

The Role of Professional Quality of Life in Physical and Psychological Health of Textile Employees

Ayesha Rasheed

Department of Applied Psychology,
Lahore College for Women University, Lahore, Pakistan.
e-mail: ayesha_lcwu@yahoo.com

Abstract. *The quality of life in employees is an issue that must be examined as it is a crucial point for organization or industry growth. This study aims to investigate the correlation between professional quality of life with physical and psychological health in textile sector employees. Study was conducted on (N=150, male and female employees) employees from 19 textile companies in Lahore city, Pakistan. A correlational research design was used, and sample was selected by using stratified sampling technique. A series of questionnaire (Professional Quality of life and (SF-12) Short Form-12 Health survey) was administered to employees after taking consent from the them. The results indicate that quality of life has relationship with physical and psychological health. Specifically, compassion satisfaction aspect has positive significant relationship with physical and mental health component while inverse relationship with burnout and compassion fatigue. When compassion satisfaction increases, the physical and psychological health of the workers improved and vice versa. Similarly, when burnout and compassion fatigue increase, it affected the physical and psychological health of the workers. It is recommended to the organization to make plans and policies to boost up employees mental and physical health.*

Keywords: *Professional quality of life, Psychological health component, Physical health component, Compassion satisfaction, Compassion fatigue, burnout*

Abstrak. Kualitas hidup karyawan merupakan masalah yang harus diperhatikan terutama dalam dunia kerja. Penelitian ini bertujuan untuk mengetahui hubungan antara kualitas hidup profesional dengan kesehatan fisik dan psikologis pada karyawan sektor tekstil. Studi dilakukan pada (N=150, karyawan pria dan wanita) karyawan dari 19 perusahaan tekstil di kota Lahore, Pakistan. Rancangan penelitian yang digunakan adalah korelasional, dan sampel dipilih dengan menggunakan teknik stratified sampling. Serangkaian kuesioner (Professional Quality of life dan (SF-12) Short Form-12 Health survey) diberikan kepada karyawan setelah mendapat persetujuan dari mereka. Hasil penelitian menunjukkan bahwa kualitas hidup memiliki hubungan dengan kesehatan fisik dan psikologis. Secara khusus, aspek compassion satisfaction memiliki hubungan positif yang signifikan dengan komponen kesehatan fisik dan mental, sedangkan hubungan terbalik dengan burnout dan compassion fatigue. Ketika compassion satisfaction meningkat, kesehatan fisik dan psikologis pekerja meningkat dan sebaliknya. Demikian pula ketika burnout dan compasison fatigue meningkat, hal itu mempengaruhi kesehatan fisik dan psikologis para pekerja. Disarankan kepada organisasi untuk membuat rencana dan kebijakan untuk

meningkatkan kesehatan mental dan fisik karyawan.

Kata kunci: Komponen kesehatan mental, Komponen kesehatan fisik, compassion satisfaction, Compassion fatigue, Kelelahan.

Textile business is important to fulfill basic human needs. The civilizations of manufacturing garments found over 85000 years ago. The developments have arisen in the textile industry as human ethnicities and requirements have been altered. Previous studies explored how employees' physical and psychological health are interlinked with the industry's productivity and profit. Specifically, during the Covid-19 Pandemic, many countries are aware it is important to pay attention to mental health among employees for industry continuity itself. Many coping strategies and training can be held for personnel mental health and to treat those employees with mental issues (Santomauro et al, 2021).

The textile trade of Pakistan is measured to be the spine of Pakistan's economy that is grownup rapidly in the past few years. In 1947, the textile division only had 6 spinning plants that are now increased to more than six hundred. In cotton production, Pakistan is the fourth largest whole in the world. In Pakistan textile industry earns heavy

foreign exchange. Currently, circumstances for the textile industry are not favorable due to the fuel and energy crisis. Internal issues impact the industry's output as well such as; personnel training, lack of appraisals and bonuses, untrained staff, and absence of health insurance for employees (An Analysis - The Ravi magazine, 2015).

