

Promoting Quality



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Objectives of presentation

- Provide a background on work life.
- Identify factors affecting work life.
- Recommend approaches to achieve quality work life.



Promoting Quality Work Life



BACKGROUND



Five most important aspects of a job

- Salary and benefits
- Level of difficulty
- Social interactions
- Autonomy
- Physical environment

<http://work.chron.com/5-important-aspects-job-6301.html>



Understanding life arenas

- Family
- Career
- Leisure
- Intimacy
- Inner life

Retirement Counseling: A Practical Guide for Action
By Jane E. Myers, Harold C. Riker



Positive aspects of work life

Higher levels of wellbeing impacted by:

- High levels of control at work
- High levels of emotional support and being able to confide in others
- Low levels of job strain

Source: [Queen Mary, University of London](#)



Wellness

- An active process of becoming aware of and making choices toward a more successful existence.
- Key words
 - Process: never arrive at a point where there is no improvement
 - Aware: seeking more information on how to improve
 - Choices: considered a variety of options and select the best
 - Success: determined by individual about personal accomplishments in life

Six dimensions

- Spiritual
- Physical
- Occupational
- Intellectual
- Social
- Emotional

Wellness



Wellness

- Spiritual
 - Seeking meaning and purpose in human existence
 - Your world view, your system of values



Wellness

- Physical
 - Encourages cardiovascular health, flexibility, regular exercise, proper food and nutrition, medical self-care and appropriate use of the medical system
 - Discourages use of tobacco, alcohol and prohibited drug consumption



Wellness

- Occupational
 - Preparing for work in which one will gain personal satisfaction and find enrichment in one's life through work
 - Related to one's attitude towards work
 - Correct career path when one experiences excitement in job, personal activities and contribution to the well-being of the community at large



Wellness

- Intellectual
 - Encourages creative, stimulating mental activities and pursuits
 - Purpose for improved skills and expanding potential for sharing with others



Wellness

- Social
 - Encourages contributing to one's human and physical environment to the common welfare of the one's community
 - Encourages harmonious living with people environment



Wellness

- Emotional
 - Awareness and acceptance of one's feelings
 - Effective management of feelings
 - Degree to which one feels positive and enthusiastic about oneself and about life



Health

- Is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity

<http://www.who.int/>



Health promotion

- Is the science and art of helping people change their lifestyle to move toward a state of optimal health
- Optimal health: defined as a balance of physical, emotional, social, spiritual and intellectual health
- Lifestyle change can be facilitated through a combination of efforts to enhance awareness, change behavior and create environments that support good health practices.

<http://www.healthpromotionjournal.com/>




Disease prevention

- Includes activities that prevent disease before it occurs, detect it early or reduce related disability


Promoting Quality Work Life



FACTORS AFFECTING WORK LIFE

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- "The quality of the working environment has a very important effect on how a person feels and greater wellbeing may also be related to greater productivity and performance at work, increased commitment and staff retention as well as effects on physical health and lifespan."

Source: [Queen Mary, University of London](#)



What is Physical work environment?

- Physical setting
- Job characteristics
- Broader organizational features
- Extra organizational factors



What is psychological work environment?

Features of work environment that are relevant to worker behavior.

Types of psychological phenomena:

- Affect (e.g. emotions, mood, psychological symptoms)
- Cognition (e.g. attitude, perception, decision-making)
- Behavior (e.g. effectiveness, absence, motivation)



Physical setting

- Occupational safety and health hazards: physical, chemical, biological, ergonomic, safety and psychosocial agents
- Environmental conditions: lighting, housekeeping, storage, ventilation



Overview of Occupational safety and health hazards

- Physical
 - Noise, Heat, Cold
 - Vibration, Radiation
 - Barometric pressure
- Chemical
 - Metals, Solvents
 - Gases and irritants
- Biologic
 - Humans, Animals, Insects, Plants, Bacteria, Viruses, Fungi, Parasites, etc.



Overview of Occupational safety and health hazards

- Ergonomic
 - Poor workplace/ equipment design, Poor illumination
 - Improper seating, Cumulative Trauma Disorders
 - Improper lifting, Hazards of VDT use
- Safety
 - Tripping hazards, Spills on floor, Unguarded machinery
- Psychosocial
 - Organizational, work overload/ under load



Psychosocial hazards

- Job content
 - Lack of variety or short work cycles
 - Fragmented or meaningless work
 - Underuse of skills
 - High uncertainty
 - Continuous exposure of people to work



Psychosocial hazards

- Workload and work pace
 - Work overload or under load
 - Machine pacing
 - High levels of time pressure
 - Continually subject to deadlines



Psychosocial hazards

- Work schedule
 - Shift working
 - Night shifts
 - Inflexible work schedules
 - Unpredictable hours
 - Long or unsociable hours



