

**A STUDY ABOUT FACTORS OF GROWING MENTAL HEALTH ISSUES OF
EMPLOYEES AT WORKPLACE IN SERVICE BASED INDUSTRIES**

Dissertation Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of Master of Business Administration
(MBA)
in
Rural Management

By

Muskan Agrawal

Under the Supervision and Guidance of

Dr. Goutam Sadhu

2022

**A STUDY ABOUT FACTORS OF GROWING MENTAL HEALTH ISSUES OF
EMPLOYEES AT WORKPLACE IN SERVICE BASED INDUSTRIES**

Dissertation Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of Master of Business Administration (MBA)
in
Rural Management

By

Muskan Agrawal

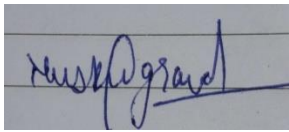
Under the Supervision and Guidance of

Dr. Goutam Sadhu

2022

DECLARATION BY STUDENT

I hereby declare that this dissertation titled ***A study about factors of growing mental health issues of employees at workplace in Service Based Industries*** is the **bonafide** record of my original research work. I declare that it has not been submitted to any other university or institution for the award of any degree or diploma. Information derived from the published or unpublished work of others has been duly acknowledged in the text.

A handwritten signature in blue ink, reading 'Muskan Agrawal', is written on a light blue background.

Muskan Agrawal

28-June-2022

CERTIFICATE



TALKCHARGE TECHNOLOGIES PVT. LTD.

323 - 324, Third Floor, JMD Megapolis, Sohna Road, 
Sector 48, Gurugram - 122018
hr@talkcharge.com 
+91 96673 87788 

Date: -28/06/2022

To Whom it May Concern

This is to certify that Ms. Muskan Agrawal has successfully completed her dissertation program of 3 months in Human Resources domain from 22-03-2022 to 19-06-2022.

We wish her all the success in the future endeavours.

For TalkCharge Technologies Pvt. Ltd.

For Talkcharge Technologies Pvt. Ltd.

Authorised Signatory

Shivani Gupta

(Chief Operating Officer)

CERTIFICATE

This is to certify that dissertation titled ***A study about factors of growing mental health issues of employees at workplace in Service Based Industries*** is a record of the research work undertaken by Ms. Muskan Agrawal in partial fulfillment of the requirements for the award of the degree of MBA Rural Management from the IIHMR University, Jaipur under my guidance and supervision and her approach to the research study has been sincere, scientific, and analytical.

Mr. Goutam Sadhu

Professor

IIHMR University, Jaipur

Prof. Rahul Ghai

Dean - SDS

IIHMR University, Jaipur

Date:

Place:

ACKNOWLEDGEMENT

First, I would like to express my sincere gratitude to IIHMR University for letting me be a part of this incredible institute. Further, I would like to thank our Dean Prof. Rahul Ghai, and Faculty guide Dr. Goutam Sadhu, Professor for guiding me all the way through this amazing journey. My sincere thanks to Ms. Shivani Maheshwari (COO and Co-Founder of TalkCharge Technologies) for having me as a part of the organization and inspiring me and to Ms. Divya Gupta (Asst. Team Lead - HR, TalkCharge Technologies) for always helping me in every situation and motivating me. Lastly, I would like to thank my respondents who all helped me complete this dissertation by responding to my questions.

TABLE OF CONTENT

Title Page.....	1
Cover Page.....	2
Declaration by Student.....	3
Certificate.....	4
Certificate by Faculty guide	5
Acknowledgment	6
Table of Contents.....	7
Index.....	8
List of Tables	9
List of Figures.....	10

INDEX

Chapter No.	Chapter	Page No.
1	Introduction	12
	1.1 Mental Health in India	13
	1.2 Mental health of Employees	13
2	Review of Literature	15
3	Research Methodology	17
	3.1 Key Research Question	17
	3.2 Research Design	17
	3.3 Study Period	17
	3.4 Study Population	17
	3.5 Research Objective	17
	3.6 Sample Design and Methodology	18
	3.7 Data Analysis	18
	3.8 Limitation of Study	18
4	Results	19
	4.1 Data Analysis	19
	4.2 Job Satisfaction	24
	4.3 Changes in Routine/Lifestyle/Habits	26
	4.4 Emotions/Feelings at workplace	27
	4.5 Stress Management at workplace	29
	4.6 What can an organization do	31
	4.7 Worst day for an Employee	32
	4.8 What an organization should NOT do	33
5	Discussion	35
6	Recommendations	38
7	Conclusion	39
8	References	40
9	Annexure	42

LIST OF TABLES

S. NO.	Name of Table	Page No.
1	Representing job satisfaction amongst the population	25
2	Representing changes in habits of respondents	26
3	Represents Emotions/Feelings at workplace	28
4	Represents stress management at workplace	29
5	Represents responses on what their organization can do for their health	31
6	Represents nightmares related to workplace	32
7	Represents what an organization should stop practicing	33

LIST OF FIGURES

S. No.	Name	Page No.
1	Pie chart representing type of company	19
2	Pie chart representing change in sleeping schedule	20
3	Pie chart representing change in food/eating habits	21
4	Bar Graph representing Energy levels at workplace	22
5	Bar Graph representing Stress levels at workplace	22
6	Bar Graph representing Emotions that employees feel at their workplace	23
7	Bar Graph representing Worries/Tensions that employees usually have	24
8	Pie Chart representing if respondents are happy with their job	25
9	Bar Graph representing respondents' work-life balance	26
10	Pie Chart representing if relationships have changed or not	27
11	Bar Graph represents if respondents' organization aids in stress management	30
12	Pie chart represents if respondents are interested in having access to more mental health resources	30
13	Bar Graph represents if respondents have someone to talk about their health at workplace	31
14	Bar chart represents what an organization can do for their employees' health	32
15	Bar Graph represents nightmares related to office	33
16	Bar graph represents what an organization should stop practicing	34

**A STUDY ABOUT FACTORS OF GROWING MENTAL HEALTH ISSUES OF
EMPLOYEES AT WORKPLACE IN SERVICE BASED INDUSTRIES**

CHAPTER – 1

INTRODUCTION

“Mental health is a state of well-being in which an individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively, and is able to make a contribution to his or her community.”

Well-being on all three levels of cognitive, behavioral and emotional health is referred to as mental health. People's thoughts, feelings and behaviour are all part of it. Mental health is sometimes equated with the absence of mental illness. Mental health affects all aspects of life, including one's daily routine, relationship and physical well-being. On the other hand, it can work other way round as well. Mental health disruptions can result from interactions between people, issues in their lives and physical factors as well.

An individual's ability to enjoy life can be preserved by maintaining mental health. In order to achieve psychological resilience we need to strike a balance between our daily activities, responsibilities and efforts. A person's mental health can suffer as a result of conditions such as stress, depression and anxiety. While many disorders recognized by doctors as psychological have physical roots, mental health is a commonly used term.

Our thoughts, feelings, and actions are influenced by our Mental Health. Our relationships with others, handling of stress, and making decisions are also impacted by our personality. From childhood to adolescence to adulthood, mental health is important in every phase of life. If anyone experiences mental health issues in the course of their lifetime, it will affect their thinking, mood and behavior. Mental health problems are caused by a wide variety of factors, including:

- Genetics, brain chemistry and adversity, among others.
- Traumatic or abusive experiences of life.
- Anxiety or depression in the family.

Mental illness and poor mental health are not synonyms, despite the terms being often used interchangeably. There is no guarantee that an individual will be diagnosed with mental illness just because of poor mental health. A person with a mental disease may also go through phases of good physical, mental, and social health.

1.1 Mental Health in India

The India State-Level Disease Burden Initiative found that mental illnesses contributed 14.5% of all DALYs (disability-adjusted life years) in India from 1990 to 2017 in terms of DALYs¹ and 14.5% of all YLDs (years lived with disability). Women are significantly more likely to suffer from depression, anxiety, and eating disorders. Women were also found to be more likely to commit suicide if they suffered from depression.

Mental health issues are viewed as judgmental in India, and stigma is attached to those who suffer from mental health issues. The lack of self-control and self-discipline is also considered a contributing factor to mental disorders. Treatment gaps result from stigma surrounding mental health as well as the lack of accessibility, affordability, and awareness. As reported by the National Mental Health Survey (NMHS), over 80% of individuals with mental illness don't receive treatment for at least one year. In addition to identifying large treatment gaps across mental disorders, this survey also found that there is a lack of treatment for 28% to 83% of cases.

