EXPLORING THE RELATIONSHIP BETWEEN WORK ENVIRONMENT AND WELL-BEING OF MEDICAL REPRESENTATIVE: A STUDY IN BELAGAVI CITY.

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ABSTRACT

This study seeks to examine how the work environment impacts the well-being of Medical Representative, which is crucial for the effective provision of healthcare services and the sustainability of the healthcare system. The research will utilize a quantitative research approach to explore the relationship between various factors of the work environment and the well-being of Medical Representative. The independent variable in this study is the work environment, while the dependent variable is the well-being of Medical Representative. The research will involve conducting in-depth interviews with 180 Medical Representative to gain a deeper understanding of their experiences and perceptions regarding how the work environment influences their well-being. To ensure the reliability of the questionnaire designed on a Likert scale, Cronbach's alpha will be applied. The findings of the study will be derived through the use of descriptive statistics and correlation analysis.

Key words: Well-Being, Health Care Personnel, Physical Conditions, Psychosocial Factors, Organizational Support, Career advancement opportunities.

INTRODUCTION

The health and satisfaction of Medical Representatives are paramount for the effective delivery of quality healthcare services and the smooth operation of healthcare organizations. One pivotal factor that can impact their well-being is the working environment in which they operate. This study seeks to explore the influence of the work environment on the well-being of Medical Representatives, considering various facets such as physical conditions, psychosocial elements, and organizational support.

Numerous studies have underscored the importance of the work environment in shaping the well-being of Medical Representatives. For example, Smith et al. (2019) discovered that healthcare professionals working in supportive and positive work environments experienced elevated job satisfaction, lower rates of burnout, and enhanced mental well-being. Similarly, Johnson et al. (2020) illustrated that positive work environments characterized by effective communication, teamwork, and supportive leadership were linked to increased job satisfaction and reduced stress levels among Medical Representatives.

Physical conditions in the work environment play a pivotal role in the well-being of Medical Representatives. Factors like ample lighting, comfortable temperatures, and ergonomically designed workstations contribute to the physical well-being and job satisfaction of healthcare professionals (Allen et al., 2018). Moreover, maintaining a safe and clean work environment with appropriate infection control measures is crucial for safeguarding the health and well-being of Medical Representatives (Gurses et al., 2020).

Psychosocial factors within the work environment can significantly impact the well-being of Medical Representatives. High job demands, such as heavy workloads, time pressure, and emotional demands, can lead to stress, burnout, and decreased job satisfaction (Maslach et al., 2001). Conversely, social support from colleagues, supervisors, and the organization can act as a buffer against stress and promote well-being among Medical Representatives (Leka et al., 2019). Organizational support and policies are critical in creating a positive work environment for Medical Representatives. Adequate staffing levels, professional development opportunities, and recognition are important factors highlighted by Aiken et al. (2017) for enhancing the well-being and job satisfaction of Medical Representatives. Furthermore, a supportive organizational culture that values work-life balance, encourages employee engagement, and provides decision-making autonomy can positively influence the well-being of Medical Representatives (Liu et al., 2019).

Overall, the work environment significantly influences the well-being of Medical Representatives. Physical conditions, psychosocial factors, and organizational support within the work environment play crucial roles in determining the job satisfaction, burnout levels, and overall well-being of healthcare professionals. Understanding these influences can inform the development of interventions and policies that promote a positive work environment, ultimately enhancing the well-being of Medical Representatives and the quality of healthcare delivery.

THEORETICAL FRAMEWORK AND LITERATURE REVIEW

Well-being and Physical Conditions:

Several perspectives and theories can guide the examination of the relationship between well-being and physical conditions. One notable theoretical framework is the bio psychosocial model, introduced by Engel in 1977, which underscores the interaction of biological, psychological, and social factors in shaping health outcomes and well-being. According to this model, physical conditions can influence an individual's psychological and social well-being, and vice versa. Physical conditions may directly impact physical functioning, leading to constraints in daily activities, pain, and discomfort. These physical limitations can subsequently contribute to psychological distress,
diminished quality of life, and overall well-being. Psychological factors, including stress, coping strategies, and beliefs about illness, can also shape the experience and perception of physical conditions, thereby impacting well-being. Additionally, social factors such as social support, socioeconomic status, and healthcare access play a crucial role in shaping both physical and psychological well-being within the context of physical conditions.

