
SOCIAL SUPPORT AND PSYCHOLOGICAL WELL-BEING AMONG EMPLOYEES OF AN MNC IN DELHI

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BACKGROUND

- According to World Health Organization-
 - ✓ The performance of Employee, absenteeism, rates of illness, staff turnover and accidents all are affected by employees' psychological well-being status.
 - ✓ 42.5% of corporate workers in India experience the ill effects of depression.
 - ✓ The rate of depression and anxiety among corporate representatives has expanded by 45-50 percent in the vicinity of 2008 and 2015

WHAT IS SOCIAL SUPPORT

- There are various definitions of social support given by different researchers.
- According to Corttrel,(2007) Social support is a person's beliefs about being supported by friends, family, and others.
- In other words, "social support is the value of a person's self-estimation" (Sorias, 1988a). Social support is individual's thought pattern that there will be (or have been) enough effective support during times of need (Öksüz and et. ah,2011).

TYPES OF SOCIAL SUPPORT

- Appraisal support- It refers to enlightening help or advice in defining and coping with problems
- Belonging support- It 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- It refers to the provision or material aid such as needing loan or helpful physical effort
- Emotional support- It refers to the ability to show empathy, compassion, and genuine concern for another person.

The study that is conducted does not include emotional social support

WHAT IS PSYCHOLOGICAL WELL-BEING

- According to Wilkinson and Walford (1998), psychological wellbeing means the level of someone's happiness and the positive affect it brings to a person.
- According to Extremera and FernandezBerrocal (2005), how people feel is a significant part of psychological well-being.
- Ryff (1995), defined the psychological well-being as "positive self-perception, good relationship with people, environmental dominance, autonomy, the meaning of life and emotions in the direction of healthy development"

TYPES OF PSYCHOLOGICAL WELL-BEING

- The model for psychological well-being was given by Ryff. She explains psychological well in the these 6 dimensions.
- **Autonomy**
 - *High Autonomy*: You are self-determining and independent; are able to resist social pressures to think and act in certain ways; regulate behavior from within; and evaluate yourself by personal standards.
 - *Low Autonomy*: You are concerned about the expectations and evaluations of others; rely on judgments of others to make important decisions; and conform to social pressures to think and act in certain way.

TYPES OF PSYCHOLOGICAL WELL-BEING CONTD..

- **Environmental Mastery**

- *High Environmental Mastery:* You have a sense of mastery and competence in managing the environment; control complex array of external activities; make effective use of surrounding opportunities; and are able to choose or create contexts suitable to your personal needs and values.
- *Low Environmental Mastery:* You have difficulty managing everyday affairs; feel unable to change or improve surrounding contexts; are unaware of surrounding opportunities; and lack a sense of control over the external world.

- **Personal Growth**

- *Strong Personal Growth:* You have a feeling of continued development; see yourself as growing and expanding; are open to new experiences; have the sense of realizing your potential; see improvement in yourself and behavior over time; are changing in ways that reflect more self-knowledge and effectiveness.
- *Weak Personal Growth:* You have a sense of personal stagnation; lack the sense of improvement or expansion over time; feel bored and uninterested with life; and feel unable to develop new attitudes or behaviors.

- **Positive Relations with others**

- *Strong Positive Relations:* You have warm, satisfying, trusting relationships with others; are concerned about the welfare of others; are capable of strong empathy, affection, and intimacy; and understand the give and take of human relationships.
- *Weak Relations:* You have few close, trusting relationships with others; find it difficult to be warm, open, and concerned about others; are isolated and frustrated in interpersonal relationships; and are not willing to make compromises to sustain important ties with others.

- **Purpose in Life**

- *Strong Purpose in Life:* You have goals in life and a sense of directedness; feel there is meaning to your present and past life; hold beliefs that give life purpose; and have aims and objectives for living.
- *Weak Purpose in Life:* You lack a sense of meaning in life; have few goals or aims, lack a sense of direction; do not see purpose of your past life; and have no outlook or beliefs that give life meaning.