Approximately US\$ 1.03 trillion is the estimated economic loss due to mental health disorders in India, according to the World Health Organization (WHO). Similarly, NMHS found that households with lower earnings, fewer educational opportunities, and fewer employment opportunities are disproportionately affected by mental health disorders. Socioeconomic conditions limit the financial resources available for treatment for these vulnerable groups, adding to the limitations caused by limited treatment resources. As a result of a lack of insurance coverage and State services, the majority of out-of-pocket expenses for treatment - when it is sought - are borne by the poor and vulnerable.

1.2 Mental Health of Employees

The days of not talking about mental health are gone. Or, at least they should be. The importance of psychological well-being relies on individuals' ability to cope with challenging situations, even those that are good, and setbacks in their lives, both at work and at home.

The ability to adapt to changing roles and responsibilities is made possible by positive mental

health at work. Facing difficult challenges are not mentioned. Managing stress and boosting resilience are benefits of the program. At the end of the day, it helps each person reach their full potential.

Considering all these accolades, workplace mental health should not be overlooked. Establishing an environment in which employees at all levels can openly communicate without discrimination is vital. This will prevent you from receiving valuable feedback that will help you retain top performers.

There are numerous mental health risk factors that can exist in the workplace. The majority of risks are related to interactions between the nature of the work, the managerial and organisational environment, the skills and capabilities of the workforce, and the resources available to them to perform their jobs.

- Low levels of support for employees,
- Rigid work schedules,
- Unclear duties or organizational goals,
- Inadequate health and safety policies,
- Poor communication and management techniques,
- Limited participation in decision-making or low control over one's field of work are all risks to one's mental health.

A heavy and relentless workload or duties that are inappropriate for the person's skills are two examples of job-related risks. There are some jobs that have a higher personal risk than other jobs, these kinds of jobs can impact mental health and can become a symptom of mental disorders. It may also lead the person to consume alcohol or drugs. If there is a lack of team cohesion or employee support then the risk might be increased.

CHAPTER – 2

REVIEW OF LITERATURE

Harnois, Gaston; Gabriel, Phyllis (2000): Identifying effective practices that motivate people suffering from mental illness to seek employment, return to work, and keep employment involves several factors. Mental health professionals, social support systems, and employers assist individuals in defining options, making choices, managing potentially disabling conditions, and preventing long-term hospitalization. Getting involved in productive activities, such as meaningful work, is the ultimate goal for individuals.

It's only recently that mental health issues have been realized as factors affecting absenteeism, productivity, and job satisfaction. It makes sense to consider all aspects of the mental well-being of employees given the value of work and the advances made in mental health prevention, treatment, and rehabilitation.

Anthony D LaMontagne, Angela Martin, Kathryn M Page, Nicola J Reavley, Andrew J Noblet, Allison J Milner, Tessa Keegel & Peter M Smith (2014): We would argue that mental health literacy needs to be improved more than psychosocial and other working conditions, but we should continue to make efforts in order to fulfill legal and ethical mandates to provide psychologically safe work and to reduce the substantial burden of work-related mental health problems. As awareness of work-related influences on mental health grows, and the need for psychologically safe working environments is becoming more understood, organizations may be motivated to improve psychosocial working conditions.

The practice of integrating mental health literacy in the workplace can also be characterized as progressing toward a comprehensive notion of mental health literacy, which is the collection of knowledge, beliefs, and skills helpful for preventing mental illness in the workplace, and recognizing, treating, rehabilitating, and returning active people to work after suffering from mental illness.

The practice of integrating mental health literacy in the workplace can also be characterized as progressing toward a comprehensive notion of mental health literacy, which is the collection of knowledge, beliefs, and skills helpful for preventing mental illness in the workplace, and

recognizing, treating, rehabilitating, and returning active people to work after suffering from mental illness.

Morrow, Lou, Ed.; Verins, Irene, Ed.; Willis, Eileen, Ed. (2002): Economic rationalism and local imperatives are causing many modern workplaces to suffer from 'too much work, not enough work, and no work. Besides contributing to economic and social costs (such as family issues) and an increased risk for stress-related disorders and mental health problems, each of these unfavorable work states has also been linked to the way jobs are constructed and managed. Inequality of income resulting from disparate work states has detrimental health effects for the entire society, as social cohesion, a hallmark of a healthy egalitarian society, gradually breaks down because of income inequality. Health inequalities are particularly pronounced in women and ethnic minorities, which is a result of income and work inequalities (for example, emotional, care, housework), clearly citing a 'culture of inequality' characterized by 'patriarchal power by men over women and high rates of collective prejudice toward minorities in the workplace.

Julian Barling and Anika Cloutier (2016): Work needed to be de-skilled, emotional factors restricted, and worker autonomy and discretion removed to achieve maximum productivity. Psychologically healthy employees are crucial to achieving maximum productivity; getting mental health for employees is also seen as a worthy goal by many. However, it remains to be seen whether leaders' mental health is sufficiently understood, not just in terms of its effects on their immediate external environments (e.g., employees). The mental health of leaders deserves as much attention as the mental health of employees and workplaces in comprehensive research.

Natsu Sasaki MD, Reiko Kuroda MD, PhD, Kanami Tsuno PhD, Norito Kawakami MD, PhD (2020): A high level of psychological distress, as well as high work performance, is positively related to employees' fear of COVID-19 when they are exposed to intense workplace COVID-19 measures. The COVID-19 pandemic may require workplace measures to promote and maintain employees' mental health and work performance. By taking measures, employees may have become more aware of COVID-19, resulting in a positive correlation between the number of measures taken and fear and worry.

CHAPTER – 3

RESEARCH METHODOLOGY

The data was collected based on the parameters such as type of industry, job satisfaction, change in daily routine/habits, work-life balance, and suggestions on what can be done for the betterment of employees' mental health. The data showed that the type of industry was a major factor in determining the mental health of employees. The data also showed that job satisfaction and work-life balance were major factors in determining the mental health of employees. The data suggest that the type of industry, job satisfaction, and work-life balance are major factors in determining the mental health of employees.

3.1 Key Research Question

In order to improve the mental health of your employees, what changes should be made within the organization?

3.2 Research Design

In this study, a descriptive research design was used to collect data from the respondents on time. This design only focuses on the research subject rather than the why of the research subject. This data was collected through a Google form shared with the sample population, which was composed of people who are working currently.

3.3 Study Period

The study covers the duration of March 2022 to June 2022.

3.4 Study Population

People over the age of 20 who are employed are considered the universe of study.

3.5 Research Objectives

1. To identify the major reasons for the decline in mental health at a workplace.
2. To enhance mental health of employees in order to increase their efficiency.

3.6 Sample Design and Methodology

A descriptive cross-sectional study was conducted at the Gurugram location for a period of three months using a convenience sampling technique, a questionnaire was circulated resulting in a total of 50 responses.

3.7 Data Analysis

The collected data has been analyzed using Excel. Ultimately, tables, bar graphs, and graphs were used to illustrate the analyzed data.

There is total 50 responses, selected based on the different parameters such as type of industry, job satisfaction, change in daily routine/habits, work-life balance.

In the Microsoft Excel spreadsheets data was entered and analysis was done in advance excel. Cross analysis was also done based on the type of company the respondents work

3.8 Limitation of Study

One of the limitations of this study was the relatively small sample size, but some important findings from this study can be used for future research.

CHAPTER – 4

RESULTS

4.1 Respondents Work Profile

Out of 50 respondent's 20 percent respondents that is 10 people work in a product based company where as 80 percent of the respondents i.e. 40 people work in a service based organization.

