



Achieving the quality professional' life depending on the pyramid "Carroll 1979-1991» of institutions social responsibility.

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Abstract ;

This study aims to view the "Carroll 1979-1991" model for the dimensions of institutions social responsibility, as it is one of the latest works that dealt with the subject, and due to its flexibility and ability to respond to emerging requirements, we tried to link its four dimensions and their contribution to achieving the Quality of life at work.

The results showed that the model "Carroll 1979-1991" and with the achievement of hierarchical responsibilities contribute to achieving the Quality of life at work.

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1.Introduction:

The institutions business environment is currently knowing rapid changes, Among the most important are those concepts that popped up remarkably, which are related to the need for business organizations to take into account the ethical and social aspects on their activities, and the call for the non-dominance of the profit goal over its social role towards all parties with interests, or others in Society, and the expression of the interest of business organizations in the social dimension, the concept of social responsibility for institutions appeared, which is a new concept through it, the institution is considered an active and responsible party in the environment in which it is located. (Muqaddam, 2014, p 36)

The concept of social responsibility was not known and no in circulation until the beginning of the twentieth century, and this term was used for the first time in 1923 The "Sheldon" party, who finds that the responsibility of any institution is a social responsibility in the first place, and Its continuity is dependent on its fulfillment with the duties, introverted, towards the society and the theory of social responsibility has developed remarkably thanks to the pioneering works of "CARROLL", who developed his own classification, which was later known in the theoretical literature as pyramid of Caroll "La pyramide de Carroll" for the social responsibility of institutions.

CARROLL goes to the fact that success at work requires finding a close relationship between the requirements of industrial and commercial institutions on the one hand, and the requirements and needs of work on the other hand. Each of the society and the different work institutions expects a certain role from the other, and each of them must perform his role, in order to achieve the interest of both parties, According to the "CARROLL" hierarchy, it includes four basic dimensions: the economic dimension, the legal dimension, the moral dimension, and the charitable dimension, arranged in the form of a pyramid.

First principles of social responsibility is that the institution be fully responsible for raising the harm caused to individuals and the institution's workers, or society, and practices characterized by openness and transparent based on ethical principles and respect for employees and society.

Therefore, we find that human resources are the most important and most valuable to institutions, and the optimal use of these resources depends on the measures that can be taken to protect the workers physically and morally in light of the continuous changes the world is witnessing in all aspects of life, whether economic from it and the political and the social. Successful institutions are those that are able to understand and absorb these variables.

The turbulent and tense work environment, such as: tightening pressure on workers, poor wages or rampant bureaucracy...etc. It gave rise to the term quality of work' life, which is a comprehensive concept, consisting of psychological and physical health, economic conditions, and personal interaction from the environment. (Khorsandi et Al, 2010).

Accordingly, many researches and studies focused on the quality of work life to stimulate the creative energies of individuals, and to enhance competitiveness and teamwork.

Therefore, the application of the principles of quality of work life in institutions is considered one of the priorities and concerns of modern management, and it is considered one of the most important basic pillars in institutional building and sustainable human development for workers, because of its great role in improving and developing the environment, and healthy working conditions, which is reflected in its positive impact on the performance of workers effectively, and this leads to the improvement and development of the total

performance of the institution and the achievement of its objectives within the framework of the institutions social responsibility philosophy.

Based on the previous preliminary analysis in its study this, the following question was asked: "what extent is the quality of the work' life achieved based on the "CAROLL 1979-1991" pyramid of institutions social responsibility? In order to answer this question, we asked and answered sub-questions, which are:

- What is quality of the work' life, institutions social responsibility?
- How does the "CAROLL 1979-1991" pyramid of social responsibility contribute to achieving the quality of work' life?

1.1 The importance of studying:

The importance of the study lies in its attempt to answer the problem posed, which came to shed light on the "CAROLL 1979-1991" hierarchy of social responsibility.

1.2 Objectives of the study:

- Identify the dimensions of the quality of work life and social responsibility.
- Getting to know the "CAROLL" pyramid 1979-1991.
- Highlighting the relationship between the variables of the study through the pyramid "CAROLL 1979-1991".

1.3 Study Approach:

For the purpose of familiarity with the aspects of research and answer the posed problematic, and by viewing at previous studies, it becomes clear to us that the appropriate approach for the study is the descriptive analytical approach by depending on the "Meta-Analysis" method , that is, by relying on references, books and research related to the topic.

The first axis: the quality of the work' life.

