

CAREER RESILIENCE, MENTAL HEALTH AND SUBJECTIVE WELLBEING OF HELPING PROFESSIONALS AT WORKPLACE TOWARDS A PROPOSED WELLNESS PROGRAM

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ABSTRACT

This study was led to identify and explore the relationship between resilience, mental health and subjective well-being among Helping Professionals and so as to know their experiences, coping strategies and adjustment employed at workplace. The study focused mainly with the professional specifically helping professionals such as, registered counselors, registered psychologists, social workers, doctors, psychiatrist, nurses and policemen/military, Firemen, Jail Officers and Teachers who are all actually based working in the City of Balanga Bataan . A sequential explanatory design was used in this study, using a standardized and validated questionnaire and so as an interview was conducted. The method of snowball technique was used to select Helping Professionals as participants. A survey of 100 helping professionals was conducted to test the hypothesized model. The results obtained from this study are that there is sufficient evidence to prove that mental health status has significant relationship to the level of career resilience. It is also evident that subjective well-being of the employee has significant connection to the mental health status. This study also beneficial both companies, agencies and professionals. The employee wellness program is important to improve employees' career resilience, mental health and subjective well-being, often through preventive self-care.

Keywords: *Self-Care, Psychosocial, Social Relationship, Flexibility, Positive and Negative Experiences, Coping Strategies*

INTRODUCTION

The helping professions are necessary and important professions for every member of our society. Helping professionals are often driven to help those in need and a complicated system in which to perform this job increases the stress level of them. Some helping professionals experience limited support, high staff turnover, partial access to resources, and instability in funding sources for their salaries. Nearly of them experience high demands and low pay; while others experience the threat of being exposed to violence and non-traditional working hours.

Professionals who deal well with the stresses and strains of the modern workplace are now known as having resilience at work. Resilient people are better able to deal with the demands that are put on them at work, particularly when those demands include dealing with constantly changing priorities and a heavy workload. Moreover, resilience is often defined as a person's ability to adapt to stress and the demands of everyday life. In a nutshell, resiliency refers to our ability to bounce back after a setback. As a result, resilient people do more of the things that help them preserve that responsiveness, and it's relatively easy for those of us who

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are less resilient to develop behaviors that will improve our ability to perform under pressure, and perhaps more importantly, to live better despite situations that push us to our limits.

The mental health of Helping Professional refers to their cognitive, behavioral, and emotional well-being - it's all about how they think, feel, and act. It can have an impact on one's day-to-day life, relationships, and even physical health. This is also a description of a person's ability to enjoy life - to strike a balance between daily activities and psychological resilience efforts most especially at work. Furthermore, mental health is important because it affects our feelings, behaviors, and emotions and is an important part of our life. Emotional well-being can boost productivity and efficiency in activities such as work, school, and caregiving. It is critical to the health of our relationships and helps us to adapt to life changes and deal with adversity.

Subjective well-being, on the other hand, refers to how people feel about the quality of their lives and encompasses both emotional and cognitive responses. "Three different but often associated components of wellbeing are frequent positive affect, infrequent negative affect, and cognitive assessments such as life satisfaction," according to the study. (SWB) thus includes moods and feelings, as well as assessments of one's satisfaction with various aspects of one's life. Happiness is one of the concepts covered by (SWB). There is evidence that resilience, mental health, and subjective well-being may all have an impact on one another, as good health is linked to higher happiness and satisfaction. A number of studies have discovered that positive emotions and optimism can have a positive impact on overall health.

However, the World Health Organization (2013) reports that the issue

of occupational health and workplace wellness is particularly salient in developing economies that are plagued with poverty, lack of education, poor working conditions, excessive working hours and poor diet. In the Philippines, mental health issues, resiliency at work and wellbeing of employees are the most common disability among Helping Professionals. Around 6 million Filipinos are estimated to live with depression and/or anxiety especially rooted in their workplace, making the Philippines the country with the third highest rate of mental health glitches in the Western Pacific Region. In addition, the Department of Labor and Employment (DOLE) has issued "Guidelines for the Implementation of Mental Health Workplace Policies and Programs for the Private Sector" meant to safeguard worker mental health and assist workers with such issues. The general lack of awareness and social stigma associated with mental health often leave issues unresolved, resulting in extreme stress, burnout, illness and, in most unfortunate cases, even death.

