

Social Support and Psychological Well-Being among Office Employees of the MNC in Delhi

By

Himanshu

*Dissertation submitted in partial fulfillment of the requirements of the degree
MBA Hospital and Health Management*

Academic year, 2017-2019



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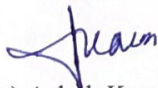
TO WHOMSOEVER MAY CONCERN

This is to certify that Mr Himanshu, student of MBA Hospital and Health Management from The IIHMR University, Jaipur has undergone internship training at IQVIA Consulting and Information Services Pvt. Ltd., New Delhi from 04th Feb'19 to 03rd May'19.

The Candidate has successfully carried out the study designated to him during internship training and his approach to the study has been sincere, scientific and analytical.

The Internship is in fulfillment of the course requirements.

I wish him all success in all his future endeavors.

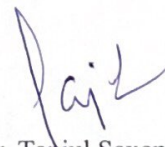
A handwritten signature in blue ink, appearing to read 'Ashok'.

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15 May 2019

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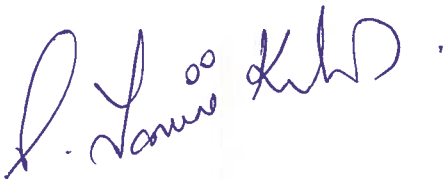
Date May 16, 2019

PROVISIONAL CERTIFICATE

This is to certify that **Himanshu Sharma** is associated with **IQVIA Consulting and Information Services India Pvt. Ltd** as an **Intern** and the internship period is from **Feb 04, 2019** till **June 03, 2019**.

This certificate is issued in recognition of successful completion of his/her **Dissertation** in the department of **Public Health**.

Yours Sincerely,
For IQVIA Consulting and Information Services India Pvt. Ltd



S. Yamini Krishnan
Director Human Resources, South Asia

THE IIMMR UNIVERSITY, JAIPUR

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled SOCIAL SUPPORT AND PSYCHOLOGICAL WELL-BEING AMONG EMPLOYEES OF THE MNC IN DELHI and submitted by Himanshu Enrolment No 0574 under the supervision of Dr.Tanjul Saxena for award of MBA in Hospital and Health Management in Health and Hospitals of the University carried out during the period from 04th Feb'19 to 03rd May'19 embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other institute or other similar institution of higher learning.


Signature

Himanshu

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Dissertation

Social Support and Psychological Well-Being among Office Employees of the MNC Company in Delhi

Background

The effect of mental health issues in the working environment has genuine results for the person as well as for the efficiency of the endeavor. Employee performance, absenteeism, rates of illness, staff turnover and accidents are all affected by employees' psychological well-being status. 42.5% of corporate workers in India experience the ill effects of depression [WHO]. The rate of depression and anxiety among corporate representatives has expanded by 45-50 percent in the vicinity of 2008 and 2015 (WHO). India represents about 18% of the total populace. It represented 15% of worldwide DALYs inferable from mental, neurological and substance use disorders (31 million 11 DALYs) with depression, representing 37% (11.5 million DALYs) in 2013. The weight of depression, in terms of DALYs, expanded by 67% in the vicinity of 1990 and 2013. Besides, 42.5% corporate workers in India experience the ill effects of depression. The rate of anxiety and depression among corporate representatives has expanded by 45-half in the vicinity of 2008 and 2015.

Social help is a trade of assets between no less than two people apparent by the supplier or the beneficiary to be expected to improve the wellbeing of the beneficiary. It also alludes to a social network's arrangement of mental & material assets of expected to profit a person's capacity to adapt to pressure. Usually separated regarding three kinds of assets: instrumental, informational, and emotional (e.g., House and Kahn, 1985). Instrumental help includes the arrangement of material guide, for instance, money related help or help with day by day errands. Informational help alludes to the arrangement of applicable data planned to help the individual adapt to current troubles and commonly accepts the type of counsel or direction in managing one's issues. Emotional help includes the declaration of sympathy, mindful, consolation, and trust and gives chances to enthusiastic articulation

and venting. Such typologies of help give a premise to deciding if the viability of various types of help varies by the idea of distressing occasions or by the qualities of people enduring difficulty.

