**PHYSCIAL AND PSYCHOLOGICAL HEALTH IN EMPLOYEES**

**Abstract-** The purpose of this study was to investigate the correlates of physical and psychological health in textile sector employees. Study consists of (*N=150*, male and female employees) employees from 19 textile companies of 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 participants. The results indicate that compassion satisfaction 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 affects 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:*** *Mental health component, physical health component, compassion satisfaction, compassion fatigue, burnout.*

Textile business is important to fulfill the basic human needs. The civilizations of manufacturing garments found over 85000 years. The developments have been arisen in textile industry as the human’s ethnicities and requirements been altered. The study explores how employees physical and psychological health interlinked with industry’s productivity and profit.

Specifically in pandemic many countries do understand the importance of mental health among employees for industry’s sake. Many coping strategies and trainings can be held for personnel mental health and to treat those employees with mental disorders (Santomauro et al, 2021).

Textile trade of Pakistan is measured to be spine of Pakistan’s economy that is grownup rapidly in past few years. In1947, textile division only had 6 spinning plants that is now have increased to more than six hundred. In cotton production Pakistan is the fourth largest whole over the world. In Pakistan textile industry earns heavy foreign exchange. Currently, circumstances for textile industry are not favorable due to fuel and energy crisis. Internal issues impact upon the industry’s output as well such as; personnel training, lack or appraisals and bonuses, untrained staff and absence of health insurances of employees **(**An Analysis - The Ravi magazine, 2015**)**.

Mental illness among personnel at a workplace is very challenging issue for administration and employer. 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 economic loss accredited due to depressive disorder caused by workplace disturbances due by work force (Greenberg, et al., 2015). Every employee has different set of personality characteristics that affect upon the emotional well-being at the workplace. Due to COVID-19 pandemic, adults’ underage of 25 years forced to work on low wages, poor benefits and with job insecurity (US Bureau of Labor Statistics, 2021). Uncertainty, job insecurity and frequent rejections from job seeking procedure could be harmful for emotional wellbeing of fresh graduate and job seekers (Biebel, Golden & Levin et. al., 2018). Because of negative responses of employer new employee comes with low motivation, insecurity, lack of creativity and with low goals. They do not have spark to attain the target (Hu, Creed, Hood, 2017).

The role of management and directors are very crucial, they needed health-relevant management and communication skills. Through trained and skilled management organization can increase self-efficacy and reduce absenteeism (Werk & Muschalla, 2021). The penalties of 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). Fresh graduates when trying to get a job they must be ready to address mental health issues in the office, was a cause of concern for many fresh graduates (Hartingan, 2021).

Professional quality of life is defined as the quality and concern of worker towards nature of work. Cooperate employees being supportive at workplace, and it clarified them as a perfect employee. The sense of responsibility urges to guide and help others and it confirms that employee is loyal and have high quality of life. According to quality of work life, there are 2 main theoretical perspectives. First method is mainly concerned about motivation towards work and workplace satisfaction while second aspect mainly focused on working and non-working way of living. It contains individual’s wellbeing, satisfaction, and choices in life (Stamm, 2008).

Every individual has different set of characteristics, and one feels quite confident and contented after successful completion of any given task, this is called compassion satisfaction. An individual with higher tendency and experience to take care of others or being helpful for their subordinates considers as a caring coordinator and caring fellow (Sprang, Clark & Woosley, 2007). The term compassion satisfaction comes from workplace where you are helping others either seniors or juniors. A person obtains higher scores on compassion satisfaction considered as a affective caretaker and fruitful for the rest of the society and workplace personnel. Similarly, mostly people known about term burnout in which an employee felt difficulty and complexity to complete their task, feeling slow and helpless. Scores on this scale directly linked with termination and negativity at workplace (Bulger, Matthews & Hoffman, 2007).

Traumatic events are the root cause of stress in individual or society level. It can affect a person directly or indirectly, in indirectly a person felt stress and pressure while dealing with traumatized person (Figley, 1995). The indicators of secondary traumatic stress and post-traumatic stress, experienced by direct object of some catastrophe events are nearly similar symptoms and contains curious feelings, recalls or hallucinations connected to traumatic experience. Additional signs contain agitation, sleeplessness, extreme irritation, tiredness, difficulty to concentrate, 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 sense of low achievements. This complex method to 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 extended period (Eklund & Defreese, 2015). In personal relationships loss of someone special and professionally, inability to achieve the target can leads someone towards burnout (Sprang, Clark & Woosley, 2007). The transformation among compassion fatigue and burnout has established by Figley (1995). Burnout is a whole procedure which contains extreme contact to job pressure over and over due to 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. In primary traumatic exposure is when a person directly experiences the traumatic situation as soldier faced the critical situations. In secondary traumatic exposure a person being sad, helpless, and depressed because others traumatic events such as an employee working in emergency room. The symptoms of compassion fatigue and secondary traumatic stress are very sudden and includes as being afraid, anxious, restless, flashbacks of 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 train more effective employees (Jones, 2011).

