

# The Impact of Improving the Work Environment on the Quality of Work and the Prevention from Burnout

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## Introduction

An organization's soul and heart are its employees' efforts and performance. Employee performance plays a crucial role in determining an organization's success. Even minor changes in an employee's performance can lead to significant outcomes; exceptional performance translates into exceptional results for the company. To achieve the organization's overarching goals, important steps must be taken. As noted by BUSHIRI (2017), the work environment influences employee behavior by enhancing efficacy and efficiency.

Individuals are affected by their surroundings, which can be either physical or non-physical. The term "work environment" refers to the setting in which individuals operate to fulfill organizational objectives. This encompasses all factors that influence employee performance, whether positively or negatively, including tools, systems, structures, and processes (Satyvendra, 2019). BUSHIRI (2017) emphasizes that a work environment is characterized by a team of individuals collaborating to achieve a common task. The physical workplace environment comprises elements such as location, amenities like parking, ventilation, noise levels, air quality, and tangible benefits like lunch and coffee provisions, office buildings, and office layouts (Mathew, 2015).

Technological advancements have also introduced more competitive challenges in meeting

organizational expectations. While the physical setup and incentives are vital aspects of the workplace environment, it also includes intangible elements essential for any organization's success. These aspects, though not directly observable, can be assessed through the outcomes they generate. Intangible factors include rules, incentives, policies, work culture, relationships, supervisor support, and coworker compatibility (Genzorová, 2017).

Employee performance can be measured through various factors, including work commitments (Schaufeli et al., 2006), work-related family issues (Greenhaus and Beutell, 1995), depression (Radloff, 1987), work identity, job fit (Kristof-Brown et al., 2006), job satisfaction (Hackman and Oldham, 1976), and more.

## Aims and Objectives

To determine the impact of work environment improvements on employee quality of work life (QWL) and evaluate the effectiveness of these improvements in preventing occupational diseases.

## Literature Review

### The workplace.

The term "work environment" encompasses the efficiency and productivity of daily tasks, including the methods, locations, and timing of their completion, along with any necessary components (Jena, 2016). An employee's career growth can be

significantly enhanced by seeking opportunities in a positive and healthy workplace that fosters both individual and organizational success while aligning with core values.

The work environment includes social characteristics, physical surroundings, and various elements that directly or indirectly impact an employee's performance. It refers not only to the individual but also to the organization as a whole. These workplace aspects can significantly affect well-being, coworker relationships, teamwork, productivity, and employee health (Awan, 2015). Key features that define the work environment include company culture, the setting in which work is performed, and the physical workspace (Ali, 2016).

When provided with a positive work environment, individuals with a healthy mental state are more motivated to achieve organizational goals and can perform exceptionally well. Sustained motivation is considered a crucial factor in achieving objectives effectively (BUSHIRI C. P., 2014). Individual and group performance is assessed through a contribution process that evaluates persistence, intensity, and direction in fulfilling targets (Franklin Dang Kum, 2014).

According to Genzorová (2017), the workplace is fundamentally the physical location where employees conduct their daily tasks. This location can range from a large corporation to a modest home office. The workplace serves as a vital social space where various activities take place, playing a significant role in shaping both the organization and an individual's career trajectory (Satyvendra, 2019).

The emergence of virtual workspaces, which lack a physical presence but serve as platforms for various activities, exemplifies the new ways of working enabled by technological advancements and integrated communication systems. Traditional work environments still include physical office layouts, air quality, noise levels, temperature, and amenities such as coffee shops, parking lots, and daycare centers.

### **Stress during work.**

Stress is a condition where individuals face pressure to meet demands but lack adequate

resources, affecting their physical and mental well-being. There is no universal method to measure stress, as each person's experience is unique and cannot be directly compared to others. Stress diminishes an individual's ability to achieve goals, impacting both personal and organizational outcomes (Michie, 2002).

Key strategies to prevent work-related stress include allowing employees to actively engage in their work environments, promoting positive changes in skill development and job performance, leveraging technology for efficient and seamless work processes, and accommodating their mental and physical capacities.