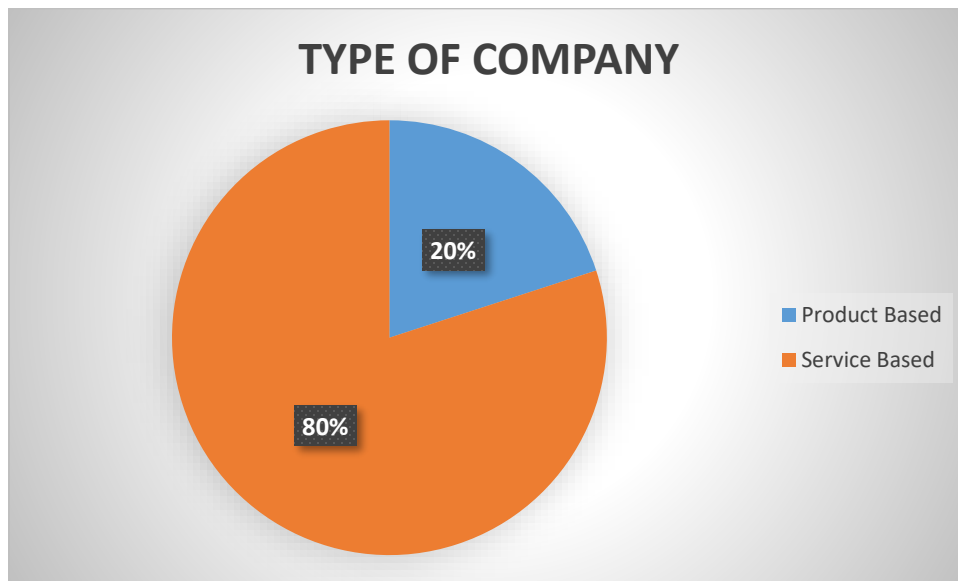


Figure 1: Represents in which type of company the respondents are working. (N=50)

4.2 Sleeping Schedule

The figure 2 depict that three-fifth of the respondents i.e. 30 people believe that their sleeping habits has been changed and out of these 30 people 5 people are those who are working in a product based company. Further analysis on the contrary stated that 30 percent of the respondents i.e. 15 people believe that their sleeping scheduled is not harmed due to their job, out of which 3 people work in a product based company and 12 work in a service based company. It is surprising to note that one-tenth of the respondents i.e. 5 people did not notice if their sleep schedule has changed or not.

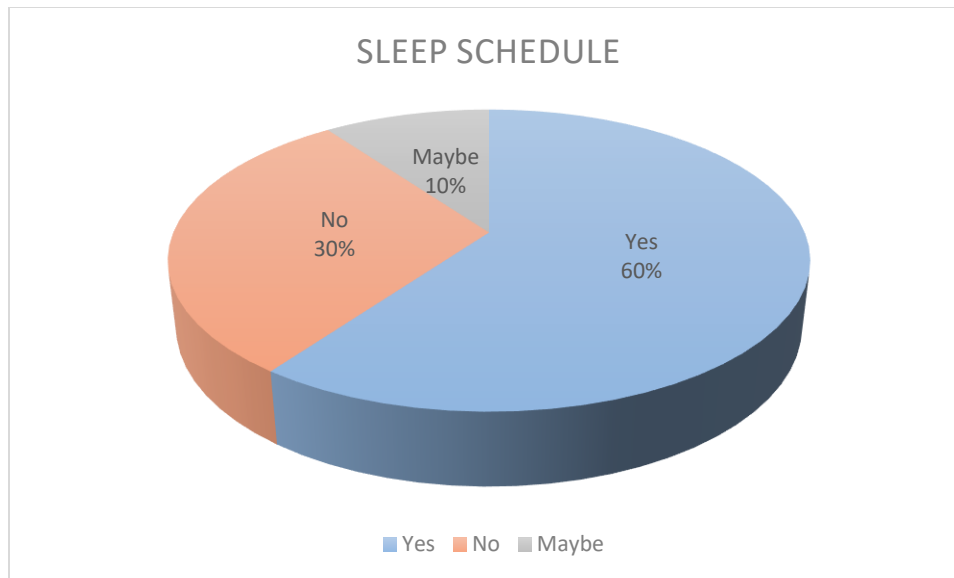


Figure 2: Respondents' sleeping schedule. (N=50)

4.3 Change in Appetite

Figure 3 clearly stated that out of 50 respondents, two-fifth (30) respondents believes that their eating habits have been changed due to different timing of their job.

Around one-third (14) respondents feels that there are no changes in their eating habits and their timing and eating habits is same that of previous eating habits, however around 13 percent (6) respondents were not aware of any change in their eating habits and lifestyle. Rest three-fifth (30) of the respondents did, t notice the change in their eating habits and lifestyle. This covers the majority of the respondents.

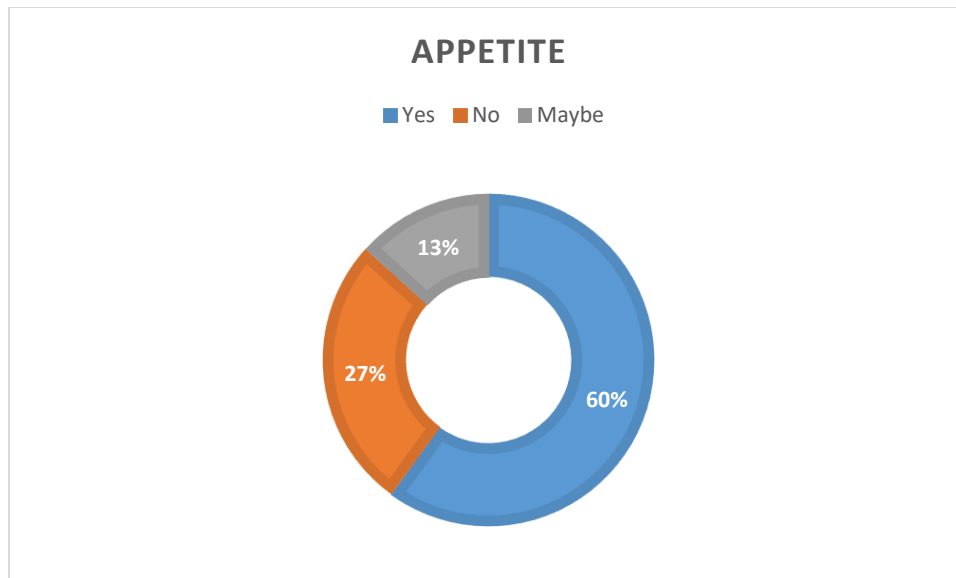


Figure 3: Change in respondents' eating schedule and lifestyle. (N=50)

4.4 Energy Levels

Figure 4 reflect the energy level of respondents while they are in their office. The figure stated that 30 percent of the respondents i.e; (15) are at neutral level which means they feel just energetic that they need for the day and other 30 percent 15 respondents feels a bit more energetic than the former ones. Whereas 20 percent feels fully energetic while they are there in their office and rest respondents feels tired at their workplace.

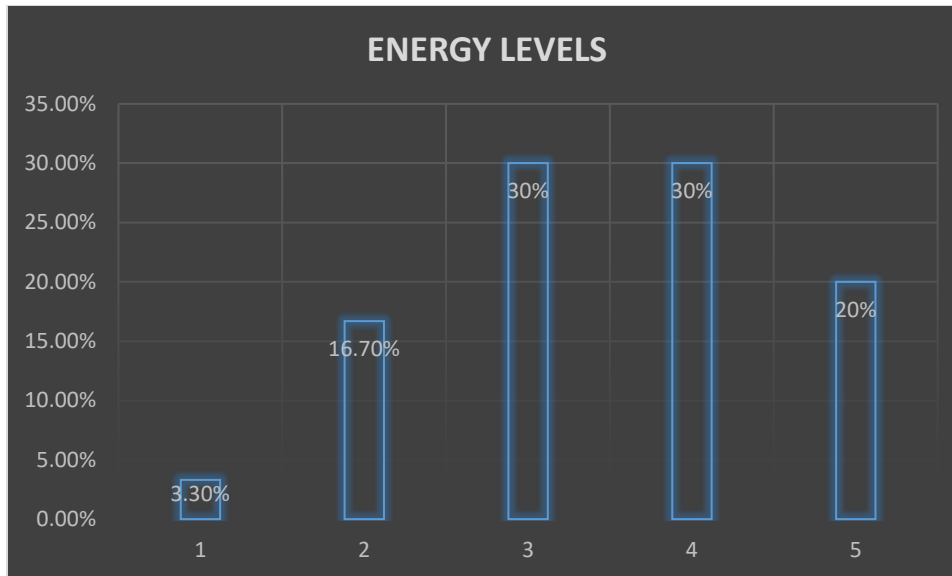


Figure 4: Represents Energy Level of respondents at their work place. (N=50)

4.5 Stress Level

Figure 5 shows the stress level of respondents. According to the survey 11 respondents have their stress level at 8 which shows that they have a stressful day at work but 2 respondents out of the sample population feels the maximum stress at their workplace. 4 Respondents (16.7%) are those who are a little above the neutral level, they feel somehow stress but not much.