Social Support is a perspective that ought to be explored since it is depicted as both a cradle against life stressors and in addition a specialist advancing wellbeing and health (Dollete, Steese, Phillips, and Matthews, 2004). The degree to which specialists give social help to each other in the work environment can have a critical effect upon individuals' understanding of work (Chiaburu and Harrison, 2008) and social help inside the working environment may impact the mental psychological well-being of an individual (Cooper et al., 2001).

Psychological well-being (PW) is a far reaching, diverse idea. It incorporates distinctive parts of regular experience. As indicated by numerous analysts (Andrews and Withey, 1976; Najman and Levine 1981; Campbell and Converse 1971) psychological well-being is thought to be the composite measure of physical, mental and social prosperity as saw by every person. Ryff (1989) proposed the idea of psychological well-being as a multidimensional build that comprises of six unmistakable features: a) an uplifting disposition toward oneself (self-acknowledgment); b) fulfilling associations with others (constructive associations with others); c) freedom and self-assurance (self-sufficiency); d) feeling of dominance and ability (ecological authority); e) feeling of objective directedness throughout everyday life (reason throughout everyday life); f) feeling of individual proceeded with improvement (self-improvement). It is concurred that a model of psychosocial prosperity ought to incorporate and mirror the interconnectedness of the different parts of general prosperity (Linley, et al., 2009). Psychological well-being is characterized as "commitment with existential difficulties of life" (Keyes et al., 2002). It is the measure of a person's observation about the reason and general control of his or her life, the level of accomplishment of one's potential, and the idea of relational connections

manufactured. It is a measure of a man's observation about importance throughout everyday life (Frankl, 1963).

Social relations have appeared to cradle the impacts of weight on a man's emotional wellness (Bolger and Eckenrode, 1991). Albeit much research underscores the positive parts of social help at work, the levels are probably going to fluctuate altogether given the degree to which representatives get along isn't steady (Winnubst and Schabracq, 1996). Whenever positive, social relations can advance occupations (May et al., 2004), give work satisfaction (Hodson, 2004), and decidedly impact turnover as representatives who encounter bolster from associates are more averse to leave the association temporarily (Moynihan and Pandey, 2008). Also, steady colleagues who give assistance and elucidation of errands can lessen a person's part uncertainty, part strife and work stack which may eventually expand work fulfillment and authoritative responsibility (Chiaburu and Harrison, 2008). Conversely, negative work environment relations can cause pressure and employment disappointment (Winnubst and Schabracq, 1996). This can have an inconvenient impact upon a worker's passionate prosperity (Labianca and Brass, 2006), to the degree that social relations at work which are ill bred, doubtful and need correspondence are free indicators of restoratively analyzed dejection (Oksanen et al., 2010).

Bakhshi and Sood (2012) showed that the social help is decidedly identified with psychological well-being. Positive social help indicate relationship is the real wellspring of a Method feeling of prosperity (Wink and Dillon, 2003). Social help is an essential relational guide which is efficiently found to be corresponded with psychological well-being especially in any period of stress (Norris and Kaniasty, 1996).

Rationale of Study

A current report by 1to1Help.net, a professional counselling company on 'The Mental Health Status of Employees in Corporate India,' over 6000 employees in different cities, across organizations willfully finished a depression survey which demonstrates that 80% of the total respondents who showed indications of anxiety and 55% with symptoms of depression were going through it over the year prior to looking for any assistance. The activating factor for mental illness were stress due to excessive work. Thus, there is need for an investigation to be directed in corporative setting among office representatives as well.

Research Question

1. Does social support affect psychological well-being of office employees of selected MNC?

Objectives

1. To assess the social support among office employees.
2. To assess the psychological well-being among office employees.
3. To explore connection between social support and psychological well-being of office employees.

