
Dissertation

A STUDY ON THE FACTORS CONTRIBUTING
TO INCREASING MENTAL HEALTH CONCERNS
AMONG EMPLOYEES IN SERVICE-BASED
INDUSTRIES.

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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.
 - Mental health affects all aspects of life, including one's daily routine, relationship and physical well-being.
 - Mental health disruptions can result from interactions between people, issues in their lives and physical factors as well.
 - Mental health problems are caused by a wide variety of factors, including:
 1. Genetics, brain chemistry and adversity, among others.
 2. Traumatic or abusive experiences of life.
 3. Anxiety or depression in the family.
-

About the Organization

Extra Cashback Application

Facilitating Payment Gateways for its users.

Providing Additional Discounts and Cashbacks.

Registered in 2014

Website Launched - 2015

Android Application – 2016

IOS Application – 2019

More than 2.5 Million users.

Talkcharge

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.

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.

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.

Review of Literature

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 (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.

Research Question

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

Objectives of the Study

Objective 1: To identify the major reasons for the decline in mental health at a workplace.

Objective 2: To suggest for enhance mental health of employees in order to increase their efficiency.

Research Methodology



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.

Study Period

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

Study Place

This Research was conducted in Gurugram, Haryana

Study Population

There are total 50 responses. This data was collected through a Google form shared with the sample population.

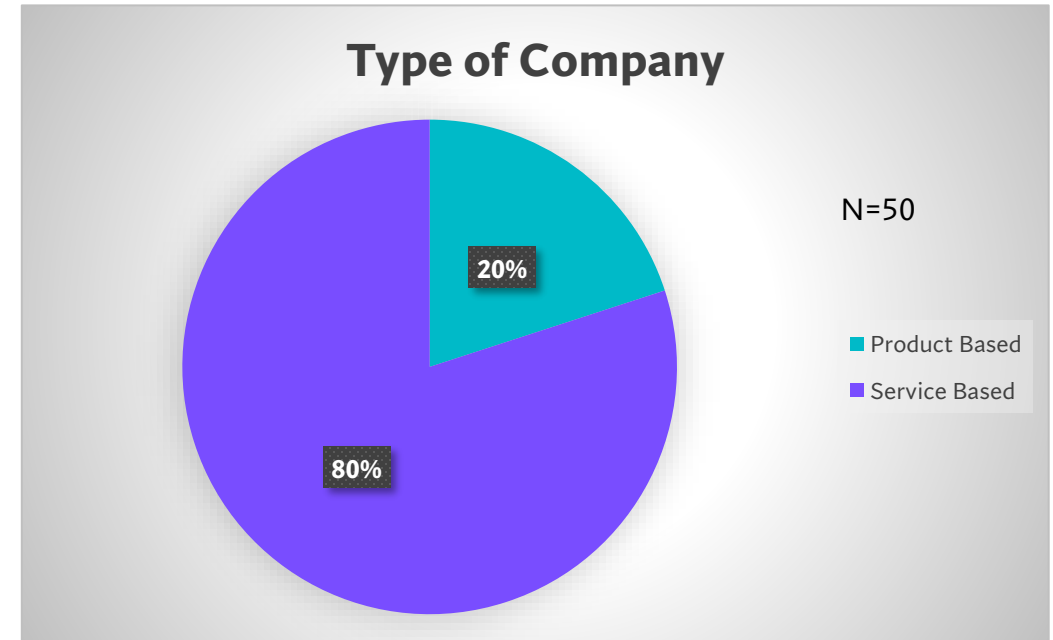
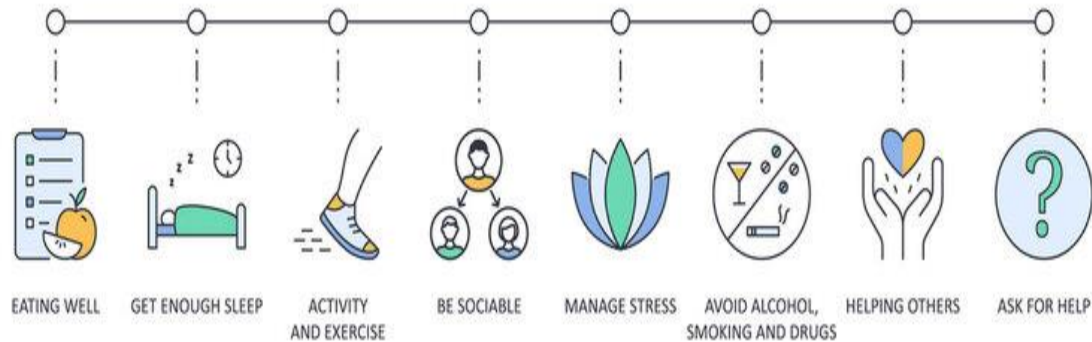
{It was based on the parameters such as type of industry, job satisfaction, change in daily routine/habits, work-life balance, and suggestions on what can be done for the betterment of employees' mental health}.