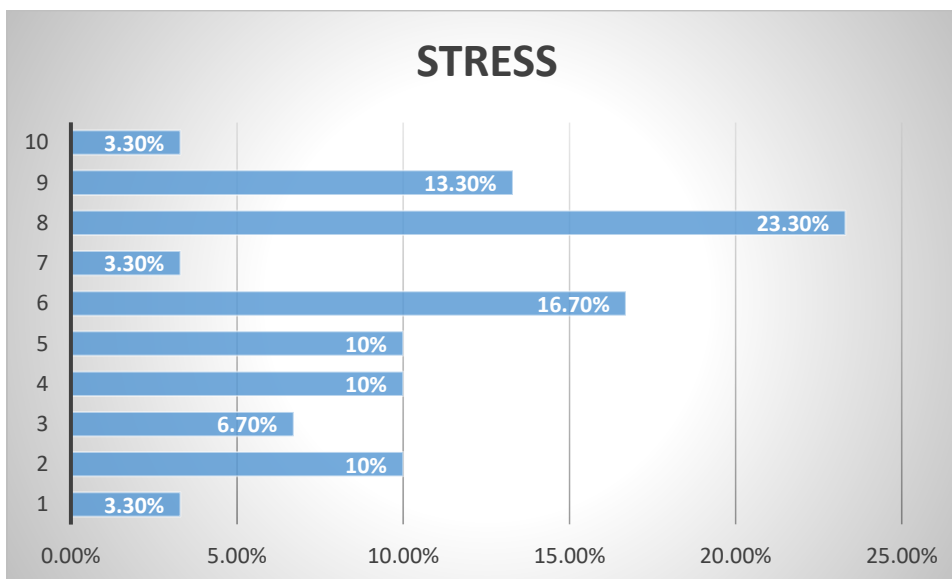


Figure 5: Stress Level of respondents at their work place. (N=50)

4.6 Emotions

Figure 6 depicts the emotions of the respondents as per their perception. Most of the respondents (60%) feel happy, excited and proud of their work while rest of the respondents were found not happy with their work and they feel sad, disgusted and fear of losing their job.

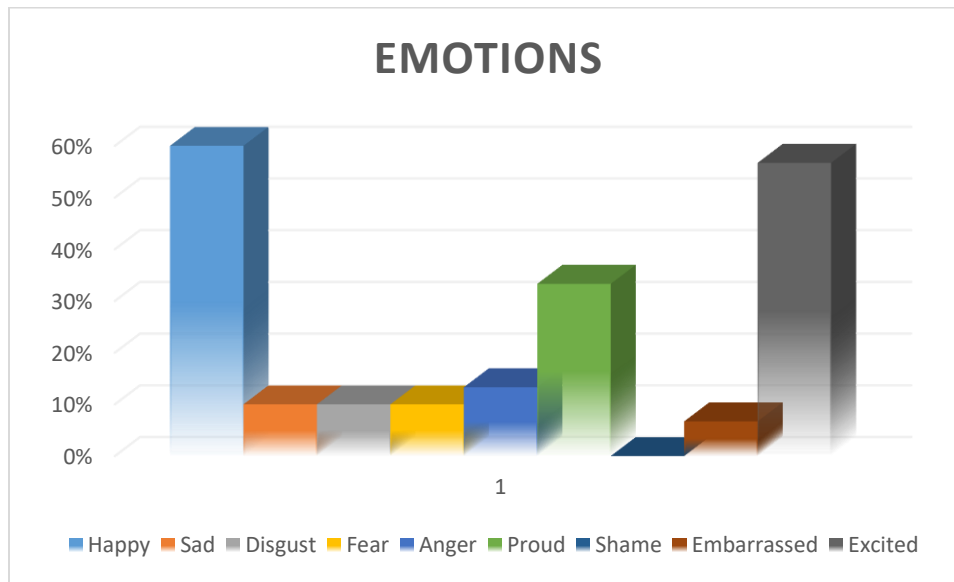


Figure 6: Type of emotions respondents feel at their work place. (N=50)

4.7 Worries/Tensions

In the below figure 7 it is shown that little more than half (53%) of respondents' common tension is about their future followed by the finances/money. These two are the most common stated by the respondents, while and just 7 percent respondents are worried about the rejection part from their job. 10 percent respondents feel lonely while they are in office surrounded with all the employees which is a concern point which could hamper their physical as well as mental health. Similarly 16.7 percent feel loss of freedom, more than one-fourth (26.7%) concerned on their health issue and other have different worries and tension in their work place.

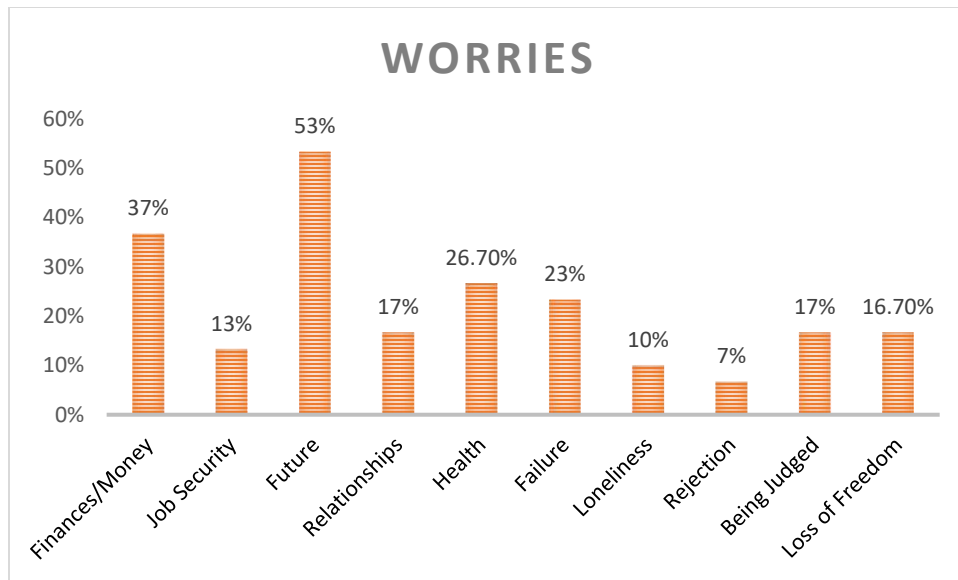


Figure 7: Worries/tensions of respondents. (N=50)

Various study parameters were assessed with the help of six sections of the questionnaire. Out of 50 Respondents, 40 work in a service based company and 10 respondents work in a product based company. In this way, we can identify the circumstances that lead to mental health issues at work. This is summarized below:

4.8 Job Satisfaction

Out of these responses, majority of sample population is happy with their current job but 13.3% of the population is unable to decide if they are happy or they want to switch their job as shown in Table 1 and figure 8. 30 percent of the sample population feels like their work-life balance is above average and 6.7 percent feels they have the perfect work-life balance in their current organization as shown in figure 9. Around one third of the respondents (15) are at neutral level which means they just have the energy that they need for the day and on the other hand 3 respondents feels tired at their workplace.

