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AN EXPLORATORY STUDY ON IMPACT OF WELLBEING PROGRAMS ON EMPLOYEE PERFORMANCE IN SELECTED IT COMPANIES IN DELHI/NCR

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ABSTRACT

In the present times organizations are competing on the global platform, for this they need to prepare a strong work force. IT companies has been taking interest in the health and wellbeing of the workforce. Taking care of the workforce health is not only a healthcare cost but they are the expansion of various other dimensions like absenteeism, performance and productivity. The physical, mental and social health of the employees have direct relation to the organization growth in IT companies in India. The present study focuses on, the need for wellbeing of the employees at workplace and the initiatives of wellbeing taken by IT companies. In IT sector many companies focus on developing a culture of wellbeing in the organization and continuous efforts are being made, as for the company's employees are equally important as the customer. The organizations believe that if the employee is happy, they will put in maximum efforts to achieve organizational goal and the organization can competitive success along with the employees.

KEYWORDS

employee wellbeing, wellbeing initiatives, employee productivity, work ability, global competency, employee motivation.

JEL CODES

M14, M52, M54, J28.

INTRODUCTION

Employee wellbeing initiatives helps the employee to perform better. If the employees are able to achieve a good health they will be able to make a proper balance in work and life. Wellbeing program in the companies gives practical and emotional support to employee to have better mental health, physical health, financial wellbeing and social wellbeing. Wellbeing initiatives plays a vital role in flourishing a healthy workforce in the organization. Wellbeing programs at work benefit the society and the working individuals to feel happy, competent and satisfied.

WELLBEING

The term wellbeing is used in many multi-culture organization as an initiative to empower the employees by improving their health. This include a holistic approach to improve physical, mental and social health of the employees through various activities designed for them. Miller (2016) concludes that those organizations who have wellbeing at its core, are more productive and achieve higher business profits. Miller also focuses on effective wellbeing, if the companies wants their employees to be more productive, as all wellbeing programs does bear a cost.

EMPLOYEE WELLBEING

The wellbeing initiatives taken by the IT companies focuses on the following parameters:

1. Mental health: Assistance or consultation is provided on mindfulness, depression, anxiety, anger management and eating disorders. The activities involved are meditation and yoga for employees, this help in achieving good mental health.
2. Physical health: It is very essential for overall wellbeing of the employee. It focuses on lifestyle and provide guidance on do's and don'ts in lifestyle. The assistance is provided to cope with illness, on pregnancy, improving fitness and menopause. Many organizations provide sports based activities, fitness sessions to the employees to keep their physical health in good condition.
3. Financial wellbeing: It is related to financial planning by the employees. The organization provide guidance and assistance to the employee to effective plan their finances to secure the future and reap maximum benefits by making better investments.
4. Social wellbeing: It is not just having a packed social calendar but it's about connecting with the community, creating a strong support network and looking out for each other. The diversity and inclusion initiatives play a major role in bringing employees on a common platform and having a stronger bond.

EMPLOYEE WELLBEING INITIATIVES

To achieve the above wellbeing goals for the employees, the companies have

- Employees assistance program:
- Workshop and Programs
- Wellbeing apps
- Workplace wellbeing groups
- Awards and recognition for performing well in these programs
- Experience sharing with other employees on the benefit of wellbeing program

REVIEW OF LITERATURE

According to Maslow (1943), the hierarchy of need, the highest level of needs that is self-actualization has the most impact on productivity. Maslow's theory of motivation is cited as a general description of the priorities of what humans need and want. Maslow's theory of hierarchies of needs and motivation has proven helpful in the context of perspectives on growth and quality, as Maslow emphasized the potential of every human being. According to Maslow, the individual is seen as the most important actor, and his/her individual agency supersedes other motivations of action. Maslow believed that every person has a strong desire to realize his/her full potential, to reach the level of self-actualization.

O'Donnell (2002), claimed that wellbeing programs at work place enhances productivity. He stated that human performance is higher when people are physically and emotionally able to work and want to work. Thus higher human performance leads to higher productivity.

MacLeod and Clarke (2015), has given Engage for success approaches, this explains that positive employee engagement is related to higher level task performance, sense of achievement and ability to participate in workplace decisions. The research of MacLeod and Clarke shows the linkage between wellbeing and engagement and its impact on the performance in the organization.

NEED OF THE STUDY

In today’s service based economy, every organization needs their employees to be healthy, competent, motivated and productive. For this wellbeing initiatives at work is relevant and it has implication on the competitive advantage.

