

## Supporting Mental Well-Being in the Workplace - A Study

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### Abstract

The well-being of employees in the workplace is an important issue that currently occupies the highest level of priority in organizational research. Experiences a person has at work, whether they be emotional or social, undoubtedly have an effect not only on the person in the working domain but also in domains in which they do not work. Workers spend about a third of their time at work and continue to think about their responsibilities even after they leave the office. The provision of welfare has the potential to bring about unfavourable outcomes for both workers and organisations. If employees aren't happy and secure in their jobs, they may be less effective as a team, make poorer decisions, miss more work, and generally bring down the organization's output. Teaching workers why it's crucial to see them as whole people with complicated lives is the same as instructing them on the importance of respecting work-life harmony, which can help them better manage the responsibilities and goals of both their professional and personal lives. Both productivity and morale in the workplace will increase as a result of this. Regular stress has a deleterious effect on people's emotional and physical well-being in the workplace. Employees may experience stress from both internal and external factors. Workers are people who are employed by a business and who use their skills, knowledge, and effort to boost the profitability of that business. Successful businesses are built on the shoulders of their employees, who are the firm's foundation. Trying to make it as a professional in today's world is a difficult task. Stakeholders and potential employers have a greater need for data and tools to aid in the education process due to the rise in administrative duties. As a result of this, maintaining a healthy balance between one's personal life and one's professional life as an employee of an IT company has become a stressful endeavour, and stress can have a negative impact on one's job performance, which in turn can have a negative impact on one's everyday life. The degree of contentment that an employee derives from their work directly influences how well they perform their duties.

**Keywords:** Mental Health, Well-Being, Workplace, Employees

### Introduction

As a manager, you probably care about your employees' well-being and satisfaction with their jobs. It's not uncommon for a person's workplace to be the most regimented and stable part of their lives, and for their coworkers to become their primary social and emotional support system. This is because many people spend the majority of their weekday waking hours at work. As a result, the workplace is crucial for learning about and supporting mental health. Basic consideration for employees' mental health is now considered a necessity for any company hoping to compete in today's market. Providing workers with the resources they need to cope with the stresses of daily life and the inevitable obstacles that threaten their mental health requires investment of time, money, and energy. However, the costs of not investing in workers' emotional health are often much higher, as the data shows. Stress, along with other psychosocial issues, remains a major contributor to presenteeism in the modern workplace despite widespread "stress management" and individual support initiatives. But a person's mental health is both a strategic "resource" for the creation of economic output and a resource that is "produced" by the business itself. Work that is too demanding, a lack of resources to achieve the

set objectives, conflicting working relationships, aggressive clients, and other similar factors can all have a negative impact on an individual's mental and relationship skills, psychological well-being, and performance. Therefore, we are faced with a dilemma: the greater the emphasis placed on mental health within an organisation, the more likely it is that resources dedicated to it will be in short supply. Rather than a general decline in people's mental health, the problem may lie in the fact that the success of a business now depends more than ever on the kinds of abilities that are associated with a sound mental state. When working stress becomes overwhelming, employees are less likely to show up for their shifts or to give their full effort when they are there. This may hurt your business financially. The stress levels of workers were already quite high prior to the pandemic. Employers may also incur expenses due to workers' mental health problems, which may be triggered or made worse by stressful or inadequately supportive work environments.

### **Make a programme to recognise mental health in the workplace**

Businesses that have great programmes to help employees' mental health at work are often happy to be recognised for their efforts. This is one way that these businesses can improve their reputation scores, show that they are socially responsible, attract and keep the best employees, and change the way consumers buy things. For an organisation to be recognised as having a healthy workplace culture, it must be able to show with evidence (hard data) that it has positively affected improvements in metrics of mental health and well-being, which in turn have led to measurable business results.



This recognition must be based on proof. Bringing more attention to organisations that have successfully implemented mental health programmes can raise their profile and get them support from other employers who want to model their own programmes after the winning ones. This can be done by giving more credit to organisations that have put mental health programmes into place successfully. The Psychologically Healthy Workplace Program, which was made by the American Psychology Association, could be used to make this kind of programme to recognise employers who have great programmes.

