

Research Paper

## The Role of Coping Strategies in Enhancing the Quality of Work Life among Health Care Professionals

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### ABSTRACT

Healthcare professionals face high levels of stress and burnout due to the demanding nature of their work. Effective coping strategies are crucial for managing these challenges and improving their quality of work life. Effective coping strategies can significantly enhance the quality of work life by reducing burnout, improving wellbeing, enhancing job satisfaction. This systematic review examines the interplay between coping strategies and QWL among healthcare professionals, analysing demographic influences, research trends, intervention impacts, and evidence-based insights. This study conducted a systematic review using 10 electronic databases and followed the PRISMA Guidelines. Electronic databases included Psych INFO, ProQuest, ResearchGate, PubMed, Google Scholar, ScienceDirect. This study included research articles that are related to the Coping strategies and Quality of work life related to Health Care Professionals. This study is the first of its kind to review research on coping strategies and work life quality. Three research team members independently reviewed and determined inclusion of each study. Implementing effective coping strategies is essential for enhancing the quality of work life among healthcare professionals. By promoting positive coping mechanisms and providing organizational support, healthcare institutions can improve staff wellbeing and reduce burnout, ultimately leading to better patient care and job satisfaction. In summary, the study's findings can provide a detailed understanding of current picture of coping strategies related psychological research and also provide a theoretical framework to the future researchers.

**Keywords:** *Coping strategies, Quality of work life, Healthcare professionals*

Quality of work life (QWL) could be defined as encompassing various factors that impacts both employees and organizations, highlighting its multi-dimensional nature related to aspects like workplace stress, the work-life balance, job satisfaction, and the subjective well-being, Dipankar Patra (2022). Quality of work life in short QWL is a popular term that helps measure whether an organization's job environment is favourable for its employees' work-life balance. Quality of work life is both a goal and an ongoing process for achieving your goals. QWL is the dedication of any organization to improve the work environment in creating more involving, satisfying, and effective jobs and work environments for people at all levels of the organization. As a process, QWL calls for efforts

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to realize this goal through the active involvement of people throughout the organization, Carlson (1983). QWL covers a person's feelings about every concept of life, which includes the personal and professional life. Specifically, it refers to the economic rewards and benefits, security, working conditions, organizational and interpersonal relationships, and their intrinsic personal value in one's life. Quality of Work Life (QWL) has become crucial due to evolving business demands and family structures. Organizations now focus on employees' socio-psychological needs to improve the work environment. Key objectives of QWL include enhancing productivity, improving job satisfaction, reducing absenteeism and turnover, strengthening management-employee relationships, and boosting brand reputation. A positive QWL fosters a healthier, more motivated workforce and benefits both the employees as well as organizations.

Literature mentions that health care profession is quite satisfying and at the same time challenging (Kumar et al., 2018). Healthcare staff working in the hospitals are subjected to established pressure in this profession (Kumar et al., 2018; Liu et al., 2020). While healthcare professionals (HCPs) may feel satisfied in treating patients, they are subjected to high level of stress due to work-load, nature of work, higher risk of exposure (Kumar et al., 2018). Available evidence mentions that in most of the countries, health care professionals, experience high levels of work stress (Lambert & Lambert, 2001). This stress and burnout could lead to a lower quality of life at work (Kumar et al., 2018). This is important to document and address since a lower QWL among healthcare staff could agree for the quality of patient care.

Coping strategies are the methods individuals use to handle the emotions and situations arising from life changes, encompassing both problem-solving and emotion regulation techniques, Varrier Navya Sivadasan and Bismirty Bhuyan (2025). Coping strategies are behavioural and cognitive plan of action used to manage crises, conditions, and demands that are appraised as distressing. A large number of community studies has examined the role of coping strategies in stress resistance. Coping includes cognitive and behavioural efforts to reduce or adapt to stressful conditions and related with emotional distress. Most conceptualizations identify between coping strategies that are oriented toward approaching and advanced the problems and strategies that are directed toward reducing tension by avoiding dealing directly with the problem. People who rely more on approach coping strategies, such as problem solving and information seeking, run to adapt better to life stressors. In contrast, avoidance coping strategies, such as denial and wishful thinking, generally are associated with more psychological distress.

