Nouri et al. (2015), Najafi et al. (2013), Hassan Gholipour et al. (2013) are compatible.

The results of this study with the results of the study of Sheikh Shabani et al. (2011) on the reduction or absence of conflict on work-family balance, Asgari (2016), Sheikh Shabani et al. (2011) Hasnat and Larasati (2018) on the role of attention to Personal needs and family problems and employee support for work-life balance are also consistent with the results of research by Hack and Kalmega (2019), Hosboyia and Lopez (2018),

Holden (2018), Cinnamon and Rich (2010) and Baral and Bargava (2010) are compatible.

Findings of this study showed that accepting organizational values and attitudes and creating dependence in employees and the desire to stay in the organization causes a balance between work and family, which is consistent with the theoretical findings of Sefat (2019), Einali (2019) and Davoodi and Shamsi (2018) corresponded. On the other hand, providing programs to reduce job stress and create psychological security has an effective role in increasing work-life balance. Reducing job stress and creating psychological security has a significant impact on the quality of life of employees. These results are consistent with the results of Hack and Kalmega (2019). Organizations that support work-family cultures have more committed employees, are less likely to burn out, and are less likely to leave the organization. Balance in life is a concept that can be achieved by non-religious people, but Islam changes the way we look at it and improves its level and quality. The findings of this study are consistent with the research of Azerbaijan et al. (2019) when people have a positive self-evaluation; they understand their work and life with a positive attitude and feel more work-life balance. McNall et al. (2011) also found in their study that people who have high self-esteem and feel more in control seem to be more successful in life and in managing work and family. The results of this study are in line with the research of Moradi and Hazratpour (2016) which showed that work-family balance has a significant relationship with manager self-esteem, also with the results of Saffarinia et al. (2013) on the effect of control on work in creating work-life balance it is consistent and aligned.

From the results of DEMETEL technique, it was observed that the factors related to monitoring, evaluation and development of organizational culture had the most relationship with other factors. The index of organizational culture development has the most impact and the factor of human capital has the least impact. The role and structure engineering index is the most influential in the next degree. The criterion of factors related to management factors and technologies has a very high degree of effectiveness. The criterion of organizational culture development is also the least affected by other criteria.

Work-life balance at the level of the business environment evolves with the development of organizations and the increasing complexity and variety of their activities, thus increasing the number and variety of tasks

assigned to employees and at the same time increasing the number of responsibilities and tasks assigned to those employees. It requires the creation of new ways and means to help employees to achieve work-life balance.

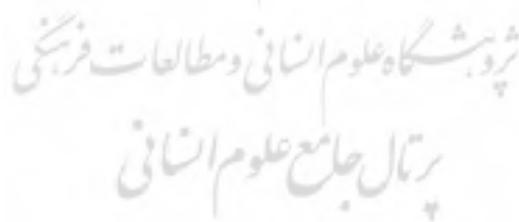
Creating rewards and improving working conditions, promotion and in-service training increase the support perceived by employees through organizational justice in establishing rewards and improving working conditions, promotion and in-service training.

In order to make people aware of organizational issues and create legal channels for employees to express concern and criticism about their job issues, provide a platform to increase the value of the job and consequently the performance of the organization by increasing the level of organizational interactions.

Increasing job motivation and satisfaction and finally creating a balance between their work and life by creating a flexible schedule tailored to the job characteristics of employees.

Encourage employees to do their best by doing justice in the payment of salaries and bonuses.

Principled supervision of managers and supervisors on the process of perform tasks by increase the level of awareness of the job status of employees and expanding communication with them.



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الگوی تعادل بین کار و زندگی کارکنان شرکت ملی گاز ایران (ستاد مرکزی) بر اساس نقشه راه اصلاح نظام اداری کشور

چکیده

کار و زندگی شخصی افراد دو مقوله جدا از هم نیستند، بلکه یک مفهوم هستند و باید با هم در نظر گرفت؛ چرا که جدا در نظر گرفتن آنها باعث می‌شود درک ناقصی از هر دو داشته باشیم. بر این اساس هدف از این پژوهش طراحی مدلی جهت تعادل کار-زندگی کارکنان شرکت ملی گاز ایران می‌باشد. تحقیق حاضر از لحاظ جهت گیری کاربردی، از نظر هدف، توصیفی و از نظر استراتژی، پیمایشی است. در این تحقیق با استفاده از تکنیک دلفی نظرات ۱۵ نفر از خبرگان عوامل مؤثر بر تعادل کار خانواده بر اساس برنامه‌های نقشه راه اصلاح نظام اداری کشور شامل شش مؤلفه (مهندسی نقش و ساختار، توسعه دولت الکترونیک و هوشمندسازی اداری، سرمایه انسانی، عوامل و فناوری‌های مدیریتی، توسعه فرهنگ سازمانی و نظارت و ارزیابی) و ۳۳ شاخص شناسایی شدند. در بخش دوم حجم نمونه ۲۱۹ نفر کارکنان رسمی و ۶۱ نفر کارکنان قراردادی کارکنان رسمی و قراردادی شرکت ملی گاز ایران (شرکت اصلی) در نظر گرفته شد. با استفاده از تحلیل عاملی تأییدی، ابعاد مذکور مورد ارزیابی و آزمون قرار گرفتند. در ادامه از نظرات ۱۵ متخصص و خبره‌ی صنعت برای مقایسه زوجی میان شاخص‌ها با تکنیک دیمتال فازی، برای تعیین جهت رابطه بین معیارها و ایجاد الگوی روابط استفاده شد. از نتایج تکنیک دیمتال مشاهده شد عوامل مربوط به نظارت و ارزیابی و توسعه فرهنگ سازمانی بیشترین ارتباط را با سایر عوامل داشته‌اند. شاخص توسعه فرهنگ سازمانی از بیشترین تأثیرگذاری و عامل عوامل سرمایه انسانی از کمترین تأثیرگذاری برخوردار است. شاخص مهندسی نقش و ساختار در درجه بعدی بیشترین تأثیرگذاری است. همچنین، معیار عوامل مربوط به عوامل و فناوری‌های مدیریتی از میزان تأثیرپذیری بسیار زیادی برخوردار است. معیار توسعه فرهنگ سازمانی از نیز کمترین تأثیرپذیری را از سایر معیارها دارد. معیار مهندسی نقش و ساختار بیشترین میزان تأثیر و تأثر را با سایر معیارهای مورد مطالعه دارند. معیار عوامل سرمایه انسانی از کمترین میزان تأثیر و تأثر با سایر متغیرها برخوردار است. در این مدل معیار مهندسی نقش و ساختار، توسعه فرهنگ سازمانی و نظارت و ارزیابی متغیر علی و مابقی معلول هستند.

کلمات کلیدی: تعادل کار و زندگی، نقشه راه اصلاح نظام اداری، شرکت ملی گاز ایران.