This axis deals with a theoretical framework for the quality of work life in terms of the concept by reviewing the literature that dealt with it since the beginning of its presentation in its current form, then presents the philosophy to which it extends and presenting quality of professional 'life dimensions of the on which the current study is based.

2. Theoretical origins of quality of work 'life:

In view of the quality of the individual's life in general, it is related to the individual's lifestyle, and the activities he performs to control what is going on around him and his future. (Hussain, 2003, p. 37)

There are also many obstacles that prevent the individual from reaching a sense of quality of life, from pressures resulting from the internal conflict that he feels as a result of poor achievement. (Ibrahim, Siddique, 2006, p. 278)

With regard to the quality of life at work, it is represented in a set of dimensions that have been dealt with in the literature since the emergence of the concept in the beginning seventies, as it was presented for the first

time in 1972 during the International Conference on Labor Relations and got a lot of attention after the United Auto Workers and General Motors institutions carried out work improvement and reform programs. (Hian et Einstein, 1990)

There are many definitions of the quality of work life, with a multiplicity of points of view and pertaining to the researchers who define it. (Cassio, 1993) appeared to the quality of work 'life from the angle of performing the work of the institution at the required level, which is summed up by a set of factors and conditions that the institution seeks to provide and workers understand it, with the aim of achieving the goals of the institution with growth And survival, progress and success, while not omitting to satisfy the individual's material, moral and psychological needs, and In a manner that does not conflict with the objectives of the institution with growth, survival, progress and success, while not neglecting to satisfy the individual's material, moral and psychological needs, and in a manner that does not conflict with the objectives of the society in which the institution lives.

It is defined by (Indumatay et Kamalarj, 2012) as It is an orientation that considers employees as an asset of the organization rather than considering them a cost to it, this directive assumes that employees perform better when they are allowed to manage their own work and contribute to decision-making. This directive motivates employees to meet their physiological needs as well as their economic needs.

Whereas (Yashik) defines the quality of work' life as “representing a set of organizational goals and behavioral practices that enable employees in the organization to feel safe, job satisfaction, and own future opportunities for growth and development as individuals workers in the Institution” (Yashik, 2014, P 09) as (Walton, 1973) summarized its concept is the reaction of employees to work, especially the main outcome with regard to job satisfaction, and psychological health, and according to this definition, the quality of work life emphasizes personal results and work experiences, and how to improve work in order to meet personal needs. (Walton, 1973, p. 13)

2.1 The Philosophical Origins of the Work' Life Quality

(Mullins, 1996) believes that attention to the quality of work' life is due to the motive that diversified between:

1- Ethical motives based on the recognition of broader educational standards, changing social values, and broader expectations of the implementation of the quality of work' life, such as achieving satisfaction derived from work, performance, and the institutions work and its management

2- Motives by good practical practices, and enlightened self-interest, and the need to be cost-competitive, attempts to overcome high levels of absenteeism , and career turnover , satisfaction support, and other obstacles In front of research on improving organizational performance..

According to (Mullins, 1996), the quality of work life has received attention because its culture is a necessary basis for total quality management, and the quality of work life can be translated into a practice that makes it a goal that sets a set of operations to achieve it, and a philosophy that defines the way people should be managed. Quality of Work Life also has a clear philosophy that considers people to be the most important resource, to be treated respectfully in the organization as they are trustworthy, responsible, and able to make valuable contributions.

Based on the foregoing, we find that the quality of work life is represented in two basic aspects, the first of which is the development of human resources management and the development of its policies and systems

that are caring with the results of the institution, and the second is represented in the quality of life of the individual himself through satisfying their basic needs at work and outside it, and raising their self-esteem through Their participation in making decisions pertaining to the institution.

Integration between family and work: It is based on three criteria related to reconciling work and family obligations, which the literature refers to as the conflict between work and family.

Work pressure: It is related to the extent to which the individual realizes that he is subject to high pressure or pressure at work, and work pressure is related with levels from job satisfaction.

Management at work: relates to a sense of controlling decisions at work and is related with pressure and a sense of the control at work, job satisfaction, health and well-being.

Working conditions: related to the physical work environment, while measuring the axis of general well-being, and the degree of providing work to the sources of satisfaction.

By presenting the above, we find that: The quality of work' life is a multi-dimensional variable linked with quality of general life, just as the factor is a product of the general context of organizational work, physiologically, culturally and socially.