Table 1: States job satisfaction amongst the population. (N=50)

Questions	Responses	Percentage
Are you happy with your job?	Yes	76.70%
	No	10%

	Maybe	13.30%
How would you describe your work-life balance?	1 (Lowest)	0%
	2	0%
	3	13.30%
	4	6.70%
	5	13.30%
	6	6.70%
	7	13.30%
	8	30%
	9	10%
	10 (Highest)	6.70%
What are your energy levels like after a day at work?	1 (Lowest)	3.30%
	2	16.70%
	3	30%
	4	30%
	5 (Energetic)	20%

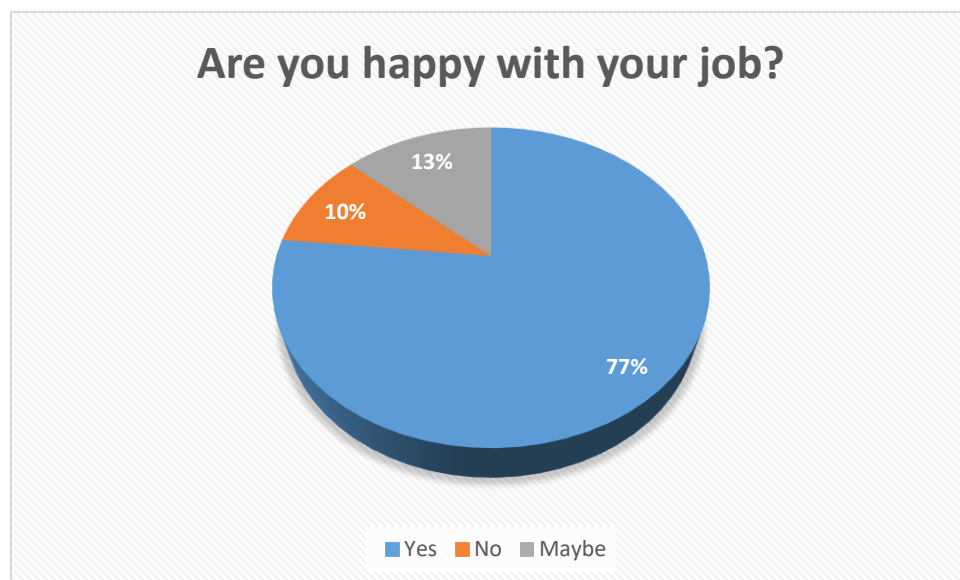


Figure 8: Respondents happiness with their job. (N=50)

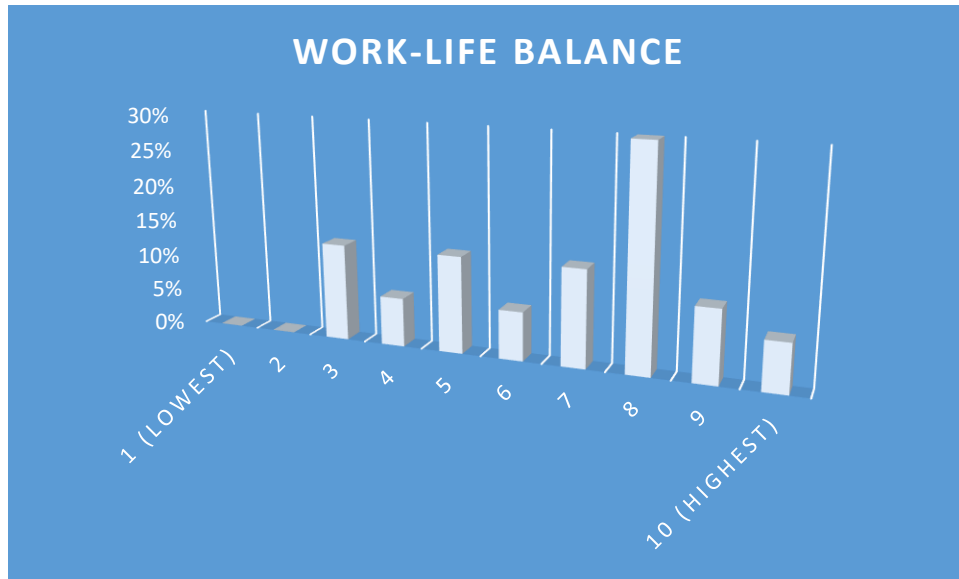


Figure 9: Respondents’ work-life balance. (N=50)

4.9 Changes in Routine/Lifestyle/Habits

Three-fifth (60%) of the respondents feels that their sleep schedule and eating habits have changed post joining their current organization as shown in Table 2. Whereas 50 percent of the respondents thinks their personal relationships are unaffected due to their job as shown in Figure 10. Out of the total respondents, 9 people who are working in product based companies mentioned, their sleep schedule has been changed.

Table2: States change in habits of respondents. (N=50)

Questions	Responses	Percentage
Have your sleeping habits changed since you started work here?	Yes	60.00%
	No	30%
	Maybe	10.00%
Has your appetite changed since you started working here?	Yes	60%
	No	27%
	Maybe	13.30%

Have your relationships suffered as a result of work?	Yes	40%
	No	50%
	Maybe	10%

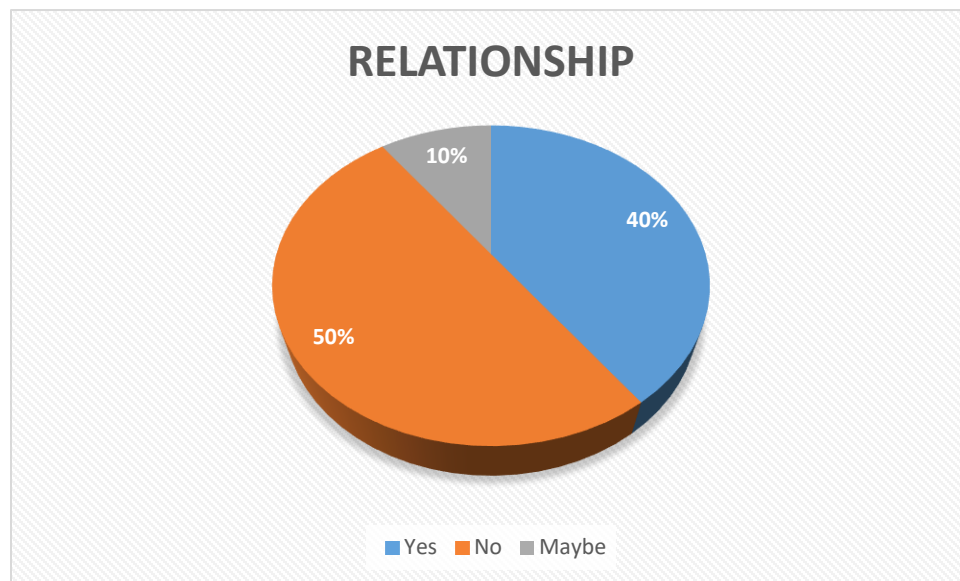


Figure 10: Personal relationships have changed or not. (N=50)

4.10 Emotions/Feelings at workplace

Out of the sample population 23.30 percent respondents have high stress at their workplace. Similarly 56.70 percent people feel excited and around one-third (33.3%) population is proud of their job and organization. 53 percent people worry about their future in their organization, whereas 37 percent people think that their future is safe in the current organisations (Table 3). In-depth analysis suggested that those who are working in product-based companies felt more stress than those who are working in a service-based company.

Table 3: States Emotions/Feelings if respondents at workplace. (N=50)

Questions	Responses	Percentage
How would you rate your stress levels at work?	1 (Lowest)	3.30%
	2	10%

	3	6.70%
	4	10%
	5	10%
	6	16.70%
	7	3.30%
	8	23.30%
	9	13.30%
	10 (Highest)	3.30%
Which moods do you feel mostly at work?	Happy	60%
	Sad	10%
	Disgust	10%
	Fear	10%
	Anger	13.30%
	Proud	33.30%
	Shame	0%
	Embarrassed	6.70%
	Excited	56.70%
What worries you the most when at work?	Finances/Money	37%
	Job Security	13%
	Future	53%
	Relationships	17%
	Health	26.70%
	Failure	23%
	Loneliness	10%
	Rejection	7%
	Being Judged	17%
	Loss of Freedom	16.70%

4.11 Stress Management at workplace

Out of the sample population around three-fifth (56.7 %) respondents' organization have some mechanisms in stress management and stress relief, and more than two-fifth (43.30%) respondents are interested in having access to more mental health resources whereas little less than (27%) of respondents does not want any access to mental health resources, and majority also have someone at their workplace to talk about their mental health as shown in Table 4, Figure 11 and Figure 12.