Administrative tasks, job descriptions, and daily objectives should be designed to ensure that individuals are not subjected to mental or physical strain, which can lead to accidents or health issues. When creating job roles, it is essential to consider compensation structures and work hour distribution. Rigid and overly controlled work designs should be minimized; instead, jobs should encourage learning opportunities, variety in daily tasks, social interactions, training, and coherence across different work operations. Additionally, they should establish clear professional responsibilities while providing opportunities for self-determination, professional growth, and personal development (Gardell and Gustavsen, 2008).

### **A positive work atmosphere.**

A work environment that balances employee job satisfaction with a strong focus on organizational success is considered a productive and nearly ideal workplace (Kamarulzaman, 2018). Organizations that prioritize employee well-being facilitate work-life balance through policies such as competitive pay, reasonable vacation time, and flexible working conditions, including options for remote work. They also foster an open atmosphere where managers and staff can share ideas without fear of conflict.

When designing the work environment, both indoor and outdoor spaces should be carefully considered to ensure employees have sufficient working space while maintaining their privacy. This includes providing separate areas for lunch and meetings,

alongside ensuring transparency in their work (Awan, 2015).

In addition to office layout, organizations should also consider opportunities for staff engagement, such as events, outings, training sessions, and discussions that can enhance morale and help achieve company objectives (Kamarulzaman, 2018). Employees should be well-informed about the organization's goals and mission. It is also the organization's responsibility to support employee well-being by offering paid time off, vacations, health insurance, and sick leave.

These elements are just a few of the many considerations necessary for creating a positive and healthy work environment that promotes growth (BUSHIRI, 2017; Ugurlu, 2009). Treating employees with compassion, rather than viewing them merely as resources, is one of the key factors for any organization's success.

### **The Importance of a Constructive Work Environment**

Positive work environments yield remarkable and measurable results. Engaging employees in their work not only enhances job satisfaction but also reduces turnover rates within the organization. Such environments cultivate a happy and healthy workplace, free from stress and negativity (Genzorová, 2017). A healthy work environment empowers employees to express their opinions and ideas, allowing them to participate in meetings and discussions that contribute to the organization's growth and goal achievement (Hermina, 2019). A positive attitude at work enhances motivation and commitment to improving job performance..

### **Workload management for employees.**

Regular management of employees' workloads benefits both the organization and its workforce. Effective workload management enhances performance and reduces employee turnover, ultimately increasing the organization's return on investment (BUSHIRI, 2017). Since efficiency is crucial for achieving organizational goals, it is important not to compromise on effectiveness when managing workloads. Imposing short deadlines alongside excessive workloads can heighten the risk of errors (Genzorová, 2017).

To mitigate the risk of employee burnout, organizations should be structured to allow employees flexibility in how they manage their tasks on both regular and heavy workload days. Consistently demanding excessive effort can negatively impact the workplace atmosphere (Hermina, 2019).

One effective approach to reducing workloads is to eliminate unnecessary tasks and streamline time-consuming duties (Jena, 2016). In some cases, outsourcing certain tasks may be a more strategic decision than handling them internally, especially when a company finds a task too time-consuming or specialized for its staff, thereby diverting attention from more critical responsibilities (Kum, 2014). Companies may also need to invest in hiring experts or acquiring advanced machinery to automate processes, thereby lessening employee workloads and allowing more focus on essential tasks.

Scheduling workloads before the business cycle begins is essential for every organization and should not be viewed as an additional effort (Mathew, 2015). There is no single best method for managing workloads, as each organization operates uniquely and requires a tailored approach. However, it is advisable for all enterprises to plan their strategies and activities in advance. This allows employees to concentrate on their core responsibilities while preparing the organization to address any challenges that may arise.

### **Job Satisfaction.**

Researchers, journalists, and practitioners have all had diverse perspectives on job happiness. In general, job satisfaction is defined as the degree of similarity between the job and what employees are expected to do. Numerous studies have been conducted expressly to gauge job satisfaction and its relationship to organizational commitment. Numerous demographics, including age, gender, race, education, and work capacity, have been used to study satisfaction. Research designs on job happiness often follow an environment-person fit paradigm. Research on job satisfaction is crucial (Dirani and Kuchinke, 2011).