Psychosocial hazards

- Control
 - Low participation in decision making
 - Lack of control over workload, pacing, etc.
- Role in organization
 - Role ambiguity
 - Role conflict
 - Responsibility for people



Psychosocial hazards

- Environment and equipment
 - Inadequate equipment availability
 - Suitability or maintenance
 - Poor environmental conditions e.g. lack of space, excessive noise, poor lighting and ventilation



Psychosocial hazards

- Organizational culture and function
 - Poor communication
 - Low levels of support for problem solving and personal development
 - Lack of definition of, or agreement on organizational objectives



Psychosocial hazards

- Interpersonal relationships at work
 - Social or physical isolation
 - Poor relationships with superiors
 - Interpersonal conflict
 - Lack of social support
 - Bullying, harassment



Psychosocial hazards

- Career development
 - Career stagnation and uncertainty
 - Under- or Over-promotion
 - Poor pay
 - Job insecurity
 - Low social value to work



Psychosocial hazards

- Home work interface
 - Conflicting demands of work and home
 - Low support at home
 - Dual career problems

Promoting Quality Work Life



RECOMMENDATIONS

1. ISSUES AND TRENDS



Common work issues

- Lack of enforcement of laws concerning work by government agencies
- Lack of compliance to OSH standards by establishments
- Lack of knowledge among employers of the laws governing work environments
- Unsafe behaviors of workers at work
- Issues among vulnerable groups e.g. women, elderly, disabled



Global Emerging risks

- Ageing
- Chemical risks in small/medium enterprises
- Employment structure by activity
- Exposure to noise and hearing impairment
- Exposure to UV radiation
- Gender issues
- Employment status in labor market



Global Emerging risks

- Nanotechnologies
- Occupational diseases
- Occupational structure
- Emerging infections
- Work-related accidents
- Work-related stress
- Young workers



LOCAL Trends in occupational SAFETY AND health

- Increase in BPO companies and contact centers - shift work problems and illnesses related to shift work
- Computer chip industry relocations
- Heavy industries (shipbuilding, oil refineries, etc.) to Export processing zones
- Outsourcing of health services by establishments

Adapted from the Lecture of Dr. Benito Reverente, Jr.



LOCAL Trends in occupational SAFETY AND health

- Phasing out of medical director position
- Growth of HMO's and health plans
- Laxity of enforcement of Occupational Health laws
- Growth of PCOM as a specialty and its growing influence with DOLE and other institutions

Adapted from the Lecture of Dr. Benito Reverente, Jr.

Promoting Quality Work Life



RECOMMENDATIONS

2. APPROACHES



Workplace health promotion

- Healthy workers are productive and raise health families; thus healthy workers are a key strategy.
- Workplace health risks are higher in the informal sector and small industry which are key areas of action on poverty alleviation.
- Safe workplaces contribute to sustainable development which is the key to poverty reduction.



Workplace health promotion

- The processes of protecting workers, surrounding communities and the environment for future generations have important common elements such as pollution control and exposure reduction.
- Much pollution and many environmental exposures that are hazardous to health arise from industrial processes that may be influenced by OHS programs.



Workplace health promotion

- OSH can contribute to improving the employability of workers through workplace redesign, maintenance of OSH, training and retraining, assessment of work demands, medical diagnosis, health screening and assessment of functional capacities.
- OH is fundamental to public health, for it is increasingly clear that major diseases need workplace programs as part of the disease control strategy.



Workplace health promotion

- Combined efforts of employers, employees and society to improve the health and well-being of people at work

Workplace health promotion supports a





What are workplace health programs?

- Refer to a coordinated and comprehensive set of strategies which include programs, policies, benefits, environmental supports, and links to the surrounding community designed to meet the health and safety needs of all employees