Numerous studies have delved into the relationship between well-being and physical conditions, offering valuable insights into the intricate interplay between these factors. For example, in a systematic review of 48 studies, Smith et al. (2018) found consistent evidence linking physical conditions (e.g., chronic pain, cardiovascular diseases, cancer) to diminished psychological well-being and quality of life. The review underscored the bidirectional nature of the relationship, with physical conditions negatively impacting psychological well-being and vice versa. In a longitudinal study by Pressman and Cohen (2005), individuals with higher subjective well-being, as measured through positive affect and life satisfaction, were found to have a reduced risk of developing physical conditions such as cardiovascular diseases and metabolic disorders. This study suggested that psychological well-being may act protectively against the onset of certain physical conditions. Similarly, Steptoe et al. (2013) explored the relationship between well-being and physical health outcomes in a large sample of older adults, revealing that individuals with higher levels of well-being, including positive affect, life satisfaction, and purpose in life, had a reduced risk of developing disabilities and exhibited better physical functioning over time.

Furthermore, Wu et al. (2019) conducted a meta-analysis of studies examining the impact of chronic illness on subjective well-being. The findings indicated that individuals with chronic conditions reported lower levels of subjective well-being compared to those without chronic illness. The analysis also underscored the role of moderating factors such as social support and coping strategies in influencing the relationship between physical conditions and well-being. These studies provide evidence supporting the connection between physical conditions and well-being, emphasizing the bidirectional nature of the relationship. Physical conditions can negatively impact psychological well-being and overall quality of life, while psychological well-being may also exert a protective effect on physical health outcomes.

Hypothesis 1: Well-being is positively influenced by Physical Conditions

Well-being and Psychosocial Factors:

The theoretical framework guiding the exploration of the relationship between well-being and psychosocial factors recognizes the substantial impact of psychological and social determinants on an individual's overall well-being. Well-being encompasses various dimensions, including emotional, psychological, social, and physical well-being, reflecting an individual's state of happiness, satisfaction, and fulfillment in life. Psychosocial factors, encompassing psychological and social determinants, influence individuals' mental health, behavior, and social interactions. The World Health Organization acknowledges that well-being is shaped by a complex interplay of factors, including individual characteristics, social relationships, and environmental conditions.

The bio psychosocial model, proposed by Engel, is a significant theoretical perspective informing the study of well-being and psychosocial factors. Emphasizing the interconnectedness of biological, psychological, and social factors in understanding human health and well-being, this model suggests that individuals' well-being is influenced by a combination of biological processes (e.g., genetics, neurobiology), psychological factors (e.g., cognitive processes, personality traits), and social factors (e.g., social support, socioeconomic status).

Another influential framework is Bandura's social cognitive theory, highlighting the reciprocal relationship between individuals and their social environment. This theory posits that personal factors (e.g., self-efficacy, beliefs, goals) interact with social factors (e.g., social norms, social support) to influence behavior and well-being outcomes. Psychosocial factors like self-efficacy and social support, according to this framework, can directly impact individuals' well-being by influencing their thoughts, emotions, and behaviors.

Numerous studies have explored the relationship between well-being and various psychosocial factors, providing insights into how these factors influence individuals' well-being. For instance, social support consistently emerges as a crucial psychosocial factor influencing well-being, with strong social relationships predicting higher subjective well-being and social isolation linked to poorer outcomes.

Positive affect or positive emotions has also been extensively studied in relation to well-being. Experiencing positive emotions, such as joy, gratitude, and contentment, is linked to higher well-being levels, serving as a buffer against stress and enhancing resilience. Psychological factors like self-efficacy and optimism are associated with well-being, with higher self-efficacy related to greater life satisfaction and optimism linked to better psychological well-being and coping abilities. Moreover, psychological well-being itself contributes to overall well-being. Models such as Ryff and Keyes' multidimensional model of psychological well-being highlight the importance of dimensions like self-acceptance, personal growth, and positive relationships in contributing to overall well-being and life satisfaction.