Table 4: Stress management at organization for their employees. (N=50)

Questions	Responses	Percentage
Do you believe your company currently aids in stress management?	Yes	56.70%
	No	43%
Would you be interested in having access to more mental health resources at your company? (such as mindfulness classes, meditation, stress reduction workshops, etc.)	Yes	43.30%
	No	27%
	Maybe	30%
Do you feel like you can talk to someone or ask for help with mental or physical health issues at work?	Yes	56.70%
	No	43%



Figure 11: Represents if respondents' organization aids in stress management. (N=50)

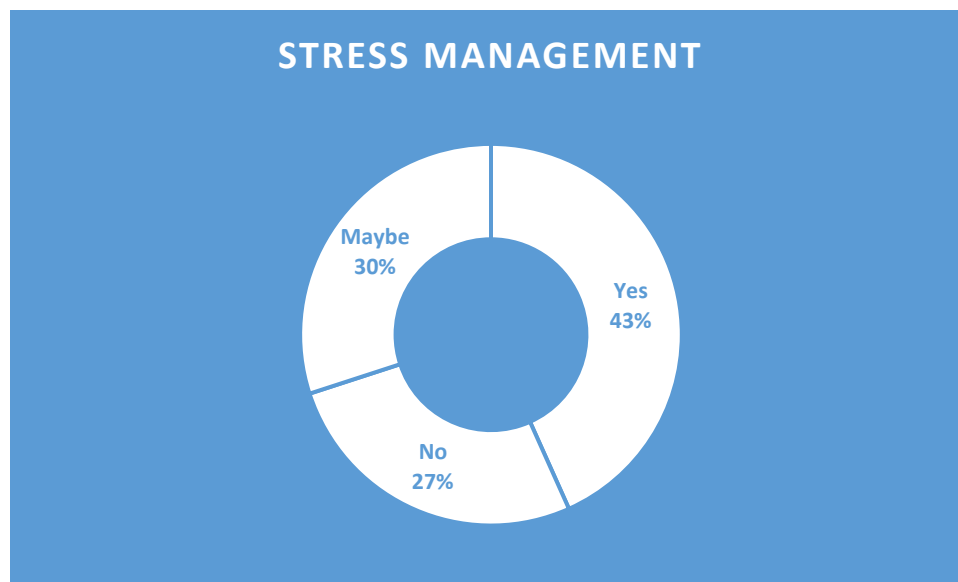


Figure 12: Represents if respondents are interested in having access to more mental health resources. (N=50)

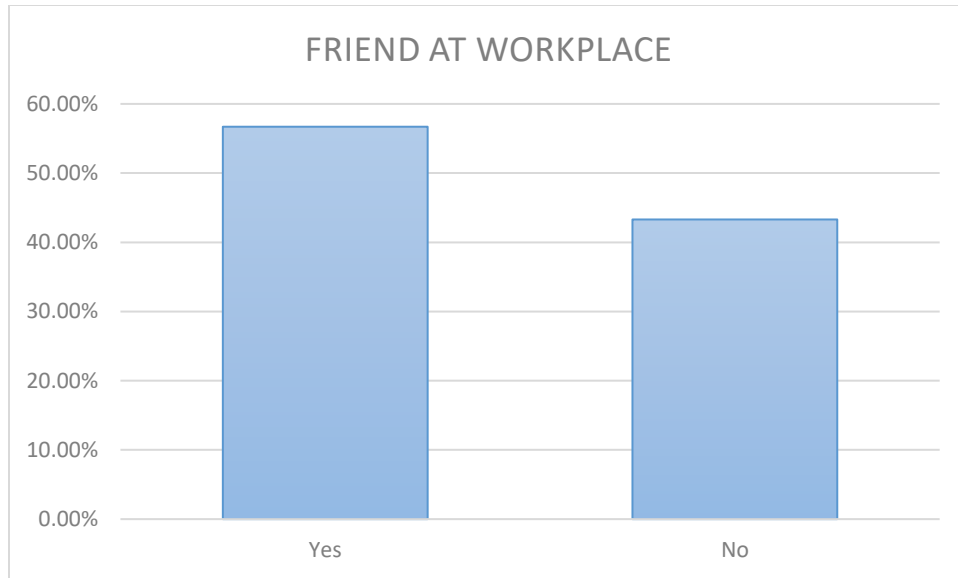


Figure 13: Respondents have someone to talk about their health at workplace. (N=50)

4.12 What can an organization do?

Table 5 and Figure 14 depicts that 23.68 percent (12 people) of the respondents thinks that reducing working hours or working days can help them in betterment of their mental health, followed by 9 People (18.42%) want to have some interesting events and activities in their office and 7 People i.e. (15.8%) want to join some yoga and meditation session to improve their mental health.

Table 5: Stated what an organization can do for their employees' health. (N=50)

Responses	Percentage
Have on Call therapist available	2.63%
Good Food Options (food helps elevate mood)	5.26%
Interesting events and activities	18.42%
Reducing working hours	23.68%
More freedom in doing things	7.90%
Yoga/meditation Sessions	15.80%
No Extra work pressure/tasks	5.26%
Monetary/non-monetary benefits	5.26%
Supporting team	13.16%

Better organization and management of resources 2.63%

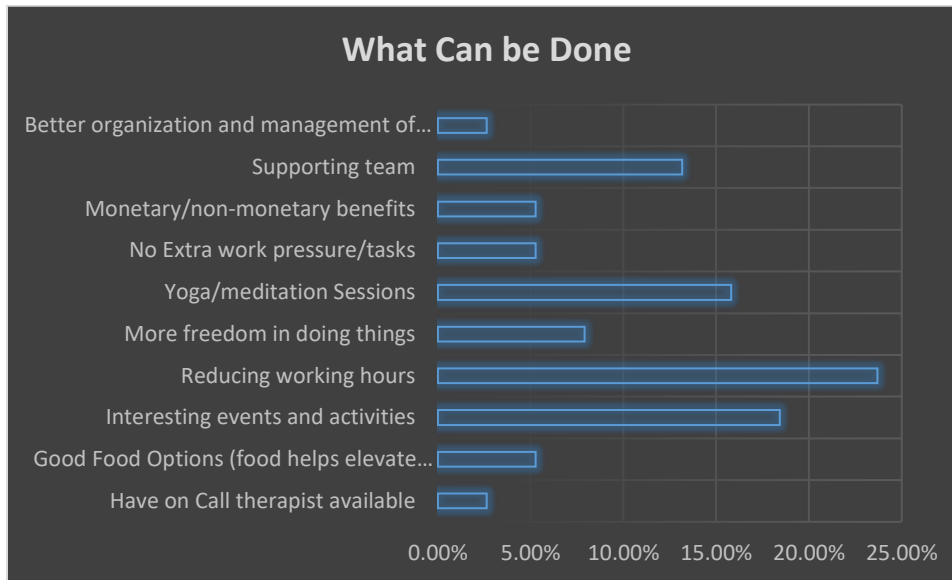


Figure 14: What an organization can do for their employees' health. (N=50)

4.13 Worst Day of an Employee

As shown in Table 6 & Figure 15, around one-third (31.57%) respondents' nightmare at workplace is termination from the job followed by 16 percent due to bad performance, whereas 10.53 percent respondents have a fear on the deduction in their bonus/appraisal/compensation. Rest feels worst day are the day when there is fight in the office (5.26%), getting scolded (16%), work pressure (5.26%) and others respectively.

Table 6: States nightmares employees have related to workplace. (N=50)

Responses	Percentage
Getting scolded	16%
Work pressure	5.26%
Deduction in compensation	10.53%
Bad performance	16.00%
Fight in office	5.26%

Termination	31.57%
Sunday working	5.26%
Non-stop meetings	5.26%
No work	5.26%

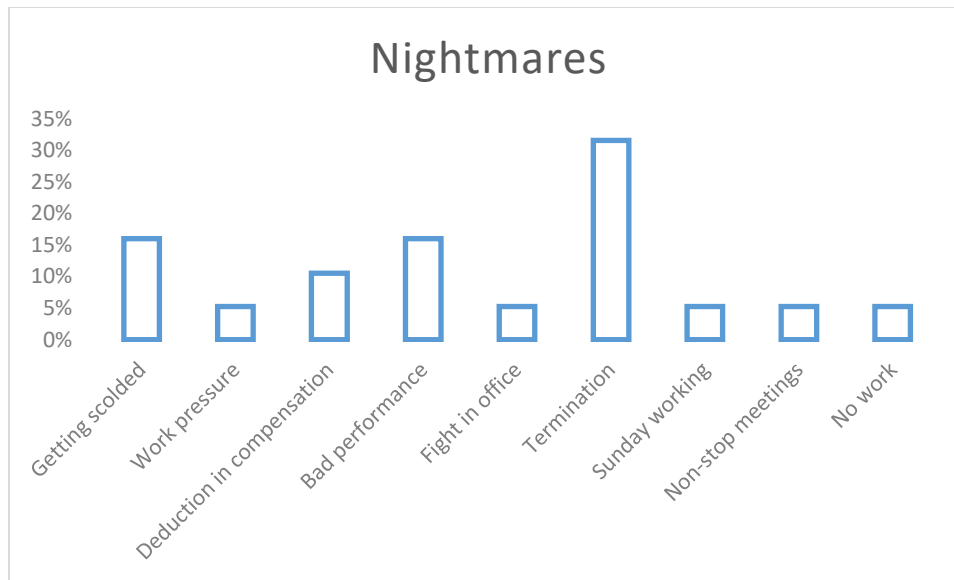


Figure 15: Nightmares related to office. (N=50)

4.14 What an organization should NOT do

According to the data shown in Table 7 & Figure 16 out of 50 respondents, around one-third (31.25%) respondents want their organization to stop working at unusual timings, followed by one-fourth (25%) respondents want their deadlines to be rechecked and given according to the work, 18.75 percent have a feeling of high work pressure and want it to be reduced.