Data Analysis

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

Findings

MENTAL HEALTH



Findings

Fig 1: Change in Appetite

■ Yes ■ No ■ Maybe

N=50

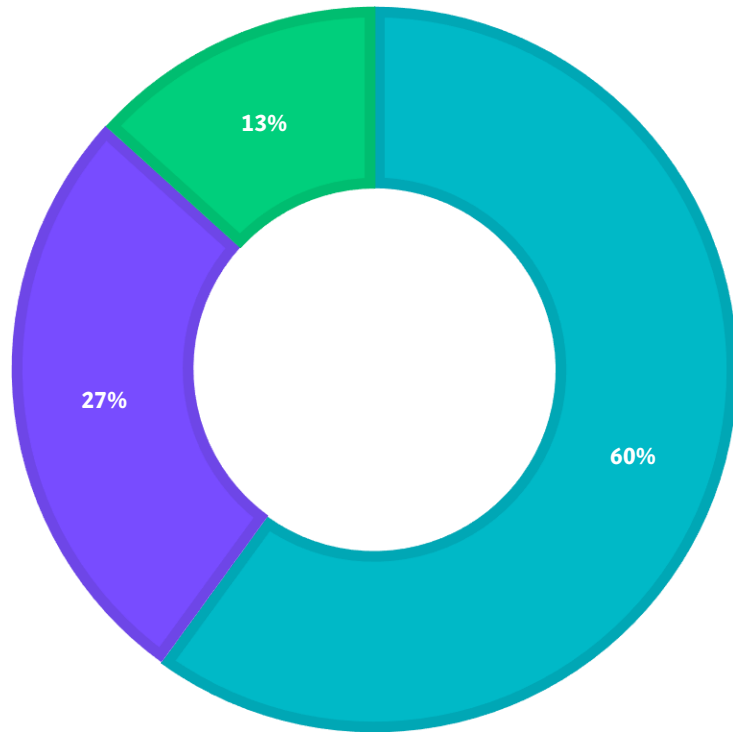
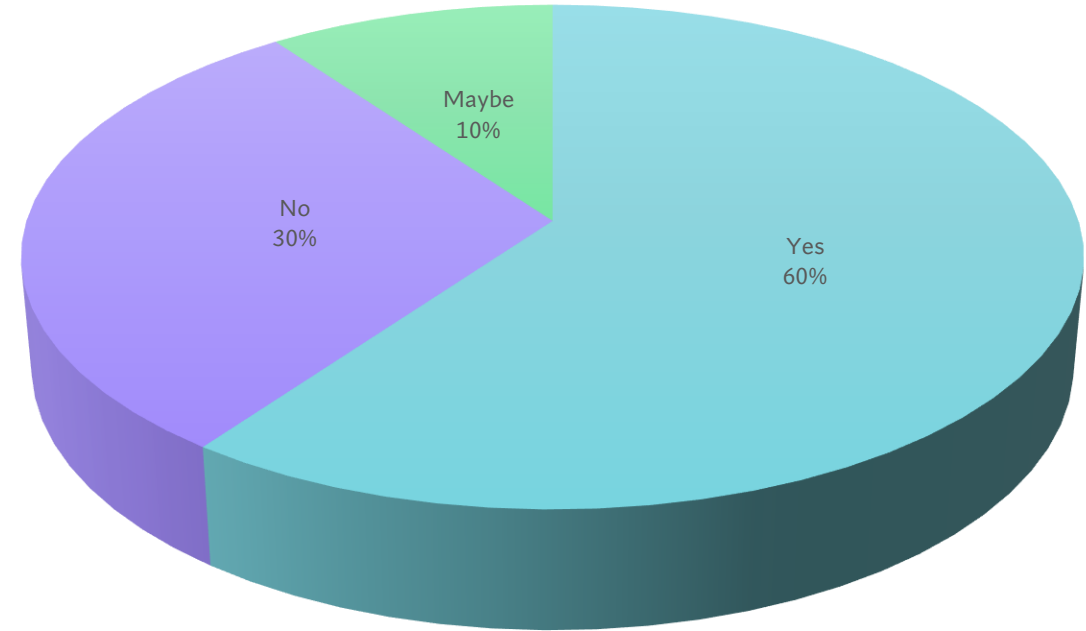