The current study aimed to examine the relationship between coping strategies and the quality of working life in Health care professionals, who were working in health and social care. The current study considered different coping strategies and its impact on the work-related quality of life. It aimed at exploring the demographic implications and current trends in the field of research. It is important to examine these issues, because with an increasing invasion of patients and decreasing staffing levels due to sickness, health care systems worldwide have become stretched. Absence of the staff due to sickness can be due to physical illness, but also due to stress, burnout, and other problems or it can be briefed as due to the low quality of professional life. Additionally, research has suggested that this condition can lead to lower quality of self-care. It was hypothesized that the positive coping strategy resources will be associated with higher wellbeing and better quality of working

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life, and negative coping strategies will be related with lower wellbeing and worse quality of working life by adding to demands experienced.

### **MATERIALS AND METHODS**

#### ***Design:***

This study conducted a systematic literature review by a relevant criteria from the Preferred Reporting Items for Systematic review using a (PRISMA). It consists of five sub-sections including a search strategy, inclusion and exclusion criteria, eligibility, data abstraction and analysis.

#### ***Search Strategy:***

A systematic search strategy was implemented through six electronic databases, namely Psych INFO, ProQuest, ResearchGate, PubMed, Google Scholar, ScienceDirect. The keywords in the titles and abstracts were used in the search process including “Coping strategies”, “Quality of work life”, “factors affecting quality of work life”, “Healthcare professionals”. This process yielded a result of 152 from the Research Gate, 11 documents from Pub Med, 1113 documents from Google Scholar, 1581 from Science Direct and 2197 from Psych Info and Pro Quest databases were retrieved.

#### ***Inclusion and Exclusion Criteria:***

A ten-year window from 2014 to 2024 was selected in order to meet the first inclusion condition, which was timeline-related. The second inclusion criterion was document categories; journal articles (research articles) that included empirical data were selected as primary sources. The final inclusion included publications published in the field of psychology to increase the possibility of discovering relevant articles. The fourth was devoted to publications in the English language. The last element was the selection of samples that included health care practitioners from a variety of occupations. Meanwhile, the following was a list of the exclusion criteria: not conducting research publications, non-English papers, book chapters, systematic reviews, meta-analyses as and samples other than employees, as mentioned. Overall, a total of 4599 articles were excluded based on these criteria, as stated. After the identification process, out of 292 documents to be screened 162 documents were retained for the next stage.

#### ***Eligibility:***

A total of 56 articles were prepared for the third stage known as the eligibility. Eligibility is a process that includes or excludes articles manually according to the authors’ specific criteria. At this stage, the titles, abstracts and the main contents of all the articles were examined thoroughly to ensure that they fulfilled the inclusion criteria and fit to be employed in the present study to achieve the objective of the current research. Before the eligibility process was carried out, the duplicated documents were removed first. A total of 18 articles were traced as similar articles were excluded in both databases for the next phase. Finally, a total of 56 remaining articles are ready to be analysed.

<b>Criteria</b>	<b>Inclusion</b>	<b>Exclusion</b>
Timeline	2014 - 2024	<2014
Document types	Journal (research articles) with empirical data.	Systematic review, meta-analysis, chapter in book, review papers, non-research papers, non-English papers
Subject area	Psychology & Mental Health,	Other than Psychology & Mental Health, Human