Table 7: What an organization should stop practicing. (N=50)

Responses	Percentage
Hiring employees with less experience for higher designation	6.25%

Unusual work timings	31.25%
Short deadlines	25%
Penalties on small stuff	6.25%
Daily Meetings	6.25%
Work Pressure	18.75%
Not giving breaks	6.25%

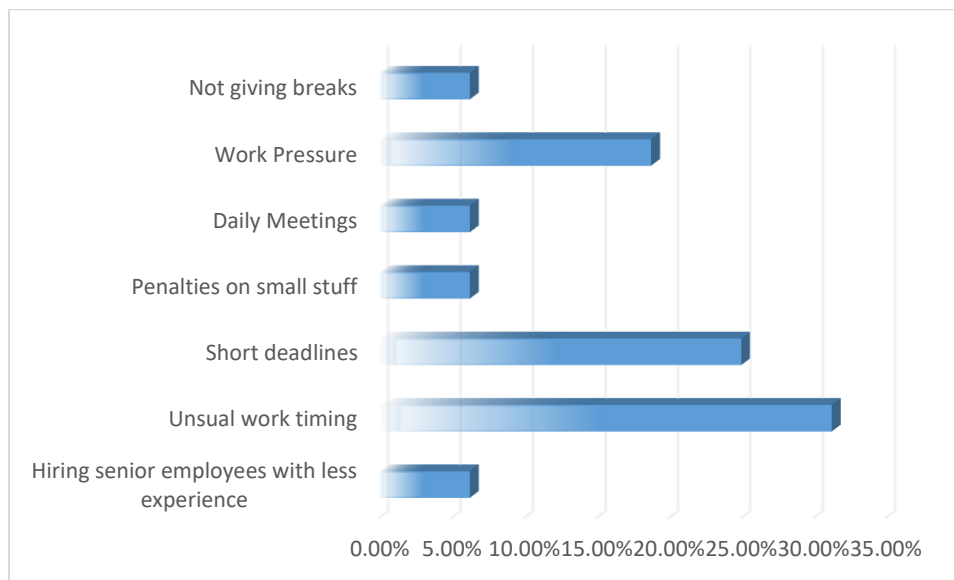


Figure 16: What an organization should stop practicing. (N=50)

CHAPTER – 5

DISCUSSION

This cross-sectional study focuses on the mental health of employees and their time management. The results reveal that 20 percent work in companies with a product-based structure, while 80% work in companies with a service-based structure. 60% of respondents changed their sleep schedule while 30 percent feel no change in their sleep schedule yet whereas 10 percent were not aware if there was any change in their sleep schedule or not.

In a research conducted by Harnois, Gaston; Gabriel, Phyllis in the year 2000 they concluded that due to mental health absenteeism, productivity and job satisfaction is getting hampered. It is important to consider all the aspects of mental well-being. These are all pointers concluded in our survey as well that employees stress level and moods affect their productivity.

According to research conducted in 2014 by Anthony D LaMontagne, Angela Martin, Kathryn M Page, Nicola J Reavley, Andrew J Noblet, Allison J Milner, Tessa Keegel & Peter M Smith. They found out that mental health treatment, literacy, beliefs are needed to be taken care of. Similarly, in the study also respondents also believe that there should be yoga or meditation sessions in the work place to enhance their mental health. Along with that working hours can be reduced or fun activities or games can be introduced in the organization in order to increase the mental health of employees.

According to the research done by Morrow, Lou, Ed.; Verins, Irene, Ed.; Willis, Eileen, Ed. in 2002 it was concluded that too much work, not enough work, and no work can be a cause of mental illness. This is a part of our research as well. Many of our respondents wanted their working hours to be decreased or they want less work pressure so that they can work peacefully.

From our survey data, we can see how the eating habits and stress levels of the population affects their working efficiency. The majority of the respondents, 60 percent, believes that they changed their health habits either in a positive or negative way. However, 30 percent feels neutral, and a minority of 30 percent feels more energetic than them. 20 percent of total sample feels fully energetic at their workplace whereas 3.3 percent does not feel any form of energy at all. If we talk about stress levels, 23.3 percent of the people feel stressed at the workplace where 16.7 percent

feels neutral. 3.3 percent respondents does not feel any sort of stress at their workplace and another 3.3 percent respondents does not feel any form of stress at all.

The results show that happiness is the major emotion among employees. This shows the positive response of employees and their satisfaction from the healthcare system in Nigeria. A large number of people think about their future (53%), followed by worries about health (26%) and failure (23%). A comparison with other countries in the world, shows that Nigerian companies have a very high percentage of financial growth compared to other countries such as Saudi Arabia, Jordan, China and South Africa.

The survey of the employee at work group reveals that 76.7 percent are happy with their job and 10 percent are not at all happy. 13.30 percent of people sometimes feel happy but sometimes do not, depending on their situation. Around 13.30 percent respondents feel natural regarding work-life balance, which means they are satisfied with it, neither bad nor good and 6.7 percent people think that they have a perfect work-life balance. According to the study, most of the population is neutral in every aspect, be it energy level (30%) and 20 percent feel very energetic at their workplace.

The study was conducted in order to measure employees' coping skills and mental health. Data collection was through questionnaires and interviews. Results showed that 23 percent were in agreement that their organization should reduce working hours or make it 4-5 days working per week to affect its employees' mental health positively followed by conducting interesting activities and events (18.42%) and having yoga/meditation sessions (15.80%). It is also suggested that teamwork and team support should be there as well.

Perceptions of employees towards the organization are taken into account by their behavior in the organization. In this study, the respondents' responses analyze their current perception towards their work and organization in terms of job satisfaction and job stress. The results showed that whether the employee is happy with his current job or not yet the biggest nightmare for him will be the termination (31.57%). Many (16%) of our respondents are also worried about their poor performance in the office and also getting scolded by their boss. Followed by a reduction in their compensation (10.53%). 31.25 percent of respondents feel there are unusual work timings in their organization and there is higher work pressure (18.75%) as well.

According to some prior researches, employee mental health is impacting the employment as well as company's growth. It also impacts the efficiency of the work done by employees and work environment as well. Nowadays, many companies are working towards the health of their employees, either by providing them medical insurance or by conducting activities in office called as "Fun Friday". 5 Days working model is also becoming helpful at many organizations, even now many corporate organizations are switching towards 4 Days working in a week. During and post Covid-19, Work from Home model helped a lot in terms of mental health on the other hand many people want to go to office now to get that work environment that they are missing at their homes.

CHAPTER – 6

CONCLUSION

The study and literature analysis lead to the following conclusions:

1. There is growing recognition that an employee's mental health is a significant role in their overall health and that pressures at work can contribute to a variety of physical ailments.
2. Additionally, having poor mental health can make workers burn out, which has a significant negative impact on their capacity to actively contribute to both their personal and professional life.
3. Employers and workplace are directly impacted by mental health issues through increased absenteeism, a detrimental effect on production and earnings, as well as an increase in costs to address the problem. They also have a negative effect on employee morale.
4. Stress at work is a significant contributor to occupational illness and low productivity. This entails increased absences owing to illness, significant personnel turnover, subpar performance within the company, and perhaps an increase in accidents brought on by human error. In addition to physical symptoms like anxiety and sadness, lack of attention, and poor decision-making due to fear of losing one's job, fighting with the colleagues, work-related stress can also have psychological impacts.
5. Stress is the unfavorable response people have to unreasonably high demands or other sorts of pressure. There is a major difference between pressure, which can serve as motivation, and stress, which can happen when pressure reaches an unhealthy level.
6. Several respondents report that they are dissatisfied with their current employment environment because of the long working hours or work pressure. Respondents are generally concerned about their financial security and future while working. Despite the fact that most respondents are happy with their organizations, there is always room for improvement in some way within every one of them.