Fig-2 Sleeping Schedule

N=50



■ Yes ■ No ■ Maybe

Findings

Fig 3: Energy Level of respondents at their work place

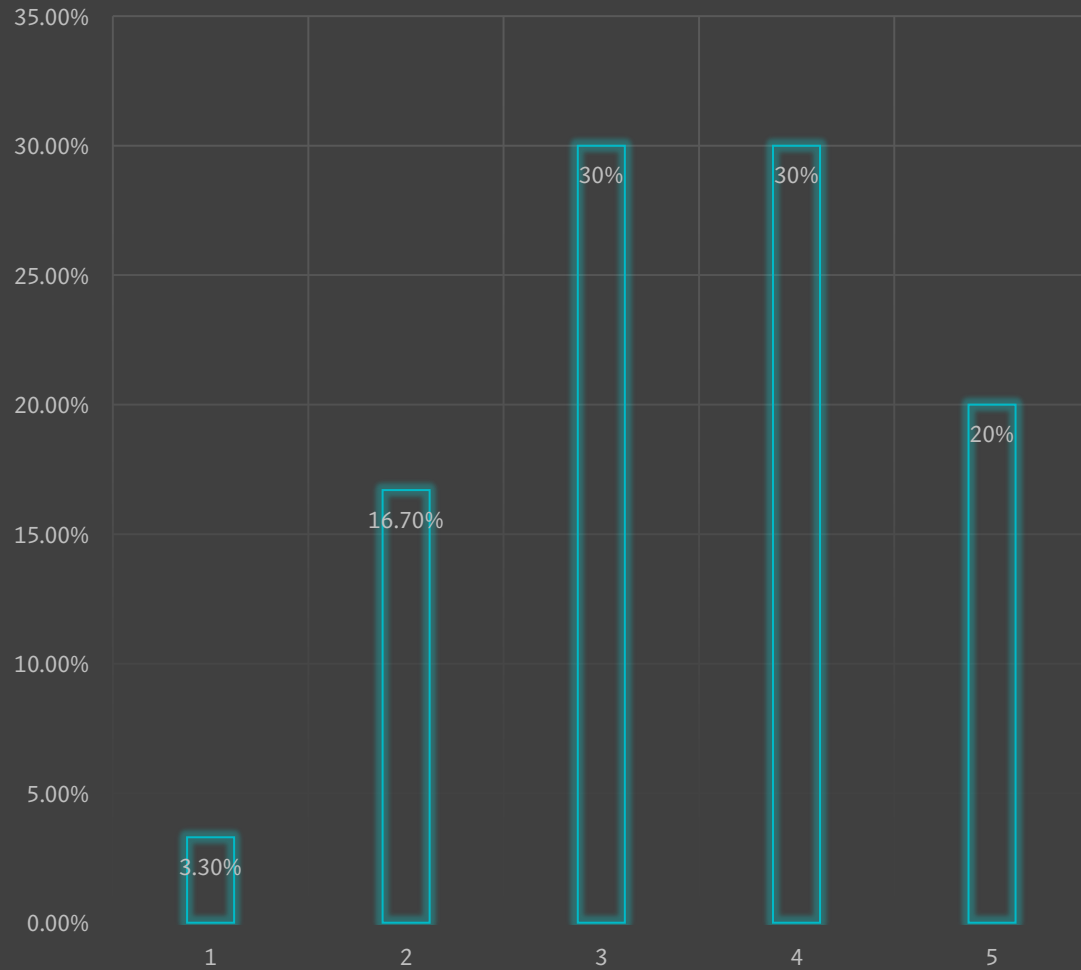