2.2 Dimensions of work' life quality:

After the (Walton, 1973) model, one of the oldest models that provided a measure of the quality of work life, which included eight dimensions, followed by many measures that dealt with this variable, the most important of which are:

(Nadler and Lawler, 1983) through four axes represented in:

- ☐ Participation: by integrating individuals from all levels in the decision-making.
- ☐ Trust: By redesigning jobs, systems, and structures to return freedom at work.
- ☐ Reinforcement: by creating fair, appropriate and performance-based incentive systems.
- ☐ Responsiveness by making work conditions profitable and helping to meet the needs of workers as it was divided (Lewis et Al, 2001) based on a model (Walton, 1973) into eight dimensions, which included:
 - ☐ Mutual support between the employee and his colleagues and superiors.
 - ☐ Work teams and effective communication within the work environment.
 - ☐ Job requirements and decision-making authority in terms of participation and impose promotion.
 - ☐ Health and social care provided by the institution.
 - ☐ internal advantages institution in the presence of a list to work and the flexibility in its application.
 - ☐ The gains and incentives that are available to the institution and distinguish it from its competitors.
 - ☐ Professional development and growth opportunities from training.
 - ☐ General impression of the institution in terms of its external image and internal excellence.

As for Easton et Van Laar (2013), "The dimensions of the quality of work life were divided into six axes it is based on many psychological and administrative theories they can be summarized as follows:

Satisfaction with the profession: It relates to job satisfaction and professional opportunities available to the employee, it evaluates the degree to which the work is provided to the individual, is the things that make him feeling good condition, such as a sense of accomplishment, and self estimate and accomplish all possible things.

General well-being: related to the general feeling of happiness and satisfaction with life and personal experiences, and then the individual's sense of general well-being is independent to some degree from work life, and each of them influences and is affected by the other, and high scores for this axis may relate to a sense of psychological well-being and the ability to adapt to change and cope with difficulties the job.

3. institutions social responsibility.

3.1 The concept of social responsibility:

Institutions Social Responsibility refers to the institution's obligations towards society, and more specifically refers to obligations towards stakeholders and those who influence in organization's policies and practices where the concept of institution social responsibility is usually described in different equivalent or synonymous terms, such as: Responsibility Social of Institution , business social responsibility, social responsibility, institution citizenship, community participation. (Ljubojevic et al. makrimovic, 2010, p556).

In the twenties of the last century (1920) the concept of social responsibility of institutions was not known, but rather it was referred to by managers with supervision that whoever owns property from the religion "protestant dogma", and it means by supervision that he owns the property he has a duty to use and manage it not only for his own purposes but for purposes that serve the entire society, while guardianship means that own is the guardian (responsible before God and society) These two concepts presented the ideology that sent the foundations for the development and emergence of the concept of social responsibility for institutions in the United States of America until the fifties of the last century, when it was the most famous topic in that period, and from Then the formulation and emergence of the label of social responsibility (Gon and Moon, 2011, P 05).

The researcher "Howard Bowen" is credited with bringing the concept of social responsibility to the modern of management era with the publication of his book in the year (1953) entitled "The Social Responsibilities of the Entrepreneur. Since then the movement has grown and research has become one of the most widely used concepts of social responsibility. (Hajeb Mesoud, 2017, P02)

Abagail et Donald) defined institution social responsibility as "a set of procedures that promote social benefit, beyond the interests of the organization and those issues required by law" (Abagail et Donald, 2001, P 504), and it" is a positive impact and reduce its negative impact on society" (Waguer, 2009, p. 78).

While the definition of the World Business Council for sustainable development came on it is obligation of organizations by acting ethically and contribute to economic development while improving quality of life of employees and their families, as well as the local community." (WBCSD, 1998, P 03)

Archie Carroll 1979 defines institution social responsibility as "includes the economic, legal, ethical and charitable expectations of society towards business organizations at a particular point in time". (Archie Carroll, 1979, p 500)

The definition Which made a qualitative point in expanding the concept of social responsibility came within the framework of pioneering researches (Carroll 1991), where he sees it as “the commitment of the institution to keep in mind, during the process of preventing decisions, the effects and consequences of these decisions on the external social system in a way that includes finding a balance between the various required economic profits and the social benefits resulting from these decisions. (Mahmoud Odeh, 2008, p. 44)

3.2 Basic concepts of the responsibilities of the institution: which are three concepts:

1) Responsibility towards achieving profits: It indicates that the institution's responsibility was represented in achieving profits for the owners and shareholders, and this responsibility Support what the economic researcher Friedman said.

