Quality of Life and Sustainable Development

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Contents

Streszczenia

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WORRIES AND DISSATISFACTION. STRUCTURAL CHALLENGES FOR FUTURE DEVELOPMENT

Abstract: This article is a résumé of mainly sociological research on worries, anxieties and pain. Quality of life research is primarily concerned with positive well-being like satisfaction and happiness. In contrast, this contribution is concerned with negative well-being like worries, anxieties, pain, also dissatisfaction and similar burdens. The method used here depends on the patchwork approach and summarizes research from the past 50 years on worrying features of societies. No new data are available for this work, however, I regard existing data which I put into a new frame of reference and reorganize according to my questions. Unavoidably, we have to cope with significant error margins, but the goal is to illustrate a complex problem as reliably as possible today.

Keywords: Quality of life, worries, dissatisfaction.

1. Introduction

The development of mankind can be regarded as an ongoing struggle for a better life and a higher well-being, however, this is always accompanied by varying worries and dissatisfaction. Mankind is enjoying and suffering all the time more or less due to self-made and nature-made events. World history tells, beside a lot of positive events, a long story of negative impacts including hunger, disease, epidemics, natural catastrophes, wars, political struggles up to ecological risks. Investigations show that political disorganization and maladministration play a major role in producing negative outcomes for mankind. Up to this date, each time seems to be characterized by a specific tableau of satisfying traits, but also by a tableau of worries and dissatisfaction.

2. Worries and dissatisfaction as accompanying features of human development

This article is a résumé of sociological research on worries and dissatisfaction.[1] Quality of life research is primarily concerned with positive well-being like

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[1] Another recent paper with a similar question is from R. Anderson [2011].

satisfaction and happiness. In contrast, this contribution is concerned mainly with negative well-being like worries and dissatisfaction. Worries and dissatisfaction are psychic burdens of individuals and societies. Worries are more concrete and rational, dissatisfaction is more diffuse and emotional, often they are close together. The method used here is the patchwork approach, where pieces of information are put together which are a selection from research of the past fifty years on worrying and dissatisfying features of societies. No new data is available therefore I will regard existing data which I put into a newly developed frame of reference and reorganize this data according to new questions. There is sometimes no full security due to error margins, but it is better to have a clue than nothing.

2.1.   Well-being is threefold

In the long tradition of quality of life research we find often hints that well-being is not at all a one-dimensional trait, moreover three main categories are useful to systematize the variety of components of well-being: positive well-being, negative well-being and future perspectives. These components of well-being exist side by side and vary at least partially independently. This seems at the first glance paradoxical but the hints in the early studies of well-being are convincing in this point, although they seem to have been somewhat forgotten.

All the early studies show about the same result as N.M. Bradburn has got [2012]: "The analysis of the responses shows that individuals vary along two dimensions – one indicative of positive affect and the other indicative of negative affect. Further, it was clear that these two dimensions are independent of one another."

Other earlier authorities state: "We find modest correlations in the respected direction between such reports of fears or worries and our other measures of the sense of well-being." (The largest correlation coefficient is 28; see in [Campbell et al. 1976, p. 58].)

In respect to worries F.M. Andrews and S.B. Withey [1976, p. 332] state: "the pattern of differences was distinctly different from that observed for any other global measure."

A similar story tells the German welfare survey: "The negative concepts of subjective well-being – worries and anomy – correlate only medium to weak with the positive concepts of subjective well-being (up to .20 [Glatzer, Zapf (Eds.) 1984, p. 186]). These messages confirm without doubt that positive and negative components of well-being exist simultaneously and they are varying rather independently from another.

But this is not the whole story of the components of well-being. It makes sense to look separately at the world's suffering as a few colleagues show [R. Anderson 2011].

Already the old Cantril study [Cantril 1965] showed that there is a further dimension of hopes and fears, which is part of well-being. And hopes and fears vary to a strong degree independently of positive and negative states of well-being.

This altogether means that well-being is three-fold; there are positive components (like satisfaction and happiness), negative components (like worries and dissatisfaction), and, last but not least, future perspectives (like hopes and fears). This is a basic insight for the study of well-being. Obviously there is a bright side of life and another dark side of life and they are weakly correlated and they are modified by different future expectations. This means that people with a certain amount of worries and anxieties can show different amounts of positive well-being and people with a certain amount of satisfaction and happiness will show different amounts of worries and anxieties. Additionally people vary in respect to their future expectations, in respect to their hopes and fears or their optimism and pessimism which are decisive for their well-being. To get a comprehensive impression of the well-being of people we have to regard at least three components of well-being: their positive and their negative side and their future perspective.