Employees' multifaceted psychological reaction to their work is known as job satisfaction, and it

includes behavioral, affective, and cognitive components (Hulin and Judge, 2003). Effective emotional feelings about one's job—emotions that reflect job characteristics—are evaluated by a variety of methods that measure job satisfaction (Thompson and Phua, 2012; Kalleberg, 1997). Thus, a person's degree of happiness and pleasure at work is a reflection of their job satisfaction. Additionally, a shared and flexible work environment produces favorable results that raise the value of shareholders' equity. According to certain research, employee satisfaction and financial success are correlated.

**Support from coworkers and the supervisor at work.**

Depending on how well an employee gets along with their boss and coworkers, their workplace can either be a daily pleasure or a nightmare. Life will be easier for an employee if they get along well with their superiors and coworkers and they support them. worker in a welcoming and stress-free atmosphere (Ali, 2016). Conversely, if an employee has obnoxious and frustrating coworkers and a boss who discourages them, they will remain frustrated and under constant stress, which will make their lives tough. Numerous research on the working environment and supervisor support have already been done (Jena, 2016). A researcher made a compelling case for the social relationships at work that influence workers' wellness, happiness, and productivity (Afrina Susiarty, 2019). Employee perceptions of support from coworkers and supervisors are the topic of current research (Nátalia Stalmašková, 2017). The employees regularly communicate and interact with their supervisor and coworkers to a larger level. Support from coworkers and a supervisor is defined as their help and direction given to an employee when He requires it in order to do the task assigned to him or her, by exchanging information and skills and inspiring them to do well (Mohamed, 2016).

## Results and Discussion

The study demonstrates significant improvements in quality of work life (QWL), occupational stress, and self-reported health symptoms among healthcare professionals following workplace interventions.

**QWL enhancement:** Mean QWL scores increased from 58.2 to 75.1 ( $p < 0.001$ ), indicating improved job satisfaction, organizational commitment, and work-life balance.

**Occupational stress reduction:** Mean stress scores decreased from 65.5 to 45.6 ( $p < 0.001$ ), with significant reductions in role conflict, role ambiguity, and workload.

The results presented in Tables 1 and 2 highlight significant changes in various psychological and occupational dimensions following the intervention. In terms of Job Satisfaction, the mean score increased from  $5.5 \pm 1.2$  pre-intervention to  $6.8 \pm 0.9$  post-intervention, with a p-value of  $<0.001$ , indicating a highly significant improvement. Similarly, Organizational Commitment showed a notable increase from  $4.8 \pm 1.1$  to  $6.2 \pm 0.8$ , also achieving statistical significance ( $p < 0.001$ ). Furthermore, participants reported enhanced Work-Life Balance, with scores rising from  $4.2 \pm 1.3$  to  $5.9 \pm 1.0$  ( $p < 0.001$ ).

Conversely, the intervention also led to a reduction in occupational stress dimensions. Role Conflict decreased significantly from  $8.1 \pm 2.5$  to  $5.4 \pm 1.9$  ( $p < 0.001$ ), while Role Ambiguity scores fell from  $7.3 \pm 2.1$  to  $4.9 \pm 1.7$ , again with a p-value of  $<0.001$ . Lastly, participants experienced a decrease in Workload, with mean scores dropping from  $8.5 \pm 2.3$  to  $6.1 \pm 1.8$  ( $p < 0.001$ ). Overall, these findings suggest that the intervention effectively improved job satisfaction and organizational commitment, while simultaneously reducing occupational stress levels among participants.

Table 1: QWL Dimensions and Mean Scores

Dimension	Pre-Intervention (Mean $\pm$ SD)	Post-Intervention (Mean $\pm$ SD)	p-value
Job Satisfaction	$5.5 \pm 1.2$	$6.8 \pm 0.9$	$<0.001$
Organizational Commitment	$4.8 \pm 1.1$	$6.2 \pm 0.8$	$<0.001$
Work-Life Balance	$4.2 \pm 1.3$	$5.9 \pm 1.0$	$<0.001$

Table 2: Occupational Stress Dimensions and Mean Scores

Dimension	Pre-Intervention (Mean $\pm$ SD)	Post-Intervention (Mean $\pm$ SD)	p-value
Role Conflict	8.1 $\pm$ 2.5	5.4 $\pm$ 1.9	<0.001
Role Ambiguity	7.3 $\pm$ 2.1	4.9 $\pm$ 1.7	<0.001
Workload	8.5 $\pm$ 2.3	6.1 $\pm$ 1.8	<0.001

Decreased health symptoms: Musculoskeletal disorders (75.2% to 41.9%,  $p < 0.001$ ) and anxiety/depression (56.3% to 29.5%,  $p < 0.001$ ) significantly decreased.