2) Responsibility towards stakeholders: As a result of the criticisms directed at profitability goals as the sole responsibility on which the institution is based, the so-called responsibility towards stakeholders emerged, which is based on the need to pay attention to fulfilling the objectives of the interest, including consumers, workers, distributors...etc.

3) Responsibility towards society: This concept has spread in recent years, and indicates the need for the institution to adhere to responsibility towards society and the environment in general, by paying attention to what the relevant groups propose, such as: environmental bodies and associations, which call for promoting positive behaviors towards the environment, Like green marketing. (Bakowitz Mark, 2002, p 110)

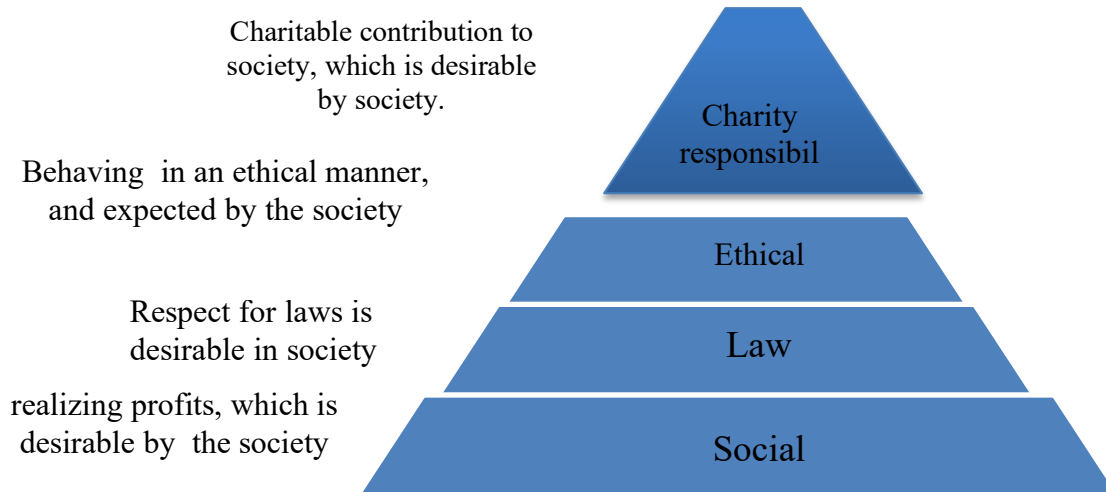
3.3 Dimensions of Social Responsibility Based on Carroll's Pyramid:

With the development taking place in the work environment to the institutions and with the increasing influence of pressure force on institutions, many research approaches have emerged in the study of the dimensions of institutions social responsibility, According to a study presented by the researcher (Archie Carroll 1979), “The social responsibility of institutions involves the management and conduct of business, so that it is economically comfortable, law-abiding, ethical, and socially supportive” (Archie Carroll, 1979, P 499).

This concept prompted Carroll to fragment the concept of social responsibility into four parts and then include them in a pyramidal conceptual model. In this model, the researcher differentiated between four types of corporate social responsibilities: economic, legal, moral, and charitable responsibility .He also presented an argument that institutions wishing to overdo effectively in institutions' social responsibility ,need to have a basic definition of social responsibility and identify and understand the social issues that the institution must practice social responsibility in it and determine the degree of response to social issues / social performance.

The works and studies presented by (Carroll, 1991, 1979) are taken as a basic reference for the subject, and the following illustrating the dimensions of institutions social responsibility and the general pyramidal model. (Archie Carroll, 1979)

Figure (01): The "Carroll 1979" pyramid to the institutions social' responsibility.



3.4 For an explanation of the "Carroll, 1979" pyramid of social responsibility, we find:

1- The economic dimension: It is the basis for the social responsibility of institutions, as the reason for the establishment of the institution is an economic unit in society, which bears the responsibility of producing goods and providing services that society wants, and sells them for realize profit, and on this assumption, all other institutions, it found . Carroll. A, 1979, P500))

The economic responsibilities of the institution, whether local or global, are based on the production of goods and services, and it is positioned to provide them with a profit. In this regard, sound strategic management is provided, and guidance on how and where to achieve this and in the business environment, it varies by country or institution. Institutions that operate in highly competitive conditions may consider economic responsibility on local and regional expectations existing in the markets and remain the basis for survival and growth. (Carroll. A, 2004, p. 117).

