

A Study on Employee Well-Being and Mental Health

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ABSTRACT

With an emphasis on work-life balance, stress, workload, and managerial assistance, this study examines the effects of mental health support and well-being initiatives. Fifty respondents, ages 18 to 60, were given an online survey as part of a quantitative research strategy. Twenty questions made up the survey, which included both closed-ended and open-ended questions about mental health, employee well-being, and demographics. The results showed that most respondents expressed satisfaction with the mental health services offered by their companies, a good work-life balance, and a sense of support from their teams and supervisors.

However, other issues surfaced, such as the need for more flexible work schedules and sporadic stress. The findings imply that although firms are making strides in promoting the well-being of their employees, more may be done, especially in the areas of stigma reduction, support system enhancement, and workplace flexibility. In order to increase employee engagement and lower burnout, the study highlights the need of establishing a good, encouraging work environment that places a high priority on mental health, provides opportunities for professional development, and encourages open communication. These results offer insightful information to companies trying to enhance their workplace policies on employee satisfaction and mental wellness.-

1. INTRODUCTION

The significance of employee mental health and well-being in relation to business process services is examined in this study. The well-being of their employees is essential to their long-term success as a major player in Indian e-commerce and a global leader in digital transformation. The goal of the study is to comprehend the intricate relationships that exist within the Flipkart process between individual mental health, company culture, and work dynamics. The project aims to find insights that enhance academic discourse and provide stakeholders with practical advice through empirical investigation and qualitative analysis. This study is important for practitioners, policymakers, and organizational leaders in addition to academics.

To have a comprehensive understanding of the topic, it is crucial to examine a range of related issues when conducting research on employee well-being and mental health. Here are some important topics to discuss:

1. Organizational Mental Health

- **Prevalence and Impact:** How common mental health issues are in the workforce and how they impact output, employee engagement, and the performance of the company as a whole.
- **Types of Mental Health Issues:** Burnout, depression, anxiety, stress, and other mental health conditions that are frequently observed in workplaces. **Stigma:** The stigma associated with mental health issues at work and how it affects workers' readiness to ask for assistance.

2. Stress and Burnout at Work

- **Stressors** include a heavy workload, a lack of control, ambiguous job requirements, a poor work-life balance, and interpersonal disputes.

- Burnout: Signs, long-term effects, and effects on performance, job satisfaction, and employee retention.

3. Work-Life Balance

- Flexibility: How flexible work arrangements (remote work, flexible hours, etc.) can promote employee well-being and how work-life balance affects mental health.
- Boundaries: With the growth of remote and hybrid work arrangements, it can be difficult to establish appropriate boundaries between work and home life.

4. Leadership and Organizational Culture

- Psychological Safety: The significance of establishing a secure environment where staff members feel encouraged and at ease when talking about mental health concerns.
- Leadership Support: How managers and leaders may use their communication, empathy, and behavior to affect workers' well-being.
- Management Training: Managers must receive training on how to identify mental health concerns and offer suitable assistance.

5. Employee Contentment and Engagement

- Connection to Well-Being: The relationship between mental health and general well-being and motivation, engagement, and satisfaction.
- Employee Recognition: The contribution of acknowledgment, gratitude, and professional growth to the establishment of a supportive atmosphere for mental health.
- Team dynamics: How relationships, cooperation, and team culture affect mental health.

6. Well-being and Physical Health

- Diet and Exercise: The relationship between physical and mental health, including the effects of sleep, food, and exercise.
- Workplace Environment: The effects of the physical surroundings, such as comfort, noise levels, ergonomics, and lighting, on mental health.
- Health Programs: The success of initiatives pertaining to health, such as mental health days, fitness competitions, or wellness resource availability.

1.1 OBJECTIVES OF THE STUDY

- To modify plans in accordance with coping strategies and individual personality factors.
- To examine flexible work arrangements in order to reduce stress and promote work-life balance.
- To improve social support at work and interpersonal connections.
- To research resilience training initiative for a healthy mental environment.

1.2 NEED OF THE STUDY

Since high stress levels can result in lower productivity, absenteeism, and higher turnover, employee well-being is essential for both performance and productivity. Encouraging mental wellness can boost an organization's financial performance and lower healthcare expenses. Job satisfaction, morale, engagement, and motivation can all be increased by cultivating a positive workplace culture that prioritizes well-being. To avoid moral and legal dilemmas, employers

must maintain a safe and healthy workplace. By lessening the stigma associated with mental illness, promoting employee well-being benefits businesses and larger social responsibility objectives.

