

DETERMINANTS OF PSYCHOLOGICAL WELL-BEING AMONG HEALTHCARE PROFESSIONALS: A QUALITATIVE SYNTHESIS OF LITERATURE

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ABSTRACT

Increasing occupational stress, workload pressures, and organizational challenges have made the mental well-being of health service providers a critical concern. With the purpose of investigating important factors influencing mental balance in medical professionals, the current study offers a qualitative synthesis of the body of existing research. The study divides influencing factors into individual, organizational, and psychosocial domains based on earlier empirical and review-based research. The review emphasizes how well-being is greatly impacted by occupational stress, shift work, emotional exhaustion, a lack of organizational support, role ambiguity, and a poor work-life balance. Accordingly, protective mechanisms comprise of recognition, leadership support, career identity, resilience, and social support. According to the synthesis, psychological well-being in the healthcare industry is multifaceted and impacted by interpersonal and structural factors. The study concludes with suggestions for future research to create integrative well-being models for healthcare professionals as well as implications for healthcare administrators.

Keywords: Psychological well-being, healthcare professionals, occupational stress, organizational support, burnout

1. INTRODUCTION

Healthcare workers work in extremely demanding settings that are marked by emotional labor, long workdays, patient care duties, and organizational pressures. They are especially prone to stress and psychological strain because of high demanding settings in healthcare sector. Understanding the factors that affects healthcare workers' well-being and how it affects employee retention, service quality, and patient safety has become a major focus of research over the past years.

Subjective well-being research (Frey & Stutzer, 2000) found that institutional and economic factors impact life satisfaction. Employee well-being is greatly affected by a various factor including demographics, organizational structures, and workplace conditions. With the objective to find factors impacting psychological well-being among healthcare personnel, this study outlines the earlier research findings.

2. WORKPLACE AND ORGANIZATIONAL DETERMINANTS OF WELL-BEING

2.1 Shift Work and Workload

Healthcare personnel well-being is influenced by shift characteristics (Barnes-Farrell et al., 2008). The interference of work with family life, highly demanding nature of the job, and number of working days increases the stress among healthcare personnel. Junior doctors' health related challenges exhibited that they are experiencing the problem too. Even after having fulfilling careers, a significant portion of junior doctors' experiences burnout (69%) and fatigue (54%), demonstrating poor emotional health.

2.2 Organizational Climate and Leadership

Physician wellness is affected by organizational factors like organizational efficacy, work environment, and leadership (Wallace, Lemaire, & Ghali, 2009). Negative environments increase fatigue, whereas supportive leadership increases mental energy and opportunities for professional growth. According to Agarwal and Sharma (2011), important factors influencing psychological well-being include perceived organizational support, involvement in decision-making, and high-quality professional relationships. These results support the notion that stress is mitigated by supportive organizational cultures.

Johari and Omar (2019) classified determinants into psychosocial and work-related factors, such as supervisor support, work engagement, occupational stress, and authentic leadership. A key predictor of well-being has consistently been demonstrated to be organizational support.

3. PSYCHOSOCIAL AND INTERPERSONAL INFLUENCES

The operative environment of healthcare practice is relational. Well-being outcomes are greatly influenced by interpersonal dynamics. Zhao, Liu, and Chen (2015) identified five factors—occupational recognition, career expectations, work environment, family support, and compensation planning—that affect nurses' occupational well-being. Well-being was negatively impacted by patients' and coworkers' lack of recognition, but retention was enhanced by friendly working relationships.

Picco et al. (2017) discovered a close association between mental health outcomes and the work environment, emotional states, anxiety, and depression. Interventions included role clarity, anti-bullying policies, and workload management. Sancassiani et al. (2015) found links between psychosomatic health and job satisfaction, highlighting engagement as a predictor of organizational well-being. All of these

researches indicates a strong linkage between interpersonal relationships and well-being and workplace social structures.

4. INDIVIDUAL PROTECTIVE FACTORS

Organizational stressors plays crucial role, but resilience and individual identity are also significant. Kinman and Teoh (2018) found that retention pressures, presenteeism, and patient safety concerns affects UK doctors' mental health. Resilience and coping mechanisms, however, can lessen these demands. Resilience, mindfulness, and family support greatly reduce stress and improve psychological well-being, as Harding, Lopez, and Yobas (2019) showed.

Job satisfaction acted as a mediator between turnover intention and hope and career identity. Positive psychological resources improve wellbeing and decrease withdrawal behaviors, according to these findings.

5. STRESS, TURNOVER, AND WELL-BEING

Organizational sustainability is directly impacted by psychological health, as evidenced by the relationship between stress, well-being, and retention. Morale drops, absenteeism rises, and retention issues arise when well-being declines (Mescham et al., 2019).

6. FINDINGS

The reviewed literature suggests that psychological well-being in healthcare is influenced by three broad domains:

1. **Organizational Factors** – workload, shift schedules, leadership, organizational support, work environment.
2. **Psychosocial Factors** – recognition, interpersonal relationships, family support, workplace climate.
3. **Individual Factors** – resilience, hope, career identity, mindfulness.

These factors interact dynamically. Organizational stressors deplete psychological resources, whereas support systems and individual strengths restore them.

According to a conceptual insight gained from the literature, emotional strain brought on by high job demands and perceived absence of workplace support lowers mental health and increases the intention of medical service providers to leave their jobs. On the other hand, psychological wellness is enhanced by organizational support, employee engagement, and recognition, which consequently encourages employee retention and better performance.

7. IMPLICATIONS

Healthcare organizations should:

- Develop supportive leadership models
- Improve staffing and workload management
- Promote recognition and career development
- Implement stress-management and resilience programs
- Strengthen social support systems

8. CONCLUSION

The qualitative synthesis shows that complex interactions between organizational, psychosocial, and individual factors shape the mental wellness of medical professionals. Well-being is negatively impacted by work-related stress, insufficient support, and hectic schedules, but it is positively impacted by supportive leadership, acknowledgment, resilience, and engagement.

In order to gain a deeper understanding of causal mechanisms, future research should create integrative framework that account these factors and carry out longitudinal studies. Maintaining the stability of the healthcare workforce and enhancing service delivery depend on addressing psychological well-being.

9. LIMITATIONS

The findings of this research are conceptual in nature because they are based on a narrative review of the body of existing literature rather than empirical data. The lack of a systematic review protocol in the selection of the studies may have limited their comprehensiveness. Furthermore, a large number of the reviewed studies were carried out in particular national contexts, which may limit the generalizability of findings across various healthcare systems. There was no empirical testing of the dynamic interactions between organizational, psychosocial, and individual factors.

10. FUTURE SCOPE

To improve methodological rigor, future studies can use meta-analytic or systematic review techniques. To validate integrated models of psychological well-being in healthcare, empirical research utilizing primary data and longitudinal designs is required. Contextual understanding would be improved by conducting comparative studies across various professional groups and healthcare settings. It is also suggested to investigate the mediating and moderating factors like leadership style, work engagement, and resilience in future researches.

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