



## A Study on Employee Well-Being and Mental Health at Business Process Services

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### ABSTRACT

This research looks at the mental health and well-being of workers at business process services. It highlights the difficulties that employees encounter and offers solutions for striking a good work-life balance. The study employs a mixed-methods approach, using data analysis, interviews, and surveys, to investigate the intricate interplay among work demands, individual variables, and organizational support structures. The results show that while workers handle their work obligations, they also maintain a careful balance between their personal and professional lives. The report highlights how crucial it is for companies to have supportive policies and practices that put workers' health and happiness first. Proactive steps that improve corporate performance and foster employee well-being include stress management programs, mental health resources, and flexible work schedules. The report promotes ongoing employee well-being prioritization as

**KEYWORDS:** Employee engagement, Mental health, Employee well-being, Employee satisfaction, Workplace environment, Promoting leadership

### INTRODUCTION

This study explores the importance of employee well-being and mental health in the context of the business process services. As a global leader in digital transformation and a leading e-commerce giant in India, the welfare of their workforce is crucial for sustainable success. The research aims to understand the complex interplay between work dynamics, organizational culture, and individual mental health within the Flipkart process. Through empirical investigation and qualitative analysis, the study seeks to uncover insights that enrich scholarly discourse and offer actionable recommendations for stakeholders.

The significance of this study extends beyond academia to practitioners, policymakers, and organizational leaders. In a world characterized by volatility, uncertainty, complexity, and ambiguity (VUCA), prioritizing employee well-being is a strategic imperative that drives employee satisfaction, retention, organizational performance, and societal impact. The study aims to illuminate the path towards a healthier, more supportive, and ultimately prosperous workplace ecosystem within business process services.

### REVIEW OF LITERATURE

**E Arensman's 2023** study evaluates the effectiveness of the MENTUPP intervention in promoting mental health in SMEs, focusing on clinical anxiety, depression, and stigma reduction. The study will assess its implementation across different contexts and cultures. **E Coppens ., 2023** A study on mental health and wellbeing in SMEs revealed that measures to create healthy workplaces are most used, but specific interventions like wellbeing training are rarely implemented. Managers lack resources, and employees face confidentiality, discrimination, and stigma concerns. **Emily O'Connor, Kate Prebble, Susan Waterworth . 2023** Mental health nursing in New Zealand faces shortages, burnout, and demands. To address these, organizations should invest in professional development, resilience building, supervision, and individual strengths, promoting quality care and long-lasting careers. **E. Kevin Kelloway, Jennifer K. Dimoff, and Stephanie Gilbert., 2023** The COVID-19 pandemic has increased awareness of employee mental health issues, prompting research on occupational predictors, outcomes, and workplace roles for promoting positive mental health. **Simon Riches, Lawson Taylor, Priyanga Jeyarajaguru, Wim Veling & Lucia Valmaggia., 2023** The systematic review of 17 European studies found that immersive technologies like virtual reality (VR) can promote workplace wellbeing, but caution is needed due to limited data, controlled trials, and naturalistic studies. **Naveed Ahmad, Zia Ullah, Hyungseo Bobby Ryu, Antonio Ariza-Montes & Heesup Han., 2023** The study reveals a negative correlation between corporate social responsibility (CSR) and healthcare employee burnout (BUO) in Pakistan, suggesting that strong CSR practices can reduce BUO, improve patient care, staff morale, and organizational success. **Nimmi P M, K.A. Zakkariya, Anju Varghese Philip ., 2023** The study analyzes the impact of an employability culture and perceived internal employability on employee wellbeing in Indian private IT companies, finding a positive relationship, with internal employability partially mediating this relationship. **Samma Faiz Rasool, Mansi Wang ,Minze Tang ,Amir Saeed and Javed Iqbal ., 2021**, The study

explores the impact of a toxic workplace environment on employee engagement in China's small and medium-sized enterprises, revealing that a toxic environment leads to stress, burnout, depression, and anxiety, while organizational support enhances engagement. **Jongsik Yu; Junghyun Park; S. Hyun; 2021** This study explores the impact of the pandemic on work stress, employee well-being, mental health, organizational citizenship behavior, and employee-customer identification using qualitative and quantitative approaches, providing insights into the effects of epidemics on hotel employee performance. **Helena Bulińska-Stangrecka; Anna Bagińska; 2021.** The COVID-19 pandemic is impacting employees' mental health, with changes in the working environment impacting well-being and job satisfaction. A study on 220 IT employees found that positive employee relations and trust contribute to job satisfaction, highlighting the importance of a supportive work environment during a pandemic. **Anya Johnson Shanta Dey, and Samuel B Harvey ., 2020** This analysis examines how workplace developments driven by technology affect mental health, with a particular emphasis on automation and cutting-edge technologies. It also looks at how flexible work arrangements are and what it means for industry, government, education, and future research.

