

Employee Wellbeing- The driving force of change

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ABSTRACT

Indicators of healthy work spaces are productive and satisfied employees. This can be achieved only by ensuring the well being of the employees. Wellbeing is not just the result of absence of illness but the presence of a healthy and vibrant workforce. It is a sense of prosperity associated with work as a result of both the intrinsic and extrinsic values at the workplace. The soft side of the concept is that it deals with feelings of the employees, which is very delicate and subjective in nature. Employee happiness, hours of work, relationship at work, safety at workplace, compensation etc. are all factors that lead to employee wellbeing. Employee wellness is of prime importance in all sectors especially the hospitals wherein intricate care is to be taken of the customers. Utmost care is to be given to the patients so that they overcome the pain of the illness they undergo. The study aims to analyse the acceptance of the concept of wellbeing and extent to which it is practiced in select hospitals.

Key Words: Employee wellbeing, work life balance

I. INTRODUCTION

Human Resource Management has the capacity to make work more stimulating and satisfying, at the same time as making it possibly more challenging and intense. The role of employee well being in the human resources and the organizations at large has been a long standing area of interest and argument. Wellbeing at the workplace circumscribes a lot of activities, programs, policies and strategies aimed to promote both physical and psychological health. Employee wellbeing does not get confined to only the workplace. It can also be influenced by personal life outside work. Since the professional and

personal life of an individual are interlinked, wellbeing can be the result of these individually or an overlap of the two. As far as an organisation is concerned emphasis can be given to the professional life of the individual and efforts are in improving the wellness of the employee by chalking out activities and programmes for the same.

Workplace wellbeing can be achieved through the wellbeing of the employees. Since the recent years the topic of workplace wellbeing has been in discussion especially due to the aftermath of the peak covid time and its visible impacts in terms of hybrid workforce, remote working, boundaryless work culture and similar concepts. Recent reports also show that there has been a hike in the amount spent on ensuring employee wellbeing by the corporates since the last 5 years. Employee Assistance programmes, telemedicines and mental health support are the recent developments in the stream of workplace and employee well being.

The wellness journey of every individual is varied depending on their age, attitude and need. There is no comprehensive strategy for organisations to develop a workplace emphasizing employee wellness. As far as an organization is concerned they can frame general policies that embrace the needs of the majority. The key to employee well being is catering to their psychological wellness needs.

Healthcare is a sector where the work environment is highly intense and employees are to be highly vigilant. As primary contact healthcare service providers, nurses play an important role in the performance of the sector. When competition is intense in the market and players strive hard for increasing their market share by increasing service to the customers and thereby overloading their

employees, what should not be forgone is that a satisfied and happy employee will be able to contribute to the best adding volumes to the success of the organisation by creating satisfied customers.

Objectives of the Study

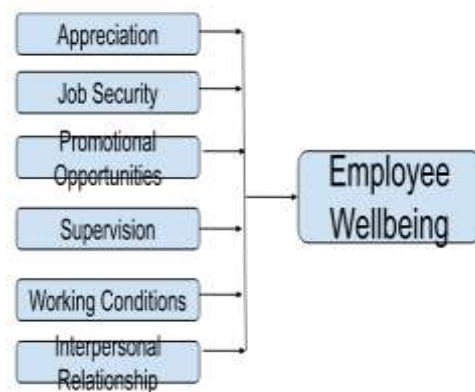
- i. To identify the importance of employee wellbeing in the workplace.
- ii. To analyse the significance of demographic factors on employee wellness
- iii. To understand the level of workplace wellness experienced by the employees

Hypothesis

- 1. H₀: Demographic factors do not have any significant influence on employee well being
- 2. H₀: The level of employee wellbeing experienced is average

II. LITERATURE REVIEW

The concept of employee well being has been analysed over the years across various disciplines and has been defined and conceptualised in varied ways. Literature on this topic can be categorised into based on their area of coverage. Well being is related to the satisfaction one feels on the intrinsic and extrinsic values of the job. This is a combo of feelings at job and personal level (Raith et al, 2020). Some focused on boosting mental health at the work space while some on the impact in personal life and the others on environmental factors at work (Award et al, 2007). Job security, financial security, health, support at work, sense of being protected and work life balance are seen as the six pillars of workplace. Health and safety at work, good work life balance, career development, better opportunities for participation and welcoming feedback were considered as the essentials for well being in working life (Grawitch et al, 2006)



Factors affecting employee wellbeing

III. METHODOLOGY

The study was carried out among nurses of selected 5 private hospitals in Kannur District. A sample of 45 respondents were collected from 2 departments involving high interaction with the customers. A well drafted questionnaire was used for eliciting the information. Likert 5 point scale was used for scoring the data. Coefficient alpha was used to establish internal consistency of the items. All the statements on wellbeing gave values above the threshold of 0.6 (Nunnally, 1978). Personal discussions were also carried out with some of them based on their availability amidst their hectic work schedule. A detailed analysis into the demographic profile of the respondents highlights that 36.8% were male and 63.2% were female. On the basis of years of experience it was significant to note that 42.5% had less than 2 years of experience and 37.4% had upto 5 years of expertise in the field and with the said organisation. 43.2% were less than 30 years of age, 34.7% were in the range of 31 - 40 years of age.