According to Carroll, it is a violation of the point of view, and the principles of the classical theory of economics in transaction, the most important supporter of this proposition is "Friedman 1962", where he mentions that social responsibility in business is only one, which is the use of resources and participation in activities aimed at achieving profits as long as it remains within the rules of the game, It is an encouragement to the individual. The individualism.

However, "Carroll" believes that paying taxes, and generating the human and financial capital necessary for economic growth, if the institution does all these achievements with a commitment to obeying the law, then it deserves praise for it, and making a profit that is the basic rule, This is what allows the adoption of the rest of the things, and other levels to social responsibility.

2- The legal dimension: it is the institution's commitment to accomplishing economic business within the legal frameworks of the state and the agreed rules, as it embodies fair operations as stipulated in the laws and legislations: such as security and occupational safety, respect for environmental metrics and tax laws...etc.

These responsibilities are usually determined by governments with laws, regulations, and instructions that business organizations must not violate, and they must respect them. Some supported the idea that regulation or rationing is necessary.

To achieve corporate social responsibility, while others oppose these claims, stressing that participation in these activities and shareholder relations management should remain voluntary. (Carroll and Shabana, 2010, p91)

The legal responsibility of institutions also provides the possibility of bypassing the sovereignty of states by relying on standards derived, for example from: the International Human Rights Charter, and these basic standards do not belong to any country or entity. (Isabelle Cadet, 2014, P 30)

3- The moral dimension: The moral responsibility of institutions is concerned with doing what is right and just, and avoiding the harm to others. It also ensures that the institution does not violate the agreed principles, which determine right and wrong when its directing it for its works and in order for institutions to be committed to social responsibility in a large way, they must It gives priority to ethical behavior, which is based on ethical principles and standards, social values, respect for human rights, and the customs and traditions prevailing in society.

And ethical responsibilities embody those standards and rules or expectations that reflect concern for employees, shareholders, and what is related to society in what is fair and just and in line with respecting or protecting the moral rights of stakeholders. (Carroll, 1991, P 41) Or, in other words, that the institution is based on moral foundations, that it adheres to the right works and refrains from harming others. (Prida Ferrell, 1997, p65)

By defining the ethical dimensions mentioned by "Carroll", the essence of this morality overcomes the restrictions of the law, this kind of hazy responsibility, and therefore the difficulty of dealing concretely with it, to the extent that "Carroll" himself did not elaborate much on it.

4- The charitable dimension is “discretionary, humanitarian, or voluntary,” or what can be translated as: Discretionary or philanthropic responsibility, it is in higher of the pyramid of responsibility , is more ethical and broader in scope, as discretion is related to judgment and choice in terms of making decisions regarding certain activities, or charitable donations which aims to give back to the community. (Jamali and Mirshak, 2007, P 246)

Thus are those actions that respond to the expectations of society, to be the institution or improve the quality of life. (Carroll and Shabana, 2010, P 96), or in other words, charitable responsibility is the foundation's voluntary decision to contribute to the provision of material resources in order to achieve the welfare of society, it includes the form of donations and grants spent to achieve basic goals, and humanitarian issues such as: combating poverty and illiteracy, preventing diseases, assisting educational, cultural and charitable institutions, and encouraging volunteer work for its employees.

Based on this, the comprehensive social responsibility of institutions is the sum total of both four dimensions, economic, legal, ethical and charitable, and Carroll mentioned it in his research in (1979) in the form of an equation:

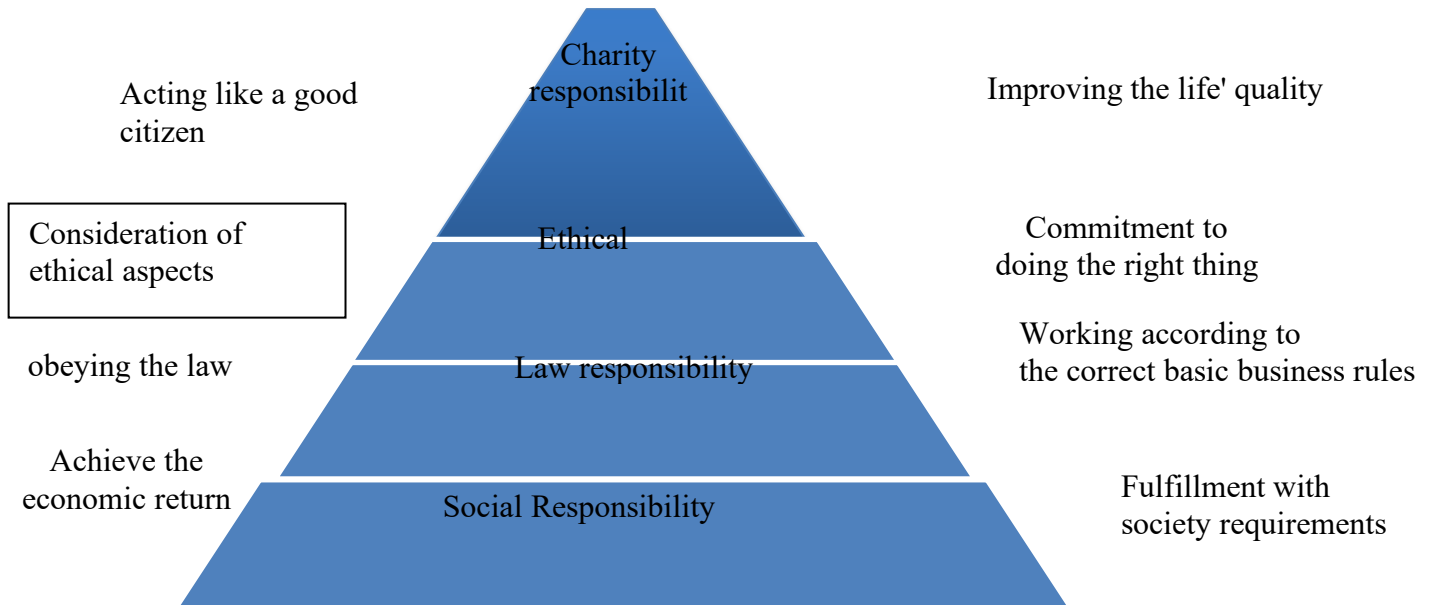
Figure (02): Overall social responsibility of institutions



Source: (Archie Carroll, 1979, p 499)

In the year (1991) Carroll re- and revised the pyramid of social responsibility model (1979), which is known as the Archie Carroll global pyramid for the dimensions of social responsibility, which we consider in the current study as the based reference for research on the relationship between it and the concept of quality of work' life.

Figure (03): global pyramid "Carroll1991" of institutions social responsibility dimensions.



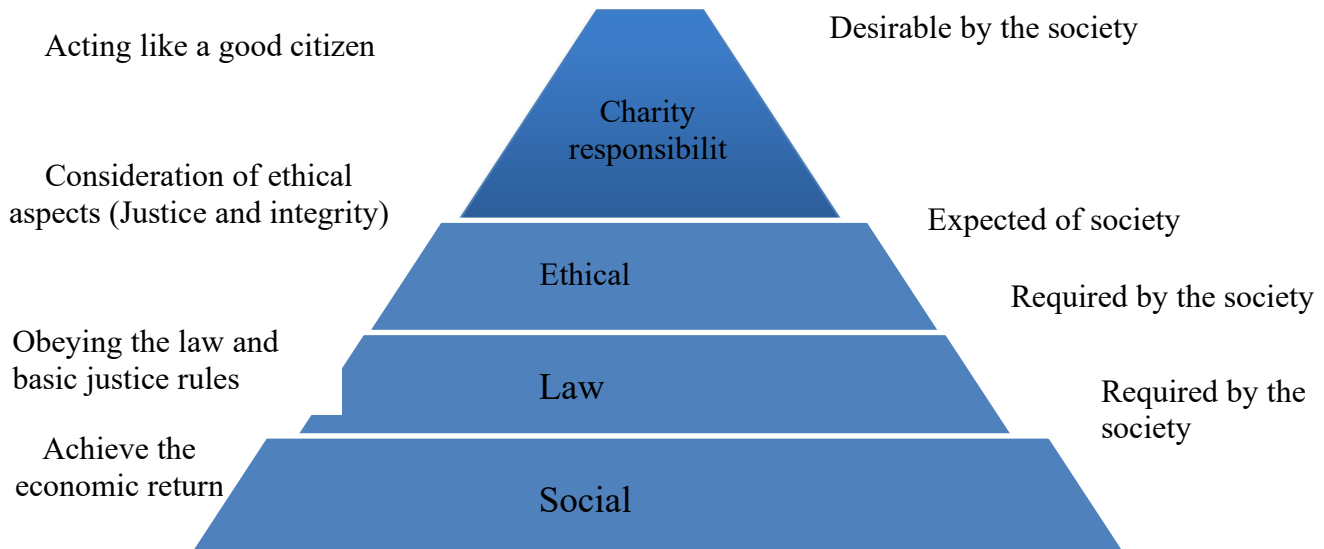
Source: (Archie Carroll, 1991, P 42)