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## OBJECTIVES OF THE STUDY

- To tailor plans to individual personality traits and coping mechanisms.
- To analyze flexible work policies for work-life balance and stress reduction.
- To enhance interpersonal relationships and workplace social support.
- To study resilience training programs for positive psychological climate.

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## NEED OF THE STUDY

Employee well-being is crucial for productivity and performance, as high stress levels can lead to decreased productivity, absenteeism, and increased turnover. Promoting mental health can reduce healthcare costs and improve organizations' bottom line. Fostering a positive workplace culture that values well-being can boost job satisfaction, morale, engagement, and motivation. Employers must ensure a safe and healthy work environment to prevent legal and ethical issues. Promoting employee well-being benefits organizations and broader social responsibility goals by reducing stigma surrounding mental illness.

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## SCOPE OF THE STUDY

Employee well-being and mental health are influenced by individual factors, organizational environment, social support networks, psychological well-being, and physical health. Individual factors like personality traits, coping mechanisms, and genetic predispositions influence mental health, while the organizational environment, including job design, workload, and growth opportunities, affects psychological well-being. Physical health and the work environment, such as workplace safety and wellness resources, promote physical health, allowing for targeted interventions to enhance employee welfare and organizational outcomes.

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## RESEARCH METHODOLOGY

The research design adopted in this study is Descriptive Research. Descriptive research is a search method describing the characteristics of the population or phenomenon studied. The primary data collection techniques used in this study is QUESTIONNAIRE METHOD. In this study, the major questionnaire technique used is Close Ended Questions. The sampling method used in this study is PROBABILITY SAMPLING. Probability sampling is a sampling technique where a researcher selects a few criteria and chooses members of a population randomly. The sampling technique used in this study is Simple Random Sampling. The sample size for this study is determined using KREJCIE AND MORGON TABLE. The sample size for this study is 152, which is derived from the total number of employees in the organization, i.e., population(N) of 250. The collected data has been analyzed by the following statistical tool: Mann-Whi-tney U Test ,Kruskal Wallis H Test, Correlation, Chi - square.

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## SUMMARY OF FINDINGS

- Majority it is found that 60% of the respondents are male.
- Majority it is found that 41% of the respondents belong to the age group of below 25.
- Majority it is found that 51% of the respondents education level is Under Graduate.
- Majority it is found that 45% of the respondents are earning below 200000.
- Majority it is found that 60% of the respondents are unmarried.
- Majority it is found that 48% of the respondents are neutral about how much do they agree that their genetic habit impact their mental health in the workplace.