Additional general evaluation of health position which is shortened as SF-12; is a flexible that procedures eight numerous ideas containing 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 type of scores as, physical component and mental component scores.

A study conducted on industrial employees to measure the relationship between mental health and job satisfaction. Results indicated that there was a positive relationship in employees with reference to job unsatisfaction and mental health, social actions and depression. Female employees have more job satisfaction than of male employees and employees with longer job experience are more satisfied from their job (Nadinloyi, Sadeghi & Hajloo, 2013).

Employees mental and physical health is very important for the rest of the organizations and economy of any country. Similarly, role of management and administration is very crucial to maintain employees trust and loyalty on 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 burnouts decreases the job satisfaction in employees. Through thematic analysis four themes developed as work based psychological stress during traumatic event, decision oriented satisfactory and dis-satisfactory exposures, impact of traumatic event on the communication of employee and employer and lastly financial impact of traumatic crisis on employees. An important physical and psychological load was related with the COVID-19 pandemic. Consistent energies should be applied pointing at caring employees physical and intellectual wellbeing, improving their working environments, and rising mindfulness about burnout. Evidence-based results and appropriate consumption of economic and human resources at 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 distributed into two portions as Career satisfaction and Life Satisfaction. Some other variables were also comprised in the evaluations. The result demonstrates that great conclusion of psychological job weights on burnout in Public organizations. The influence of the other five catalogues (Household Life, Work Strategy, Work framework, Work Domain, Overall quality work life, on burnout and Job satisfaction were unlike in these two sectors. Other variables had some effect on burnout and Job satisfaction in both the Public and Private organizations (Kaur, 2021).

A study was showed a comparison among burnout and job satisfaction of employees and public staff linked to mental health-care trials. Higher job satisfaction and accomplishment, less subtle fatigue and lower likelihood of leaving their job has been established in 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 prospective claimed that turnover rates and employees dis-satisfaction 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 among workplace resemblance and occupational health consequences in employees. The signs of prime stress or secondary traumatic stress could be evaded when there is 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 choice. 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, chance for occupational growth, satisfying additional agendas, etc. Family life and community life should not be stressed by working extent’s alike part time job, awkward 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. Zero score mentions to the lowermost grade of health which has calculated by scales, while 100 demonstrate uppermost grade of health along with enlarged standards foremost to better health. All the enquiries were collected, verified and exposed to grow two scales which gives signs into psychological and physical functioning (Ware, Kosinski, & Keller, 1996).

Researchers and experts assumed that people with chronic or without chronic situations like risk factors, include 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 much statistically alterations (Avery, Grande & Taylor, 2003).

This study aims to explore the relationship between physical and psychological health among textile employees. Employees are strength of any organization, when employees have respect, appraisals, trainings, job security and insurances they always been very satisfied and loyal with the organizations and will give their hundred percent. It also measures the professional quality of life in 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 affects employee’s performance.

**Method**

**Sample and procedure**

This study was a quantitative Correlational study in which cross-sectional research design was followed to conduct this study. A sample of textile employees from Lahore based textile organizations were selected through stratified sampling technique. Sample of textile employees (N= 150, male &female) with minimum one year work experience from four different department were included as, marketing department, Sales department, marketing purchase department and accounts section.

Before the data gathering short meeting conducted with the textile workers and clarify them about the research purpose along with terms of privacy and ethical codes. Then directions was given to the participants to sign and complete the consent form first, then demographic sheet and series of questionnaire; Professional Quality of Life Scale (Stamm, 2012) & SF-12 Health Survey, was given them to fill (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, feeling of being successful after attaining the desired goal. Unalike feeling 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 5point Likert-scale starts from 0-5 where 0 implies “never” and five indicates “very often”. It contains five reversed items whereas the value of zero always null ( 0=0, 1=5, 2=4, 3=3) as statement number 1, 4, 15, 17 and 29 (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 high score interprets high level of satisfaction while under 33 scores means bad connotations with job. The items for compassion satisfaction scale are 3, 6, 12, 16, 18, 20, 22, 24, 27, 30.