CHAPTER – 7

RECOMMENDATIONS

Based on the study, analyzing the secondary study and observation during dissertation following recommendation can reduce stress and fear and improve mental health (and feel better) in workplace:

1. **Starting the day with a thoughtful morning.** Yoga in the morning or a brief period of meditation can help you get your day off to a purposeful start.
2. **Focus on advantages.** Employers should prefer to concentrate on enhancing these characteristics and competence of their employee because the majority of them consider deficiencies as changeable. When people focus on enhancing their strengths rather than fixing their weaknesses, they develop more quickly. When they utilize their strengths, they are moreover frequently happier, more assured, and less anxious.
3. **Keep making strides toward important objectives.** It is frequently necessary to review priorities and adjust goals as necessary, particularly during a national emergency like the COVID-19 epidemic. Even though this is useful and frequently essential, avoid relying entirely on temporary fixes.
4. **Beginning day with a mindful morning** Starting the day with a thoughtful morning. Yoga in the morning or a brief period of meditation can help you get your day off to a purposeful start.
5. **Work on the strengths.** Focus on your advantages. Employers should prefer to concentrate on enhancing these characteristics and competence of their employee because the majority of them consider deficiencies as changeable. When people focus on enhancing

their strengths rather than fixing their weaknesses, they develop more quickly. When they utilize their strengths, they are moreover frequently happier, more assured, and less anxious.

6. **Continue progressing toward big goals.** Keep making strides toward important objectives. It is frequently necessary to review priorities and adjust goals as necessary, particularly during a national emergency like the COVID-19 epidemic.
7. **Getting enough sleep.** Typical adults need 7-9 hours of quality sleep per night. Failing to achieve this on a regular basis can impact energy, mood and motivation. For mental health, it is essential to give the body enough time to relax and regenerate.
8. Achieving this on a regular basis can affect one's vitality, disposition, and drive. For mental health, it is essential to give the body enough time to relax and regenerate throughout the night.
9. **Eat a balanced diet.** Making healthy decisions is made a little bit simpler because food is the body's fuel. The brain can be harmed by substances included in processed meals. Since mood disorders like sadness have been linked to diets high in refined sugar, employers should encourage their staff to eat healthful meals.
10. **Exercise frequently.** The workplace should have an exercise facility. People who exercise regularly typically have better physical and mental health. Exercise enhances mental clarity, sleep quality, and
11. **Work in healthy lighting.** Secondary studies suggest that poor lighting contributes to depression and other deficiencies in the body while healthy light often improves mood and energy levels, hence proper lighting in the workplace should be ensured as well as spending time in nature can relieve stress and promote both mental and physical fitness.
12. **Laugh.** It is suggested that laughing clubs at workplace and positive thoughts story telling/ case-studies session should be organized on regular basis create the positive energy.
13. **Try something new.** Trying something new allows individuals to tap into their potential and discover things they may not have otherwise known about themselves. Following new could be tried to create conducive environment in workplace to reduce the stress and fear among the employee:

- Employees should be rewarded and recognized within the company through a variety of rewards and recognition programs.
- It is also necessary to appreciate employees in front of their families.
- Quarterly get-together can be organized in the organization and employees' families could also be invited along with the employee.

REFERENCES

- Who.int. 2022. *Mental health in the workplace*. [online] Available at: <<https://www.who.int/teams/mental-health-and-substance-use/promotion-prevention/mental-health-in-the-workplace>> [Accessed 1 July 2022].
2022. [online] Available at: <<https://www.cdc.gov/workplacehealthpromotion/tools-resources/workplace-health/mental-health/index.html>> [Accessed 1 July 2022].
- Harvard Business Review. 2022. *It's a New Era for Mental Health at Work*. [online] Available at: <<https://hbr.org/2021/10/its-a-new-era-for-mental-health-at-work>> [Accessed 1 July 2022].
- India, I., 2022. *Understanding India's mental health crisis*. [online] Ideas For India. Available at: <<https://www.ideasforindia.in/topics/human-development/understanding-india-s-mental-health-crisis.html>> [Accessed 1 July 2022].
- Medicalnewstoday.com. 2022. *Mental health: Definition, common disorders, early signs, and more*. [online] Available at: <<https://www.medicalnewstoday.com/articles/154543#risk-factors>> [Accessed 1 July 2022].
- Betterup.com. 2022. *Mental Health in the Workplace: Why Support Is So Important*. [online] Available at: <<https://www.betterup.com/blog/mental-health-in-the-workplace>> [Accessed 1 July 2022].
2022. [online] Available at: <<https://www.mentalhealth.gov/basics/what-is-mental-health>> [Accessed 1 July 2022].
2022. [online] Available at: <<https://www.cdc.gov/mentalhealth/learn/index.htm>> [Accessed 1 July 2022].
- Ecommons.cornell.edu. 2022. [online] Available at: <https://ecommons.cornell.edu/bitstream/handle/1813/76479/no_49mhealth.pdf?sequence=1&isAllowed=y> [Accessed 1 July 2022].
- Files.eric.ed.gov. 2022. [online] Available at: <<https://files.eric.ed.gov/fulltext/ED472573.pdf#page=159>> [Accessed 1 July 2022].
- Hosted.smith.queensu.ca. 2022. [online] Available at: <<https://hosted.smith.queensu.ca/faculty/julianbarling/docs/Articles/Leaders-%20Mental%20Health%20at%20Work%20-%20JOHP.pdf>> [Accessed 1 July 2022].

2022. [online] Available at: <<https://onlinelibrary.wiley.com/doi/full/10.1002/1348-9585.12134>>
[Accessed 1 July 2022].

ANNEXURE

1. Name (If you don't want to disclose your name then put Anonymous)
2. What type of company you are working with?
 - a.) Service Based
 - b.) Product Based
3. Are you happy with your job?
 - a.) Yes
 - b.) No
 - c.) Maybe
4. Have your sleeping habits changed since you started work here?
 - a.) Yes
 - b.) No
 - c.) Maybe
5. Has your appetite changed since you started working here?
 - a.) Yes
 - b.) No
 - c.) Maybe
6. Have your relationships suffered as a result of work?
 - a.) Yes
 - b.) No
 - c.) Maybe
7. What are your energy levels like after a day at work?
 - a.) 1 (Tired)
 - b.) 2
 - c.) 3
 - d.) 4
 - e.) 5 (Energetic)
8. How would you describe your work-life balance?
 - a.) 1 (Most Unbalanced)
 - b.) 2
 - c.) 3

- d.) 4
- e.) 5
- f.) 6
- g.) 7
- h.) 8
- i.) 9
- j.) 10 (Completely Balanced)

9. How would you rate your stress levels at work?

- a.) 1 (Stress Free)
- b.) 2
- c.) 3
- d.) 4
- e.) 5
- f.) 6
- g.) 7
- h.) 8
- i.) 9
- j.) 10 (Full of Stress)

10. Which moods do you feel mostly at work?

- a.) Happy
- b.) Sad
- c.) Disgust
- d.) Fear
- e.) Anger
- f.) Proud
- g.) Shame
- h.) Embarrassed
- i.) Excited

11. What worries you the most when at work?

- a.) Finances/Money
- b.) Job Security

- c.) Future
- d.) Relationships
- e.) Health
- f.) Failure
- g.) Loneliness
- h.) Rejection
- i.) Being Judged
- j.) Loss of Freedom

12. Do you believe your company currently aids in stress management?

- a.) Yes
- b.) No

13. Would you be interested in having access to more mental health resources at your company?
(such as mindfulness classes, meditation, stress reduction workshops, etc.)

- a.) Yes
- b.) No
- c.) Maybe

14. Do you feel like you can talk to someone or ask for help with mental or physical health issues
at work?

- a.) Yes
- b.) No

15. How could your company help improve your work-life balance?

16. What would a nightmare day look like to you as an employee?

17. What can the organization START doing to better support your mental health?

18. What can the organization STOP doing to better support your mental health?