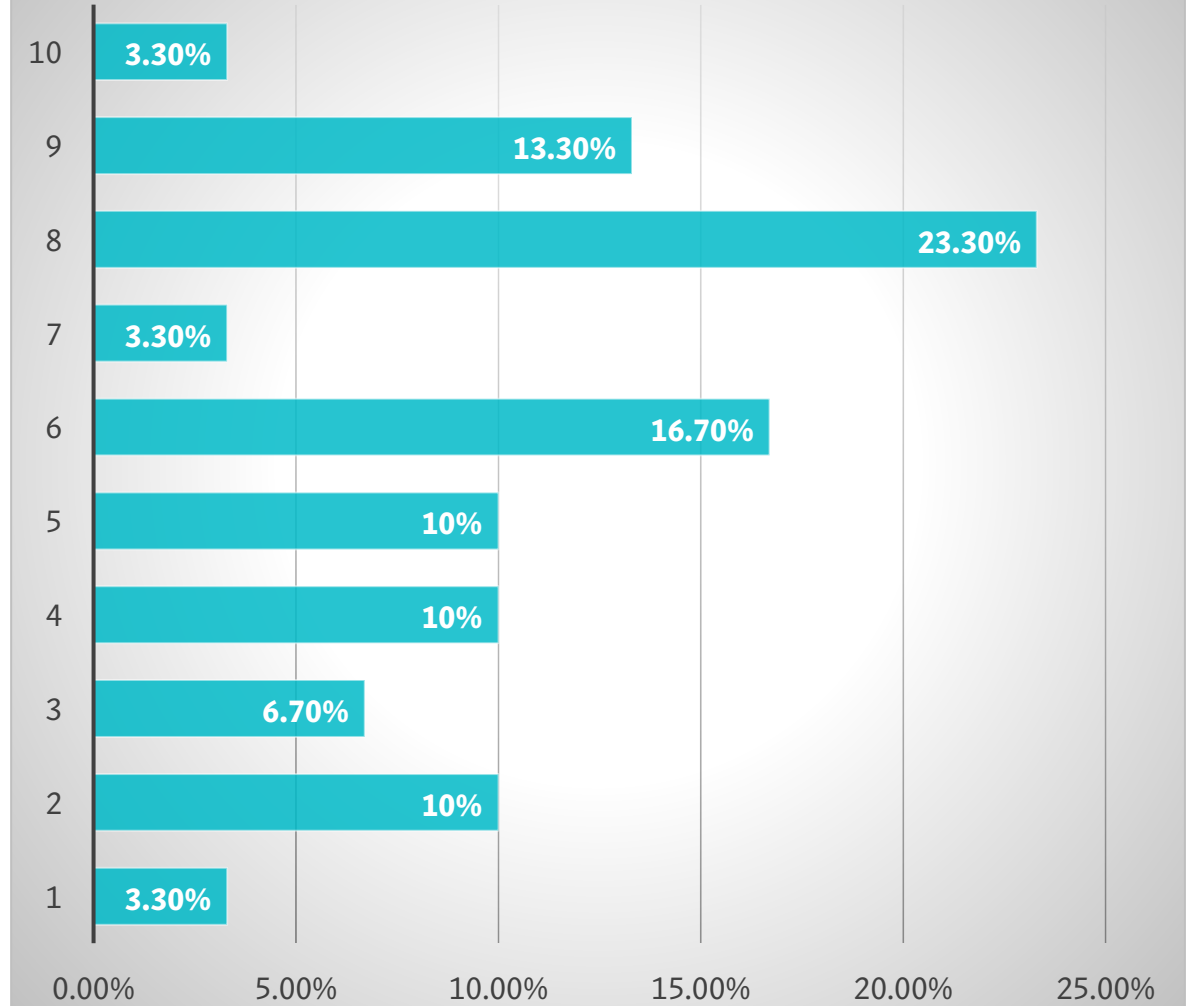
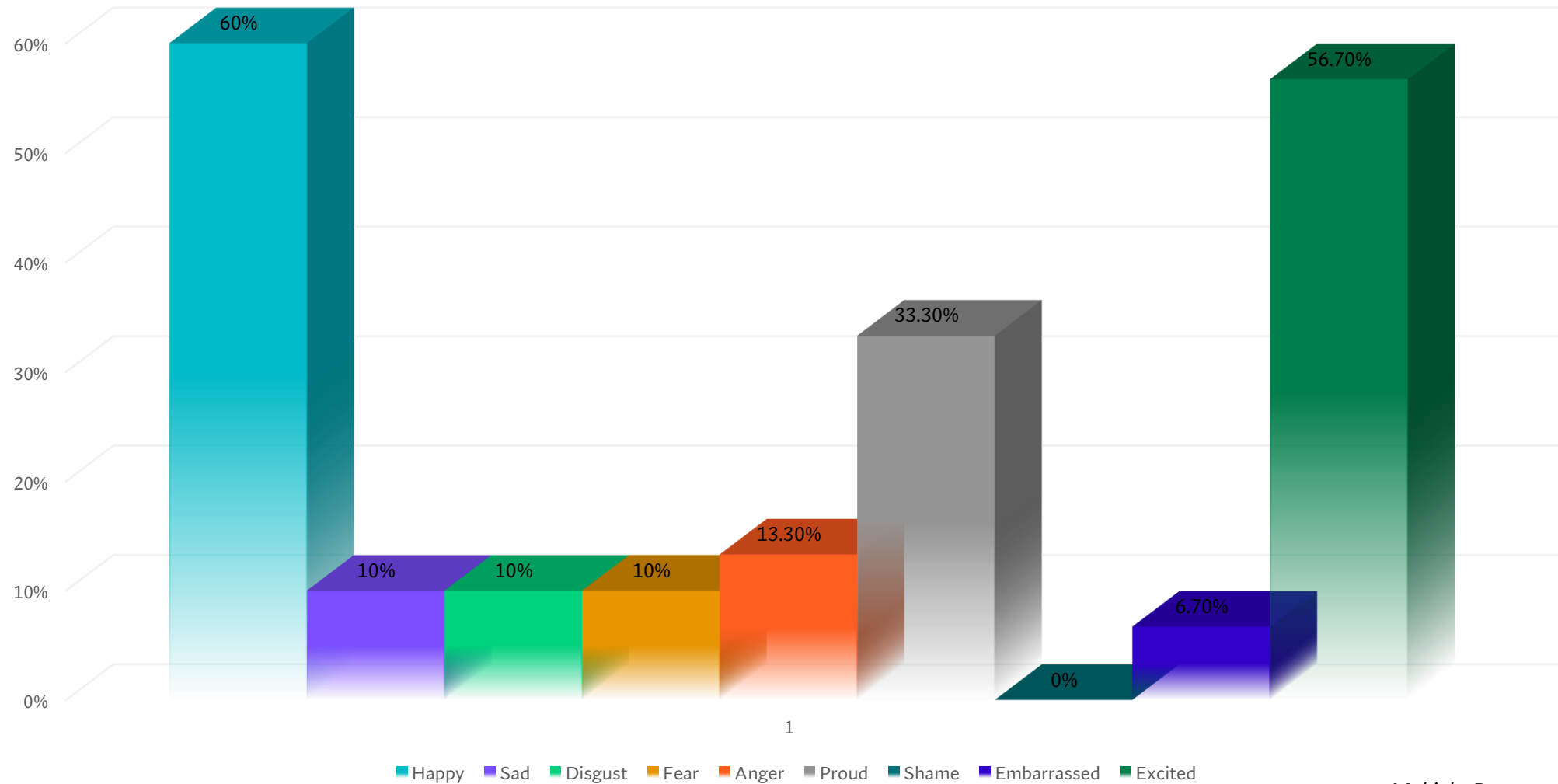


