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# A STUDY ON IMPACT OF THE WELLNESS PROGRAMS ON EMPLOYEE HEALTH PRODUCTIVITY AND OVERALL JOB SATISFACTION

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## ABSTRACT:

The research examined the effects of wellness programs, including mental health days off and peer support networks, on employee well-being and organizational performance. Analysis of data from 80 employees revealed favourable reactions to these programs. The study recommends that organizations explore adopting customized wellness initiatives to foster a healthier and more efficient workforce.

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## INTRODUCTION:

Business consultancy is a multifaceted and specialized field that is focused on assisting organizations in improving their overall performance and operational efficiency. Consultants in this field possess expertise in various areas such as management, finance, marketing, operations, human resources, and information technology. They engage in a wide range of activities including conducting comprehensive assessments, analyzing complex data sets, developing tailored strategies, providing support with strategy implementation, and offering continuous monitoring and evaluation to ensure sustained business success. Engaging in business consultancy offers several advantages to organizations. It provides access to specialized expertise in diverse areas, leading to improved operational efficiency, informed decision-making, enhanced strategic planning, and the ability to adapt to dynamic market changes. Furthermore, businesses benefit from optimal resource utilization, ensuring that their resources are utilized effectively and in alignment with their strategic objectives.

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## REVIEW OF LITERATURE:

- **Stewart et al. (2003)** “The American Productivity Audit investigates the impact of health conditions on the U.S. workforce”. The investigation finds personal and family health-related absenteeism results in an average of 2 hours per week of lost productive work time per worker. This lost productivity costs U.S. employers an estimated \$226 billion annually.
- **Steiner, Cavender, Main, & Bradley (2004)** “The study assesses health-related quality of life among cancer patients, particularly regarding their work life”. Finds health conditions, particularly cancer, significantly impact the work life and overall quality of life of affected individuals, leading to unemployment, reduced working hours, and limited work capacity.
- **Aust and Ducki (2004)** defines “Review of comprehensive wellness programs focusing on health circles in Germany”. The study examines health circle participants showed high satisfaction, improvements in working conditions, and reductions in absenteeism due to sickness.
- **Addae and Wang (2006)** have established a negative relationship between the employee commitment and stress and positive relationship between the job-related well-being and affective commitment.
- **Ongori H. (2007)** described employee commitment as an effective response to the whole organization and the degree of attachment or loyalty employees feel towards the organization.
- **Richardson and Rothstein (2008)** states Stress management interventions categorized into five types: cognitive-behavioural, relaxation, organizational, multimodal, and alternative interventions. In their findings Cognitive-behavioural interventions showed the most significant change, followed by alternative interventions. Relaxation interventions were moderately effective, while multimodal and organizational interventions were less effective.
- **Parks and Steelman (2008)** “Meta-analysis of fitness-oriented and comprehensive wellness programs assessing job satisfaction and absenteeism”. The study finds both fitness-oriented and comprehensive wellness programs showed non-trivial effects on job satisfaction and absenteeism.
- **Baicker, Cutler, and Song (2010)** “Meta-analysis of wellness programs focusing on smoking or obesity, assessing absenteeism and medical costs. Significant savings were observed in both absenteeism and medical costs, indicating considerable benefits for large firms”.

- **Baicker, Cutler, and Song (2010)** the study examines the cost and savings of wellness programs through quantitative analysis of literature. Finds on average, for every dollar spent on wellness programs, medical costs fell by about \$3.27, and absenteeism costs decreased by about \$2.73. Large organizations tend to benefit more readily from these programs than smaller ones, yet overall, wellness programs can improve employee health and generate cost savings for organizations.

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## OBJECTIVE OF THE STUDY:

### PRIMARY OBJECTIVES:

To identify overall well-being and productivity, to assess and maintain a state of optimal physical, mental and social well-being in an organization.

### SECONDARY OBJECTIVES:

1. To analyze the proportion of employees who engage in physical activity.
2. To evaluate Tobacco use by employees.
3. To suggest mental and emotional health status of employees.