2.2.   The variety of worries, anxieties and pains

Worries, anxieties and pains are categories in contrast to positive well-being; they are structural traits of societies and belong to the complex of negative feelings which are carried in each society to a certain degree. There are specific "worries," "anxieties" and "pains" which people articulate, and no individual is known who has never experienced worries or who never was anxious or painful. In a broad concept of worries, anxieties and pains everything, which is worrying, is included.
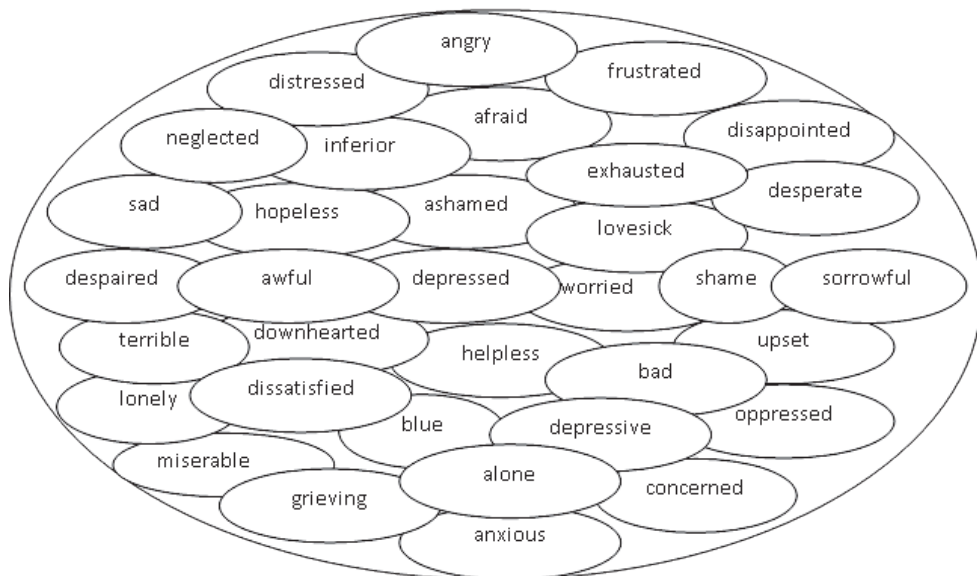

Figure 1. Words for negative feelings and emotions in English

Source: [Glatzer, Gulyas 2013].

Not only individuals but societies are also characterized by lower and higher levels of negative well-being. A society without any worries is an unrealistic utopia, but a society with easy worries is clearly preferable to a society with severe worries.

There are many negative aspects of life, as it is expressed in a collection of words which can be used to characterize negative states of feelings. As we know some words have rather clear, others no precise meaning, some are overlapping with similar words. In each language many terms have been developed to describe negative feelings. It is not an easy task to define to what kind of worries, anxieties and pains an individual is exposed. The naming of worries is a complex and difficult process which is grounded in our nature, our culture and preferably our socialization.

Worries and anxieties are not self-evident, there must be a diagnosis by yourself or others, who belong to your social context. For the process of naming our feelings and emotions, two components seem to be essential: on the one side there is a diffuse feeling of the individual body and on the other – there are in our brain words and labels for feelings and we have to bring both together. The words are available in our language inventory and the naming is learned by socialization (Figure 1). In recent times we learned to substitute words by icons.

The naming of our feelings and emotions is a complex process. Psychology and sociology are sometimes concerned with this question. People differ in the way how many feelings they know, how strong their impact is, what names they give to them, what are their consequences, in short – how the process of identifying the feelings works.

2.3. Categorization of worries

Worries are characterized by different reference points and these relationships are used to characterize their basic features. Perhaps most important is the division between worries about oneself (e.g. about the own health), about relatives and friends (e.g. the health of the own child) and about people in other parts of the world (whose health is threatened). Worries about others are often a source of various kinds of social support.

Attention is also paid to "personal and national worries" [Bradburn 1969] and with similar denotation to "micro and macro worries" [Boehnke et al. 1998]. Micro worries (e.g. "being unattractive," "that my parents will die") are dealing with the self or with those one identifies closely. Macro worries (e.g. "unemployment in our country," "people in the world dying of hunger") are related to aspects of life which have to do with the wider society, world, or universe [Schwartz, Melech 2000, p. 220]. These two sub-dimensions – worrying about oneself or worrying about others – are of relevance in all the life domains as there are health, safety, environment, social relations, work and so on.

It is primarily in the psychological field where the underlying features of worries are regarded in respect to pathological worries and non-pathological worries. Pathological worries in the definition of "Generalized Anxiety Disorders (GAS)"

mean: Chronic, excessive and uncontrollable worries patients are suffering from [American Psychiatric Association 1987]. In psychological research pathological worries are measured with scales like the Penn State Worry Questionnaire (PSWQ) [Meyer et al. 1990], which is focused on the intensity and the uncontrollability of worries. Whereas sociologists often regard the contrast of personal versus national and micro versus macro, the contrast pathological versus non-pathological is up to the clinical diagnosis.

The variety of worries is tremendous in kind and depth, especially because they may have different reference points like personal/individual or national/global and from a clinical point of view the emphasis is on pathological beside non-pathological worries. Social reactions of a person who is worrying and of people who react to worrying people are important questions.

2.4. Positive and negative functions of worries

Worries and dissatisfaction sound at a first glance as something undesirable which we would like to expel from this world. But we find also the opposite thesis: "Although suffering is generally considered undesirable, if not evil, it is sometimes considered advantageous or educative" [Anderson 2011, p. 4]. Both types of arguments are reasonable.