- **Self Acceptance**

- *High Self Acceptance:* You possess a positive attitude toward yourself; acknowledge and accept multiple aspects of yourself including both good and bad qualities; and feel positive about your past life.
- *Low Self Acceptance:* You feel dissatisfied with yourself; are disappointed with what has occurred in your past life; are troubled about certain personal qualities; and wish to be different than what you are.

RATIONALE OF THE STUDY

- A current report by ItoIHelp.net, a professional counselling company on 'The Mental Health Status of Employees in Corporate India,' says over 6000 employees in different cities, across organizations willfully finished a depression survey which demonstrates that 80% of the respondents who showed indications of anxiety and 55% with symptoms of depression were going through it over a 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

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

OBJECTIVES

- To assess the social support among office employees.
- To assess the psychological well-being among office employees.
- 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.
- **Null Hypothesis:-** There is no connection between social support and psychological well being.

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.
- 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 was assessed using Ryff's C psychological well-being scales shortened version- 18 items developed by Ryff Carol.

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- The social support scale has three different subscales designed to measure three dimensions of perceived social support. These dimensions are:
 - Appraisal Support
 - Belonging Support
 - Tangible Support

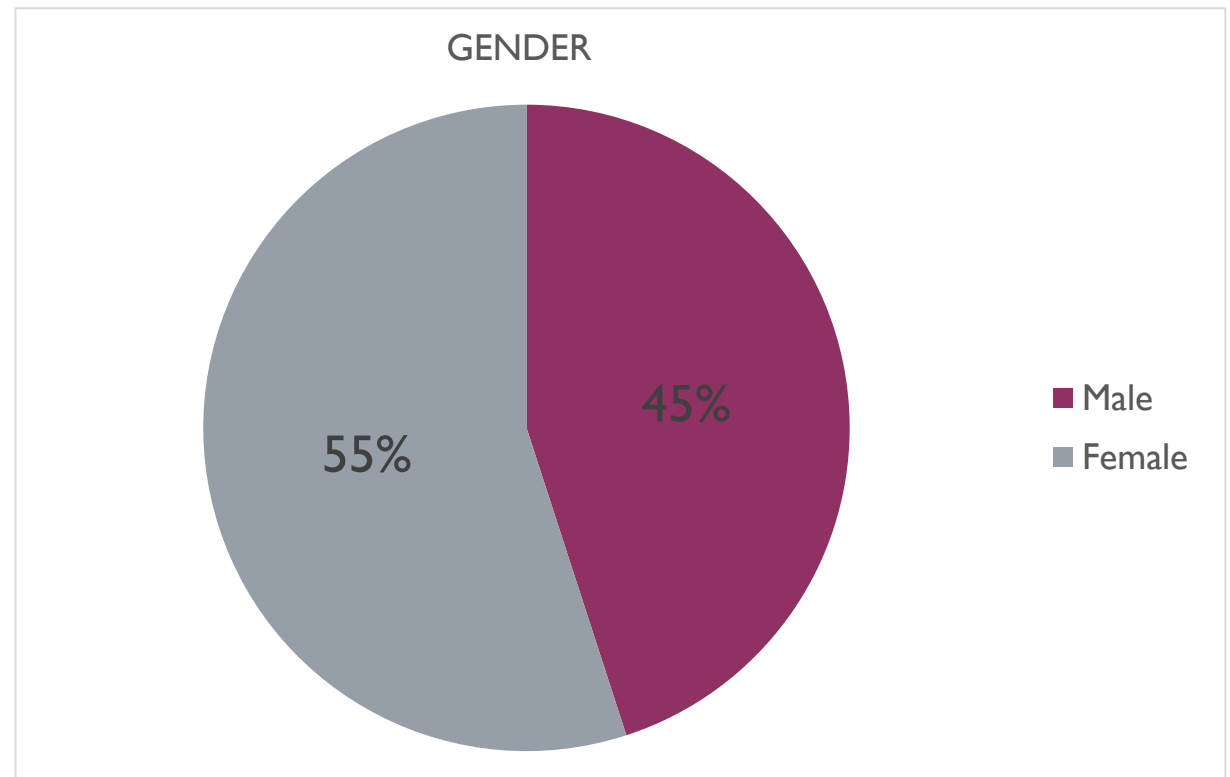
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- Ryff's scales of psychological well-being were intended to quantify six theoretically inspired builds of psychological well-being which are:
 - Autonomy
 - Environmental mastery
 - Personal growth
 - Positive relations with others
 - Purpose in life
 - Self-acceptance