Methodology

Study Design: - Cross sectional study.

Study Location and population: - This study is conducted in the MNC located in New Delhi. All the employees of the selected MNC.

Inclusion Criteria: - Respondents who are working in the MNC are included in the study.

Exclusion criteria: - Respondents below 18 and not working in a MNC company are excluded.

Sample Size: - All the 115 employees working in the selected MNC were selected and a likert-scale type questionnaire was administered to them. Out of total respondents, 102 responses were valid and rest 13 were invalid and incomplete. Identity of all the respondents was confidential and is not revealed anywhere neither will be revealed in the future.

Instrument and standard scale: - In the study two variables were assessed; social support and psychological well-being using two standard tools.

Social support in the respondents was evaluated using Interpersonal Support Evaluation List shortened version (ISEL) – 12 items. The social support scale was developed by Cohen S and Hoberman H.M. Psychological well-being accessed using Ryff's C psychological well-being scales shortened version- 18 items developed by Ryff Carol.

The social support scale has three different subscales that are designed to measure three dimensions of perceived social support and the tool is divided into the following: -

Tangible support- 3, 8, 10, 12

Belonging support- 1, 5, 7, 9

Appraisal support- 2, 4, 6, 1

The scoring is carried out by taking the base score 4 and greatest score 16 and 10 is taken as mid-point based on which high score and low score is translated. According to Cohen et al Appraisal support refers to enlightening help or advice in defining and coping with problems. Belonging support refers to social companionship. Belonging support includes having others with whom to participate in a social activity like a sport or dining out. Tangible support refers to the provision or material aid such as needing loan or helpful physical effort. The tool consists of mixture of positive and negative item

content. Questions with negative item were reverse scored. The tool is scored into high scorer and low scorer according to the above dimensions. It is the one of the most widely used tool for measuring the social support among any individuals.

Ryff's scales of psychological well-being were intended to quantify six theoretically inspired builds of psychological well-being and the tool is divided into the following: -