The present study aims to examine the current mental health status, level of career resilience and extent of subjective well-being of helping professionals in the workplace. Its purpose was to identify and explore the relationship between resilience, mental health and subjective well-being among Helping Professionals employed at workplace. It is also aimed to identify the core experiences of helping professionals and their coping strategies employed and executed in the workplace. Those are important avenues to look for as resulting in productive activities, fulfilling relationships with other people, and the ability to adapt to change and to cope with challenges. In this study, the findings made by the researcher would serve as basis for the development of Wellness Program for Helping Professionals in their workplace.

Also, the findings would contribute to the awareness of occupational resiliency, Self-care, Life Balance and general wellbeing of helping professionals.

RESEARCH METHOD

The research design used for this study is sequential explanatory mixed method. The data were collected over the period of time in two consecutive phases. Thus, a researcher first collected and then analyzed the quantitative data such as the Career Resilience Scale, Mental Health Status and Subjective well-being scale. Qualitative data which is the structured interview was conducted in the second phase of the study for the validation of the results of the first phase and are related to the outcomes from the first, quantitative, phase. The priority or weight given to quantitative and qualitative data collection and analysis in the study, the sequence of data collection and analysis, and the stage(s) in the research process at which the quantitative and qualitative data are linked and the results are integrated are all examples of such problems.

The study focused mainly with the professional specifically helping professionals such as, registered counselors, registered psychologists, social workers, doctors, psychiatrist, nurses and policemen/military, Firemen, Jail Officers and Teachers who are all actually based working in the City of Balanga Bataan . There were twenty-one nurses, six guidance counselors; twenty- three teachers; twenty-two policemen; nine firemen; seven jail guards; nine social workers; and three doctors sampled in this research study.

The study is a product of the researcher's academic interest in the experiences of Helping Professionals in the

workplace in terms of Career Resilience, Mental Health and Subjective Wellbeing. As a registered guidance counselor who works in a university as Faculty member at the College of Social and Behavioral Sciences and who became aware of the struggles of Helping Professionals in rendering their services for those who are in need of help in mental health amidst pandemic. The researcher considers that the helping professionals, dealing directly with the lives of those in need, are particularly prone to burnout, exhaustion and secondary traumatic stress. When you work directly with those who you help, your compassion affects you both in positive and negative ways. Given these important considerations, several research queries were posed the following are the profile of the helping professionals as the respondents for this study such as their profession, age, sex and civil status. Survey the extent of Career Resilience, Mental Health and Subjective Wellbeing of helping professional at work. Identify the significant relationship of the aforementioned variables to each other. Lastly, the experiences, coping strategies and adjustments of the helping professionals in the workplace.

RESULT OF THE RESEARCH

THEME 1: Causes of Stress in the Work Place

Stress is a few things that may likely affect all people at some point in our lives. Stress is "the adverse reaction people should excessive pressures and demands placed on them". People tend to feel stressed after they have plenty of responsibilities, an excessive amount of to try and do, or have an absence of control over situations. Feeling a touch stressed now and again is normal, but if stress starts to affect people's happiness and pleasure of life, it can cause physical illness likewise as mental state issues, and might

be debilitating. one in all the foremost common causes of stress is figure related stress.

“I am actually stressed at work for the past two weeks. Providing guidance and counseling services online is mentally and emotionally exhausting. Students think that our services is 24/7 even though time and again we inform them that our virtual office is open only from Monday to Friday, 8am to 5pm. There are situations however that we need to attend our students’ need seven on a weekend.” (Helping Professional No.8)

As mental health professionals in a time of community crisis, they are expected to have the strength to help others even when they are themselves vulnerable and uncertain. Situations that are likely to cause stress are those who are unpredictable or uncontrollable, uncertain, ambiguous or unfamiliar, or involving conflict, loss or performance expectations. Stress is also caused by time limited events, like the pressures of examinations or work deadlines, or by ongoing situations, like family demands, job insecurity, or long commuting journeys.