### **Review Literature**

Major contributors to stress include work load, unpredictability, lack of feedback, and time constraints. As documented by (Adriaenssens, Prins, & Vloeberghs, 2006). One's stress levels are largely determined by one's managerial responsibilities, one's interpersonal dynamics, and the demands of one's workload. (Ahsan; Abdullah; Fie; & Alam; 2009) There are both mental and behavioural effects of stress, as it increases the prevalence of negative emotions like anxiety, fear, and nervousness while simultaneously decreasing the prevalence of positive emotions like contentment in one's work. According to a study (Goswami, 2015),. One of the main sources of stress for university workers is the continuous pressure to meet time obligations. However, it is not possible to confirm the hypothesis that the stress level of academics in universities will increase due to the research itself; rather, it is possible that a combination of research-related and other types of work contributes to this stress level. University professors' stress levels rise as a result of the increased demands of their research (Taris, Schreurs, Van, & Silfhout, 2010).

(Susruthan et. al. 2017) observed that stress is something that affects everyone at some point in their lives. When we are feeling overwhelmed and uncertain about our ability to meet the demands that have been placed on us, we commonly refer to this experience as "stress." A factor is considered a stressor if it poses a threat to either our fulfilment or our success. Many people believe that a life devoid of any stress at all would be utterly draining and, as a result, pointless, whereas others believe that a certain amount of stress is beneficial to you, and its absence can be harmful. In spite of this, stresses are truly terrible when they cause damage to both our mental and physical health. The detrimental effects that stress has are going to be the primary focus of this conversation. The majority of our attention will be directed toward the stress that people experience while at work. Anxiety and depression have been identified as major health risks associated with stress in the workplace, which is now common knowledge.

Occupational stress is affected by both organisational factors and the demands of one's job. Occupational stress is caused by a variety of factors, the most common of which are the demands of one's position as well as those of one's coworkers and the physical setting of the workplace (Kenny, 2006). Universities used to provide a more laid-back working environment for their employees in the past, but recent studies show that this is no longer the case (Tytherleigh, Webb, Cooper, & Ricketts, 2005) It's no secret that women have it harder than men when it comes to balancing personal and professional obligations (Gmelch, Wilke, & Lovrich, 1986). Bhushan, A. (2016) observed in the research paper investigates the level of gender discrimination that exists in the workplace as well as the impact that it has on the performance of the employees. The information was gathered through the use of a questionnaire and an in-depth interview with students who were randomly chosen from the top 5 private educational senior secondary schools that are located in the Gurgaon region. According to the findings of the study, discrimination against females is more prevalent in private schools than against males. Through the use of the Likert scale and the z test, we were able to analyse the effect that gender discrimination has on levels of satisfaction and motivation, commitment and enthusiasm, and stress.

(Sathana et. al. 2019) ,Preventative and remedial measures to deal with stressful situations at work have been proposed as part of an observational study. It has a short-term impact on cognition, emotion, and conduct. Workplace tension was the focus of this research. Workplace stress can temporarily affect an employee's mental and physical health. Stress is the mental and physical strain that results from discord between an individual and their external environment. In today's fast-paced world, it's natural for officials and workers to feel overwhelmed. How each individual interprets the resulting tension between the two forces determines whether or not they experience stress.

According to research by Pavithra and Deepak (2021), social media use negatively impacts productivity in the workplace. Job analysis appears to have a significant relationship with both job performance and procedural justice, as stated by Khtatbeh et al. (2020). Equally important are fair procedures and effective work results. Furthermore, procedural justice mediates the connection between job analysis and productivity. Researchers have discovered that employee loyalty is affected by both information sharing and the outcomes of employees' jobs. Using a review approach, this study found that effective talent management practises positively correlate with librarians' productivity on the job (Oluwatobi et al., 2021). Life It stands to reason that prolonged stress would negatively affect both one's mental and physical health, given the correlation between the two. An increased capacity for forgiveness is also associated with lower stress levels, which has positive effects on health (Toussaint et.al. , 2014). An increase in blood pressure and a decline in the

quality of sleep are just two of the many health issues that have been linked to stress ( Kaplan et.al. , 2012). Workplace stress is common, and it worsens when employees feel unappreciated or unsupported by management or coworkers. Therefore, finding it is essential for imposing authority over operations within an organisation. Poor job design, intolerable conditions, and lack of encouragement from superiors and coworkers are the usual culprits behind workplace stress (Divakar J. b., 2015). Workplace stress is just one example of how stress can affect your health and well-being. The stress-ridden worker will be unable to give their full attention to their duties because of the negative effects stress has on their body and behaviour. The research also shows that managers' negative stress can be eliminated through training in the management of stress factors within the organisation. To lessen the emotional toll on managers, this can be done (Jahanian , Tabatabaei, & Behdad , 2012).