In this regard, Carroll has identified a set of responsibilities that institutions must strive to achieve, according to each of the aforementioned dimensions of social responsibility, and the following table illustrates this:

economic responsibilities	Legal responsibilities	Ethical responsibilities	Charity responsibilities
Carry out works in a manner consistent with maximizing return on stocks	Carry out works in a manner consistent with government expectations and the law.	Doing works in a manner consistent with the customs, traditions and the norms of the society.	Doing works in a manner consistent with wishes charitable to society
The institution is committed to being the profitable as possible.	Comply with various federal, state and local regulations.	That the institution is aware of and respects the ethical standards that society desires.	Providing by the institution to various technical assistances.
Maintaining a strong competitive position.	That the institution adhere to its legal obligations.	Prevent exposure of ethical rules to breach in order to achieve the objectives of the institution.	That managers and employees participate in voluntary and charitable activities inside their society.
Maintain a high level of operational efficiency.	Providing goods and services that meet at least the minimum legal requirements.	Doing what is morally required.	Providing the various assistances to private and public educational organizations.
That the institution works to be successful and its economic situation is constantly profitable.		Realizing that institution integrity and ethical behavior go beyond mere compliance with laws.	Institutions should voluntarily assist from projects that improve quality'life of community members.

It is worth noting that the scientific contributions about the hierarchical model of social responsibility, not only did it stop here, but Carroll recently introduced a more dynamic global pyramidal model.

Figure (04): "Carroll 2016" pyramid for the dimensions of institutions social responsibility.



Achieving the quality work' life based on the pyramid "Carroll 1979-1991"- Social Responsibility for Institutions:

This can be done by searching for the relationship that link between the two concepts.

The relationship of institutions social responsibility to quality work' life based on the "Carroll" pyramid 1979-1991:

The quality of work'life shares some points with the dimensions of social responsibility, whether it is the social responsibility at the internal level, or at the external level, and the most important of these points are as follows:

Occupational Health and Safety:

The preservation of human resources, and the provision of occupational and health security requirements for them, is one of the most important goals that institutions seek today to achieve, especially since this directly affects the performance of their human resources.

Occupational safety is “the protection of productive damage caused by work accidents, and at the forefront of these elements, the human element” (Aqili, 2005, p. 570).

As for occupational health, it is “the protection of human resources from possible physical and psychological diseases likely infection with it in the workplace” (Muhammad Faleh, 2004, p. 185 , and therefore occupational safety and health is seen as “achieving safe performance in the work environment, which ensures that accidents do not occur or are minimized as much as possible and to the minimum level during work.” (Zakaria Tahoun, 2006, p. 18)

There is no doubt that there are several obligations that must be respected, in order to apply occupational safety and health management programs, to protect workers, the most important of which are:

The belief of senior management in the importance of occupational safety and health programs and their support, and the provision of the necessary material capabilities to implement these programs, and the cooperation of all employees and management in the institution to implement the procedures, and the approved legal regulations.

Carrying out formation and training courses, and spreading the culture of occupational safety and security.

Institutions also have systems of safety standards in light of international standards such as PSM Operations Safety Management, OSHA standards, and other systems and standards approved by institutions, or adopt it in compliance with the law.

The achievement of social justice in incentive systems depending on skill, promotion systems depending on experience, and the wage system depending on the efforts made within the responsibilities of the institution, and the theory of justice is considered inherent with the historical development of institutions.

And It refers to what is known as social approaches and the desire of individuals to obtain a fair treatment that takes into account their psychological, behavioral and economic needs within an ethical nature.

Salaries and wages constitute the essence of the financial compensation that workers in the organization receive. Salaries are usually monthly, and wages are based on one hour, day, or week. As for incentives, they are all that the organization pays to workers according to performance and productivity. (Ziada, 2009, p. 230)

The wage system aims to meet the requirements and needs of workers and job safety and prestige. It also motivates workers to raise levels of productive performance, achieve balance in the institution's financial capabilities, and rationality in bearing costs, and reach an appropriate level in attracting and appointing persons of competence, in addition to adhering to laws and legislation, and achieving a required level from justice between workers.

In addition to the aforementioned policies, most of the leading institutions have adopted, social aspect management specifications, issued by the International Organization for Standardization (ISO) to preserve their human resources, and among these specifications are ISO 18 000 for management and Occupational Health and Safety, the new standard for social responsibility ISO 26 000.