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## LIMITATION OF THE STUDY:

- **Sample size:** If the study only includes a small subset of employees, the findings may not be representative of the entire workforce.
- **Generalizability:** Results may not be applicable to other companies or industries due to differences in organizational culture, demographics, or policies.
- **Self-reporting bias:** Reliance on self-reported data from employees may introduce biases such as social desirability or recall errors.
- **Lack of control group:** Without a comparison group, it may be difficult to determine whether observed effects are solely due to the wellness practices or other factors.
- **Limited scope:** The study may focus on specific wellness initiatives or outcomes, overlooking other important aspects of employee health and well-being.
- **Time constraints:** The study may only capture a snapshot of employee wellness practices, failing to account for changes over time or long-term effects.
- **Short-term effects:** The study may only capture immediate impacts of wellness practices, overlooking longer-term benefits or challenges.
- **Contextual factors:** The effectiveness of wellness practices may vary based on factors like organizational culture, industry norms, or geographical location, which may not be fully accounted for in the study.
- **External influences:** Factors outside the workplace, such as personal health habits, family dynamics, or community resources, may influence employee wellness outcomes but are difficult to control for in the study.

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## ORGANISATION PROFILE

"QuessCorp Ltd. is a globally recognized provider of business services, committed to delivering cutting-edge solutions that enhance operational efficiency and foster sustainable growth for businesses around the world. Established in 2007, QuessCorp has become a reliable ally for organizations aiming to streamline their operations, boost productivity, and access new pathways to success. With a strong emphasis on quality, innovation, and client satisfaction, QuessCorp continues to revolutionize the outsourcing industry and influence the future of business services."

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## Research Methodology

The study used a survey to collect data from 80 employees of QuessCorp Ltd and examine the impact of wellness initiatives on employee well-being and organizational outcomes. Key findings include positive responses to mental health days off, resilience training, and peer support networks. The study emphasizes the importance of tailored wellness programs in enhancing employee health and productivity. However, limitations such as a small sample size and potential bias should be considered when interpreting the results.

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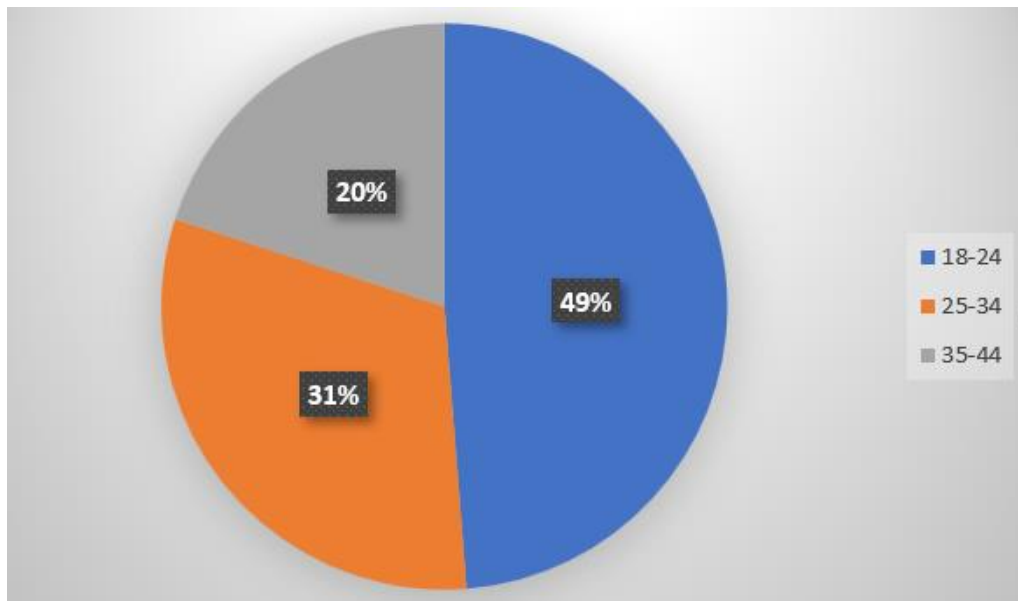
## Data analysis & Interpretation

### ANALYSIS AND INTERPRETATION OF THE DATA

**TABLE NO: 1**  
**AGE OF THE RESPONDENT**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
18-24	39	48.8%
25-34	25	31.2%
35-44	16	20%
<b>TOTAL</b>	<b>80</b>	<b>100%</b>