Negative contributions of worries to well-being can have the following reasons:

1. In general people do not like worries and dissatisfaction – as anxieties and pains and other states – because they feel a reduction of their well-being. Worries and dissatisfaction exert, as everybody knows, a more or less severe negative impact on well-being. According to their life experience most people know that it is not possible to avoid worries completely. Many see worries as an indispensable burden of life for individuals and societies. Macro worries do not provide the same significance for subjective well-being as micro worries [Schwartz, Melech 2000].

2. Worries can function as a self-fulfilling prophecy. If there is some kind of evil, people are worrying about, it can happen that people exaggerate their worries, that they developed dissatisfaction of an amount which restricts their behaviour. So it can emerge that the event is enforced, which should be avoided.

3. From the point of view of society worries and dissatisfaction can damage a society. It can be assumed that if more than 50 per cent of the people belonging to a society are dissatisfied the society attains a critical quality. If each second person whom somebody meets on the road is dissatisfied it will cause exit and voice.

But on the other hand there are different views that worries could have positive functions:

1. People get a better understanding of their positive well-being if they have the experience with their own negative well-being. The experience of positive well-being gets a higher estimation if somebody has the experience of negative well-being.

2. There is another positive contribution of worries insofar as they serve as signals in the face of dangers. If worries are articulated, this is an indicator that human beings are concerned about something. This may enforce social actions to avoid the

causes of worries. In such a process worries have a positive function because they are like an alarm machine stimulating people to take necessary steps against the evils which are causing worries. So worries can have the positive function of a self-destroying prophecy.

3. Finally a very important function of worries is implied if the worries are related to other individuals or populations. There is a developing readiness for support if we worry about somebody. The fundamental question is: "Without suffering, would we have humanitarian action and charitable giving?" [Anderson 2011]. So it seems that certain styles of worrying are necessary for human assistance and social support.

Worries and dissatisfaction are to a certain extent expressions of unpleasant life events and living conditions and they are signals and pressures showing individuals and nations they should enforce social improvement and social change. Especially nations with a high burden of worries and dissatisfaction are challenged to attain societal goals reducing these worries.

2.5. Measurement procedures and data sets about worries

One way is to ask people open for their worries and to code the answers into certain rubrics, the second method is to put closed questions.

Open questions about worries were used in the old Cantril's study [Cantril 1965, p. 23]. H. Cantril included also the Self-Anchoring Striving Scale and the people were requested to position themselves on the Cantril-ladder. This ladder is ranging from the worst possible experience to the best possible experience, in numbers from 0 to 10. There are additional studies which measure the experience of worries in the past (for example [Warr 1978]. A slightly different open question was used by J. Veroff et al.: "What kind of things do you worry about?" [Veroff et al. 1981]. The coding is always a demanding task.

A number of questions are differentiated by their answer categories. There are questions like "Did you experience the following feelings a lot during the day, yesterday? How about worries?" [Gallup World Poll 2010]. The respondents had the possibility to answer with "yes" or "no," so it is a closed question with dichotomous answer categories.

Another similar way is to ask the following closed question: "Most people worry more or less about some things. Would you say you never worry, worry a little, worry sometimes, worry a lot, or worry all the time?" [Andrews, Withey 1976]. Here the respondents have the possibility to rate the strength of their worries, in the given case in five categories. Another way to measure worries, especially with respect to certain topics, is to question, like in the study of K. Boehnke et al. [1998]: "How worried, if at all, am I about… ?" and a 5-point response scale was labelled from "not at all worried" to "extremely worried," and in the middle "somewhat worried."

A further approach to measure worries is the Affect Balance Scale [Bradburn 1969]. The scale includes five statements reflecting negative feelings and five statements reflecting positive feelings which can be answered with yes or no.

So there are different worry scales constructed to give results for the question if a person worries at all. Additionally regarded is the intensity of somebody's worries in his life. The range is from open questions through bipolar yes/no-answers to 11-point scales and sometimes we find scales running from 0 to 100%.

At present a number of indicators are available in different surveys and survey archives. Of high significance is the "World Database of Happiness" [Veenhoven 2012] at Rotterdam, which collects happiness data from all over the world, and the data potential of the World Value Survey.

3. Monitoring features of negative well-being

Dissatisfaction of countries and continents is visible in comparison and in contrast to more or less dissatisfied countries and continents [Glatzer 2011]. The measurement of ill-being has received less attention than the measurement of well-being, but many problems of monitoring developments are still the same and are related one to another. Sometimes positive and negative well-being is measured in the same surveys with similar scales.

World maps are an interesting instrument of showing world distributions. Each continent has its specific population structure, its wealth equipment and also its dissatisfaction level. As it is typical of social structures, everything has been changing slowly through the decades.

3.1. Dissatisfaction levels of continents

Each continent has its own dissatisfaction level and this level is related to social consequences in terms of exit and voice. The indicator used here for the amount of dissatisfaction of a continent is the percentage of people rating themselves below the middle of the 10-point-scale. These are the steps on the satisfaction ladder from one to five. Theoretically it can be assumed that a critical point occurs when more than half of the population rate themselves as dissatisfied. A population where each second individual is dissatisfied will not give sufficient support to the society. Surely an error margin must be taken into account because at each continent a random selection is used and not all countries of the continents are included.[2] But for most continents the representation of countries is not too bad.