4. Social bets:

Providing safe conditions for workers and preventing emergency accidents helps to carry out activities properly, and studies have shown that sound institutions contribute to improving the health of their members it contributes to reducing absenteeism, improving the quality of its products, and increasing its competitiveness. (Brun J. P, 2009, P 21)

Occupational safety is also a factor that contributes to improving the social climate in the enterprise, as it reflects the degree of confidence of workers towards the enterprise, and creates an additional incentive for them to carry out economic activities.

As for outside the institution, safety and the absence of work accidents creates a good image for the outside parties of the institution, and thus raises its reputation with the society.

And the social bets of the institution also fall outside its surroundings, as it requires creating a working atmosphere, human relations, and worker security, all of this calls for drawing up a clear and effective policy to achieve the objectives of the institution.

4.1 Rights of consumers:

The Declaration of Consumer Rights presented by US President "John Kennedy 15-05-1962" can be considered a reference in defining consumer rights on an international scale. Kennedy declared at that time four rights for the consumer, namely: the right to safety, the right to obtain information, The right to hear opinion, the right to choose, and on April 9, 1983, the General Assembly of the United Nations added four other rights, namely: the right to compensation, the right to education, the right to satisfy basic needs, and the right to live in a healthy environment, as the Research and Training Center for Consumer Protection in India added on the site (Cart) another right which is the right to boycott.

Institutions that believe in these rights and the translating that faith into real consumer protection in scientific reality within their policies and various activities, and determine the extent it considerate and interested in those rights., which express the extent of their respect for human rights in general.

4.2 Environmental stakes:

The environmental aspect is closely related to the quality of life and social responsibility. Since the issuance of the international standard ISO14001, the institution has become forced in comply to laws and regulations related to the environment.

The institution is obligated to carry out its work in accordance with these specifications, and not to be negatively reflected in the environment, such as the land, the air , coloring the surface life and the esoteric, ... etc ,and there is also the negative repercussions on humans, such as: accidents, noise, ... etc.

Institutions' failure to respect the environmental standards contained in relevant laws and legislation exposes the institution to media defamation, which leads to a loss of confidence among consumers and dealers, especially since there is an "awakening" towards the environmental variable.

Based on the foregoing, we note the multiplicity of concepts related to the quality of work' life, but the common denominator with institutions social responsibility is caring for human resources and preserving them by providing an appropriate work environment on the one hand, and satisfying their needs and desires on the other hand, in order to achieve their goals and the goals of the institution at the same time, as it can be said that the quality of work' life, is a multidimensional concept that describes employees trends and perceptions regarding several aspects, related to each of level of work, work relations, working conditions and work environment.

5. Conclusion:

The previous proposition leads us to two important results: the first is that social responsibility as a theory and social and economic orientation is still in the process of being formed, and that all attempts are being made to frame and define it for goals in the end only obtaining a compromise solution that achieves profit and effectiveness for all institutions, society and all stakeholders, and the most important of these Developments Carroll's work carried out on Carroll pyramid in three stages , As for the second result, it is represented in the fact that social responsibility is a necessity and an obligation, an obligation from it towards society, workers and stakeholders by fulfilling their duties, and a necessity for this society, which is from desperate need to overcome its problems and crises.

The "Carroll pyramid" model has been subjected to many criticisms in the academic milieu, the most important of which is that the Carroll hierarchy did not mention anything about the environmental aspect, environmental protection, which is also the responsibility of the institution and an aspect of the social responsibility of institutions, and an important part, especially in the business world today, where the climate today occupies the forefront, in global agenda.

The study also concluded that the dimensions of the quality of work' life, from social relations and material working conditions, meaning that social relations ensure the success of work through work teams, which requires the existence of appreciation, respect and mutual trust, which can be explained by giving workers the opportunity to make decisions, and these decisions resulting from Their ideas allow them continuous growth and career advancement, and the employee's sense of importance and appreciation from the institution, which helps workers to increase their acquisition of administrative skills and employ them to suit the nature of their jobs, and also the balance between life and work helps in improving the health of workers, and this has a positive impact on the institution and employees.

The dimensions of Carroll's hierarchy of corporate social responsibility help achieve the highest levels of quality of work life through employees' sense of purpose and realization of work, which is with conviction, satisfying needs, desires and expectations with the work itself, and the work environment with trust and loyalty with internal and external environmental influences.

It leads to the success and efficiency of human resources, which in turn contributes to achieving the strategic goals of the institution and its employees.

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