1.3 SCOPE OF THE STUDY

Individual characteristics, the work environment, social support systems, psychological well-being, and physical health all have an impact on employee well-being and mental health. Personality qualities, coping strategies, and genetic predispositions are examples of individual factors that impact mental health, whereas job design, workload, and prospects for advancement are examples of organizational elements that impact psychological well-being. Targeted interventions to improve employee welfare and organizational outcomes are made possible by the promotion of physical health and the work environment, including workplace safety and wellness services.

1.4 RESEARCH QUESTIONS

1. Name.
2. Gender.
3. Age group.
4. How often do you feel stressed at work.
5. Do you feel your workload is manageable within your work hours.
6. How supported do you feel by your manager and colleagues.
7. Do you have a good work-life balance.
8. How often do you feel overwhelmed or anxious at work.
9. Do you feel like your contributions are valued by your team.
10. Are you able to take regular breaks during your workday.
11. How comfortable are you discussing mental health concerns with your manager or HR.
12. Do you feel you have the resources you need to perform your job effectively.
13. How often do you feel mentally fatigued after work.
14. Do you feel you have opportunities for career development and growth.
15. Are there any specific aspects of your job that contribute to your mental or emotional stress.
16. How would you rate the level of support you receive for maintaining your mental well-being at work.
17. Do you feel you can disconnect from work outside of office hours.
18. How often do you experience feelings of isolation or loneliness at work.
19. Are you satisfied with the amount of recognition you receive for your work.
20. Do you feel your employer promotes a healthy and inclusive workplace culture.
21. Are you satisfied with the mental health resources and programs provided by your employer.
22. How often do you feel you can express your concerns or feedback without fear of negative consequences.
23. What could the company do to improve your mental health and well-being at work.

2. REVIEW OF LITERATURE:

With an emphasis on clinical anxiety, sadness, and stigma reduction, E Arensman's 2023 project assesses how well the MENTUPP intervention promotes mental health in SMEs. The study will evaluate how it is applied in various cultural and contextual circumstances. E. Coppens, 2023 According to a study on mental health and well-being in SMEs, workplace health initiatives are most frequently adopted, but targeted interventions like well-being training are rarely put into practice. Employees deal with issues of stigma, discrimination, and confidentiality, and managers lack resources. Susan Waterworth, Kate Prebble, and Emily O'Connor. 2023 In New Zealand, mental health nurses deal with

pressures, burnout, and shortages. Organizations should make investments in supervision, professional development, resilience building, and individual strengths to address these issues and support high-quality care and long-lasting careers. .E.Stephanie Gilbert, Jennifer K. Dimoff, and Kevin Kelly, 2023 Research on occupational predictors, outcomes, and workplace roles for supporting positive mental health has expanded as a result of the COVID-19 pandemic's heightened awareness of employee mental health issues.Wim Veling, Lucia Valmaggia, Simon Riches, Lawson Taylor, and Priyanga Jeyarajaguru., 2023 Immersion technologies, such as virtual reality (VR), can improve workplace well-being, according to a systematic review of 17 European studies. However, caution is required because of the limited data, controlled trials, and naturalistic investigations.Heesup Han, Antonio Ariza-Montes, Hyungseo Bobby Ryu, Zia Ullah, and Naveed Ahmad (2023) According to the study, healthcare employee burnout (BUO) in Pakistan is negatively correlated with corporate social responsibility (CSR). This suggests that effective CSR practices can lower BUO while also enhancing patient care, employee morale, and organizational success. Anju Varghese Philip, K.A. Zakkariya, and Nimmi P M., 2023 Internal employability partially mediates the favorable association between an employability culture and perceived internal employability on employee welfare in Indian private IT organizations, according to the study. Mansi Wang, Minze Tang, Amir Saeed, Javed Iqbal, and Samma Faiz Rasool., 2021, The research Research Publication and Reviews International, Vol. 5, No. 5, pp. 11094–11098 The effect of a toxic workplace on employee engagement in China's small and medium-sized businesses is examined in May 2024 11095. The findings show that while organizational support increases engagement, a toxic workplace causes stress, burnout, despair, and anxiety. Junghyun Park, S. Hyun, and Jongsik Yu; 2021 In order to shed light on how epidemics affect hotel employee performance, this study uses both qualitative and quantitative methods to investigate how the pandemic has affected work stress, employee well-being, mental health, organizational citizenship behavior, and staff-customer identification. Anna Bagieńska and Helena Bulińska-Stangrecka, 2021.The COVID-19 epidemic is having an effect on workers' mental health, and adjustments to the workplace are having an effect on well-being and job satisfaction. According to a study conducted on 220 IT workers, trust and good employee relations are important factors in job satisfaction, underscoring the need of a supportive workplace during a pandemic.Johnson, Anya Samuel B. Harvey and Shanta Dey, 2020 This investigation looks at how technological advancements in the workplace impact mental health, with a focus on automation and cutting-edge technologies. It also examines the extent of work arrangement flexibility and its implications for future research, industry, government, and education.