DATA ANALYSIS

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

RESULTS AND INTERPRETATION

The figure demonstrates that majority of respondents were females (55%) 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

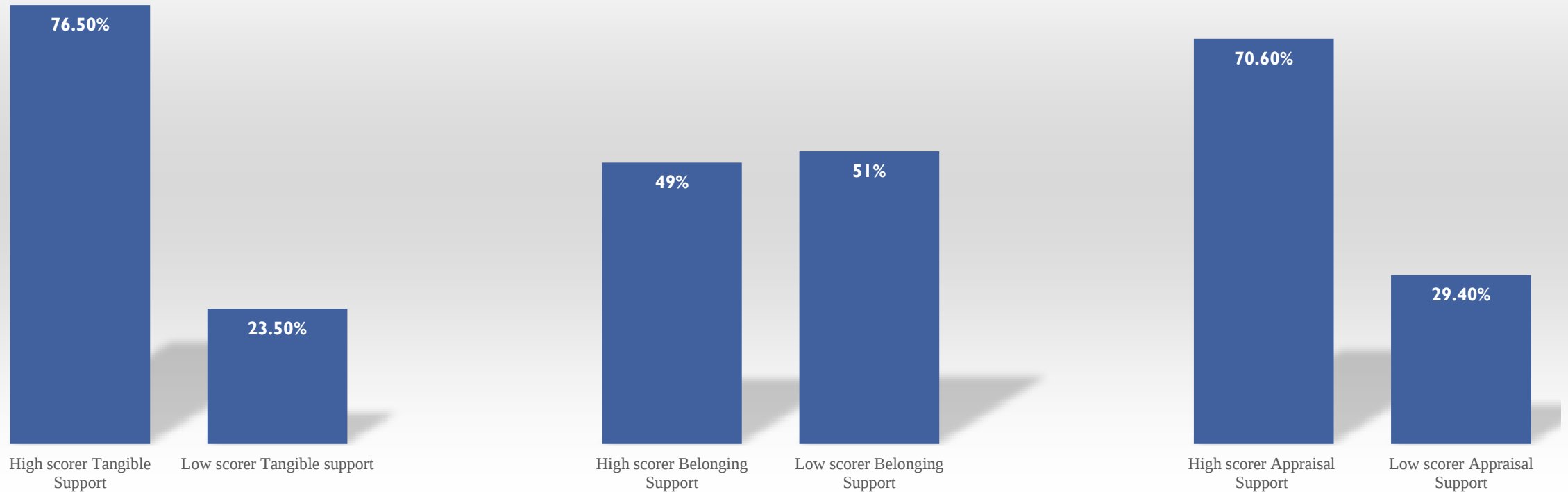
- The social support is divided into 3 subscales: - Tangible, Belonging and Appraisal support and the whole tool is divided into the following-
- **Tangible support-** 3, 8, 10, 12
- **Belonging support-** 1, 5, 7, 9
- **Appraisal support-** 2, 4, 6, 1

SCORING CRITERIA FOR SOCIAL 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.