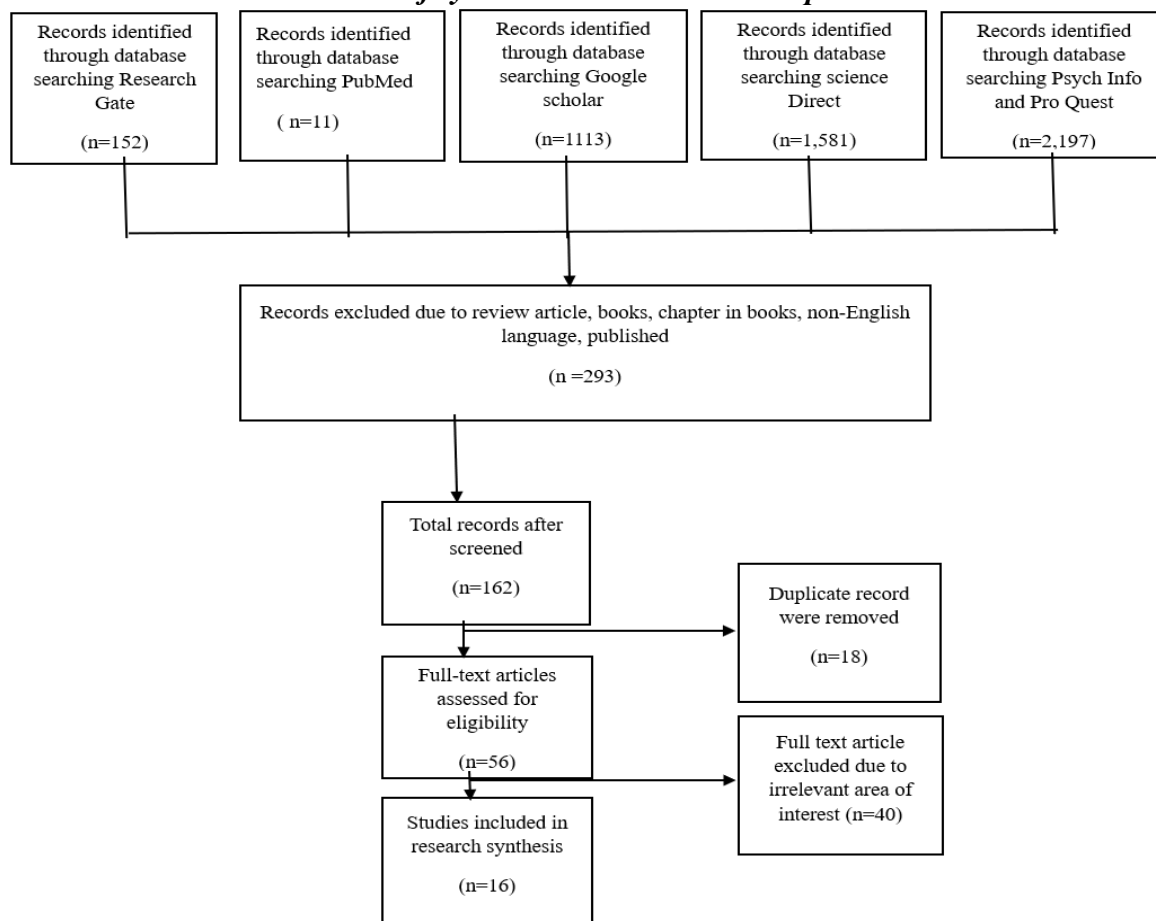
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Criteria	Inclusion	Exclusion
	Human Resource Management (HRM), Organizational Behaviour, Workplace Psychology	Resource Management (HRM), Organizational Behaviour, Workplace Psychology
Language	English	Non- English
Sample	Health care Professionals	Non-Health care Professionals

### **Data Abstraction and Analysis:**

Following the eligibility process, the remaining articles underwent evaluation, review, and analysis. Titles and abstracts were examined, followed by the entire text of the publications (in-depth) to extract the data and find pertinent topics and sub-themes for the current study. The research design, the type of coping techniques, the sample selection, and the healthcare profession were the areas that sought solutions during the evaluation process. A total of 56 articles were found using the search method mentioned above. Forty papers that were unrelated to the research questions were eliminated after the abstracts were reviewed. Neither the quality of work life among healthcare professionals nor the association between coping techniques and quality of work life were tested in these excluded papers. After a detailed reading of the full texts, 16 articles remained and were further considered for the Review.