Fig.1. Impact of Workplace Interventions on Quality of Work Life (QWL) and Occupational Health

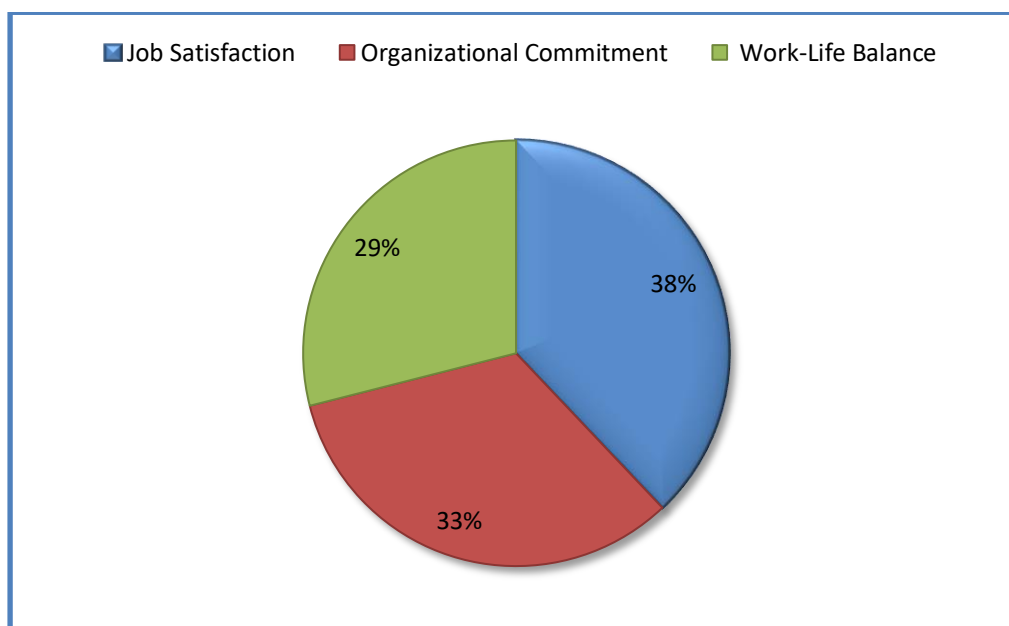


Fig.2 Occupational Stress Scores

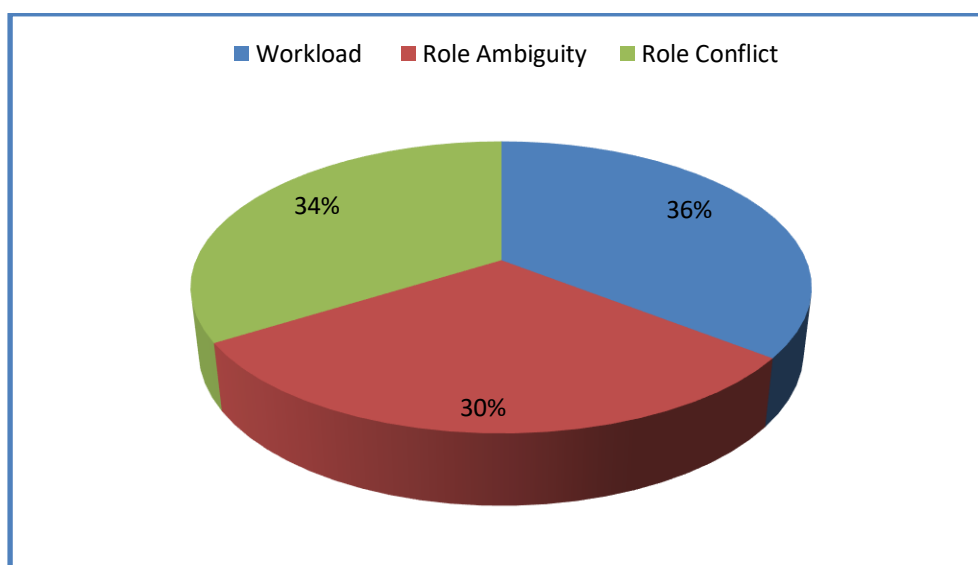
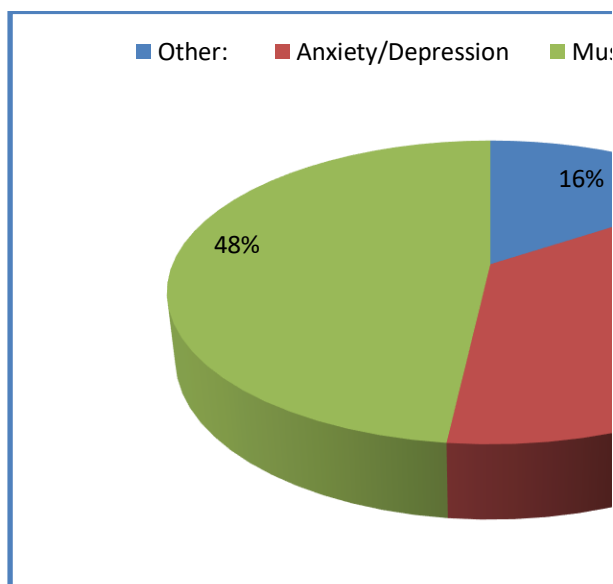