SOCIAL SUPPORT ANALYSIS

Social Support



PSYCHOLOGICAL WELL-BEING AMONG OFFICE EMPLOYEES

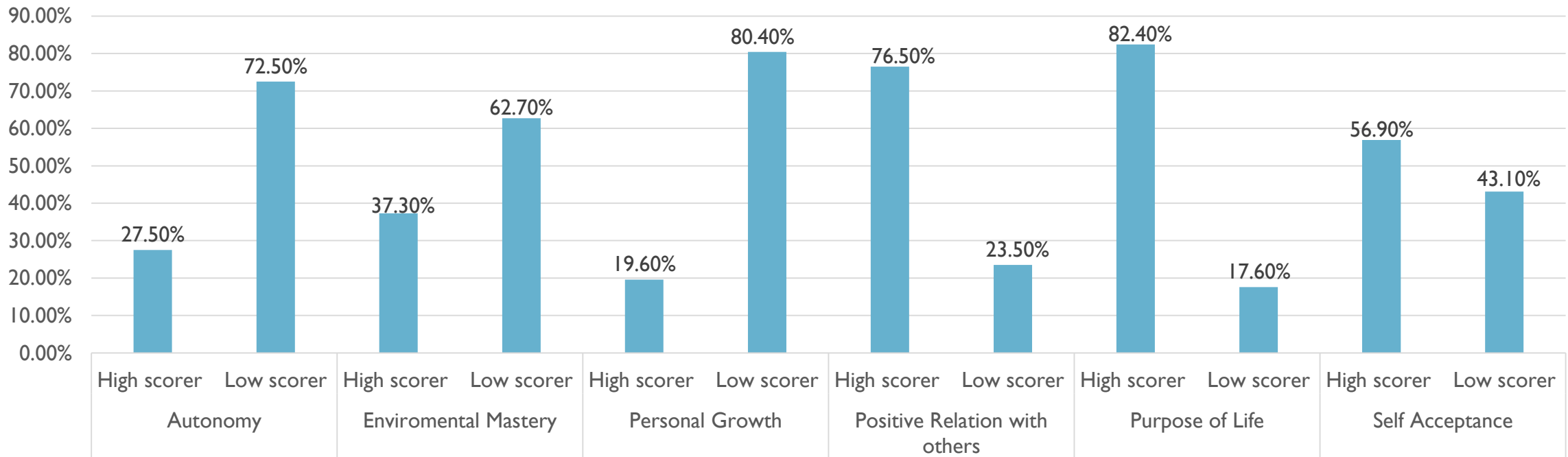
- The psychological well-being is divided into 6 subscales and the tool is divided into the following:-
 - **Autonomy-** 1, 7, 13
 - **Environmental Mastery-** 2, 8, 14
 - **Personal growth-** 3, 9, 15
 - **Positive Relations-** 4, 10, 16
 - **Purpose in Life-** 5, 11, 17
 - **Self-Acceptance-** 6, 12, 18

SCORING OF PSYCHOLOGICAL WELL BEING

- The scoring is done 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.

PSYCHOLOGICAL WELL BEING ANALYSIS

Psychological Well-being



CROSS TABULATION BETWEEN SOCIAL SUPPORT AND PSYCHOLOGICAL WELL-BEING DIMENSIONS

- Only selected dimensions of psychological well-being has been taken into consideration to see the relationship between social support and psychological well-being.
- The table shows that maximum number of respondents (33.3%) were low scorer in both environmental mastery and belonging social support. It means that respondents who are less comfortable with their environment require more belonging support.

Environmental Mastery * Belonging Support Cross tabulation					
			Belonging Support		
			Low Social Support	High Social Support	
					Total
Environmental Mastery	Low Scorer	Count	17	15	32
		% of Total	33.3%	29.4%	62.7%
	High Scorer	Count	9	10	19
		% of Total	17.6%	19.6%	37.3%
Total		Count	26	25	51
		% of Total	51.0%	49.0%	100.0%

CROSS TABS CONTD...

- The 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.

Self-Acceptance Test * Appraisal Support Cross tabulation

			Appraisal Support		
			Low Social Support	High Social Support	Total
Self-Acceptance Test	Low Scorer	Count	6	16	22
		% of Total	11.8%	31.4%	43.1%
	High Scorer	Count	9	20	29
		% of Total	17.6%	39.2%	56.9%
Total		Count	15	36	51
		% of Total	29.4%	70.6%	100.0%

- The 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

Autonomy * Appraisal Support Cross tabulation					
			Appraisal Support		
			Low Social Support	High Social Support	Total
Autonomy	Low Scorer	Count	12	25	37
		% of Total	23.5%	49.0%	72.5%
	High Scorer	Count	3	11	14
		% of Total	5.9%	21.6%	27.5%
Total		Count	15	36	51
		% of Total	29.4%	70.6%	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.