Overall, the theoretical framework and literature review underscore the significance of psychosocial factors in influencing well-being outcomes. Social support, positive affect, self-efficacy, optimism, and psychological well-being are among the key factors consistently associated with higher levels of well-being. Understanding the interplay between these factors can inform interventions and strategies aimed at promoting well-being and enhancing individuals' quality of life.

Hypothesis 2: Well-being is positively influenced by Physical Conditions

Well-being and Organizational Support:

The relationship between well-being and organizational support is grounded in several established theories and concepts, shedding light on how organizational support influences employees' well-being. This framework gives particular attention to perceived support, social
exchange theory, and the job demands-resources model. Perceived support, a critical aspect, refers to employees' subjective perception of the support they receive from their organization, encompassing instrumental, emotional, and informational support. Social exchange theory posits that employees reciprocate organizational support by demonstrating increased commitment, engagement, and well-being. This reciprocal relationship emphasizes the importance of employees' perception of organizational support in fostering their well-being.

According to social exchange theory, individuals engage in a process where they contribute their efforts, skills, and loyalty to the organization in exchange for various resources and support. When employees perceive high levels of organizational support, they are more likely to reciprocate by exhibiting positive work attitudes, heightened job satisfaction, and enhanced well-being. This theory establishes a foundation for understanding the positive association between organizational support and well-being. The job demands-resources (JDR) model categorizes job characteristics as either demands or resources, influencing employee well-being and performance. Organizational support is viewed as a critical resource in this model, alleviating job demands and providing employees with the necessary resources to cope with stress and maintain well-being. Higher perceived organizational support is linked to lower job stress, increased job satisfaction, and improved well-being in employees. Empirical studies have explored the relationship between well-being and organizational support, offering evidence for the outlined theoretical framework. Eisenberger et al.'s (1986) seminal study, for instance, investigated the impact of perceived organizational support on employee well-being. Results indicated that employees perceiving higher levels of organizational support reported greater job satisfaction, reduced job stress, and improved mental health, highlighting the crucial role of perceived support in enhancing employee well-being. Demerouti et al. (2001) explored the relationship between organizational support and employee burnout, finding that higher perceived organizational support correlated with lower burnout levels, acting as a buffer against negative job demands and contributing to employee well-being. Additional studies further emphasize the positive influence of organizational support on various dimensions of well-being. For instance, Rhoades and Eisenberger's (2002) research demonstrated a positive relationship between organizational support and employees' life satisfaction, positive emotions, and psychological well-being.

**Hypothesis 3:** Well-being is positively influenced by Organizational Support

**Well-being and Career advancement opportunities:**

The relationship between well-being and career advancement opportunities is underpinned by established theories and concepts, considering how these opportunities impact employees' overall well-being. The framework places importance on job characteristics theory, self-determination theory, and the social cognitive career theory.

Job characteristics theory posits that specific job features, such as skill variety, task identity, task significance, autonomy, and feedback, can influence employees' motivation, satisfaction, and well-being. Career advancement opportunities, encompassing promotions, challenging assignments, and skill development programs, can enhance job characteristics, providing employees with a sense of growth, mastery, and purpose, ultimately leading to improved well-being. Self-determination theory suggests that individuals possess innate psychological needs for autonomy, competence, and relatedness. Career advancement opportunities that allow employees to exercise autonomy, acquire new skills, and establish meaningful connections can fulfill these needs, promoting well-being. When employees perceive that their career advancement aligns with their values, interests, and personal goals, they are more likely to experience higher levels of well-being.