Resources that help meet the pressures and demands faced at work include personal characteristics like coping skills (for example, problem solving, assertiveness, time management) and therefore the work situation like a decent working environment and social support. These resources may be increased by investment in work infrastructure, training, good management and employment practices, and also the way that employment is organized.

THEME 2: Varieties of Pressure at Work

Pressure could be a constant for everyone who has ever held down one job or another. Irrespective of what's involved within the job, irrespective of what

proportion you enjoy it; you'll always encounter an amount of pressure. While feeling stressed and pressured is normal, being under chronic pressure are a few things that ought to be avoided and controlled in the least cost.

“Just this Friday when we are tasked to do certain things in Admission then the deadline is on the same day. I really told Admission Office that what they are asking is not possible because I also had some pre-scheduled deliverables on that that. However, I spent my weekend doing it so I really feel bad about it since I prefer to have some rest during the weekend.”(Helping Professional No.10)

Pressure, within the right dosage, may be an awfully good thing because it can spur people to figure harder and achieve more. However, when it exceeds a specific point, the reverse starts to happen, and performances start to drop rather than rising. The primary noticeable sign that the pressure you're under is just too much for you may be a feeling of dissatisfaction. This may manifest in your work and your attitude toward things in your workplace. The subsequent thing that follows is that your productivity will dip slightly.

THEME 4: Drives for Job Satisfaction

Job security is another major contributor to employee satisfaction. It's a tough one, because it's all about perception and emotional intelligence. An employee can be completely secure in their position, but an emotional reaction might make them feel insecure. SHRM's report advises, “HR professionals may begin with helping employees acknowledge their feelings and evaluate whether their response is acceptable for the case,” so as to assist them build emotional intelligence and have a more accurate understanding of their job security.

“I’m satisfied in a way that I get to help young people with their concern in life and it’s very satisfying knowing that you could be of help to other people. However, career growth and compensation wise, it’s not satisfying” (Helping Professional No.8

The improving economy was one consider the high level of satisfaction, since employers are more willing and ready to boost salaries, benefits and perks for his or her workers. Additionally, because the market stabilized, job seekers took advantage of latest opportunities for positions that best fit their skills and interests. Most organizations strive for employee satisfaction, but not all attain this goal. That’s why it’s important for human resources professionals to understand more about the factors which will increase employee satisfaction, and the way it fits into a company’s overall success.

“Ah, okay naman Ma’am. Ito talaga iyong ah... dito na. Noon Ma’am kasi, syempre nurse iyong profession, hindi ko naman talaga inexpect na dito iyong patutunguhan natin. Pero po... it is iyong parang respecting ah... one’s choice. Dito siguro talaga iyong ano ko... parang... target ng aking career. Kasi hindi naman tayo mapunta dito hanggat hindi natin... hindi naman tayo pinilit na mapunta dito, it’s our own choice.” (Helping professional No.6)

THEME 5: Subjective Well-being Contributors

A person, who encompasses a high level of satisfaction with their life, and who experiences a greater positive affect and small or less negative affect, would be deemed to possess a high level of Subjective Wellbeing (or in simpler terms,

be very happy). The concept of SWB falls within the ‘hedonic’ perspective that defines well-being or happiness as being fundamentally about maximising pleasure and avoiding or minimizing pain. This differs from the ‘eudaimonic’ perspective which, as Waterman (1993) stated, is where one lives in accordance with one’s diamond, or ‘true self’. This angle places target meaning in life and self-realization, and therefore the extent to which an individual fully integrates this into his or her life.

“I am confident enough that a career in guidance and counseling services is meaningful in itself. This career is intended to provide services to others and the joy that it brings, knowing you help others with no expectation of anything in return, is incomparable and satisfying. It’s about being able to reach out to the younger generation, helping them in your own way and seeing changes in their behavior because of the help you extended to them is kind of fulfilling to one’s being.” (Helping Professional No.9)

In the meantime, research shows that a really happy individual is probably going to be a happily married optimistic extrovert, having an energetic social life with a network of fine social support, who feels fulfilled at work, is religious, enjoys active recreational pursuits, exercises regularly and feels they’re in physiological condition. He or she is additionally likely to own their basic needs met and sleep in a democratic country which respects civil rights and freedom of speech.