Personal Growth * Tangible Support Cross tabulation

			Belonging Support		
			Low Social Support	High Social Support	Total
Personal Growth	Low Scorer	Count	21	20	41
		% of Total	41.2%	39.2%	80.4%
	High Scorer	Count	5	5	10
		% of Total	9.8%	9.8%	19.6%
Total		Count	26	25	51
		% of Total	51%	49%	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.

Purpose in Life *Tangible Support Cross tabulation					
			Tangible Support		
			Low Social Support	High Social Support	
Purpose in Life	Low Scorer	Count	2	7	9
		% of Total	3.9%	13.7%	17.6%
	High Scorer	Count	10	32	42
		% of Total	19.6%	62.7%	82.4%
Total		Count	12	39	51
		% of Total	23.5%	76.5%	100.0%

CHI-SQUARE TESTS CONTD.....

Findings of chi square test suggest that the Association between environmental and belonging support are non significant. Because the test value $p=.574$ which is more than significance level of $p=.05$. so we can accept the null hypothesis.

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.316 ^a	1	.574		
Continuity Correction ^b	.128	1	.721		
Likelihood Ratio	.316	1	.574		
Fisher's Exact Test				.683	.360
Linear-by-Linear Association	.313	1	.576		
N of Valid Cases	102				

Environmental Mastery and Belonging Support

Findings of chi square test suggest that the Association between self acceptance and belonging support are non significant. Because the test value $p=.680$ which is more than significance level of $p=.05$. so we can accept the null hypothesis.

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.171 ^a	1	.680		
Continuity Correction ^b	.037	1	.847		
Likelihood Ratio	.171	1	.679		
Fisher's Exact Test				.827	.425
Linear-by-Linear Association	.169	1	.681		
N of Valid Cases	102				

Self-Acceptance and Appraisal
Support

Findings of chi square test suggest that the Association between autonomy and appraisal support are non significant. Because the test value $p=.276$ which is more than significance level of $p=.05$. so we can accept the null hypothesis.

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	1.185 ^a	1	.276		
Continuity Correction ^b	.714	1	.398		
Likelihood Ratio	1.233	1	.267		
Fisher's Exact Test				.336	.201
Linear-by-Linear Association	1.173	1	.279		
N of Valid Cases	102				

Autonomy and Appraisal Support

Findings of chi square test suggest that the Association between personal and belonging support are non significant. Because the test value $p=.922$ which is more than significance level of $p=.05$. so we can accept the null hypothesis.

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.010 ^a	1	.922		
Continuity Correction ^b	0.000	1	1.000		
Likelihood Ratio	.010	1	.922		
Fisher's Exact Test				1.000	.560
Linear-by-Linear Association	.009	1	.922		
N of Valid Cases	102				

Personal Growth and Belonging Support

Findings of chi square test suggest that the Association between purpose in life and tangible support are non significant. Because the test value $p=.885$ which is more than significance level of $p=.05$. so we can accept the null hypothesis.

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.021 ^a	1	.885		
Continuity Correction ^b	0.000	1	1.000		
Likelihood Ratio	.021	1	.885		
Fisher's Exact Test				1.000	.578
Linear-by-Linear Association	.021	1	.886		
N of Valid Cases	102				

Purpose in Life and Tangible Support

CONCLUSION

- The study shows that the employees who have low social support also have low psychological well-being.
- The different determinants of social support have different impact on the determinants of psychological well among employees.
- The outcomes demonstrates 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 respondent feels exhausted an uninterested with life and unfit to grow new states of mind or conduct i.e. personal growth.

LIMITATION

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



THANK YOU