**Table 1: PRISMA Flow Chart of systematic literature review process.**



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### RESULTS

1. **Adaptive Coping:** Coping strategies that focus on problem-solving (McFadden et al., 2021), active coping (Ferro et al., 2023), seeking out social connections (Wamea & Nompo, 2024), practising mindfulness (Hamdan et al., 2023), utilizing religious strategies (Franck et al., 2021), and participating in positive coping activities are associated with higher professional satisfaction, lower burnout, greater compassion satisfaction, improved mental health, and better Quality of work Life. In Contrast, the fact that Adaptive coping strategies, such as problem-focused coping (McFadden et al., 2021), active coping (Ferro et al., 2023), and seeking social support (Wamea & Nompo, 2024), are found to be positively associated with improved result in quality of work life (QWL) among healthcare professionals (Hamdan et al., 2023).
2. **Maladaptive Coping:** Avoidant coping strategies (Ikram et al., 2023) such as emotional detachment, escape-avoidance that is fleeing away from problems, excessive use of social media, unhealthy eating habits, substance use along with indirect coping strategies (Calegari et al., 2022) and problem orientation (Franck et al., 2021) were found to be associated with higher burnout (Gillen et al., 2022) secondary traumatic stress (STS), compassion fatigue, emotional distress, and poor Quality of work life (Shoji et al., 2024). In contrast, maladaptive coping strategies (Ikram et al., 2023), which include avoidance and emotional disengagement (Calegari et al., 2022), correlate with higher levels of stress, depression with burnout and lower Quality of work life (Gillen et al., 2022). Studies indicate that an ongoing dependence on avoidant coping strategies leads to a decline in the quality of patient care and hinders effective decision-making (Browning et al., 2022). Avoidance and problem-oriented strategies not only deteriorate the quality of work life for professionals but also heighten the risk of psychological distress and mental health issues among those in the healthcare profession, whereas a positive attitude improved it (Calegari et al., 2022).

**Table 1 papers Summary**

SN	Name of the Paper	Year	Author	Summarized Findings
1.	A Comparative Study Between General and Critical Ward Nurses on Quality of Work Life, Professional Quality of Life and Coping Strategies	2022	Smt. Piyali Roy & Dr. Swaha Bhattacharya	<ul style="list-style-type: none"> <li>• General ward nurses had a better quality of work life than the critical ward nurses.</li> <li>• Critical ward nurses experienced the higher compassion fatigue and a burnout but also had a higher professional quality of life.</li> <li>• Coping strategies (social support &amp; problem-solving) were been similar in both the groups.</li> <li>• Hospitals should provide stress management training to support a critical care for nurses.</li> </ul>
2.	Assessing the	2024	Pavika	<ul style="list-style-type: none"> <li>• Problem-focused</li> </ul>

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SN	Name of the Paper	Year	Author	Summarized Findings
	Coping Strategies of Healthcare Workers During COVID-19 in Jaipur, Rajasthan: An Empirical Analysis		Bhatnagar & Dr. Muktak Vyas	<p>coping was the preferred approach and not widely used daily due to the high-pressured environment.</p> <ul style="list-style-type: none"> <li>• Emotion-focused coping helped in stress management and was moderately used.</li> <li>• Avoidant coping was the most commonly used daily strategy that indicates a need for implementing better stress management techniques.</li> <li>• Interventions should focus on psychological support, stress management training, and also organizational improvements to help HCWs cope effectively.</li> </ul>
3.	Professional Quality of Life, Empathy, and Coping Strategies of Young Clinical Psychologists in Lahore, Pakistan	2023	Areeba Ikram, Sana Anwar Lashari and Tahira Anwar Lashari	<ul style="list-style-type: none"> <li>• Problem-focused and emotion-focused coping strategies were associated with the higher levels professional satisfaction.</li> <li>• Avoidant coping strategies led to higher burnout and compassion fatigue.</li> <li>• More work experience improved professional quality of life by reducing stress-related impacts.</li> <li>• Clinical psychologists should be trained in adaptive coping skills to manage workplace challenges effectively.</li> </ul>
4.	Coping Mechanisms: Exploring Strategies Utilized by Japanese Healthcare Workers to Reduce Stress and Improve	2021	Masatoshi Tahara, Yuki Mashizume, and Kayoko Takahashi	<ul style="list-style-type: none"> <li>• Good health status, high job satisfaction, and satisfaction with new activities helped mitigate mental health issues.</li> <li>• Most participants adopted escape-avoidance as a coping</li> </ul>