### **Objective of the study**

- To find the prevailing level of mental well-being in workplace.
- To know the demographic variables & other external factors which impacts mental well-being.

### **Hypothesis Framework:**

**H1:** There is no strong significant differences between the gender-wise & the support for mental well-being in the workplace.

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**H2:** There is no strong significant differences between the age-wise & the support for mental well-being in the workplace.

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**H3:** There is no strong significant differences between the marital status-wise & the support for mental well-being in the workplace.

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**H4:** There is no strong significant differences between the experience-wise & the support for mental well-being in the workplace.

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**H5:** There is no strong significant differences between the designation-wise & the support for mental well-being in the workplace.

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### **RESEARCH METHODOLOGY**

The study makes use of both secondary and primary sources of information. The study makes use of primary data in order to understand the mental well-being level of the respondents in their place of employment. Responses were collected from individuals holding various designations within IT companies located in Delhi-NCR. For the purpose of the study, a representative group of 126 respondents from IT companies in Delhi-NCR was chosen to participate in the survey. The research was conducted using the questionnaire method, and the Likert scale was used to measure responses. The first section of the questionnaire is devoted to collecting information on the respondent's demographics, and the second section of the questionnaire seeks to determine the external factors that are responsible for the respondent's mental health. The method of random and straightforward sampling, as well as the quantitative and descriptive research design methods, were utilised in

the course of the study. Chi-square analysis has been utilised in SPSS for the purpose of data analysis, with the goal of determining the typical level of mental health enjoyed by workers in their place of employment.

**Data Analysis & Interpretation**

**Table 1 : Chi-Square Test**

		Level of Prevailing Mental Well-Being at Workplace									
Personal factors category	Particulars	Lowest	%	Medium	%	Highest	%	Total	Total %	Chi-square	P-value
Gender (M/F)	Male	18	24%	46	61.33%	11	14.67%	75	100%	10.917	.003
	Female	10	19.6%	25	49%	16	31.3%	51	100%		
Age (Yrs)	25-30	13	28.26%	27	58.69%	6	13.04%	46	100%	12.682	.020
	30-35	7	15.90%	26	59.09%	11	25%	44	100%		
	35-40	5	19.23%	13	50%	8	30.76%	26	100%		
	40 and above	3	30%	6	60%	1	10%	10	100%		
Marital Status (M.S)	Married People	18	22.5%	45	56.25%	17	21.25%	80	100%	0.195	.801
	Unmarried People	9	19.56%	27	58.69%	10	21.73%	46	100%		
Experience	Less than 5 years	10	25%	25	62.5%	5	12.5%	40	100%	5.098	.507
	5-10 years	15	25%	31	51.67%	14	23.33%	60	100%		
	10 years and above	4	15.38%	15	57.69%	7	26.92%	26	100%		
Designation	Executive	4	23.52%	11	64.70%	2	11.76%	17	100%	5.006	.543
	Manager	4	20%	10	50%	6	30%	20	100%		
	Head/ Team Leader	13	22.03%	34	57.62%	12	20.33%	59	100%		
	Others	7	23.33%	18	60%	5	16.67%	30	100%		

It was analysed in the high level category respondents that females required less support for mental well-being (14.67% ) as compared to male respondents i.e. (31.3%). While we look at medium category, the female (61.33%) required more support for mental well-being comparing to males i.e. (49%). The respondents who fall under the age group of 35-40 are required more support for well-being at workplace (30.76%) in high level category, whereas the people who are 40 and above (10%) required less mental well-being support at workplace. Similarly, in medium level category the age group 40 & above required more support for well- being (60%). The unmarried people required (21.73%) more well-being support at workplace as comparing to married people i.e. (21.25%). We can say, that almost both married & unmarried required same level of support for mental well-being at workplace. The people belonging 5-10 years of experience in high level category (23.33%) required more support for mental well-being might be the fact that few internal factors affecting a lot to them. In medium level category, less than 5 years of experience holders (62.5%) required more well-being support at workplace. Under designation particulars Mangers in the high level category (30%) required more support for mental well-being at workplace whereas in medium category executives (64.70%) required more support for mental well-being.