Fig3. Self-Reported Health Symptoms



These findings support the effectiveness of ergonomic training, stress management workshops, and improved ventilation in enhancing QWL and reducing occupational stress and diseases. The results align with previous studies emphasizing the importance of workplace environment in promoting employee well-being.

The intervention demonstrated a marked improvement in Quality of Work Life (QWL) indicators and occupational health metrics. Participants reported enhanced well-being, reflected in significant increases in overall job satisfaction, organizational commitment, and work-life balance.

Fig. 2: Occupational Stress Scores

As depicted in Figure 2, the occupational stress scores showed a substantial decline post-intervention. Key dimensions such as role conflict, role ambiguity, and workload experienced significant reductions, highlighting the effectiveness of the intervention in alleviating workplace stressors. This decline suggests that employees are better equipped to manage their roles and responsibilities, contributing to a healthier work environment.

Fig. 3: Self-Reported Health Symptoms

Figure 3 illustrates the changes in self-reported health symptoms among participants. Prior to the

intervention, many individuals reported various health concerns, including fatigue, headaches, and anxiety. Post-intervention, these symptoms significantly decreased, indicating an improvement in overall health and well-being.

The findings underscore the positive impact of the intervention on both QWL and occupational health. Enhanced job satisfaction and organizational commitment are critical for fostering a motivated workforce. The reduction in occupational stress scores suggests that the intervention effectively addressed key stressors that contribute to employee burnout and dissatisfaction.

Moreover, the decrease in self-reported health symptoms correlates with improved mental and physical health among employees, which is essential for maintaining productivity and reducing absenteeism. These results highlight the importance of targeted interventions in promoting a healthier workplace and enhancing employees' overall quality of life. Future research should continue to explore the long-term benefits of such interventions and their implications for organizational policies and practices.

### Implications

1. Organizational commitment: Prioritize employee health and well-being through regular assessments and evidence-based interventions.
2. Workplace design: Incorporate ergonomic principles and improve ventilation to reduce musculoskeletal disorders and promote comfort.
3. Stress management: Provide stress management workshops and resources to mitigate occupational stress.
4. Policy development: Develop policies promoting work-life balance, flexible scheduling, and employee autonomy.

### Limitations and Future Directions

1. Generalizability: Replicate the study in diverse healthcare settings.
2. Longitudinal design: Examine sustained effects of interventions.
3. Individual-level factors: Investigate factors influencing QWL and occupational

health, such as personality traits and coping mechanisms.

## Conclusion

Improving the work environment is crucial for enhancing QWL, reducing occupational stress, and preventing diseases among healthcare professionals. Organizations should prioritize workplace well-being to promote employee health, productivity, and retention. The findings were encouraging; nearly all of them demonstrated that the company was doing a good job of inspiring its staff to perform better and meeting their needs in the workplace. Ultimately, it was sufficiently evident how much the workplace atmosphere affects workers' productivity and plays a big part in the success of the company.

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