Autonomy- 1, 7, 13

Environmental Mastery- 2, 8, 14

Personal growth- 3, 9, 15

Positive Relations- 4, 10, 16

Purpose in Life- 5, 11, 17

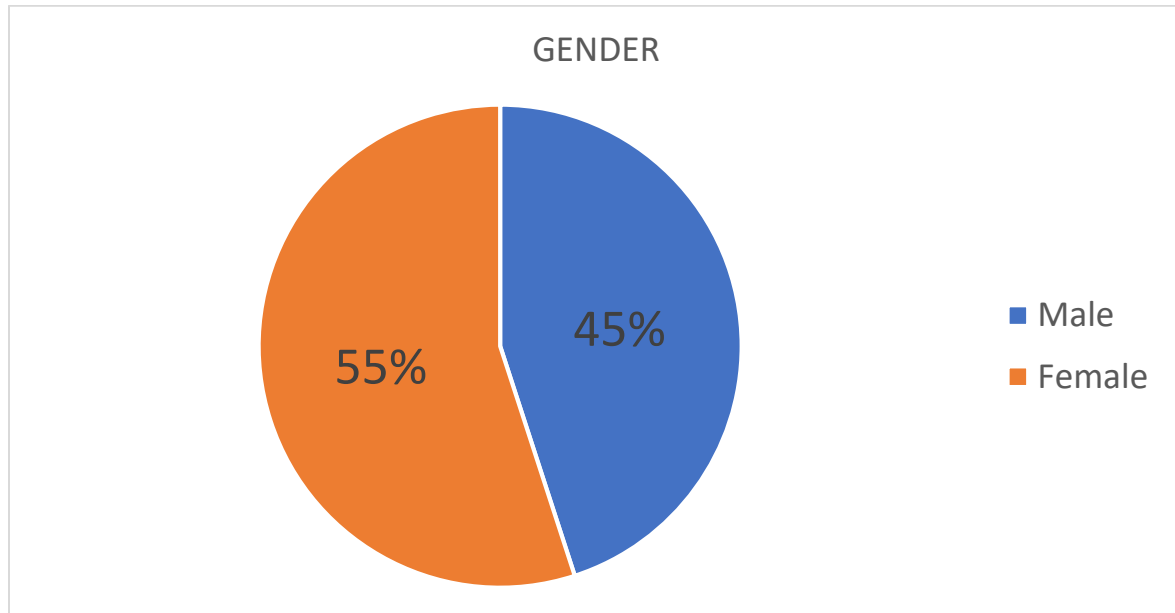
Self-Acceptance- 6, 12, 18

The scoring is finished by taking the base score 3 and greatest score 9 and 6 is taken as mid-point based on which high score and low score is translated. The widely used questionnaire included 42 items (7 per dimension) but shorter version comprises of 18 items (3 per dimension). The tool consists of mixture of positive and negative item content. Questions with negative item were reverse scored. The negative questions are in the bold. For each dimension the scoring is divided into high scorer and low scorer and are discussed in annexures.

Data Analysis: - Statistical Package for Social Science (SPSS) Version 23.0 was used for data analysis, techniques of descriptive statistics are used to measure frequency, crosstabs and between social support and Psychological well-being.

Results and Interpretation: -

Interpretation is done by using SPSS and MS excel. Key findings are discussed in this section.



The above figure demonstrates the sexual orientation subtle elements in which 55% were females and 45% were males and greatest individuals were in the age classification of 25-35 which is the most noteworthy years of working.

Social support among office employees

The social support is divided into 3 subscales: - Tangible, Belonging and Appraisal support.

Tangible support

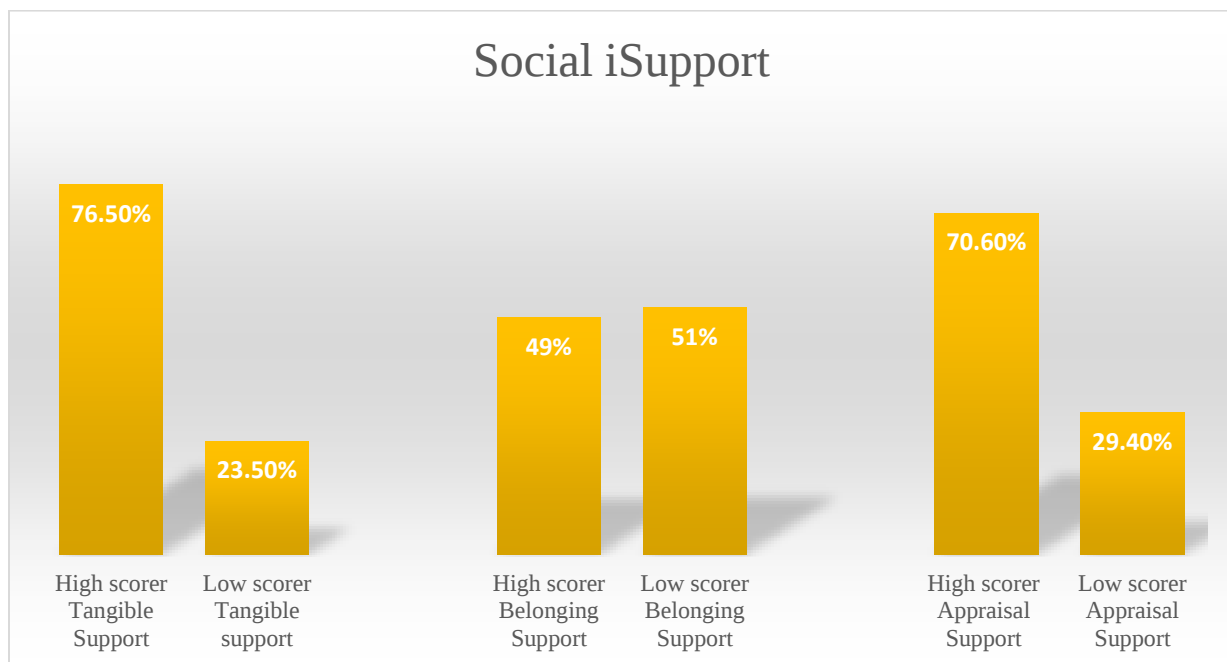
	Frequency	%
Low Social Support	24	23.5
High Social Support	78	76.5
Total	102	100.0