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SN	Name of the Paper	Year	Author	Summarized Findings
	Mental Health during the COVID-19 Pandemic			strategy, while those with poorer mental health were more likely to seek social support. The findings highlight the need for targeted mental health support, promoting social interaction, and encouraging engaging activities to strengthen resilience among healthcare workers.
5.	Coping Strategies Used by Healthcare Professionals During COVID19 Pandemic in Dubai: A Descriptive Cross-Sectional Study	2023	Ahmad Hamdan, Jennifer Eastaugh, Johan Snygg, Jennifer Naidu, and Ibtisam Alhaj	<ul style="list-style-type: none"> <li>Healthcare professionals (HCPs) primarily used problem-focused coping strategies during the COVID-19 pandemic. Female HCPs were more likely to use multiple coping strategies.</li> </ul>
6.	Effect of Coping Strategies Program on Quality of Life among Emergency Clinic Nurses Working at Night Shift	2019	Heba A. Abd Elkader, Eman N. Ramadan, Samah R. I. El Refaey	<ul style="list-style-type: none"> <li>The study found that implementing a coping strategies program significantly improved the quality of life of emergency clinic nurses working night shifts.</li> <li>There was a notable increase in coping abilities and a positive correlation between coping strategies and quality of life. The study suggests ongoing educational programs to enhance nurses' coping mechanisms and well-being.</li> </ul>
7.	Empathy and Coping Strategies Predict Quality of Life in Japanese Healthcare Professionals	2024	Kotaro Shoji, Norihito Noguchi, Fumiko Waki, Taku Saito, Masato Kitano, Naoki Edo, Minori Koga, Hiroyuki Toda, Nobuhisa Kobayashi, Takehito Sawamura, Masanori	<ul style="list-style-type: none"> <li>The study explored the relationships between empathy, coping strategies, and psychological well-being in Japanese healthcare professionals.</li> <li>It found that active coping strategies were associated with lower burnout and higher compassion satisfaction, while</li> </ul>

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SN	Name of the Paper	Year	Author	Summarized Findings
			Nagamine	<p>indirect coping strategies correlated with higher burnout and secondary traumatic stress (STS).</p> <ul style="list-style-type: none"> <li>• Empathic concern was linked to lower burnout and greater compassion satisfaction, whereas personal distress was associated with higher burnout and STS. The study suggests that interventions targeting coping strategies and empathy awareness could help improve healthcare professionals' mental well-being.</li> </ul>
8.	Factors Affecting Perceived Work Environment, Wellbeing, and Coping Styles: A Comparison between Physicians and Nurses during the COVID-19 Pandemic	2022	Chiara Costa, Michele Teodoro, Annalisa De Vita, Federica Giambò, Carmela Mento, Maria Rosaria Anna Muscatello, Angela Alibrandi, Sebastiano Italia, Concettina Fenga	<ul style="list-style-type: none"> <li>• The study compared the perceived work environment, wellbeing, and coping styles between physicians and nurses during the COVID-19 pandemic.</li> <li>• Nurses reported higher workloads but also increased work efficiency.</li> <li>• Physicians tended to use avoidant coping strategies, while nurses used more active and planning-based coping strategies.</li> <li>• More experienced healthcare workers were less likely to seek social support. The study highlights the need for organizational measures to promote peer interaction and support systems to improve healthcare workers' wellbeing.</li> </ul>
9.	Association between Coping Strategies and Professional Quality of Life in	2022	Jessica Graziella Calegari, Selena Russo, Michela Luciani, Maria Grazia	<ul style="list-style-type: none"> <li>• The study examined the relationship between coping strategies and professional quality of</li> </ul>