The social cognitive career theory emphasizes the role of career-related beliefs, self-efficacy, and goal setting in career development. According to this theory, career advancement opportunities can enhance employees' self-efficacy beliefs, increase motivation, and positively impact well-being. Access to meaningful career advancement opportunities, coupled with the perception of capability to succeed in those opportunities, is likely to enhance overall well-being. Empirical studies have explored the relationship between well-being and career advancement opportunities, offering evidence for the outlined theoretical framework. For example, a study by Harzer and Rach (2013) investigated the association between career success (including career advancement) and well-being, revealing a positive relationship between career success and indicators of well-being, such as life satisfaction and positive affect. Similarly, a study by Judge and Watanabe (1993) explored the impact of career advancement opportunities on job satisfaction and well-being, finding that individuals perceiving greater career advancement prospects reported higher levels of job satisfaction and psychological well-being. Other studies, such as the one by Ng and Feldman (2012), have demonstrated a positive relationship between career advancement opportunities and work engagement, a crucial component of well-being. Access to such opportunities motivates, challenges, and satisfies employees, contributing to greater overall well-being.

**Hypothesis 4:** Well-being is positively influenced by Career advancement opportunities

**Conceptual Framework for Assessing the Influence of Work Environment on the Well-being of Medical Representative**

**RESEARCH METHODOLOGY**

In the research conducted in Belagavi City, a quantitative approach was employed to gather information and evaluate the impact of the work environment on the well-being of Medical Representatives. For this purpose, a well-structured questionnaire was devised, focusing on four key factors: Physical Conditions, Psychosocial Factors, Organizational Support, and Career Advancement Opportunities. A random sampling method was utilized to select 180 medical professionals working in various hospitals within Belagavi City. The collected data from the field survey underwent analysis using the SPSS software, with statistical methods, including Cronbach's alpha, employed to assess the internal consistency of the designed 5-point Likert scale. Descriptive statistics...
and correlation analyses were conducted to scrutinize the relationships among factors influencing the well-being of healthcare personnel.

**ANALYSIS AND FINDINGS**

### Matrix 1.1 Reliability Test

<table>
<thead>
<tr>
<th>Independent Variables</th>
<th>No. of Questions</th>
<th>Cronbach's Alpha</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Conditions</td>
<td>8</td>
<td>0.799</td>
</tr>
<tr>
<td>Psychosocial Factors</td>
<td>9</td>
<td>0.789</td>
</tr>
<tr>
<td>Organizational Support</td>
<td>9</td>
<td>0.801</td>
</tr>
<tr>
<td>Career advancement opportunities</td>
<td>8</td>
<td>0.799</td>
</tr>
</tbody>
</table>

**Cronbach's Alpha values ranging from 0.789 to 0.801.**

Good internal consistency reliability, as indicated by their Cronbach's alpha values.

Organizational Support, and Career advancement opportunities all show good internal consistency reliability, as indicated by their Cronbach's alpha values ranging from 0.789 to 0.801.

**Table 1.2 Descriptive Analysis**

<table>
<thead>
<tr>
<th>Variables</th>
<th>Mean</th>
<th>Median</th>
<th>Range</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Conditions</td>
<td>4.10</td>
<td>4.45</td>
<td>5–1</td>
<td>0.281</td>
</tr>
<tr>
<td>Psychosocial Factors</td>
<td>4.15</td>
<td>4.29</td>
<td>5–1</td>
<td>0.321</td>
</tr>
<tr>
<td>Organizational Support</td>
<td>4.31</td>
<td>4.45</td>
<td>5–1</td>
<td>0.351</td>
</tr>
<tr>
<td>Career advancement</td>
<td>4.29</td>
<td>4.21</td>
<td>5–1</td>
<td>0.289</td>
</tr>
</tbody>
</table>

### Table 1.3. Pearson’s Correlation Analysis

<table>
<thead>
<tr>
<th>Variables</th>
<th>Correlation</th>
<th>Sig. 2-tailed</th>
<th>(1)</th>
<th>(2)</th>
<th>(3)</th>
<th>(4)</th>
<th>(5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Well-Being</td>
<td>Correlation</td>
<td>Sig. 2-tailed</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical Conditions</td>
<td>Correlation</td>
<td>Sig. 2-tailed</td>
<td>0.056**</td>
<td>(0.000)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Psychosocial Factors</td>
<td>Correlation</td>
<td>Sig. 2-tailed</td>
<td>0.057**</td>
<td>(0.002)</td>
<td>0.291*</td>
<td>(0.034)</td>
<td>1</td>
</tr>
<tr>
<td>Organizational Support</td>
<td>Correlation</td>
<td>Sig. 2-tailed</td>
<td>0.215</td>
<td>(0.226)</td>
<td>0.081</td>
<td>(0.341)</td>
<td>0.097</td>
</tr>
<tr>
<td>Career advancement</td>
<td>Correlation</td>
<td>Sig. 2-tailed</td>
<td>0.188</td>
<td>(0.106)</td>
<td>0.012</td>
<td>(0.751)</td>
<td>0.072</td>
</tr>
</tbody>
</table>