Belonging Support

	Frequency	%
Low Social Support	52	51.0
High Social Support	50	49.0
Total	102	100.0

Appraisal Support

	Frequency	%
Low Social Support	30	29.4
High Social Support	72	70.6
Total	102	100.0



The analysis for social support was done in three categories i.e. Tangible, Belonging and Appraisal support. The scoring is carried out by taking the base score 4 and greatest score 16 and 10 is taken as mid-point based on which high score and low score is translated. 76.5% of respondents scored high in tangible support which means these percent of respondents does not need provision or material aid such as a loan whereas 23.5% of respondents scored low which means these respondents need provision or material aids. 51% of respondents scored high in belonging support which means the respondents have

social companionship which includes having someone with whom you can go out with in any activity like movies and trips whereas 49% of respondents scored low in belonging support which means they don't have companionship. 70.6% of respondents scored high in appraisal support which means they don't need informed advice in characterizing and adapting to issues whereas 29.4% of respondents scored low in appraisal support which means they need informed advice in characterizing and adapting to issues.

Psychological well-being among office employees

The psychological well-being is divided into 6 subscales and the tool is divided into the following: -

Autonomy- 1, 7, 13

Environmental Mastery- 2, 8, 14

Personal growth- 3, 9, 15

Positive Relations- 4, 10, 16

Purpose in Life- 5, 11, 17

Self-Acceptance- 6, 12, 18

Autonomy

	Frequency	%
Low Scorer	74	72.5
High Scorer	28	27.5
Total	102	100.0

Self-Acceptance

	Frequency	Percent
Low Scorer	44	43.1
High Scorer	58	56.9
Total	102	100.0

Purpose in

	Frequency	Percent
Low Scorer	18	17.6
High Scorer	84	82.4
Total	102	100.0

Positive Relation

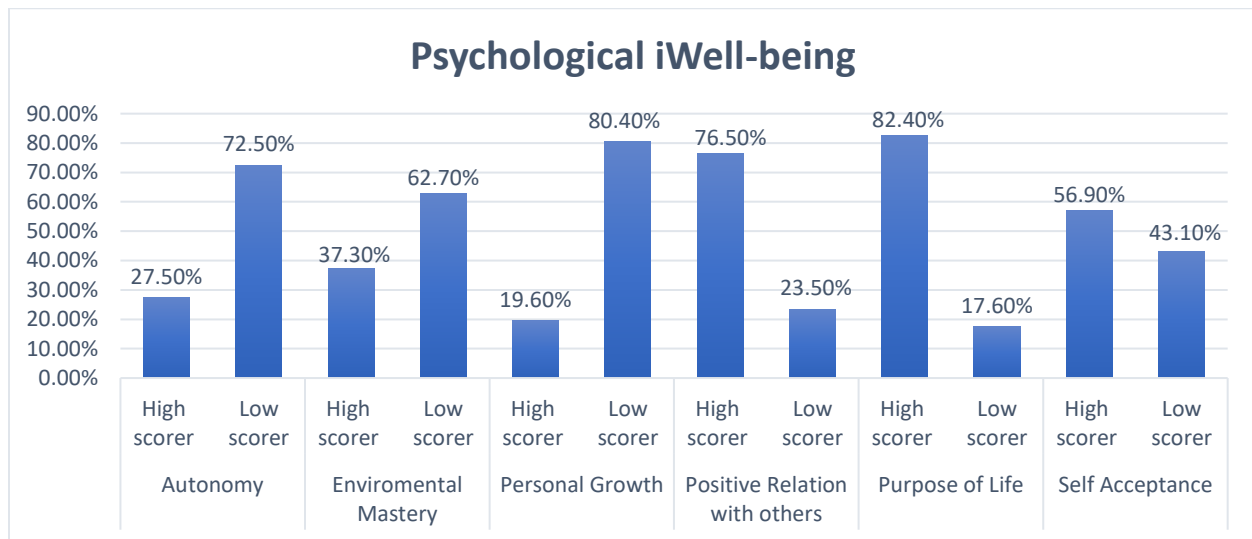
	Frequency	Percent
Low Scorer	24	23.5
High Scorer	78	76.5
Total	102	100.0