**CHART NO: 4.1**



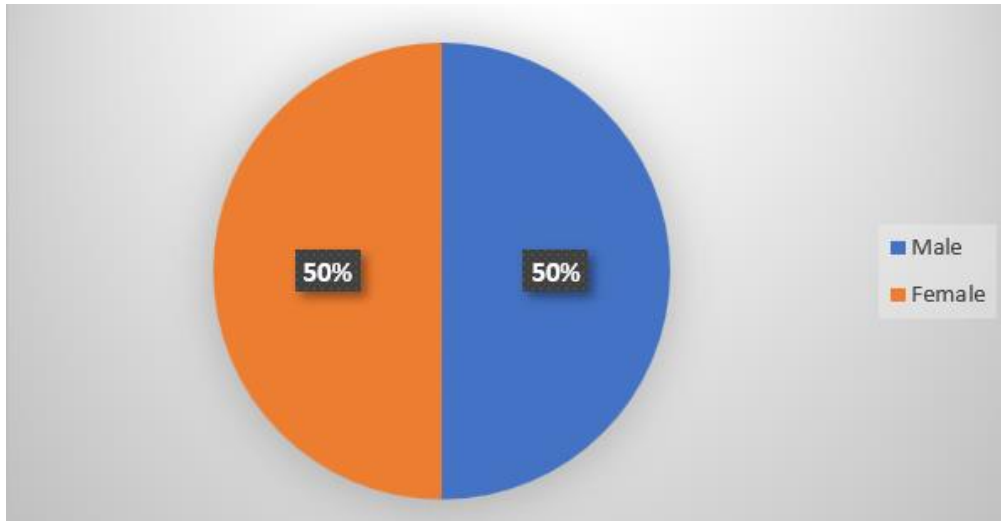
**INTERPRETATION**

The above table and chart show that 48.8% of employee's age if 18-24, 31.2% of employees are in the age of 25-34, 20% of employees are in the age of 35-44, above.

**TABLE NO: 2**  
**GENDER OF THE RESPONDENT**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Male	40	50%
Female	40	50%
<b>TOTAL</b>	<b>80</b>	<b>100%</b>

**CHART NO: 4.2**



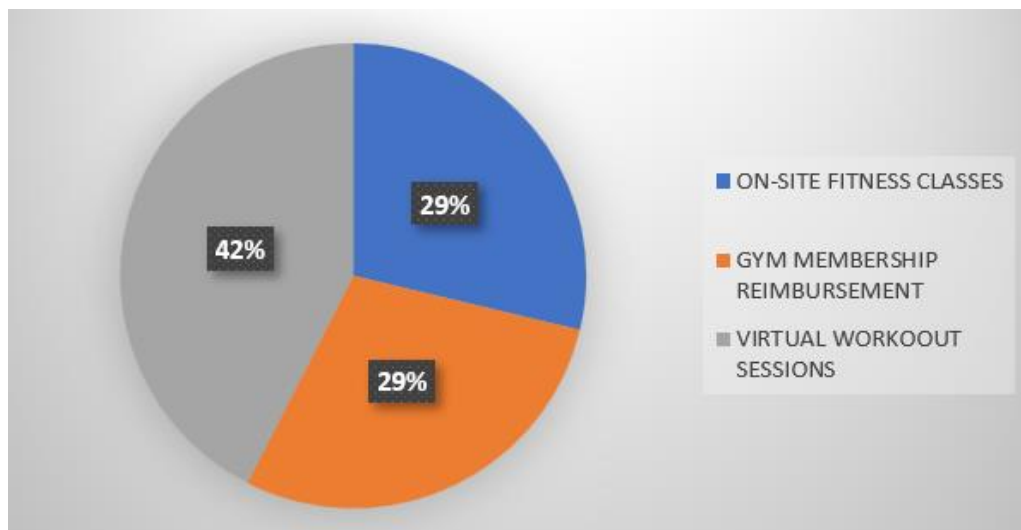
**INTERPRETATION:**

The table and chart show that 50% of employees are male and 50% of employees are female

**TABLE NO: 3**  
**INCORPORATE PHYSICAL ACTIVITIES**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
ON-SITE FITNESS CLASSES	23	28.7%
GYM MEMBERSHIP REIMBURSEMENT	23	28.7%
VIRTUAL WORKOOUT SESSIONS	34	42.6
<b>TOTAL</b>	<b>80</b>	<b>100%</b>