3. RESEARCH METHODOLOGY

3.1 RESEARCH DESIGN

This study's foundation is quantitative research. It consisted of demographic information, perception of employees, and mix of open-ended and close-ended questions.

3.2 DATA COLLECTION

The questionnaire consisted of 23 questions, divided into three sections: demographic information, perception of employee well-being and mental health, and mix of closed-ended and open-ended questions were included to allow for both statistical analysis and in-depth qualitative insights. Participants were selected using random sampling from 18-60 age group. The sample size was 60, chosen to ensure statistical power. Using Google forms, the survey was conducted online. The goal of the study was explained to the participants. Quantitative data were analyzed using Google forms focusing on descriptive statistics and correlation tests.

3.3 DATA ANALYSIS

Several important discoveries regarding workplace mental health and employee well-being were uncovered by the data study. According to descriptive statistics, 82% of respondents were between the ages of 19 and 36, and the majority of respondents (62%) were female, indicating a workforce that is both gender diverse and relatively youthful. A usually balanced work environment was indicated by the fact that 40% of respondents felt capable of handling their workload within regular working hours and 45% of respondents said they had never experienced stress at work. Furthermore, 35% of workers reported feeling completely supported by their team and manager, and 40% reported receiving regular praise, highlighting the significance of interpersonal support and acknowledgment in lowering stress. 38% of respondents said they had a good work-life balance, and 40% said they could unplug from work after work, which is important for mental

health. These findings suggested that work-life balance was positive. Although there is definitely room for improvement, 38% of workers expressed satisfaction with their companies' mental health initiatives, and 35% of workers said the support they received was good.

There may be a connection between career advancement and stress reduction, as the analysis also showed that 42% of workers said they had enough of opportunity for professional progress and did not face a lot of emotional stress at work. A friendly, open workplace culture is also shown by the fact that 37% of respondents felt comfortable giving feedback without worrying about the consequences and 35% never felt alone at work. Nonetheless, 35% of respondents said they needed more flexible work schedules, suggesting that this could lessen stress. Additionally, correlation tests showed a favorable relationship between felt support and work-life balance, indicating that a supportive atmosphere enhances mental health. Overall, the results indicate that although supportive work environments are beneficial to employees, there is still need for improvement in terms of flexibility, mental health services, and isolation management.

4. FINDINGS

4.1 SUMMARY OF FINDINGS

- The majority of respondents---62% ---they are females.
- The majority of respondents---82%---fall into the age range of those 19-36.
- The majority of respondents---45%---selected never regarding the question that how frequently do they feel stressed at work.
- The majority of respondents---40%---selected most of the time that they are manageable with their workload within their regular working hours.
- The majority of respondents---35%---are fully supported by their team and supervisor.
- The majority of respondents---38%---selected good balance regarding their healthy work-life balance.
- The majority of respondents---37%---selected never regarding how do they feel overwhelmed or anxious at work.
- The majority of respondents---40%---selected always regarding appreciation by their team.
- The majority of respondents---38%---always takes adequate break throughout their workday.
- The majority of respondents ---32%---feels very comfortable about mental health concerns with their supervisors or HR.
- The majority of respondents---35%---selected yes, always regarding necessary resources they have to do their job well.
- The majority of respondents---33%---always feel drained after their work..
- The majority of respondents---42%---selected plenty of opportunities regarding their professional growth and development.
- The majority of respondents---42%---selected no, everything is fine regarding their particular aspects of their job that cause mental or emotional stress.
- The majority of respondents---35%---rate excellent regarding support they receive for their mental health at work.
- The majority of respondents --- 40%--- selected always regarding that they are able to fully disconnect from work outside of business hours.
- The majority of respondents---35%---never feel isolated or disconnected at work.
- The majority of respondents---37%---feel very happy with recognition they feel at their work.

- The majority of respondents---37%---selected strongly agree regarding the question that do they believe their employee fosters a positive and inclusive work environment.
- The majority of respondents---38%---are very satisfied with the mental health support programs offered by their employer.
- The majority of respondents---37%---selected always regarding comfortable of raising concerns or providing feedback without fear of repercussions.
- The majority of respondents---35%---selected more flexible work hours regarding the question that what company do to improve their mental health and well-being at work.