STATEMENT OF THE PROBLEM

A well-defined statement of the problem is important to understand the nature and scope of the study. The statement of the problem for present study is- Impact of wellbeing programs on employee performance in selected IT companies in Delhi/NCR.

OBJECTIVES OF THE STUDY

1. To study the importance of wellbeing programs for employees of IT companies.
2. To study the impact of wellbeing programs on employee performance.
3. To find the impact of wellbeing programs to increase employee productivity.
4. To study the impact of yoga and meditation on improving mental health of the employee.
5. To find the impact of sports activities on employee’s physical fitness.
6. To observe benefits of wellbeing initiatives for employees and their families.
7. To find the advantage of wellbeing programs to organizations to achieve competitive edge in the global competition.
8. To motivate employees through wellbeing programs.

SCOPE OF THE STUDY

The present study will help in understanding the importance of wellbeing programs in IT companies to improve performance and productivity of the employee, which will ultimately help in achieving global competencies. The study is conducted in IT companies in Delhi/NCR.

HYPOTHESIS

- H1-There is significant impact of wellbeing programs on employee performance.
- H2- There is significant impact of wellbeing on employee job satisfaction.

RESEARCH DESIGN

It is the blueprint of the research. It includes collection of data, tools and techniques used during the survey and deriving inferences from the data collected by the researcher. To find the impact of wellbeing on employees, it was necessary to get the insight into the initiatives by the IT companies to achieve organizational goals.

Type of research- It is explorative in nature.

SOURCES OF DATA COLLECTION

The data was collected through primary and secondary sources. Primary data was collected through an interview and survey based on a structured questionnaire and secondary data was collected through various journals, books, reports and published electronic sources.

Sample technique- Convenient sampling technique is used.

Sample size- 60 respondents.

Sample Area-Delhi/NCR

STATISTICAL TOOL FOR ANALYSIS

For the analysis of data collected Chi square test method is used.

FINDINGS

Through this study it has been found that wellbeing at workplace plays a vital role for the organization and the employees. As the wellbeing programs helps both the organization and employees to achieve competencies through improved performance, productivity and better work life balance.

It has been observed by many organizations that yoga, meditation, sports activities and other physical activities help the employees in achieving overall good health, which ultimately contribute in the employee and organizational competencies.

Though it has been observed that organizations are continuously making efforts for employee wellbeing, but the cost of wellbeing program is biggest constraint. The effective wellbeing program is a win-win situation for the organization while a poor wellbeing program is loss on cost and employee front.

It is observed that there is lack of motivation among employees towards wellbeing initiatives, this might be to lack of confidence in the effectiveness and success of these programs. It has been found that in the study that both organization and employees agrees on the importance and long term benefits of the wellbeing programs.

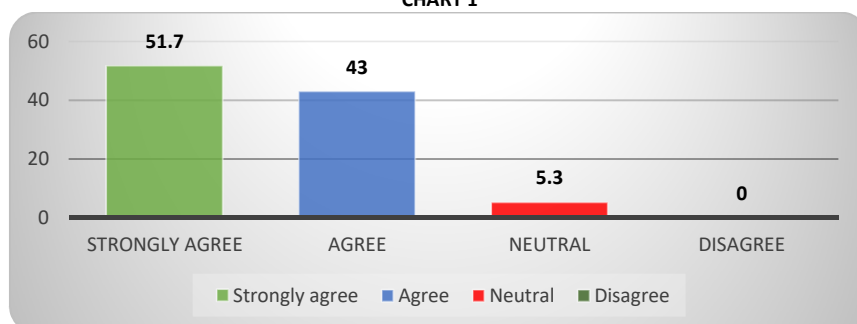
HYPOTHESIS 1: THERE IS SIGNIFICANT IMPACT OF WELLBEING PROGRAMS ON EMPLOYEE PERFORMANCE

TABLE 1: WELLBEING AT WORKPLACE HELP PERFORM BETTER BY COPING UP WITH WORK PRESSURE, HAVING BETTER WORK LIFE BALANCE

Options	Frequency	Percent
Strongly agree	31	51.7
Agree	26	43
Neutral	3	5.3
Disagree	0	0
Total	60	100

Source: Primary data

CHART 1



Source: Primary data

TABLE 2

Scale	f%	O	E	O _{ij} -E _{ij}	(O _{ij} -E _{ij}) ²	(O _{ij} -E _{ij}) ² /E _{ij}
Strongly agree	51.7	31	15	16	256	17.07
Agree	43	26	15	11	121	8.07
Neutral	5.3	3	15	-12	144	9.6
Disagree	0	0	15	-15	225	15
					Chi value	49.74

Source: Primary data

Interpretation- As per the study 51.7% strongly agree and 43% agree on the fact that wellbeing programs are important in achieving better performance and work life balance. As per the calculated part, we found that the calculated value of X² (49.74) is greater than the tabular value of 7.81. This states that the difference is more significant.