**CHART NO: 4.3**



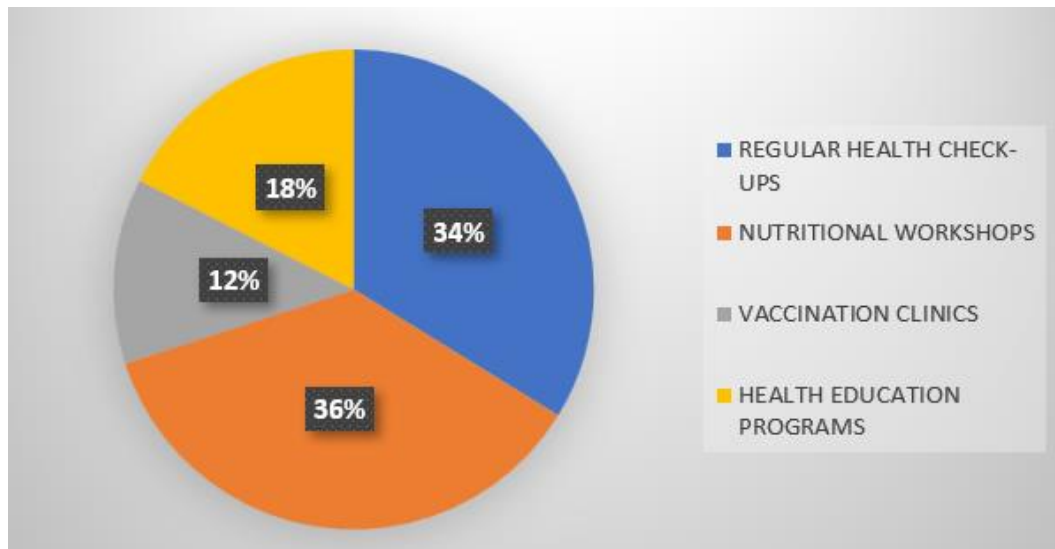
**INTERPRETATION:**

The above table and chart show that 28.7% of employees responded to on-site fitness classes, 28.7% of employees responded to gym membership reimbursement, 42.6% responded to virtual workout sessions.

**TABLE NO: 4**  
**PREVENTIVE HEALTH MEASURES**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
REGULAR HEALTH CHECK-UPS	14	33.8%
NUTRITIONAL WORKSHOPS	29	36.2%
VACCINATION CLINICS	27	12.5%
HEALTH EDUCATION PROGRAMS	10	17.5%
<b>TOTAL</b>	<b>80</b>	<b>100%</b>