Four main steps of the Workplace health model

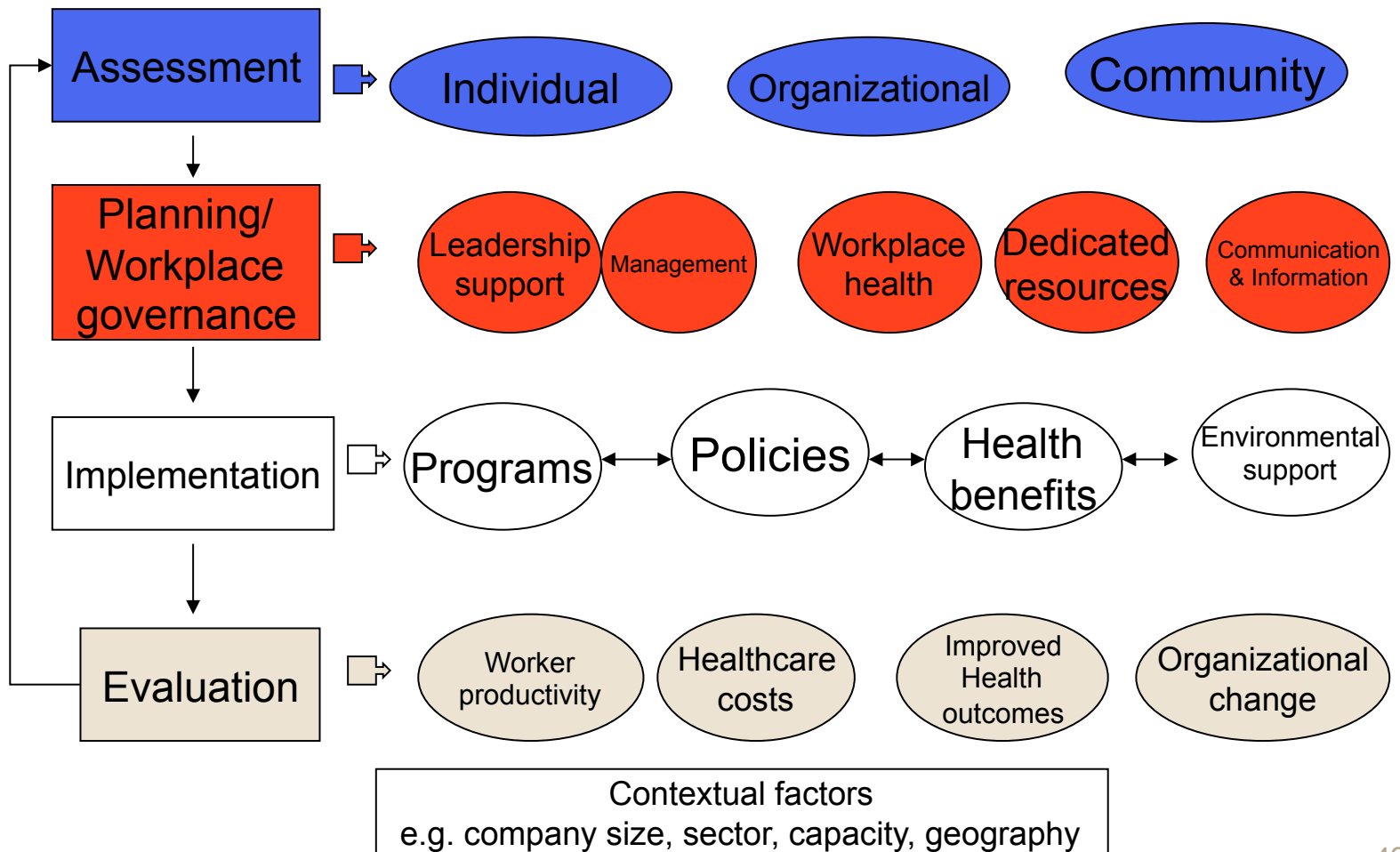
- Assessment: define employee health risks and concerns and describe current health promotion activities, capacity and needs
- Planning process to develop components of workplace health programs including goal determination, selecting priority interventions, and building an organizational infrastructure



Four main steps of the Workplace health model

- Program implementation involving all steps needed to put health promotion strategies and interventions into place and making them available to employees
- An evaluation of efforts to systematically investigate the merit, worth, and significance of an organized health promotion action (quality, effectiveness and importance)

Workplace health model





Work-life balance

- Two main problems
 - Lack of time and scheduling conflicts
 - Feeling overwhelmed, overloaded or stressed



Work-life balance

- Reasons for considering work-life balance programs
 - attracting new employees,
 - helping to retain staff,
 - building diversity in skills and personnel,
 - improving morale,
 - reducing sickness and absenteeism,



Work-life balance

- Reasons for considering work-life balance programs
 - enhancing working relationships between colleagues,
 - encouraging employees to show more initiative and teamwork,
 - increasing levels of production and satisfaction, and
 - decreasing stress and burn-out.



Suggested steps

1. Assess the current situation and objectives of the workplace.
2. Obtain buy-in from all levels.
3. Be clear about monitoring of hours, schedules, productivity and deadlines.
4. Create a policy or guideline.
5. Initiate pilot studies.
6. Monitor, redo survey, modify and evaluate.

Interrelationships

Work ↔ **Health**



End of presentation

- Provided a background on work life.
- Identified factors affecting work life.
- Recommended approaches to achieve quality work life.

THANK YOU!



References

From the Internet:

- <http://work.chron.com/5-important-aspects-job-6301.html>
- <http://occmed.oxfordjournals.org/content/50/5/299.full.pdf>
- ://whqlibdoc.who.int/publications/2010/9789241500272_eng.pdf?ua=1