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[2] The number of countries included and the representation of the continental countries: 9 from Africa, distribution from the North to the South with big missings in between; 15 from Asia, including China and Russia, some of Southeast Asia but no India; 20 from Europe, only small countries are missing, mostly from the Baltic; 11 from America, including all big countries of the North, the Middle and the South; 2 from Australia, namely Australia and New Zealand, but no Oceania (no Arctic and no Antarctic). The average values for the continents in Figure 2 are the average numbers for the countries. This is not exact representation of the world, its countries and its population but it is the best representation which we have at present.

The potential of dissatisfied people is highest in Africa, which is three times higher than in America. Comparing dissatisfaction in Asia and the "old world," Europe is in the middle of the dissatisfaction hierarchy. The lowest dissatisfaction levels exist in America and Australia. No continent shows a satisfaction level above 50% though in some countries this high dissatisfaction is visible. But all continents are above 10% and two continents are above 25% (Figure 2). Each continent is characterized by its own dissatisfaction level, which has presumably its consequences in terms of exit and voice.
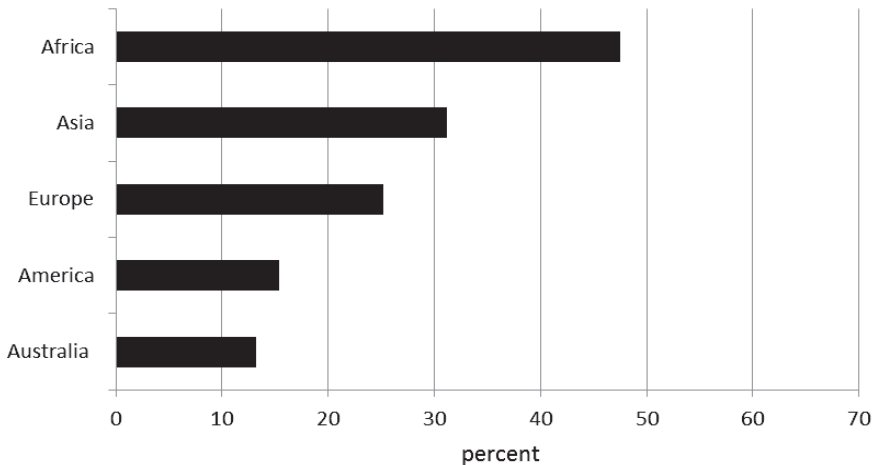
Dissatisfaction ratio: Percentage of unsatisfied people per country who describe their life satisfaction with the answer-categories 1, 2, 3, 4, 5 on the 10-point satisfaction scale in respect to the total number of respondents of a country.

Figure 2. Dissatisfaction ratios at the continents

Source: [*World Value Surveys* 2005–2008].

When we have a look at the dissatisfaction level of countries we find huge differences. The extremes of highest and lowest dissatisfaction are Iraq and Colombia. The high dissatisfaction level of Iraq is of course a result of the war and its disturbances. On the other hand, the lowest dissatisfaction level is due to a satisfaction-inclination which seems to be peculiar for Central and South America. The most and the least dissatisfied countries are not always the same countries because small changes disturb the order: sometimes Norway shows the least dissatisfaction and other war countries will replace Iraq.
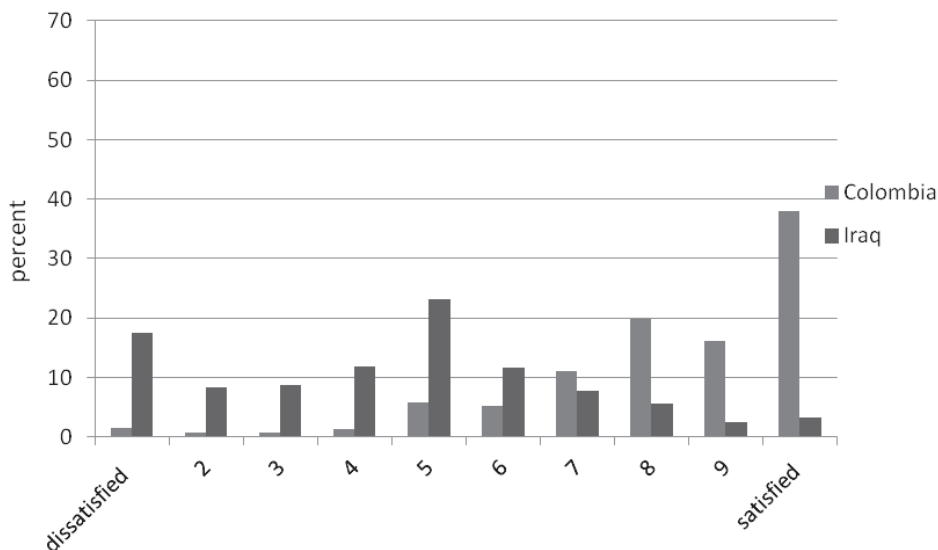
Figure 3. Dissatisfaction distribution in Iraq and Colombia

Source: [*World Value Surveys* 2005–2008].