**CHART NO: 4.4**



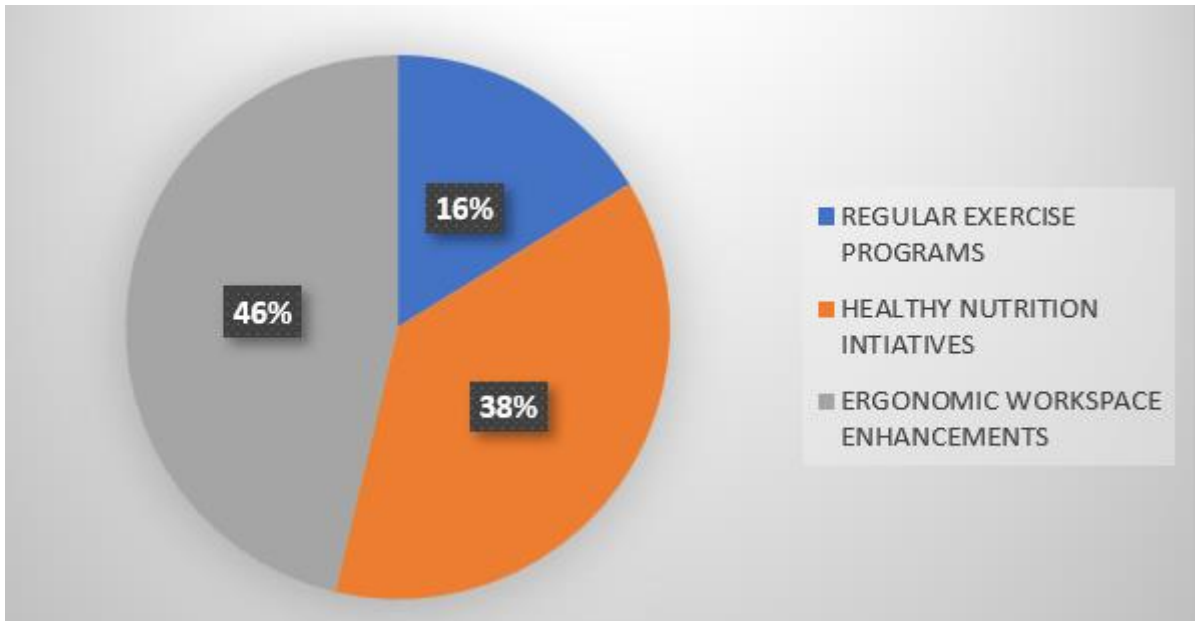
**INTERPRETATION:**

The above table and chart show that 33.8% of employees responded to Regular health check-ups, 36.2% of employees responded to Nutritional workshops, 12.5% of employees responded to Vaccination clinics, 17.5% of employees responded to Health education programs.

**TABLE NO: 5**  
**PHYSICAL WELL-BEING**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
REGULAR EXERCISE PROGRAMS	13	16.2%
HEALTHY NUTRITION INITIATIVES	30	37.5%
ERGONOMIC WORKSPACE ENHANCEMENTS	37	46.3%
<b>TOTAL</b>	<b>80</b>	<b>100%</b>

CHART NO: 4.5



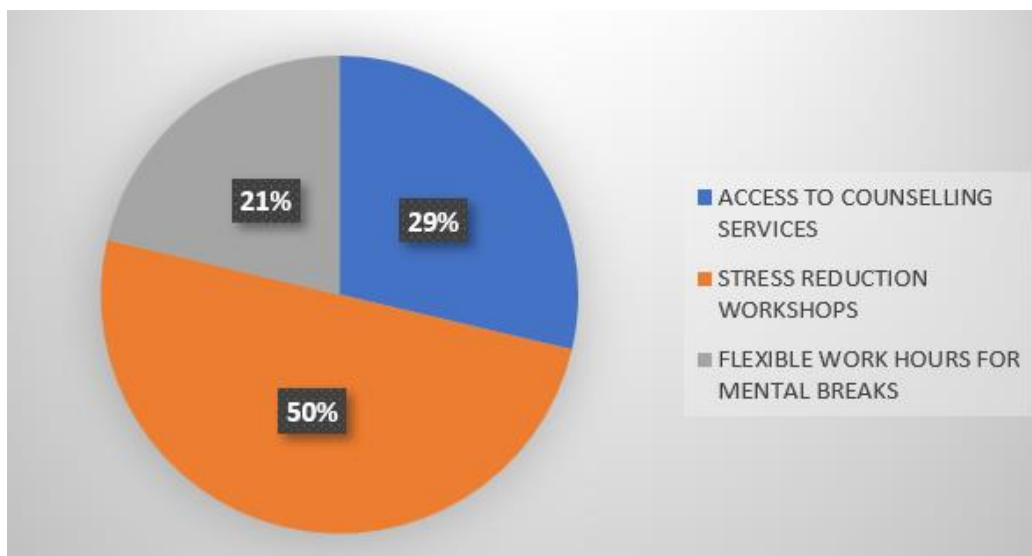
INTERPRETATION:

The above table and chart show that 16.2% of employees are responded to Regular exercise programs, 37.5% of employees are responded to Healthy nutrition initiatives, 46.3% of employees are responded to Ergonomic workspace enhancements.

TABLE NO: 6  
GAINING INDUSTRY KNOWLEDGE

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
ACCESS TO COUNSELLING SERVICES	17	28.7%
STRESS REDUCTION WORKSHOPS	40	50%
FLEXIBLE WORK HOURS FOR MENTAL BREAKS	23	21.3%
<b>TOTAL</b>	<b>80</b>	<b>100%</b>

CHART NO: 4.6



**INTERPRETATION:**

The above table and chart show that 28.7% of employees are responded to Access to counselling services, 50% of employees are responded to Stress reduction workshops, 21.3% of employees are responded to Flexible work hours for mental breaks.

**Chi-square****STEP 1:****CHI-SQUARE**

A chi-square test is a statistical test that is used to compare observed and expected results. The goal of this test is to identify whether a disparity between actual and predicted data is due to chance or to a link between the variables under consideration. As a result, the chi-square test is an ideal choice for aiding in our understanding and interpretation of the connection between our two categorical variables.