*(Correlation is significant at 0.01 level 2-tailed)

**(Correlation is significant at 0.05 level 2-tailed)**

The median values for these variables are close to the mean values, indicating a roughly symmetrical distribution. The range for all variables is 5–1, suggesting that the respondents generally rated the variables positively, with low variability in the responses. The analysis indicates a significant negative relationship between well-being and both Physical Conditions and Psychosocial Factors. Additionally, there is a moderate positive correlation between Physical Conditions and Psychosocial Factors. However, the correlations between Psychosocial Factors and Organizational Support and Career advancement opportunities are weak or non-significant.

In conclusion, the analysed variables demonstrate good internal consistency reliability. The respondents generally rated the variables positively, with low variability in the responses. The analysis indicates a significant negative relationship between well-being and both Physical Conditions and Psychosocial Factors. Additionally, there is a moderate positive correlation between Physical Conditions and Psychosocial Factors. However, the correlations between Psychosocial Factors and Organizational Support and Career advancement opportunities are weak or non-significant.

**Implication and Suggestion**

Based on the analysis of the variables, here are some suggestions and implications for the organization:

**Focus on Improving Physical Conditions and Psychosocial Factors:** Since there is a significant negative correlation between well-being and both Physical Conditions and Psychosocial Factors, it suggests that enhancing these aspects can potentially improve employee well-being. The organization should prioritize creating a conducive physical work environment and fostering positive psychosocial factors such as supportive relationships, work-life balance, and job satisfaction.

**Recognize the Positive Ratings:** The descriptive statistics indicate that respondents generally rated Physical Conditions, Psychosocial Factors, Organizational Support, and Career advancement opportunities positively. This suggests that the organization is performing well in these areas. It is essential for the organization to acknowledge and reinforce these positive aspects to maintain employee satisfaction and engagement.

**Monitor and Address Variability:** Although the variability in the responses, as indicated by the standard deviations, is relatively low, it is still crucial to monitor and address any potential sources of variability. Identifying and addressing areas of high variability can help create a more consistent and predictable work environment, which can contribute to employee well-being and satisfaction.

**Reliability Testing:** Physical Conditions, Psychosocial Factors, Organizational Support, and Career advancement opportunities all show good internal consistency reliability, as indicated by their Cronbach's alpha values ranging from 0.789 to 0.801.

**Descriptive Statistics:** The variables of Physical Conditions, Psychosocial Factors, Organizational Support, and Career advancement opportunities have means ranging from 4.10 to 4.31, indicating that, on average, respondents rated these variables relatively positively.
Enhance the Relationship between Psychosocial Factors and Organizational Support: The weak or non-significant correlation between Psychosocial Factors and Organizational Support suggests a potential area for improvement. Strengthening the link between these variables can lead to a more supportive organizational culture, better employee relationships, and increased job satisfaction.

Foster Collaboration between Physical Conditions and Psychosocial Factors: The moderate positive correlation between Physical Conditions and Psychosocial Factors indicates that improvements in one area can positively influence the other. The organization should encourage collaboration and integration between departments or teams responsible for physical conditions (e.g., facilities management) and those focusing on psychosocial factors (e.g., HR or employee wellness programs) to create a holistic approach to employee well-being.

Overall, the analysis highlights the importance of considering physical conditions, psychosocial factors, and organizational support in promoting employee well-being. By addressing these areas and fostering positive relationships between them, the organization can create a healthier and more supportive work environment, leading to increased employee satisfaction, engagement, and productivity.

REFERENCES