Mental illness among personnel in a workplace is a very challenging issue for administration and employers. Emotionally and psychologically disturbed employees can increase the probability of low productivity, absenteeism, strikes, and staff turnover (Geis, 2018). It is not that much easy to ignore mental illness because every year companies lost their huge revenue and profit due to untreated mental illness of employees (Insel, 2008). All over the world half of the economic loss is accredited due to depressive disorder caused by workplace disturbances due by workforce (Greenberg, et al., 2015). Every employee has a different set of personality characteristics that affect the emotional well-being at the workplace.

Due to the COVID-19 pandemic, adults under the age of 25 years are forced to work for low wages, poor benefits, and job insecurity (US Bureau of Labor Statistics, 2021). Uncertainty, job insecurity, and frequent rejections from the job-seeking procedure could be harmful to the emotional well-being of fresh graduates and job seekers (Biebel, Golden & Levin et. al., 2018). Because of negative responses from employer new employee comes with low motivation, insecurity, lack of creativity, and with low goals. They do not have the spark to attain the target (Hu, Creed, Hood, 2017).

The role of management and directors is very crucial, they needed health-relevant management and communication skills. Through trained and skilled management organizations can increase self-efficacy and reduce absenteeism (Werk & Muschalla, 2021). The penalties for mental illness for companies and the overall economy are deep. Current estimations recommend that the economic influence of mental illness is more than any other non-contagious disease (Davlasheridze, Goetz & Han, 2018).

Professional quality of life is defined as the quality and concern of workers towards the nature of work. Cooperating with employees can be a useful supportive aspect of the workplace, and it clarified them as important parts of the workplace. The sense of responsibility urges to guide and help others and it confirms that the employee is loyal and has a high quality of life. According to quality of work life, there are 2 main theoretical perspectives. The first method is mainly concerned with motivation towards work and workplace satisfaction while the second aspect mainly focused on working and non-working ways of living. It contains an individual's well-being, satisfaction, and choices in life (Stamm, 2008).

Every individual has a different set of characteristics, and one feels quite confident and contented after the successful completion of any given task, this is called compassion satisfaction. An individual with a higher tendency and experience to take care of others or be helpful to their subordinates considers a caring coordinator and caring fellow (Sprang, Clark & Woosley, 2007). The term compassion satisfaction comes from a workplace where you are helping

others either seniors or juniors. A person who obtains higher scores on compassion satisfaction is considered an affective caretaker and fruitful for the rest of society and workplace personnel. Similarly, most people have known about the term burnout in which an employee felt difficulty and complexity to complete their task, feeling slow and helpless. Scores on this scale are directly linked with termination and negativity in the workplace (Bulger, Matthews & Hoffman, 2007).

Traumatic events are the root cause of stress at the individual or societal level. It can affect a person directly or indirectly, in indirectly a person felt stress and pressure while dealing with a traumatized person (Figley, 1995). The indicators of secondary traumatic stress and post-traumatic stress, experienced by the direct object of some catastrophe events are nearly similar symptoms and contain curious feelings, recalls, or hallucinations connected to the traumatic experience. Additional signs contain agitation, sleeplessness, extreme irritation, tiredness, difficulty concentrating, ignoring customers and their circumstances, and vigilant or

frightening response to client trauma (Gotfried & Bride, 2018).

Basically, burnout has 3 fields such as emotional agitation, reification, and a sense of low achievements. This complex method of burnout provides a worldwide conceptualization or else it is a complex contradiction (Law & Patil, 2015). Workplace burnout initially publicized by Freudenberg (1974), happens due to extreme contact to strain for an extended period (Eklund & Defreese, 2015). On a personal level loss of someone special, or the inability to achieve the target can leads someone toward burnout (Sprang, Clark & Woosley, 2007). The transformation between compassion fatigue and burnout has been established by Figley (1995). Burnout is a whole procedure that contains extreme contact to job pressure over and over due to the absence of optimism which is essential for the accomplishment of objectives (Hoffman & Barnett, 2007).