IV. ANALYSIS & INTERPRETATION

Chi Square test was used to analyse the relationship between the demographic variables ie. gender, age and years of experience and the wellbeing of the employees.

Demographic variables and Employee Wellbeing - Chi Square test

Variable	Chi Square value (p value)	Inference
Gender	2..2385 (0.511)	H ₀ is accepted
Age	13.713 (0.243)	H ₀ is accepted
Years of Experience	17.477 (0.002)	H ₀ is rejected

It can be seen that since the test statistic is above the critical point of 0.05 at 95% level of confidence, there exists no relationship between gender and wellbeing. The same applies in the case of age and employee wellbeing. Whereas years of experience seems to influence employee wellbeing. This indicates that the opinion of the nurses

regarding employee wellbeing in their concern varies with their years of experience in the firm. The mean score percentage of the level of wellbeing were calculated and results classified into three levels viz. high, average and poor. To test if the sample information exists in the population, the hypothesis was formulated.

Mean, Standard deviation and z value for wellbeing

Variable	N	Mean	Standard Deviation	Mean% Score	CV	z	p value
Employee Wellbeing	45	4.03	0.72	60.67	21.13	11.452	<0.001

The mean percentage score level of employee well being is 60.67% which indicates that level of wellbeing is average. The CV indicates that this score is not stable as the value is more than 20%. One sample Z test was used and it can be seen that the p value is less than 0.05 which indicates that the test is significant. Hence the null hypothesis is rejected and it can be concluded that the level of wellbeing among nurses was greater than average. This indicates that the said hospitals are to an extent trying to incorporate the concept of employee wellness at their workplace.

V. FINDINGS

Nurses from all the selected organisations have acknowledged the importance of the supportive role to be rendered by the managers.

Work overload, miscommunication, lack of support and care, watertight compartments at work etc. were some of the factors that tend to hinder the wellbeing of the nurses.

Gender is not an influence factor in determining the employee wellness experienced by the employees.

Wellbeing experienced by the nurses does not tend to vary with their age.

Employee well being varies with the years of experience of the nurses. The more the experience at the concern the better they are to experience wellbeing.

Analysis proved that the nurses experience an above average level of wellbeing in the organisation.

VI. SUGGESTIONS

Developing a team spirit at the workplace will help in imbibing a sense of belongingness in the employee.

A holistic approach is to be taken as far as employee engagement is concerned. Employee

recognition, appropriate feedback etc. can be adopted to improve wellness.

A slightly twisted adage, the way to a person's heart is through the stomach goes well here. Providing healthy meals to all employees will also be a good gesture towards fostering their wellness.

Employees are burdened by loans and other financial commitments. Providing proper assistance to the employees in making sound financial decisions can help in making the employer more appealing.

Providing a platform for employees to get psychological counseling and an assurance that they are cared for will do wonders. Being hospitals it would be easy to cater to it as the resources are handy. But what is needed is the initiative from the side of management to invest in the welfare of its internal customers.

Welcoming the ideas and suggestions that pop up as a result of their first hand experience interacting with the customers, makes them feel wanted at the work space.

VII. CONCLUSION

Compared to the earlier days employee wellbeing has grown more vital. Support rendered from co-workers help in making a work place happier and in creating a magnetic effect towards it such that employees look forward to be engaged with. This has a long term impact of creating a better work life balance ie. better balance between the personal and professional spheres of life. Employees experiencing higher levels of wellbeing at the workplace tend to be ready to go that extra mile for finishing the work and addressing issues where their opinions could do wonders. There will be greater drift from the attitude of "that's not my area" towards "let me see, if I can contribute". The analysis of the study carried out among the nurses

of private hospitals helped in arriving at the conclusion that employee wellbeing is highly significant for the success of every organisation. Organisations in future would have to cater to diversified wellness benefits so as to reduce absenteeism, improve satisfaction, minimise employee disengagement and thereby foster a healthy corporate culture.

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