

Abstract

The present study was conducted to explore the difference in resilience, emotional labor, psychological distress and professional quality in professionals in Covid-19. Furthermore the relationship between resilience, emotional labor, psychological distress and professional quality of life was explored as well. The quantitative study was conducted and data was collected through Ego Resilience Scale (ERS), Emotional Labor Scale (ELS), Psychological Distress Scale from Mental Health Inventory (MHI) and Professional Quality of Life Scale (ProQol). The sample of the research was 150 professionals which included 50 doctors, 50 teachers and 50 bankers. The analysis of the data was done using Pearson correlation, ANOVA, T-test and Hierarchical regression analysis. The results showed that there was significant difference in resilience, psychological distress and professional quality of life of doctors, teachers and bankers. Furthermore results revealed that there was significant relationship between resilience, emotional labor, psychological distress and professional quality of life in professionals. Regression analysis revealed that resilience and psychological distress were predictors of compassion satisfaction, surface acting, psychological distress and hours at work predicted burnout whereas psychological distress, emotional labor and years of experience predicted secondary traumatic stress in professionals during the Covid-19. The study implied that intervention should be planned at organizational and individual level to enhance the resilience and reduce the emotional labor and psychological distress to increase the professional quality of life in adverse situations like Covid-19. Keywords: Resilience, Emotional Labor, Professionals