Personal Growth

	Frequency	Percent
Low Scorer	82	80.4
High Scorer	20	19.6
Total	102	100.0

Environmental Mastery

	Frequency	Percent
Low Scorer	64	62.7
High Scorer	38	37.3
Total	102	100.0



The above table shows 6 measurements of psychological well-being i.e. Autonomy, Mastery, Personal Growth, Positive Relation with Others, Purpose in Life and Self-Acceptance. The scoring is finished by taking the base score 3 and greatest score 9 and 6 is taken as mid-point based on which high score and low score is translated.

Only 27.5% of respondents scored high in autonomy which means “these respondents are self-deciding and autonomous is ready to oppose social weights whereas 72.5% of respondents are low scorer in autonomy which means the respondents are worried about the desires and imperative

choices; adjusts to social pressures to think and act in light of assessments of others; depends on judgment of others.

37.30% of respondents are high scorer in environmental mastery which implies the respondent has a feeling of dominance and capability in dealing with the surroundings; controls complex exhibit of outer environment; makes compelling utilization of encompassing openings; ready to pick or make settings appropriate to individual qualities and needs. 62.7% of respondents experiences issues overseeing regular undertakings; feels unfit to change or enhance encompassing setting; is uninformed of encompassing openings; need feeling of control over outer world. 19.6% are high scorer means the respondents have feeling of proceeded with advancement; considers self to be developing and extending; is available to new encounters; trading in ways that reflect more self-information and adequacy and 80.4% of respondents are low scorer which means they have feeling of proceeded with advancement; considers self to be developing and extending; is available to new encounters; sees change in self and conduct after some time; trading in ways that reflect more adequacy and self-information. .

76.5% of respondents are high scorer in positive relations with others which means responds have warm fulfilling, putting trustworthy relations; is worried about the welfare of others; fit for sympathy, warmth, intimacy; comprehends give and take of human connections. 23.50% of respondents are low scorer which means they have few close, trusting relationships with others; finds it difficult to be warm, open and concerned about others; is isolated and frustrated in interpersonal relationships; not willing to make compromises to sustain important ties with others. 82.40% have scored high in purpose in life which means they have objectives throughout everyday life and ability to know directions; feels there is a significance to present and past life; holds trusts that give life reason; has targets for living whereas 17.6% of respondents scored low which means

they does not have sense of meaning in life; has very few of objectives of points, needs feeling of headings; does not see motivation behind past life; has no trusts that give life a significance.

56.9% of respondents have scored higher in self-acceptance dimension which means the respondent has an inspirational attitude towards the self; recognizes and acknowledges various parts of self, including great and terrible characteristics; feels positive about past life and 43.10% of respondents scored low which means the respondent feels dissatisfies with self; is disillusioned with what has happens in past life; is troubled about certain individual characteristics; wishes to appear as something else at that point what one is.

Cross Tabulations

Only selected dimensions of psychological well-being has been taken into consideration to see the relationship between social support and psychological well-being.