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SN	Name of the Paper	Year	Author	Summarized Findings
	Nurses and Physicians during COVID-19: A CrossSectional Study		Strepparava, Stefania Di Mauro, Davide Ausili	<p>life (compassion satisfaction, burnout, and secondary traumatic stress) among nurses and physicians during the COVID-19 pandemic.</p> <ul style="list-style-type: none"> <li>• It found that avoidance coping, problem orientation, and social support strategies were linked to poorer professional quality of life, while a positive attitude improved it.</li> <li>• The study highlights the importance of fostering functional coping strategies to enhance well-being and reduce burnout in healthcare professionals.</li> </ul>
10.	Reduced Anxiety Associated to Adaptive and Mindful Coping Strategies in General Practitioners Compared With Hospital Nurses in Response to COVID-19 Pandemic Primary Care Reorganization	2022	Enrico Perilli, Matteo Perazzini, Danilo Bontempo, Fabrizio Ranieri, Dina Di Giacomo, Cristina Crosti, Simona Marcotullio, Stefano Cobianchi	<ul style="list-style-type: none"> <li>• The study examined the effects of mindfulness and coping strategies on anxiety levels in general practitioners (GPs) and hospital nurses during the COVID-19 pandemic.</li> <li>• It found that GPs experienced higher anxiety levels than nurses, mainly due to professional isolation and increased workload.</li> <li>• Mindfulness was protective against anxiety for both groups.</li> <li>• While GPs used problem-solving coping strategies, nurses were more likely to seek social support and avoid problems.</li> <li>• The study suggests that mindfulness training could help healthcare workers develop more adaptive coping strategies and</li> </ul>

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SN	Name of the Paper	Year	Author	Summarized Findings
				reduce emotional distress.
11.	The Effectiveness of Coping Strategies Training on Nurses' Occupational Stress in Jahrom Hospitals	2022	Tahereh Abdian, Marzieh Kargar Jahromi, Somayeh Ramezanli	<ul style="list-style-type: none"> <li>This study assessed the impact of coping strategies training on reducing occupational stress among nurses.</li> <li>The research involved an experimental group receiving four training sessions and a control group without intervention.</li> <li>Results showed a significant reduction in occupational stress levels in the experimental group, while no notable change was observed in the control group.</li> <li>The study suggests that coping strategies training can be an effective intervention for reducing job-related stress among nurses, leading to improved well-being and work performance.</li> </ul>
12.	The Role of Coping in the Wellbeing and Work-Related Quality of Life of UK Health and Social Care Workers during COVID-19	2021	Paula McFadden, Jana Ross, John Moriarty, John Mallett, Heike Schroder, Jermaine Ravalier, Jill Manthorpe, Denise Currie, Jaelyn Harron, Patricia Gillen	<ul style="list-style-type: none"> <li>Data from participants showed that positive coping strategies, such as active coping and help-seeking, were linked to higher wellbeing and better work-related quality of life.</li> <li>Negative coping strategies, particularly avoidance, were associated with lower wellbeing and worse quality of life. The study highlights the importance of organizational support and psychoeducation to promote effective coping strategies among healthcare workers.</li> </ul>
13.	The Well-Being of Social Health Professionals: Relationship between	2024	Laura Ferro, Marina Cariello, Alessandra	<ul style="list-style-type: none"> <li>This study explored the relationship between coping</li> </ul>