**Burn out**

Burnout is about the uselessness and job-related problems that would interrupt the employee mentally and collectively. BS alpha reliability is .72 with SD=6.0. The score below 18 interpretating hopeful souls concerning job while scores above 20 indicates emergency. These items belong to burnout scale 1, 4, 8, 10, 15, 17, 19, 21, 26, 29.

**Compassion Fatigue/Secondary Trauma**

CF/ST is about unintentional revelation to 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. Higher score means employee are in challenging zone and need to reconsideration about harmful problems. These items indicate the compassion fatigues scale 2, 5, 7, 9, 11, 13, 14, 23, 25, 28.

**SF-12 Health Survey**

The SF-12 comprises 2 summary scores, the mental component summary (MCS) and physical component summary (PCS) scales. It contains 12 questions, has been derived from SF-36 scale. The score sequence starts from zero to hundred where high score specifies better health. Zero score disclosed low level of health and hundred interpret high level health (Avery, 2003).

**Results**

The results verifies that the hypothesis “there will be significant correlation of physical and psychological health with professional quality of life in textile employee” 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 of physical component summary and mental component summary with compassion satisfaction indicating that compassion satisfaction increases, physical and mental health scores increase too. While physical component and mental component has inverse relationship with compassion fatigue indicating when compassion fatigue increase then physical complaints increase. It specifies when compassion satisfaction rises mental and physical complications reduces. Burnout has positive connection with compassion fatigue.

The results claimed that second hypothesis as “The physical and psychological health will be significant predictor of professional quality of life in textile workers” has been approved.

**Table 2**

*simple regression analysis (N=150)*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Variables** | **PCS** | | | **MCS** | | |
|  | **B** | **SEB** | **Β** | **B** | **SEB** | **Β** |
| **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 |  |  |

Results shows that physical and mental health of employees is highly connected with compassion satisfaction

**Discussion**

The results of present study stated that compassion satisfaction has positive significant relationship with physical and mental health module, while opposite association with burnout and compassion fatigue. Burnout and compassion fatigue has positive significant connection as advanced score in burnout higher in compassion fatigue. These results have been accepted the first hypothesis. A study proves current results that high compassion satisfaction scores lower the compassion fatigue scores that leads to burnout, 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 physical and mental health of the employee and causes burnout. The study confirms the connection in compassion satisfaction, compassion fatigue and Burnout and it has been supportive for our hypothesis. (Lasalvia et al., 2009).

It was hypothesized that physical and mental health are the predictors of professional quality of life. Findings supporting 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 second hypothesis. A study confirmed the hypothesis that there is positive connection originate with compassion satisfaction while negative association with burnout and fatigue (Bozgeyikli, 2012). Another research assured the results as compassion fatigue and burnout are associated with stress and increase in psychological issue while facing organizational challenges and problems such as pandemic (Su et al, 2021). A study claimed that right organizational policies and procedures satisfied employees to manage workloads and pressure which maintains culture of security at workplace (Shier et al, 2021). Organizations who considered employees physical and mental health helps to promote safety and contentment at workplace. It is the duty of organizations to manage the work environment to promote employee’s health and overall wellbeing (Shier et al, 2019).

**Conclusion**

It is concluded that when workload increases in the organizations, it directly or indirectly impacts upon their employees physically and mentally. These workplace pressures and stresses can cause burn out and fatigue in personnel. It has been approved that when satisfaction and contentment increase in the employees that results into employees wellbeing.

It was detected that employees were unaware about their physical and psychological health. It is needed to make plans to gain the performance of the employees at administrative and managerial level. There should be some practical and competitive policies to boost up employee’s mental and physical health. The organizations must develop policies to reduce the burnout, stress and fatigue among work force through rescheduling the vacations, give encouragements, appraisals and bonusses on task completion to make their spirit high.

**Recommendations**

It is the need of time to conduct more research in textile industry of Pakistan to enhance economic growth and GDP rate (Gross Domestic Product). Motivation as an important factor can added value in future research. To meet international competitive standards, it is recommended to revise the tax policies, insurances, mental health examinations, refresher courses and maintain token of appreciation to enhance the employee’s skills and interests that obviously beneficial for the textile industry.

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