Compassion fatigue or secondary trauma is recognized as Vicarious Trauma (VT), because of extreme anxiety at work such as frequently facing discouraging behaviors of others. Primary traumatic exposure is when a

person directly experiences the traumatic situation as a soldier and faces critical situations. In secondary traumatic exposure, a person is sad, helpless, and depressed because of other traumatic events such as an employee working in an emergency room. The symptoms of compassion fatigue and secondary traumatic stress are very sudden and include being afraid, anxious, restless, having flashbacks of the horrible event, and avoidant behavior (Ray et al, 2013). Many corporations show a substantial part by dropping the hazard of burnout and compassion fatigue, it boosts or trains more effective employees (Jones, 2011). Additional general evaluation of health position which is shortened as SF-12; is a flexible procedure to evaluate physical functioning, role limits due to physical health complications, exhaustion and tiredness, social functioning, role limits due to emotional problems, and mental health. These perceptions resultant two types of scores, physical component, and mental component scores.

A study was conducted on industrial employees to measure the relationship between mental health and job satisfaction. Results indicated that

there was a positive relationship among employees concerning job dissatisfaction and mental health, social actions, and depression. Female employees have more job satisfaction than male employees and employees with longer job experience are more satisfied with their job (Nadinloyi, Sadeghi & Hajloo, 2013).

Employees' mental and physical health is very important for the rest of the organizations and the economy of any country. Similarly, the role of management and administration is very crucial to maintain employees' trust and loyalty to companies' policies and organizational changes. Managers are responsible to enhance employees' social and psychological health because good and productive employees are the asset of any organization (Cao et al, 2022). According to a study workplace conditions and job satisfaction are interlinked with each other (Safari, 2020).

High workloads, low salaries, and suffering from burnout decrease job satisfaction in employees. Through thematic analysis, four themes developed as work-based psychological stress during a traumatic event, decision-

oriented satisfactory and dis-satisfactory exposures, impact of a traumatic event on the communication of employee and employer, and lastly financial impact of the traumatic crisis on employees. An important physical and psychological load was related to the COVID-19 pandemic. Consistent energies should be applied pointing to caring for employees' physical and intellectual well-being, improving their working environments, and rising mindfulness about burnout. Evidence-based results and appropriate consumption of economic and human resources at the official level are supposed to be vital for the sustainability of the personnel, particularly in emergencies (Alrawashdeh et al, 2022).

A study defines five extents of the quality of professional life were evaluated to find out the association between quality of work life, burnout, and job satisfaction between staff at private and public sector organizations. Burnout was assessed by emotional fatigue, reification, and individual achievement. Job satisfaction is distributed into two portions as Career satisfaction and Life Satisfaction. Some other variables were also comprised in the evaluations. The result demonstrated

that great conclusion of psychological job weights on burnout in public organizations. The influence of the other 5 catalogs (Household Life, Work Strategy, Work framework, Work Domain, and Overall quality of work life) on burnout and job satisfaction was unlike in these two sectors. Other variables had some effect on burnout and job satisfaction in both public and private organizations (Kaur, 2021).

A study showed a comparison between burnout and job satisfaction of employees and public staff linked to mental healthcare trials. Higher job satisfaction and accomplishment, less subtle fatigue, and a lower likelihood of leaving their job have been established in the additional statement. Policy manufacturers as well as community mental health directors need to describe job-related features such as salaries. (Salyers et al, 2013).

Several theoretical perspectives claimed that turnover rates and employee dissatisfaction is related to burnout stages such as physical or mental health issues, restlessness, etc. (Shen & Huang, 2012). It was stated that there is a connection between workplace resemblance and occupational health

consequences for employees. The signs of prime stress or secondary traumatic stress could be evaded when there is a better resemblance between work and employee hopes about workloads, work standards, and the quality of the work setting. It also reduces the tenacities to leave and improves life choices. The government runs numerous social welfare plans for the enhancement of workforces at the work to see their prospects (Graham, Sheir, & Nicholus, 2016).

According to research, there are effects of the quality of work life on textile workers. Many features have been detected affecting the quality of life such as coherent prize, adjustable work setting, safety, chance to advance human aptitudes, a chance for occupational growth, satisfying additional agendas, etc. Family life and community life should not be stressed by working extent alike part-time jobs, long working hours, corporate tours, apportionments, etc. (Valarmathi & Bhalakarishnan, 2013).