- Majority it is found that 75% of respondent are selected yes regarding the question that do you feel that your personality traits positively influence your well-being at work.
- Majority it is found that 41% of respondent are selected moderately regarding that to what extent do they feel that their job aligns with your personal values and goals.
- Majority it is found that 52% of respondent are selected no regarding the coping mechanisms to deal with work-related stress.
- Majority it is found that 35% of respondent are selected moderate regarding how well do they believe their past experiences contribute to their mental health in the workplace.
- Majority it is found that 34% of respondent are selected neutral regarding workload in their current role.
- Majority it is found that 66% of respondent are selected yes that they believe that the organizational culture supports employee well-being.
- Majority it is found that 36% of respondent are satisfied with the opportunities for growth and development provided by their organization.
- Majority it is found that 51% of respondent are selected yes that they believe their organization's leadership is in promoting employee well-being.
- Majority it is found that 24% are said that workload is important ,29% are said that work-life balance policies are most important, 26% are said that organization culture is important, 28% are said that leadership style is most important and 25% are said communication channels are unimportant as well as most important for overall well-being.
- Majority it is found that 41% of respondent are selected sometimes regarding their engagement in social activities with their colleagues outside of work.
- Majority it is found that 67% of respondent are selected yes that they feel comfortable seeking help from their supervisor when facing challenges at work.
- Majority it is found that 38% of respondent are selected neutral regarding the clarity of communication within their organization.
- Majority it is found that 41% of respondent are selected satisfied regarding the level of support you receive from your coworkers and supervisors.
- Majority it is found that 59% of respondent are selected yes regarding participation in team- building activities organized by the company.
- Majority it is found that 48% of respondent are selected sometimes regarding how often do they experience feelings of stress in their current job
- Majority it is found that 39% of respondent are selected neutral regarding how satisfied are you with your overall sense of purpose and meaning in your work.
- Majority it is found that 63% of respondent are selected yes regarding that they have any kind of activities to reduce their stress in their organization.
- Majority it is found that 36% of respondent are selected moderately well regarding how well do they believe they can manage their emotions in challenging work situations.
- Majority it is found that 34% of respondent are selected satisfied regarding their satisfaction with their performance appraisals in their organization.
- The Kolmogorov-Smirnov test for normality was conducted on the sample data, and it is found that the significance value (P value) is less than 0.05 i.e.,  $P < 0.05$ . Therefore, the null hypothesis that the sample follows a normal distribution was rejected. The alternative hypothesis is accepted. The sample data deviates from the normal distribution.
- The Mann – Whitney U test was conducted on the sample data , and it is found that the significance value (P value) for all the variables is more than 0.05 i.e.,  $P > 0.05$ . Therefore, the null hypothesis (H0) is accepted. There is no statistically significant difference between the mean rank of male & female with respect to the variables individual factors,organizational environment,social support networks and psychological well-being.The alternative hypothesis is rejected.
- The Kruskal Wallis H test was conducted on the sample data, and it is found that the significance value (P value) for the variables social support networks and psychological well-being is more than 0.05 i.e.,  $P > 0.05$ . Therefore, the null hypothesis (H0) is accepted. There is no statistically significant difference between the age of the respondents with respect to the variables social support networks and psychological well-being . So, the alternative hypothesis is rejected. The significance value (P value) for the variables individual factors and organizational environment is lesser than 0.05. Therefore, the null hypothesis (H0) is rejected. There is statistically significant difference between the age of the respondents with respect to the variables individual factors and organizational environment.The alternative hypothesis(H1) is accepted.
- Since, the sample data follows non parametric test, Spearman rank correlation is used. Its is observed that the variables are positively correlated, since the correlation coefficient is more than 0.05. Therefore, null hypothesis is rejected. Alternative hypothesis is accepted.
- The Chi Square test was conducted on the sample data, and it is found that the significance value (P value) for the variable is less than 0.05 i.e.,  $P < 0.05$ . Therefore, the null hypothesis (H0) is rejected. Therefore, there is a dependency between individual factors. So, the alternative hypothesis is accepted.

- The Chi Square test was conducted on the sample data, and it is found that the significance value (P value) for the variable is less than 0.05 i.e.,  $P < 0.05$ . Therefore, the null hypothesis ( $H_0$ ) is rejected. Therefore, there is a dependency between organizational environment. So, the alternative hypothesis is accepted.
- The Chi Square test was conducted on the sample data, and it is found that the significance value (P value) for the variable is less than 0.05 i.e.,  $P < 0.05$ . Therefore, the null hypothesis ( $H_0$ ) is rejected. Therefore, there is a dependency between social support system. So, the alternative hypothesis is accepted.
- The Chi Square test was conducted on the sample data, and it is found that the significance value (P value) for the variable is less than 0.05 i.e.,  $P > 0.05$ . Therefore, the null hypothesis ( $H_0$ ) is accepted. Therefore, there is no dependency between psychological well-being. So, the alternative hypothesis is rejected.

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## SUGGESTIONS

It will be better to setup a small play area whether it could be indoor or outdoor games for employee refreshment. Allocating time for better training practices about the applications, that provided for the employee development beyond the process. Availability of a better roster of team leader's will make resource management group easier for scheduling the operational round interviews for candidates. All the level of employees, especially agents should not be treated as only target runner. The conversations which is happening between the team leaders and the agents should be recorded, so that it could be easier to solve most of the unnecessary problems for human resource - business partner. Most important suggestion is to consider an employee health as an important factor and provide them with necessary facilities in the form of policies. The leadership style should be in the way of promoting employee well-being. Providing non-monetary benefits equally for all the agents could be an encouraging and motivating factor for the success of the project.

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## CONCLUSION

In conclusion, the study reveals that while employees are resilient in their professional responsibilities, they also need to maintain a balance between their mental and emotional health. It emphasizes the importance of organizational policies and practices that prioritize employee well-being, fostering a supportive environment where individuals feel valued and equipped with resources. Proactive measures like stress management programs, mental health resources, and flexible work arrangements can help employees maintain this balance. The study concludes that fostering a culture of well-being is not only moral but also strategic for organizations. By investing in the holistic health of their workforce, business process services division can cultivate a resilient, engaged, and high-performing team.

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