Environmental Mastery * Belonging Support Cross tabulation

			Belonging Support		
			Low Social Support	High Social Support	
Environmental Mastery	Low Scorer	Count	34	30	64
		% of Total	33.3%	29.4%	62.7%
	High Scorer	Count	18	20	38
		% of Total	17.6%	19.6%	37.3%
Total		Count	52	50	102
		% of Total	51.0%	49.0%	100.0%

The results obtained using cross tabulation shows that maximum number of respondents (33.3%) were low scorer in both environmental mastery and belonging social support. It can be interpreted that respondents who are less comfortable with their environment require more belonging support.

Self-Acceptance Test * Appraisal Support Cross tabulation

			Appraisal Support		
			Low Social Support	High Social Support	
Self-Acceptance Test	Low Scorer	Count	12	32	44
		% of Total	11.8%	31.4%	43.1%
	High Scorer	Count	18	40	58
		% of Total	17.6%	39.2%	56.9%
Total		Count	30	72	102
		% of Total	29.4%	70.6%	100.0%

The above table depicts that 39.2% of respondents have scored high in self-acceptance do not require appraisal support i.e. they are capable of their self-help and are able to cope with their problems.

Autonomy * Appraisal Support Cross tabulation

			Appraisal Support		
			Low Social Support	High Social Support	
Autonomy	Low Scorer	Count	24	50	74
		% of Total	23.5%	49.0%	72.5%
	High Scorer	Count	6	22	28
		% of Total	5.9%	21.6%	27.5%
Total		Count	30	72	102
		% of Total	29.4%	70.6%	100.0%

The above table shows that 49% of respondents have scored high in autonomy which means that they do not require informed help or appraisal support in defining and coping with problems.

Personal Growth * Belonging Support Cross tabulation

			Belonging Support		
			Low Social Support	High Social Support	
Personal Growth	Low Scorer	Count	42	40	82
		% of Total	41.2%	39.2%	80.4%
	High Scorer	Count	10	10	20
		% of Total	9.8%	9.8%	19.6%
Total		Count	52	50	102
		% of Total	51%	49%	100.0%

41.2% respondents scored low in self-improvement which implies they require social fraternity which incorporates working and taking an interest with others.

Purpose in Life* Tangible Support Cross tabulation

			Tangible Support		Total
			Low Social Support	High Social Support	
Purpose in Life	Low Scorer	Count	4	14	18
		% of Total	3.9%	13.7%	17.6%
	High Scorer	Count	20	64	84
		% of Total	19.6%	62.7%	82.4%
Total		Count	24	78	102
		% of Total	23.5%	76.5%	100.0%

62.7% of individuals scored high in purpose in life and furthermore high in unmistakable help. This implies individuals with high motivation behind life are in more need of material aid.

Conclusion

The main purpose of the study was to assess the social support and psychological well-being among office employees. The study shows that the employees who have low social support also have low psychological well-being. The review of literature shows that there is a positive relation between psychological well-being and social support. The different determinants of social support have different impact on the determinants of psychological well among employees. The results reveal that the employees have lower level of social support and have poor psychological well-being. The outcomes demonstrate most respondents' needs guidance, fraternity and material aid as social help. A good number of respondents are worried about imperative choices and accommodates social pressures and depends on judgment of others i.e. autonomy. Additionally, maximum number of respondents' experience issues in overseeing regular undertakings and unfit to change or enhance surroundings i.e. environmental mastery. Individuals likewise have great positive connection with others have reason in existence with a few points and goals and furthermore has uplifting disposition towards self. Lastly maximum number of respondents feels exhausted and uninterested with life and unfit to grow new states of mind or conduct i.e. personal growth.

Limitation of the study

- Result may not be generalized to other population.
- The sample size was small.
- Selection bias.