Iraq shows small percentages for positive values and higher percentages for negative ones. Colombia shows only very small number, who rate themselves as in the lower part, but most countries have right-skewed satisfaction distributions. Left skewed satisfaction distribution is seldom. A dissatisfaction ratio of 50 is the exception. All other countries of the world are in between.

3.2.   Country differences of dissatisfaction around the world

Regarding the countries of each continent according to their dissatisfaction ratio the following results are found.

African countries show the highest dissatisfaction ratios with Morocco at the top and South Africa at the bottom. But also South Africa includes 25% dissatisfied inhabitants and Morocco is close to two thirds. The difference between these two is 37% (Figure 4). Low dissatisfaction levels, like in Australia and America, are in African countries unknown, as far as we know them today. So the protest potential in Africa seems to be the highest.

Whereas the post-war country Iraq shows worldwide the highest dissatisfaction rate of the population, Turkey comes out to be the least dissatisfied country in Asia, but worldwide it is still a country of rather high dissatisfaction. The difference between the two countries is 53% and this is a top value. Interesting is that Vietnam has overcome the Vietnam war and shows for Asia a rather low dissatisfaction ratio. Remarkable that China has a lower dissatisfaction level then Russia. Japan is among less dissatisfied Asian countries (Figure 5).
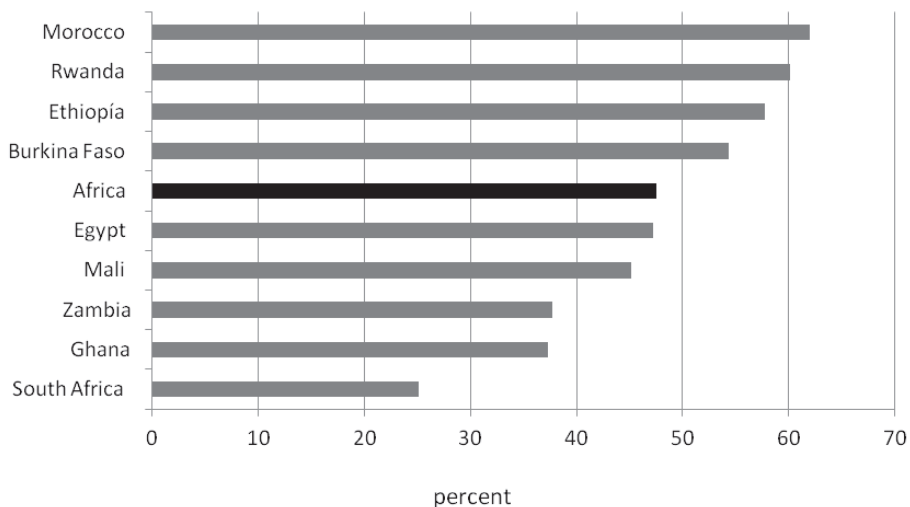
Figure 4. Dissatisfaction ratios in Africa and its countries

Source: [*World Value Surveys* 2005–2008].
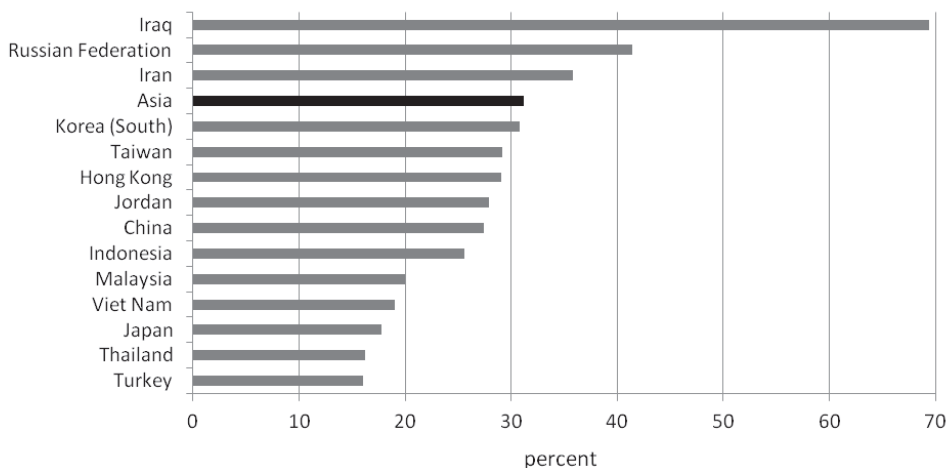
Figure 5. Dissatisfaction ratios in Asia and its countries

Source: [*World Value…* 2005–2008].

Iraq is the country with the most negative satisfaction distribution; Turkey, despite the Kurdish conflict, shows a relatively low number of dissatisfied people.

Europe within its geographical continental borders shows a clear dissatisfaction pattern. The difference is the highest at the continents between Georgia and the Netherlands with an amount of 60%. The dissatisfaction potential is lowest in the

world in the small European countries especially in the northern welfare states; dissatisfaction is medium in central Europe including parts of Southern Europe and dissatisfaction begins to get higher in Poland and southeastern Europe. The Baltic, which is not included here, shows in different surveys also a rather high dissatisfaction. This is the European dissatisfaction circle (Figure 6).