1) Results for the hypothesis testing indicates that the H1 i.e., “There is no strong significant differences between the gender-wise & the support for mental well-being in the workplace”, the null hypothesis rejected because P-Value is .003 which is < 0.05 & chi-square value is 10.917. 2) Results for the hypothesis testing indicates that the H2 i.e. “There is no strong significant differences between the age-wise & the support for mental well-being in the workplace”, the null hypothesis accepted because P-Value is .020 which is >0.05 & the chi-square value is 12.682. 3) Results for the hypothesis testing indicates that the H3 i.e. “There is no strong significant differences between the marital status-wise & the support for mental well-being in the workplace.”, the null hypothesis accepted because P-Value is .081 which is >0.05 & the chi-square value is 0.195. 4) Results for the hypothesis testing indicates that the H4 i.e. “There is no strong significant differences between the experience-wise & the support for mental well-being in the workplace.”, the null hypothesis accepted because P-Value is .507 which is >0.05 & the chi-square value is 5.098. 5) Results for the hypothesis testing indicates that the H5 i.e. “There is no strong significant differences between the designation-wise & the support for mental well-being in the workplace.”, the null hypothesis accepted because P-Value is .543 which is >0.05 & the chi-square value is 5.006.

**Table 2 Correlations (Cross tab Matrix)**

<b>Correlations</b>				
	Internal Factors Mental Well Being Caused within the Companies	External Factors Mental Well Being Caused within the Companies	WLB (Work Life Balance)	Performance in Job
Internal Factors Mental Well Being Caused within the Companies	2.009	.422**	.268**	.091
External Factors Mental Well Being Caused within the Companies	.422**	2.009	.398**	.301**
WLB (Work Life Balance)	.268**	.398**	2.009	.538**
Performance in Job	.091	.301**	.538**	2.009

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

There is a positive co relation with all of the variables; however, there is a weak co relation between internal factors mental well-being caused within the companies and WLB; additionally, there is a weak co relation between internal factors mental well-being caused within the companies and performance in job; this indicates that the association with internal factors causing is not strong. It has a moderate association with WLB, but it has a weak co-relation with performance in job, which means that external factors also causing stress have a weak co-relation with performance. Since external factors cause mental well being that is caused outside of companies, it has a moderate association with WLB. There is a significant correlation between WLB and performance on the job. It indicates that the WLB and the performance on the job have a strong association with one another. Thus, job satisfaction boosts performance.

**Conclusion**

Employees' general feelings and their level of satisfaction with a job's intrinsic and extrinsic values are related to workplace well-being, which is a feeling of well-being that employees get from their work. Workplace well-being is also known as workplace happiness. Positive and supportive practises in the workplace, on the other hand, can boost not only employee health but also morale, productivity, and the bottom line. Employees who report feeling supported at work are less likely to leave, which saves money. It is especially important

during the current labour shortage to attract top talent to your organisation by creating a positive work environment and making resources for mental health available to employees. Even if you have already made the decision to protect and improve the mental health of your workforce, it is not always easy to identify meaningful and actionable ways to make a difference in the workplace. This is true even if you have already made the commitment to do so. According to the findings of the study, men are an extremely important source of support for psychological health. It is of the utmost importance for all IT companies to improve their working conditions and make them more welcoming to their staff in order to raise the overall level of productivity in their organizations. According to the findings of the study, workplace stress has a positive association with both the work-life balance and occupational performance. This was found to be the case even though workplace stress is a known negative. Employees are the people who are responsible for the growth and success of the company, which in turn contributes to the growth of the nation by enhancing the knowledge and talents of its citizens. If an employee is dissatisfied with his or her job, it could lead to poor performance, which in turn could have a negative impact on the future of the nation. As a result, it is absolutely necessary for technology companies to evaluate the overall health of their staff members. In the end, it is the responsibility of both the employer and the employee to deal with the stress. due to the fact that it has an intimidating atmosphere, which may also cause stress to the employees. In today's world, the vast majority of young workers would rather enter another profession than work for an information technology company. Therefore, in order to attract effective people from other professions and in order to keep dedicated employees in the same job, their WLB level needs to be improved, and companies should take care of this by providing decent working conditions, decent salaries, and support for mental well-being in the workplace. Therefore, competent employees have a better chance of being kept on, and the overall performance of the workforce is enhanced, which leads to the development of knowledgeable leaders for the years to come.

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