Additional survey termed as SF-12 i.e., Short Form Health Survey contains 12 queries from the actual 36 questions. These are brief into two component scores i.e., Mental Component Summary

shortened as mental health and Physical Component Summary shortened as PCS. The two scores display between 0 and 100. A zero score mentions the lowermost grade of health which has been calculated by scales, while 100 demonstrates the uppermost grade of health along with enlarged standards foremost to better health. All the inquiries were collected, verified, and exposed to grow two scales that give signs of psychological and physical functioning (Ware, Kosinski, & Keller, 1996).

Researchers and experts assumed that people with chronic or without chronic situations have risk factors including high blood pressure, cholesterol, smoking, and alcohol. This was then used to compute mean scores for every component score of SF-12. These long-lasting conditions comprise diabetes, heart disease, stroke, asthma, additional breathing illnesses, and mental health conditions. While according to age and sex, a reduction for age is much clear but not that plentiful important statistically. For MCS, values persist for all age sets with not many statistical alterations (Avery, Grande & Taylor, 2003).

This study aims to explore the relationship between physical and psychological health with the professional quality of life among textile employees. Employees are the strength of any organization. When employees have respect, appraisals, training, job security, and insurance they always are very satisfied and loyal to the organizations and will give their hundred percent performance and commitment. It also measures the professional quality of life of employees with help of previous literature and statistical measures. This research is substantial in universal and Asian Culture. Stress and burnout can cause numerous physical and psychological complications which affect employee performance.

Method

Sample and procedure

This study was a quantitative Correlational study in which a cross-sectional research design was followed to conduct this study. A sample of textile employees from Lahore-based textile organizations was selected through a stratified sampling technique. A sample of textile employees (N= 150, male & female) with a minimum of one year of

work experience from four different departments were included: marketing department, sales department, marketing purchase department, and accounts section.

Before gathering the data, a short meeting was conducted with the textile workers and they received information about the research purpose along with terms of privacy and ethical codes. Then directions were given to the participants to sign and complete the consent form first, then they were asked to fill out the demographic sheet and series of questionnaires; Professional Quality of Life Scale (Stamm, 2012) & SF-12 Health Survey (Avery, Grande & Taylor, 2003). Reliability analysis disclosed that coefficient alpha values of all scales and subscales have virtuous reliability, ranging from .50 to .73.

Instruments

Professional Quality of Life

This scale measures satisfaction, the feeling of being successful after attaining the desired goal, and the feeling of uselessness when couldn't come over issues and problems related to job place (Stamm, Smith, Hudnall, & Henry, 2004). The scale contains 30 items with three sub-scales on a 5-point

Likert scale starting from 0-5 where 0 implies “never” and five indicates “very often”. It contains five reversed items whereas the value of zero is always null (0=0, 1=5, 2=4, 3=3) (Stamm1997).

Compassion satisfaction

CS is the subscale of prof-QoL, it is about the satisfaction and accomplishment after achieving their goals. It is the recognition of being productive in front of others. Alpha scale reliability is .87 where a high score interprets a high level of satisfaction while a score under 33 means bad connotations with the job.

Burn out

This subscale measures the uselessness and job-related problems that would interrupt the employee mentally and collectively. BS alpha reliability is .72 with SD=6.0. A score below 18 reflects hopeful souls concerning the job while a score above 20 indicates an emergency.

Compassion Fatigue / Secondary Trauma

CF/ST scale measures the unintentional revelation of the hazardous

conditions, it can be direct or indirect interaction with the hazard at work. The average score is 13 with SD=6 and alpha reliability is 0.80. A higher score means employees are in a challenging zone and need to reconsideration about harmful problems.

SF-12 Health Survey

The SF-12 comprises 2 summary measurements, the mental component summary (MCS) and physical component summary (PCS). It contains 12 questions and has been derived from the SF-36 scale. The score sequence starts from 0 to 100 where a high score specifies better health. A zero score disclosed a low level of health quality and a score of 100 indicates high-level health quality (Avery, 2003).

Results

The result verifies that the hypothesis “there is a significant correlation between physical and psychological health with professional quality of life in textile employees” has proven the positive and significant relationship among variables.

Table 1. Correlation of physical & psychological health with professional quality of life.