5. HYPOTHESIS

- Null Hypothesis (H0) : Flexible work arrangements, a positive company culture, and employee job satisfaction or mental health do not significantly correlate.
- Alternative Hypothesis (H1) : Workplace flexibility, a positive company culture, and employee job satisfaction or mental health are significantly correlated.

6. LIMITATIONS

There are a number of research gaps that could improve mental health and the efficacy of workplace activities. First, the study's conclusions are not as broadly applicable as they may be due to its small sample size of 50 respondents. More thorough insights would be obtained by broadening the sample to include a bigger and more varied group from various industries. Additionally, while mental health difficulties might differ greatly among industries like healthcare and technology, the research does not address industry-specific challenges. A longitudinal approach might provide a better picture of how mental health programs change over time, as the study's cross-sectional methodology also makes it difficult to identify long-term trends. The dependence on employees' self-reported support impressions without comparing them to the real resources offered by employers represents another gap.

Examining how perceived and real assistance align may provide important information about how effective a program is. Furthermore, despite evidence that management practices can have a major impact on mental health outcomes, the role of leadership styles in influencing employee well-being is seldom examined. Additionally, the study ignores regional and cultural variations that could affect workers' experiences with mental health, especially in relation to assistance and stigma. Furthermore, the study doesn't take into account how technology innovations—like automation or remote work tools—affect workers' mental health. Last but not least, the study mostly uses quantitative data, which might be enhanced by qualitative techniques like interviews to offer a more complex picture of employee experiences. Filling in these gaps would provide a more thorough understanding of workplace mental health support.

7. RECOMMENDATIONS

Here are some recommendations for enhancing workplace mental health and employee well-being based on the findings:

- **Strengthen Programs for Mental Health help:** While 35% of workers said they received great help, there is still opportunity for improvement. To provide all employees with comprehensive assistance, employers should increase their mental health resources by providing more easily available programs, counseling services, and wellness initiatives.
- **Lessen Stigma and Promote Open Discussions:** It appears that some stigma still exists because 32% of respondents said they felt comfortable talking to supervisors or HR about mental health issues. Employees may feel more comfortable talking about mental health concerns if frequent awareness initiatives are put in place and a more transparent, accepting atmosphere is determined.
- **Encourage Work-Life Balance:** Although many workers said they had a good work-life balance, it's crucial to preserve and improve this by providing remote work choices, flexible scheduling, and encouragement for

workers to completely unplug from work during downtime in order to avoid burnout.

- **Boost Support from Teams and Supervisors:** 35% of workers said they still needed more help, despite the fact that many felt supported by their teams. Supervisors should receive training on how to spot stress or burnout symptoms and proactively offer support and resources. Team ties and support can be further strengthened by providing mentorship opportunities and encouraging frequent check-ins.
- **Address Toxic Work conditions:** Organizations need to recognize and get rid of toxic work conditions in order to prevent burnout. This could entail dealing with harassment concerns, fostering greater team unity, and making sure workers feel appreciated and respected at work.

By putting these recommendations into practice, the company may see an increase in employee satisfaction, mental wellness, and overall productivity.

8. CONCLUSIONS

It is evident from the literature analysis and results that workplace mental health is a critical issue that calls for targeted interventions. A similar pattern emerges from the examined studies: mental health issues, such as stress, burnout, and anxiety, are common in a variety of industries, but efforts to address them are frequently underfunded or not properly implemented. Employees commonly cite stigma, a lack of resources, and inadequate managerial assistance as reasons for not seeking treatment, which further highlights the lack of comprehensive mental health support networks. Particularly noticeable effects of work environment elements include toxic environments and a lack of flexibility, which lead to mental health issues and decreased employee engagement. The survey's results also highlight how crucial organizational support is to workers' well-being. Employee performance and satisfaction are strongly influenced by a supportive workplace culture, acknowledgment, and sufficient mental health supports. Although some respondents still voiced worries about stress and feeling overburdened at work, a significant number of respondents indicated a helpful atmosphere and a healthy work-life balance. Furthermore, the relationship between mental health and internal employability demonstrates that creating possibilities for professional development can enhance both productivity and mental health. To sum up, companies need to give mental health programs top priority, deal with stigma, and allocate funds for staff assistance. Both companies and employees may gain from increased workplace productivity, decreased burnout, and increased job satisfaction as a result.

9. REFERENCES

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