“Pag iyong mga bata natutulungan mo na ‘pag may problema, lalapt sayo. ‘Tas iyong alam mo na... may progress. Ganoon, parang... parang isa ka sa dahilan kung bakit sila nagpapatuloy mag-aral, sa family

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iyong mga ganoon. Nakatuwa na babalik sila sayo “Ay Ma’am, ganito natapos na ko.” So nakakatuwa lang.” (Helping Professional No.5)

THEME 6: A Helping Friend/Colleague

Even once you know that somebody is affected by stress, it is difficult to broach the topic. you may be fearful of causing offense, making it worse, or causing the opposite person to become angry or emotional. But offering your support are often an important opening in battling the usually serious mental and physical problems caused by excessive stress, like burnout, depression, sleeplessness, fatigue, and even cardiopathy. The problems caused by stress can even transcend the individual who is suffering. It can begin to impact his or her performance at work, forcing others to "pick up the slack," and relationships to interrupt down. Your support can help to the benefit the impact of those "side effects" and to stay team relationships strong.

Stress may be triggered by variety of various things. it'd spike at regular intervals (when preparing monthly reports, say, or meeting mortgage payments), be continuous (a difficult relationship at work or at home), or be a one-off (coping with a bereavement or a private loss). The support that you simply give to your friend or co-worker will depend upon what the matter is. So, try and get to the foundation of it by asking open questions that encourage her to speak about her feelings, and what triggered them. Stress doesn't always develop from issues at work. If you're thinking that that your co-worker's problem stems from home, be even more sensitive in how you approach him. There might not be any practical way you'll be able to remedy, but you'll still listen and empathize.

People with challenging workloads often struggle because they're unable to work out an end to what they need to try to

to. What's more, stress can cause people to become even more disorganized and confused, and also the whole cycle begins again. You can't always unpick someone else's problems – and trying to try to to so may even find yourself causing you stress, too. But you'll still be kind and supportive. Simple actions like going out for a walk together to speak things over can help to cement a friendship, and can likely make it easier for your friend to debate her problems. Getting out of the office – or off from the stressful situation – also gives you both a chance to induce some fresh air and exercise , which might help to alleviate stress too.

“Una, ‘pag iyon... may nakaka-encounter kang kakaiba kasi first time mo, nandyan iyong mga kaibigan mo para iyon... iyong parang ano DOH, Department of Help. Papatulong ka kung tama ba ‘to, tama ba ‘to. Ito ba dapat talaga iyong dapat gawin, iyong mga ganoon. Tapos iyon... tapos base na rin sa naging experience ko saka sa pinag-aralan, iyon... makakatulong sa tamang desisyon.” (Helping Professional No.7)

THEME 7: Experience- Based

Some people are naturally adaptable – after all, they thrive on change and also the unexpected and alter their routines the maximum amount as they will. However, if you're the type of one who incorporates a 'to do' list and doesn't prefer it when something arises which isn't on your list, then you aren't naturally adaptable. You will, though, have learnt the way to become adaptable and versatile through experience. you may even have the advantage over others as you may have used your planning and organising skills to vary your behaviour.

“Kasi ‘pagka nape-pressure ako, mas ano ako eh, ‘pag iyan iyong pressure, mas focus ako. Unlike

kapag wala siyang external factors na makakaapekto parang easy go lucky lang ako. Pero 'pag alam kong kailangan na mag- seryoso like may pressure na, may deadline na or whatever na may hinihiingi na iynog boss, mas... mas parang nagiging ano ko, iyong... ano ko, tawag dito... iyon iyong stimulus ko na para mag-seryoso.”(Helping Professional No.7)

THEME 8: Flexibility

When you're flexible, you're versatile, resilient and alert to change. Rapid technological advances, together with fast-paced changes in global markets and therefore the political landscape, mean that today's workplaces are often unpredictable. Your organization has probably undergone major change of 1 kind or another recently – most have. Perhaps, as a result, you've found yourself absorbing new responsibilities, or working with a spread of various teams or across different functions. Maybe your industry is in an exceedingly state of upheaval, with no two days the identical, or you've had to adapt to working under a succession of various managers. All of this suggests that it's more important than ever that you simply are flexible and awake to sudden change.