Especially the northern welfare states show a low dissatisfaction rate and Georgia and Bulgaria representing the post-socialist East European countries contain high rates of dissatisfaction.
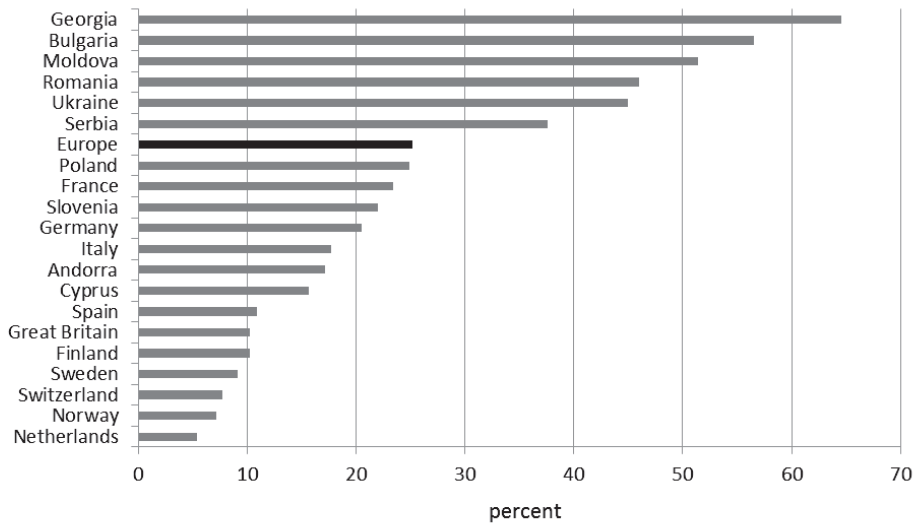
Figure 6. Dissatisfaction in Europe and its countries

Source: [*World Value*… 2005–2008].

America is a continent with altogether low dissatisfaction potential, showing most countries of North America, of Central America and of South America on a relatively low satisfaction level. Most countries are below the world average. The difference between high and low dissatisfied countries is rather small (Figure 7).

That Canada is a non-dissatisfying country is easy to understand, but the much poorer and conflict-rich Colombia has the same level of dissatisfaction. On very different levels of modernity Canada and Colombia show the same low dissatisfaction. It is a South American phenomenon that people rate their satisfaction as highest.

Summing up, it can be said that highest dissatisfaction is presently in Africa. In some countries more than 50% of the population are dissatisfied, which can be estimated as a critical point. At present the least satisfied country is South Africa which was the problem country before the democratic revolution of 1994. The country Iraq just escaped wartime and its population is the most dissatisfied in Asia. In contrast: Vietnam, the country which escaped the war a long time ago, shows less
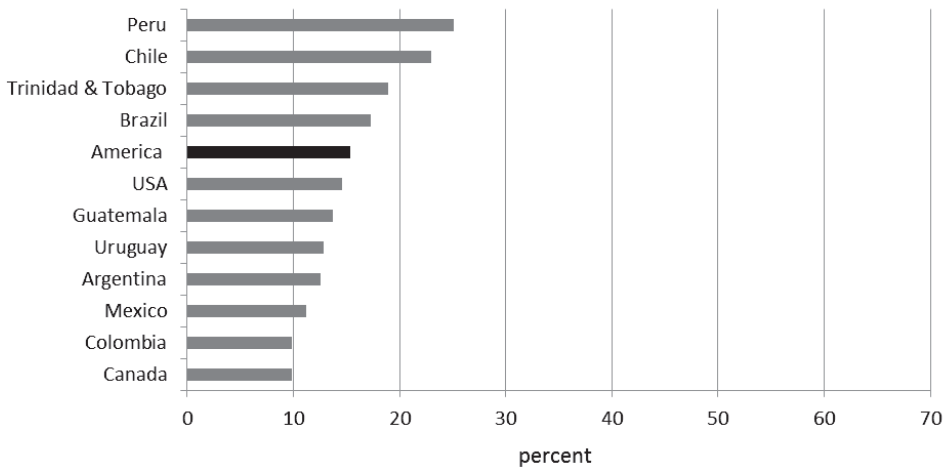
Figure 7. Dissatisfaction in America and its countries

Source: [*World Value*… 2005–2008].

dissatisfaction, but the lowest dissatisfaction for Asia can be found in Turkey. Europe also shows some countries above the 50% border of dissatisfied, but only close to the Ural-border of Europe. The Northern countries are in respect to this indicator the best countries. America and Australia, the offsprings of Europe are rather well off. But the high satisfaction in the south is curious. In general: In developing countries it is much more visible that people are dissatisfied and suffer.