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SN	Name of the Paper	Year	Author	Summarized Findings
	Coping Strategies, Emotional Regulation, Metacognition and Quality of Professional Life		Colombesi, Chiara Adduci, Eleonora Centonze, Giorgia Baccini, Stefania Cristofanelli	<p>strategies, emotional regulation, and metacognition in social health professionals working with minors in psychosocial distress.</p> <ul style="list-style-type: none"> <li>• It found that positive coping strategies, such as problem-solving and religious coping, were associated with higher professional quality of life.</li> <li>• Avoidant coping strategies and emotional disengagement correlated with burnout and secondary traumatic stress.</li> <li>• The study highlights the importance of interventions focusing on emotional regulation and coping skills to improve the well-being of social health professionals.</li> </ul>
14.	The Effectiveness of Adaptive Coping Strategies for Work Stress: A Meta-Analysis	2024	Yoneta Wamea, Rifki Sakinah Nompoo	<ul style="list-style-type: none"> <li>• This meta-analysis evaluated the effectiveness of adaptive coping strategies in reducing work stress and improving employee well-being.</li> <li>• The findings indicated that adaptive coping strategies significantly reduced work stress and improved well-being.</li> <li>• Among the strategies, problem-solving, social support, and relaxation were found to be the most effective.</li> <li>• The study supports the implementation of adaptive coping strategies as an occupational health intervention to mitigate the negative impact of work stress.</li> </ul>

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SN	Name of the Paper	Year	Author	Summarized Findings
15.	The Role of Coping Behavior in Healthcare Workers' Distress and Somatization During the COVID-19 Pandemic	2021	Erik Franck, Filip Haegdorens, Eva Goossens, Yannic van Gils, Michael Portzky, Francis Somville, Majed Abuawad, Stijn Sloomans, Peter Van Bogaert	<ul style="list-style-type: none"> <li>The findings indicate that engaging in positive coping activities (such as reading, exercising, and hobbies) was linked to lower distress and somatization symptoms, while negative coping behaviors (such as excessive social media use, unhealthy eating, and substance use) were associated with higher distress.</li> <li>The study emphasizes the need for healthcare organizations to support staff by promoting effective coping strategies to improve resilience and mental well-being.</li> </ul>
16.	Wellbeing and Coping of UK Nurses, Midwives, and Allied Health Professionals During COVID-19: A CrossSectional Study	2022	Patricia Gillen et al.	<ul style="list-style-type: none"> <li>The study assesses the mental wellbeing, burnout, and coping strategies of UK nurses, midwives, and allied health professionals during COVID-19.</li> <li>Conducted in two phases (May-July 2020 and Nov 2020-Feb 2021), it found a decline in wellbeing and work-life quality over time, with increased burnout and reliance on negative coping strategies.</li> <li>The findings stress the need for improved support systems to enhance resilience and mental health among healthcare professionals.</li> </ul>

It was found that coping strategies training significantly reduced occupational stress among Health care professionals (Abdian et al., 2022). The review highlights that problem-focused coping strategies, which involves planning and seeking informational support, were the most effective in reducing stress and improving professional quality of life (Calegari et al., 2022). Conversely, avoidant coping mechanisms, including denial and self-distraction, were found

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to be associated with increased stress and also emotional exhaustion which can be the significant reason for decreased quality of work life (Shoji et al., 2024). A study in Japan found that healthcare professionals commonly used escape-avoidance coping strategies, but social support was a critical factor in mitigating mental health deterioration (Tahara et al., 2020).

The review highlights the importance and necessity for organizational support systems (Vyas, 2024), including programmes such as stress management training (Elkader et al., 2019) and coping skills programs (McFadden et al., 2021) and was identified to be very crucial in mitigating stress-related challenges. Mindfulness-based interventions and coping strategies training programs were found to be an effective approach in reducing occupational stress and improving resilience among Health care professionals (Abdian et al., 2022). Such interventions can enhance adaptive coping mechanisms and improve the Quality of work life of healthcare professionals. Implementing training programs focused on developing adaptive coping strategies has shown to reduce occupational stress and improve overall job satisfaction among healthcare workers (Abdian et al., 2022). Emotional-focused strategies, such as seeking support from colleagues and family, were beneficial but had limited long-term effectiveness. The review emphasizes the need for organizational interventions to foster resilience, including structured mental health support programs, peer networks, and stress management training (Calegari et al., 2022). The findings underscore the importance of integrating adaptive coping strategies into workplace policies to enhance the well-being and performance of Health care professionals which is the core factor of the quality of work life in Health care professionals.