“Ah ano... parang ano pa din... ah... ginagawa pa rin namin iyong mas parang... sa bata kasi... kailangan mas... kailangan mong mag-adjust, maging flexible ka as a counselor, as an advocate diba? So iyon, parang everyday ginagawa na lang naming kasiya-siya parang ganoon. I think, pinapasaya na lang namin iyong sarili namin.” (Helping Professional No.5)

THEME 9: Doing the right Thing

Workplace ethics form a vital a part of every successful organization's culture.

Any organization that, voluntarily follow business ethics, have better chances of success and survival in today's stiff competition. They prosper beyond expectations because of their ethical morals as compared to those, whose only goal is to earn profits and be ahead within the routine, by compromising on ethical values. In the pursuit of name, fame and profits, organizations fail to acknowledge that these are the top results of ethics and excellence. The ever increasing cases of scandals, frauds, and scams in various organizations have made ethics at the workplace, a major issue. What are ETHICS? Ethics consult with a group of rules that describe acceptable behavior or conduct within the society we board. Ethics function a guide, to moral values of daily living and help us judge whether our behavior is justified or not. It refers to establishing rules, principles, and values on which we are able to judge our conduct and understand what's right and what's wrong. The values related to ethics are truth, honesty, integrity, equity and then on.

“Oo, kasi call ng trabaho ko iyon eh. Kailangan at the end of the day, may solution ako doon, nagawan ko siya ng paraan. Kung hindi within a day, within a weeks or within a month dapat may solusyon kasi nga nilagay ako sa posisyon na 'yon.” (Helping Professional No.7)

”Ah ano na lang hahaha... bahala na siya hahaha. Basta kami ginawa namin kung ano iyong tama na alam namin.”

DISCUSSION

The results obtained from the study explained that workplace subjective wellbeing are related to resiliency and mental health optimum at work and vice versa. At this point it is apparent that if the helping professionals are happy with their

work they can also be resilient in all the challenges that may occur relevant to their job particularly the stress, burnout, exhaustion and any other negative experiences that might encounter along the way. Showing resiliency or the capability to bounce back on those negative events in the workplace is also a manifestation of an optimum mental health among helping professionals which is the most important thing that they should retain in order to render services to their recipient.

Moreover, core experiences of helping professional such as their stressors, pressures at work in general, their failures, and happiness are an enormous help to understand the different situation arises in the lives of every helping professional at work. On the other hand, those experiences can be managed and handled by them using such coping strategies and adjustment like experience-based, through a helping friend or colleague, flexibility and doing the right thing accordingly. All of these lead to an intrusion of a Wellness Program mainly Self-Care for helping professionals as how they look after their wellbeing such preventing secondary traumatic stress, burnout, and high staff turnover and so as to empower them to proactively and intentionally negotiate their overall health, well-being, happiness and resilience at work.

CONCLUSION

Upon investigating the relationship of the three variables present in this study, the researcher found out that the three variables have a significant relationship with each other. It was also validated through an interview with Helping Professionals who are presently working in different agencies. After a thorough investigation, collating and analyzing data from both quantitative and qualitative part of this research study, the researcher has come up with the integrative Intervention relevant to the proposed wellness program

for Helping Professionals.

It is important to take in consideration the Career Resilience, Mental Health and Subjective wellbeing of Helping Professionals in every agency that they are working in. Those are associated with greater job satisfaction, work happiness and resilience, organizational commitment and employee engagement. Having a greater level of those contributes to improved self-esteem, sense of control over life events, sense of purpose in life and improved employee interpersonal relationships. The helping professionals should have to take care of their wellbeing by doing self-care as part of every agency's wellness program for employees. The researcher concluded that future efforts to improve employee well-being must take into account positive contributing factors and promote well-being in a positive manner.

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