3.3.   Negative affect in selected countries around the world

The affect balance scale is used for investigations of the state of affect of broad populations. Respondents are asked to focus on feelings they have experienced during the past few weeks [Bradburn 1969, p. 56]. In respect to the dark side of life unpleasant events, which could happen during a day, are the following:
"During the past few weeks, did you ever feel ....?" (yes/no)
The questions reflecting negative feelings are:
So restless that you could not sit long in a chair?
Bored?
Depressed or very unhappy?
Very lonely or remote from other people?
Upset because someone criticized you?
These negative events are followed by five positive questions.
The questions reflecting positive feelings are:
Pleased about having accomplished something?
That things were going your way?

Proud because someone complimented you on something you had done?

Particularly excited or interested in something?

On top of the world?

The results from representative questionnaire hint to the fact that negative and positive ratings are independent. Very striking is to see that negative affect is accompanying countries which are close to wars or characterized by social tensions as there are Palestinian Territories, Iraq, Armenia, Bahrain, Iran, Bolivia, Yemen, Serbia and so on. These countries do not show a compensating behaviour on the side of positive affect.

The majority of the world population live in China, India, and USA, Indonesia and Brazil and under conditions in the middle area of the affect balance scale. This is shown in Figure 8 for the biggest countries in the world. A score on the Negative Affect Scale is obtained by summing up ratings for the five negative affect questions; the score for the Positive Affect Scale is obtained by summing up the ratings for the five positive affect questions. The Affect Balance Scale score is computed by subtracting Negative Affect Scale scores from Positive Affect Scale scores. Scores range then from −5 (lowest affect balance score) to +5 (highest affect balance score).
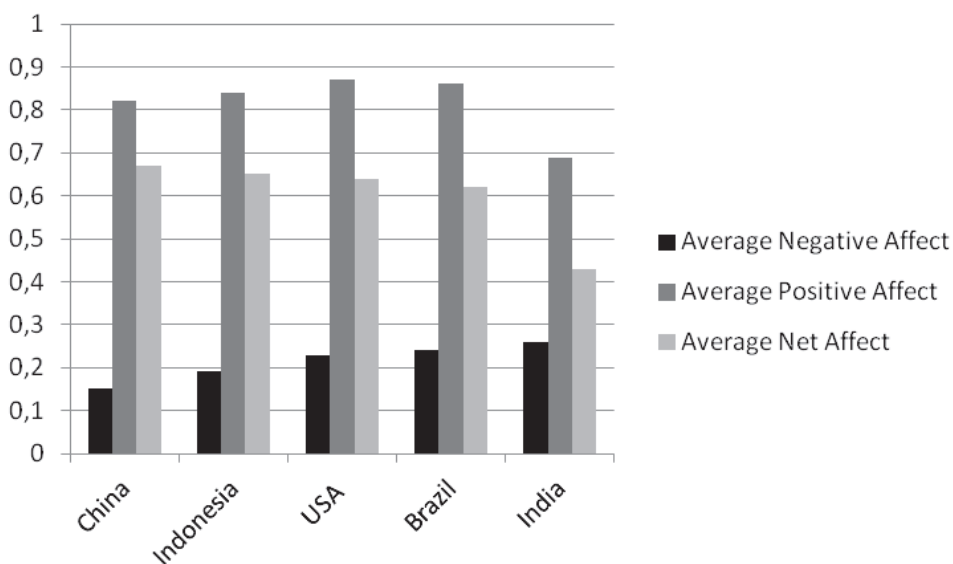
Figure 8. Affect Balance Scores for the world's biggest countries 2010

Source: [Helliwell et al. (Eds.) 2012, pp. 47–55].

The scores on the Affect Balance Scale lie between −5 and +5. At the top is 2.9 for Sweden and at the bottom is 0.39 for Japan. The index is regarded above with respect to its separate positive and negative parts, it is evident that in the US people have on average a much higher positive affect, but the negative affect is similar to

other countries. The Affect Balance Scale shows that the negative burden of life and the positive side of life vary somewhat independently. The absence of negative feelings is not necessary the presence of positive feelings. All over the world a certain amount of negative affect is available in everyday processes. Negative affect is a structural feature of society.

3.4. Worries and concerns in the world population

To get more intimate knowledge of the worries burdening people they should be asked with open questions which have to be coded after. In respect to this method we find examples not only in social scientific research but in research activities of private companies. The interests of various services respectively insurance industries are touched by the topic of hopes and fears and this had the consequence that they were doing self-contained research. Monitoring national concerns was initiated by the Hong Kong and Shanghai Banking Corporation who carried through an online survey with over 15.000 people in 15 countries. The result (see Table 1) is that in 2010 four dominating concerns have emerged: "global economic instability," "terrorism" "climate change," and "violence in everyday life." As it seems, at this time, these were the main evils of mankind.

Table 1. Patterns of concerns in the world and for selected nations 2010

Issue	Global Level	US	Germany	India	Vietnam
Global economic stability	17	31	8	8	5
Terrorism	17	22	22	42	17
Climate change	16	6	15	15	30
Violence in everyday life	15	17	10	8	6
Global poverty	11	6	20	14	8
Natural disasters	8	5	11	6	13
Pandemic diseases	8	4	3	5	18
Social breakdown	7	9	12	2	4

Questions refer to selected concerns. Figure in per cent of adult population in each country.

Source: [HSBC 2010, p. 2].