Variables	PCS	MCS	PRO-	CSS	BS	CFS
SF-12						
1. PCS	-	-.11	-.08	.22**	-.15	-.2**
2. MCS		-	-.256**	.23**	-.40**	-.32**
3.ProQoL			-	.47**	.65**	.80**
4. CSS				-	-.12	.03
5. BS					-	.4**
6. CFS						-
M	45.3	48.5	74.7	31.3	23.6	19.7
SD	8.3	8.3	13.3	6.7	6.1	7.7

The results suggest that there is a positive relationship between physical component summary and mental component summary with compassion satisfaction indicating when compassion satisfaction increases, physical and mental health scores increase as well. meanwhile physical and mental health have an inverse relationship with compassion fatigue indicating when compassion fatigue increases then physical and mental health components

decrease. Burnout was found to have a positive connection with compassion fatigue.

The results claimed that the second hypothesis “The physical and psychological health will be a significant predictor of professional quality of life in textile workers” has been approved. Results shows that physical and mental health of employees is highly connected with compassion satisfaction.

Table 2. Simple regression analysis (N=150)

Variables	PCS		MCS			
	B	SEB	B	B	SEB	B
CSS	.264	.100	.212**	.226	.09	.18**
BS	-.05	.121	-.034	-.39	.11	-.28**
CFS	-.17	.103	-.159	-.15	.095	-.14
R²	.106		.245			
F	4.3		11.7			

Discussion

The results of the present study showed that compassion satisfaction has a positive significant relationship with physical and mental health quality in employees, while it was found there is an opposite association with burnout and compassion fatigue. Burnout and compassion fatigue has a positive significant connection as an advanced score in burnout has in line with a higher score in compassion fatigue. Previous study supports current results in the context of how low compassion satisfaction is related to a low score of compassion fatigue which leads to burnout, and low physical and mental health of the employees (White & Heaslip, 2013).

A study claimed that high scores of compassion satisfaction and low scores of compassion fatigue are linked to the physical and mental health of the employee, The study confirms the connection between compassion satisfaction, compassion fatigue, and physical and mental health and it has been supportive of our hypothesis. (Lasalvia et al., 2009).

It was hypothesized that physical and mental health are predictors of professional quality of life. Findings support the hypothesis with significant

results that physical and psychological health are the significant predictors of compassion satisfaction, compassion fatigue, and burnout. Hence it has been proved the second hypothesis. A study confirmed the hypothesis that there was a positive connection originating with compassion satisfaction while there was a negative association with burnout and fatigue (Bozgeyikli, 2012). Another research assured the results as compassion fatigue and burnout were associated with stress and an increase in psychological issues while facing organizational challenges and problems such as the pandemic (Su et al, 2021). A study claimed that the right organizational policies and procedures satisfied employees to manage workloads and pressure which maintains a culture of security in the workplace (Shier et al, 2021). Organizations that considered employees' physical and mental health helps to promote safety and contentment in the workplace. It is the duty of organizations to manage the environment to promote employees' health and overall well-being (Shier et al, 2019).

Conclusion

It is concluded that when workload increases in organizations, it directly or indirectly impacts their employees

physically and mentally. These workplace pressures and stresses can cause burnout and fatigue in personnel. It has been approved that when satisfaction and contentment increase in the employees it will result in employees' well-being.

In addition, it can be concluded as well that employees were unaware of their physical and psychological health. It is needed to make plans to achieve the best performance of the employees at the administrative and managerial levels. There should be some strategic and practical policies to increase and maintain employees' mental and physical health conditions. Organizations should possess the initiative in developing policies to prevent burnout, stress, and fatigue among the workforce through rescheduling, vacations, giving encouragement, appraisals, and bonuses on task completion to make their spirit remain high and positive.

Recommendations

There should be more future studies on the Pakistan textile industry context. Motivation as an important factor can be added as variable in future research. Furthermore, in terms of textile industry policy and managerial, to meet international competition standards, it is recommended to revise the tax policies, insurance, mental health examinations,

refresher courses, and policy on giving appreciation to enhance the employee's skills and interests that are obviously beneficial for the textile industry.

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