Annexure

Annexure
SOCIAL SUPPORT AND PSYCHOLOGICAL WELL BEING AMONG OFFICE
EMPLOYEES IN DELHI

Age -

Gender-

Instructions: This scale is made up of a list of statements each of which may or may not be true about you. For each statement circle "definitely true" if you are sure it is true about you and "probably true" if you think it is true but are not absolutely certain. Similarly, you should circle "definitely false" if you are sure the statement is false and "probably false" if you think it is false but are not absolutely certain.

1. If I wanted to go on a trip for a day (for example, to the country or mountains), I would have a hard time finding someone to go with me.

1. Definitely false 2. Probably false 3. Probably true 4. Definitely true

2. I feel that there is no one I can share my most private worries and fears with.

1. Definitely false 2. Probably false 3. Probably true 4. Definitely true

3. If I were sick, I could easily find someone to help me with my daily chores.

1. Definitely false 2. Probably false 3. Probably true 4. Definitely true

4. There is someone I can turn to for advice about handling problems with my family.

1. Definitely false 2. Probably false 3. Probably true 4. Definitely true

5. If I decide one afternoon that I would like to go to a movie that evening, I could easily find someone to go with me.

1. Definitely false 2. Probably false 3. Probably true 4. Definitely true

6. When I need suggestions on how to deal with a personal problem, I know someone I can turn to.

1. Definitely false 2. Probably false 3. Probably true 4. Definitely true

7. I don't often get invited to do things with others.

1. Definitely false 2. Probably false 3. probably true 4. Definitely true

8. If I had to go out of town for a few weeks, it would be difficult to find someone who would look after my house or apartment (the plants, pets, garden, etc.).

1. Definitely false 2. Probably false 3. Probably true 4. Definitely true

9. If I wanted to have lunch with someone, I could easily find someone to join me.

1. Definitely false 2. Probably false 3. Probably true 4. Definitely true

10. If I was stranded 10 miles from home, there is someone I could call who could come and get me.

1. Definitely false 2. Probably false 3. Probably true 4. Definitely true

11. If a family crisis arose, it would be difficult to find someone who could give me good advice about how to handle it.

1. Definitely false 2. Probably false 3. Probably true 4. Definitely true

12. If I needed some help in moving to a new house or apartment, I would have a hard time finding someone to help me.

1. Definitely false 2. Probably false 3. Probably true 4. Definitely true

Psychological well being

1. I tend to be influenced by people with strong opinions.
a) Always b) sometimes c) never
2. In general, I feel I am in charge of the situation in which I live.
a) Always b) sometimes c) never
3. I think it is important to have new experiences that challenge how you think about yourself and the world.
a) Always b) sometimes c) never
4. Maintaining close relationships has been difficult and frustrating for me.
a) Always b) sometimes c) never
5. I live life one day at a time and don't really think about the future.
a) Always b) sometimes c) never
6. When I look at the story of my life, I am pleased with how things have turned out.
a) Always b) sometimes c) never
7. I have confidence in my opinions, even if they are contrary to the general consensus.
a) Always b) sometimes c) never
8. The demands of everyday life often get me down.
a) Always b) sometimes c) never
9. For me, life has been a continuous process of learning, changing and growth.
a) Always b) sometimes c) never
10. People would describe me as a giving person, willing to share my time with others.
a) Always b) sometimes c) never
11. Some people wander aimlessly through life, but I am not one of them.

a) Always b) sometimes c) never

12. I like most aspects of my personality.

a) Always b) sometimes c) never

13. I judge myself by what I think is important, not by the values of what others think is important.

a) Always b) sometimes c) never

14. I am quite good at managing the many responsibilities of my daily life.

a) Always b) sometimes c) never

15. I gave up trying to make a big improvements or changes in my life a long time ago.

a) Always b) sometimes c) never

16. I have not experienced many warm and trusting relationships with others.

a) Always b) sometimes c) never

17. I sometimes feel as if I've done all there is to do in life.

a) Always b) sometimes c) never

18. In many ways, I feel disappointed about my achievements in life

a) Always b) sometimes c) never