### DISCUSSION

Coping strategies among healthcare professionals can be broadly categorized into problem-focused, emotion-focused, and maladaptive approaches. The effectiveness of these strategies varies based on individual and systemic factors like Problem-Focused Coping approach, which includes planning, problem-solving, and active coping which is consistently associated with improved Quality of work life (Maresca et al., 2022). These strategies help professionals confront challenges directly, fostering resilience and reducing burnout (Lourenção et al., 2022). Social support emerges as a critical component in enhancing Quality of work life with studies highlighting that seeking social and emotional support reduces burnout by fostering a sense of community and shared purpose (Maresca et al., 2022). The research found that avoidance strategies were linked to decreased professional quality of life, while maintaining a positive attitude was associated with improvements. This suggests that fostering functional coping strategies can sustain healthcare workers' well-being during health emergencies (Calegari et al., 2022b). Researches advocate for a holistic strategy that encompasses early intervention, risk reduction, and lifestyle modifications. Incorporating simple daily habits such as meditation, nutritious meals, and regular sleep can serve as effective coping strategies to enhance overall well-being and work-life quality. Team-based interventions that encourage open communication and mutual support have been found to be particularly effective in mitigating stress during crises like the COVID-19 pandemic (Villalpando et al., 2023). Coping strategies vary significantly across regions, roles, and healthcare settings like in palliative care, proactive coping (e.g., building self-confidence) and encountering deep professional meaning were emphasized as essential for managing long-term emotional stress (Maresca et al., 2022) and a study in Southeastern Mexico during the COVID-19 pandemic revealed that healthcare workers relied heavily on emotion-focused strategies such as religious practices to cope with fear and uncertainty

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(Villalpando et al., 2023). Systemic support plays a pivotal role in promoting adaptive coping mechanisms. Training programs that focus on active coping skills, boundary-setting, and stress management have shown significant improvements in quality of work life (Lourenção et al., 2022) (Villalpando et al., 2023). Organizational policies addressing workload management, access to resources (e.g., PPE), and mental health support systems are crucial for sustaining healthcare workers' well-being (Villalpando et al., 2023). Training programs focusing on coping strategies, relaxation, and communication skills can help Health care professionals manage stress more effectively (Roy & Bhattacharya, 2022b). Hospital management should provide mental health services, peer support groups, and educational resources to help professionals cope with stress (Hamdan et al., 2023). Institutions focus should be on fostering functional coping mechanisms to sustain healthcare workers' well-being (Calegari et al., 2022).

### CONCLUSION

This review provides a systematic way of understanding the relationship between Coping strategies and Quality of Work Life, specifically across different sources of data and analysis of various articles that are related and considered for review. This systematic review hopefully could facilitate future researchers in providing better understandings on Quality Of Work Life and make more sense to the relevant coping strategies to be implemented in focus to improving the quality of work life in Healthcare professionals that is very important for providing effective treatment quality of the patients. Current healthcare trends focus on enhancing mindfulness and emotional regulation to reduce burnout and improve coping skills. Organizational support and leader involvement foster a nurturing workplace, while social and peer support networks promote psychological safety. Tailored coping strategies for specific roles address unique stressors, and prioritizing proactive coping and positive reinterpretation helps ensure long-term sustainability in stress management, minimizing reliance on negative coping mechanisms. The review offers several recommendations for future which involves more samples across the spectrum of Healthcare professionals within lengthier times. It also facilitates the suggestion of discussing more methodological matters in a future review including longitudinal, qualitative, mixed-method, experimental research designs. Finally, more research should be conducted in the context of Coping Strategies and the Quality of Work Life, given the determination in addressing work and the professional outcomes of employees.

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