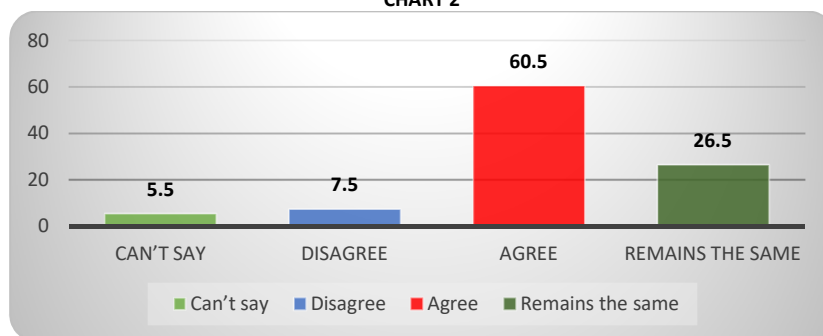
HYPOTHESIS 2- THERE IS SIGNIFICANT IMPACT OF WELLBEING ON EMPLOYEE JOB SATISFACTION

TABLE 3: WELLBEING AT WORKPLACE HELPS IN ACHIEVING JOB SATISFACTION

Options	Frequency	Percent
Can't say	3	5.5
Disagree	5	7.5
Agree	36	60.5
Remains the same	16	26.5
Total	60	100

Source: Primary data

CHART 2



Source: Primary data

TABLE 4

Scale	f%	O	E	O _{ij} -E _{ij}	(O _{ij} -E _{ij}) ²	(O _{ij} -E _{ij}) ² /E _{ij}
Can't say	5.5	3	15	-12	144	9.6
Disagree	7.5	5	15	-10	100	6.67
Agree	60.5	36	15	21	441	29.4
Remains the same	26.5	16	15	1	1	0.07
					Chi value	45.74

Source: Primary data

Interpretation- The response of the employee regarding the impact of wellbeing programs on job satisfaction explains that an effective wellbeing program can help in achieving job satisfaction along with other factors. The study shows 60.5% agrees and 26.5% says that it remains the same. As per the calculated part, we found that the calculated value of X² (45.74) is greater than the tabular value of 7.81. This states that the difference is more significant.

SUGGESTIONS

- The IT companies must motivate employees to participate in wellbeing programs.
- The organization must ensure the regularity of the sessions of yoga and meditation, and also ensure the participation of the employees.
- The sports activities and other physical activities should be organized keeping in view the interest of the employees.
- Those employees who have been good sports person, they must be supported to showcase their talent and motivate other employees to participate.
- The employees should be rewarded for participating and performing well in wellbeing activities conducted by the company.
- The companies should focus more on social wellbeing activities; the employees should be involved in activities which contribute to the society. This promotes sense of belongingness among employees and it gives psychological satisfaction to the employees.
- The organizations should focus on effectiveness and quality of wellbeing programs by employing better tools to measure wellbeing and tools to implement the wellbeing programs.
- There is needed an effective feedback mechanism to track the impact of wellbeing efforts for the employees.
- The company must keep the record of the employee's visit to psychiatrist/ counsellors, and administer the needed support/treatment for the employee.
- The organizations must conduct town hall meetings to make aware employees about the efforts made by other employees in wellbeing programs.
- The organization must share success stories of wellbeing programs through publication of the company and various employee sessions to motivate employees.

LIMITATIONS

- Sample size was small and restricted to sixty respondents only.
- The study was restricted to limited area.
- The respondents were reluctant to respond.
- Time and cost involved is the major constraint of this research.

CONCLUSION

The study shows the implication of wellbeing programs on employee's performance and productivity. In order to have globally competent work force, the health and wellbeing of the employee is must for IT companies. On the other hand, wellbeing programs promote the organization's brand image. An effective and structured wellbeing program will build a stronger workforce which can help the organization achieving the organizational goals and build a brand image of the organization.

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