AIM: To find out the relationship between age of the respondents and the approaches that would encourage to prioritize their mental health at work.

NULL HYPOTHESIS H<sub>0</sub>: There is no significant relationship between the age of the respondents and the approaches that could encourage to prioritize their mental health at work.

ALTERNATIVE HYPOTHESIS H<sub>1</sub>: There is a significant relationship between the age of the respondents and the approaches that could encourage to prioritize their mental health at work.

**STEP 2:****OBSERVED TABLE**

<b>PARTICULARS</b>	<b>18 – 24</b>	<b>25 – 34</b>	<b>35 – 44</b>	<b>TOTAL</b>
Encourage breaks and relaxation time	19	18	06	<b>33</b>
Offering flexible work arrangement for personal well being	13	10	03	<b>26</b>
Providing access to mental health	07	07	07	<b>21</b>
<b>TOTAL</b>	<b>39</b>	<b>25</b>	<b>16</b>	<b>80</b>

**STEP 3****EXPECTED VALUE**

<b>O</b>	<b>E</b>	<b>O – E</b>	<b>(O – E)<sup>2</sup></b>	<b>(O – E)<sup>2</sup>/E</b>
19	16.08	2.92	8.5264	0.5302
13	12.67	0.33	0.1089	0.0085
07	10.23	-3.23	10.4329	1.0198
08	10.31	-2.31	5.3361	0.5175
10	8.12	1.88	3.5344	0.4352
07	6.56	0.44	0.1936	0.0295
06	6.6	-0.6	0.36	0.0545
03	5.2	-2.2	4.84	0.9307
07	4.2	2.8	7.84	1.8666
<b>CALCULATED VALUE</b>				<b>5.3925</b>

**CALCULATED VALUE: 5.3925**

STEP: 4

DEGREE OF FREEDOM

 $d.f = (r-1) (c-1)$  $= (3-1) (3-1)$  $= 2*2$  $= 04$ 

Level Of Significance: 0.05

Table Value: 9.49

The chi-square statistic is 5.3925. The p-value is 9.49 the result is no significant

 $C.V < T.V$ 

x	y	x <sup>2</sup>	y <sup>2</sup>	xy
25	31	625	961	775
22	31	484	961	682
33	18	1089	324	594
<b>80</b>	<b>80</b>	<b>2198</b>	<b>2246</b>	<b>2051</b>

**STEP: 5 INFERENCES**

Therefore, calculated value is 5.3925 which is lesser than the table value 9.49. So, accept H<sub>0</sub>. Hence proved that there is no significant relationship between the age of the respondents and the approaches that could encourage to prioritize their mental health at work.

**2) CORRELATION****STEP: 1**

**CORRELATION:** Correlation tools are used to find relationships between variables. By analyzing correlations, researchers can understand how changes in one variable may affect another. This helps in making informed decisions and predicting outcomes based on data patterns, aiding in strategic decision-making.

**KARL PEARSON COEFFICIENT:** Karl Pearson's coefficient of correlation is an Extensively used mathematical method in which the numerical representation is applied to Measure the level of relation between linearly related variables.

**AIM:** To test whether, there is a significant relationship between incentives would motivate the employee and work place environment that encourage physical activity into their daily routine.

**STEP: 2**

x = Incentives would motivate the employee

PARTICULARS	NO OF RESPONDENTS
Fitness Tracker rewards	34
Gym membership discounts	28
Monetary wellness bonuses	13

y = Work place environment

PARTICULARS	NO OF RESPONDENTS
Designated walking paths or fitness zones	41
Standing desks or ergonomic workstations	22
Incentivized fitness challenges	17



**STEP: 3**

$$r = \frac{N\sum xy - (\sum x)(\sum y)}{\sqrt{N\sum x^2 - (\sum x)^2} \sqrt{N\sum y^2 - (\sum y)^2}}$$

$$= \frac{3 \cdot 2051 - 80 \cdot 80}{\sqrt{3 \cdot 2198 - (80)^2} \sqrt{3 \cdot 2246 - (80)^2}}$$

$$= \frac{6153 - 6400}{\sqrt{6594 - 6400} \sqrt{6738 - 6400}}$$

$$= \frac{-247}{\sqrt{194} \sqrt{338}}$$

$$= \frac{-247}{13.92 \cdot 18.38}$$

$$= \frac{-247}{255.84}$$

$$r = -0.9654$$

POSITIVE CORRELATION

**STEP: 4**

## INFERENCE

The steps to calculate the correlation coefficient (r) between two variables, x and y, using the Pearson product-moment correlation formula. It provides the raw data values for x and y, along with the calculated values for  $\sum x^2$ ,  $\sum y^2$ , and  $\sum xy$ .