The main worries have different challenges for different types of society: global economic stability and violence in everyday life in US, terrorism in India, climate change, natural disasters and pandemic diseases in Vietnam, global poverty and social breakdown in Germany. Each region seems to have its special picture of worries related to the societal and natural problems and their past historical experience.

Though there are no strict comparable studies, the study of hopes and fears is old. First results are available for the inquiry period from 1957 to 1963 when nearly 20.000 people were interviewed [Cantril 1965]. In this the personal worries of people from rich and poor countries were investigated. From the interview material the following categories (see Table 2) were deduced for the world population: fears with

respect to health, personal economic situation, international war-peace problems, family, job or work, political fears, social fears and personal values.

Table 2. Personal fears within richer nations (United States, West Germany, Israel) and poorer nations (Brazil, Nigeria, India) in the period 1957–1963

General category	Rich countries average	Poor countries average	In-between percentage difference
Fears/worries	*in per cent of the adult population*		
Health	55	43	12
Personal economic	51	49	2
International war-peace	34	1	33
Family	28	21	7
Job or work	6	3	3
Political	5	2	3
Social	3	6	−3
Personal values	5	10	−5
None	7	7	0

Question: What are your fears and worries about the future? [Cantril 1965, p. 23].

Source: [Cantril 1965, p. 224].

Most interesting are the differences between richer and poorer countries. The people in richer countries (US, West Germany and Israel) face fears especially with respect to their personal health (55%) and their economic situation (51%). In the poorer countries (Brazil, Nigeria, India) people have about the same amount of fears about the personal economic situation but only 43% of the people have fears about their health. At this time in the fifties the worries in rich countries about war and peace were as present as they were neglected in poorer countries. Fears about international war/peace conflicts during the time of the cold war played a much greater role in the rich than in poor countries. Only in respect to social fears and fears about personal values are the poor countries higher than the rich countries.

A joint global study on worries about 15 years ahead, which is called "Human Needs and Satisfactions" [Gallup International Research Institute 1978], presents for the middle of the 1970s worldwide results from 8.500 personal interviews. The data were collected by Gallup International Research institute in 1974–1976 and the interviews were carried through in about 58 nations. About 10 years after Cantril's survey, it turned out that concerns about health and personal economic situation are still dominating in the world, but now new discrepancies occur. Africans were most often afraid of getting ill and Africans and Asians were most often concerned about maintaining their standard of living. People in the 1970s showed lesser economic worries in North America, Europe, South America and Australia, and more in Africa and Asia.

4. Summary

Worries and dissatisfaction are an essential part of the quality of life research. Well-being is not one-dimensional but three-fold: its dimensions are the positive and negative side of individual well-being and, additionally, future perspectives which are always modifiers of individual well-being. Negative well-being consists of a variety of traits and components. To identify and recognize them is a task for each individual and for professional experts.

Among the variety of worries several distinctions are very important. The first is that worries can be focused on oneself or on others who are suffering. The second is that worries can be related to individual worries or national concerns. In other words, there is a difference between micro and macro worries. Another question in respect to the kind of worries is if they are diagnosed as non-pathological or pathological.

Worries have not only negative, but also positive functions: A significant negative function is that individuals suffer from their worries and that their amount of negative well-being is increased. A positive function of worries is that they are warning signals for unwanted developments. Worries tell the individuals that they should check their activities how far they cause negative well-being.

Moreover dissatisfaction is a fingerpost for social activities and a pressure for change. If somebody is dissatisfied, there is, according to usual terms, the choice between exit, voice and resignation.

Continents and countries are obviously characterized by specific levels of worries and dissatisfaction. In Africa we find the highest dissatisfaction potential, Asia and Europe are in between and Australia and America have the smallest dissatisfied population.

There are also huge differences of dissatisfaction on each continent. In worldwide comparison Colombia is according to the hereby study the least dissatisfied and Iraq is the most dissatisfied. There is a continuing structure though some changes happen in the course of time.

The goal of improving quality of life has to regard two rather different strategies: diminishing negative well-being is different from increasing positive well-being.

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OBAWY I NIEZADOWOLENIE. STRUKTURALNE WYZWANIA DLA DALSZEGO ROZWOJU

Streszczenie: Artykuł stanowi podsumowanie głównie socjologicznych badań dotyczących obaw, trosk i bólu. Badania nad jakością życia skupiają się zazwyczaj na pozytywnych aspektach dobrostanu, takich jak satysfakcja i szczęście. W odróżnieniu od takiego podejścia przedmiotem niniejszej pracy są negatywne aspekty dobrostanu, takie jak obawy, troski i ból, a także niezadowolenie i podobne obciążenia. Prezentowane są tutaj badania z ostatnich 50 lat, dotyczące kwestii trosk w społeczeństwach. Istniejące dane zostały umieszczone w nowym układzie odniesienia i przeorganizowane zgodnie z tematem badawczym pracy. W nieunikniony sposób to pole badań obarczone jest znaczącym błędami, ale celem pracy było przedstawienie tego złożonego zagadnienia w sposób na tyle wiarygodny, na ile jest to obecnie możliwe.

Słowa kluczowe: jakość życia, obawy, niezadowolenie.