The formula used is:

$$r = \frac{N\sum xy - (\sum x)(\sum y)}{\sqrt{N\sum x^2 - (\sum x)^2} \sqrt{N\sum y^2 - (\sum y)^2}}$$

Plugging in the values from the data, it performs the calculation showing each step. The numerator calculates the covariance between x and y, while the denominator calculations provide the standard deviations of x and y to standardize the covariance.

After calculating the components, it determines the correlation coefficient r to be

-0.9654. The note states that a value of -1 indicates a perfect negative correlation. While +1 indicates a perfect positive correlation, Therefore, the calculated value of -0.9654 suggests a strong positive correlation between the two variables x and y based on this data set. The interpretation mentions this is positive correlation between incentives would motivate the employee and work place environment.

**SUMMARY OF FINDINGS:**

- The majority of employees fall within the younger age brackets, with 48.8% aged 18-24 and 31.2% aged 25-34.
- A smaller percentage, 20%, are in the age range of 35-44.
- The workforce is evenly split by gender, with 50% male and 50% female employees.
- In terms of fitness activities and wellness initiatives:
- Virtual workout sessions are popular, with 42.6% of employees responding positively.
- On-site fitness classes and gym membership reimbursement are equally favoured, each by 28.7% of respondents.
- Regular health check-ups are valued by 33.8% of employees.
- Nutritional workshops are attended by 36.2% of employees, while health education programs engage 17.5%.
- Stress reduction workshops are highly popular, with 50% of employees participating.
- Access to counselling services is also Well-utilized, with 28.7% engagement.
- Community outreach and volunteering opportunities are well-received, with 41.3% participation.

**RECOMMENDATIONS:**

- Since virtual workout sessions and stress reduction workshops garnered significant interest, consider expanding these offerings with more diverse and engaging content.
- Explore partnerships with fitness apps or platforms to provide a variety of virtual fitness classes accessible to all employees.
- Increase the frequency and accessibility of regular health check-ups to accommodate the 33.8% of employees interested in this service.
- Expand the scope of health education programs to cover a wider range of topics based on employee feedback and interests.
- Given the high response rate (58.8%) for mental health days off, continue promoting and normalizing mental health breaks.
- Develop and implement resilience training programs to support the 17.5% of employees who expressed interest in this area.
- Strengthen community outreach and volunteering opportunities, building on the positive response rate of 41.3%.
- Organize regular team building events to foster camaraderie and strengthen interpersonal relationships within the workforce.

- Continue investing in ergonomic workspace enhancements, such as standing desks or designated quiet spaces, to support the physical and mental well-being of employees.
- Further promote smoking cessation programs and nicotine replacement therapy options, considering the interest from 43.8% of employees.

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## CONCLUSION

In conclusion, the study emphasizes the significant impact of wellness programs on employee health, productivity and overall job satisfaction. Prioritizing employee well-being through comprehensive wellness programs that cater to diverse preferences and needs. By understanding and responding to these insights, organizations can foster a healthier, more supportive workplace environment that promotes productivity, satisfaction, and overall employee success. Regular assessment and adaptation of wellness strategies based on employee feedback are crucial for sustained improvement in workplace well-being.

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1. Baicker, Katherine, et al. "Workplace Wellness Programs Can Generate Savings." *Health Affairs*, vol. 29, no. 2, 2010, pp. 304-311.
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3. Mattke, Soeren, et al. "Workplace wellness programs: Services offered, participation, and incentives." *Rand Health Quarterly*, vol. 2, no. 2, 2012.
4. Rongen, Anne, et al. "The effectiveness of workplace health promotion interventions on physical and mental health outcomes – A systematic review of reviews." *Scandinavian Journal of Work, Environment & Health*, vol. 45, no. 6, 2019, pp. 546-559.

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1. [www.google.com](http://www.google.com)
2. [www.humanresources.about.com](http://www.humanresources.about.com)
3. [www.citehr.com](http://www.citehr.com)