Fig4: Stress Level of respondents



Findings

Fig 5: Emotions of the Respondents as per their Perception



Findings

Fig 6: Worries/Tensions of Respondents

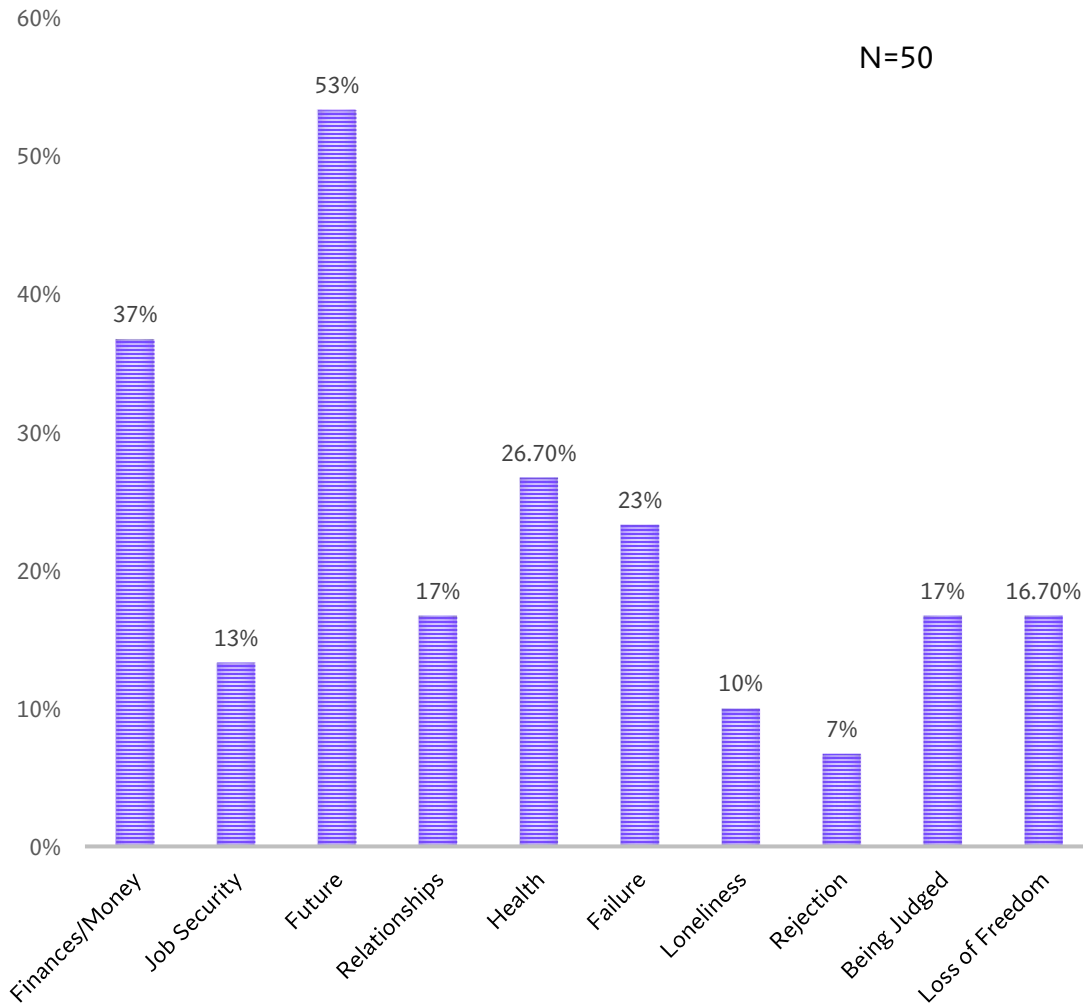
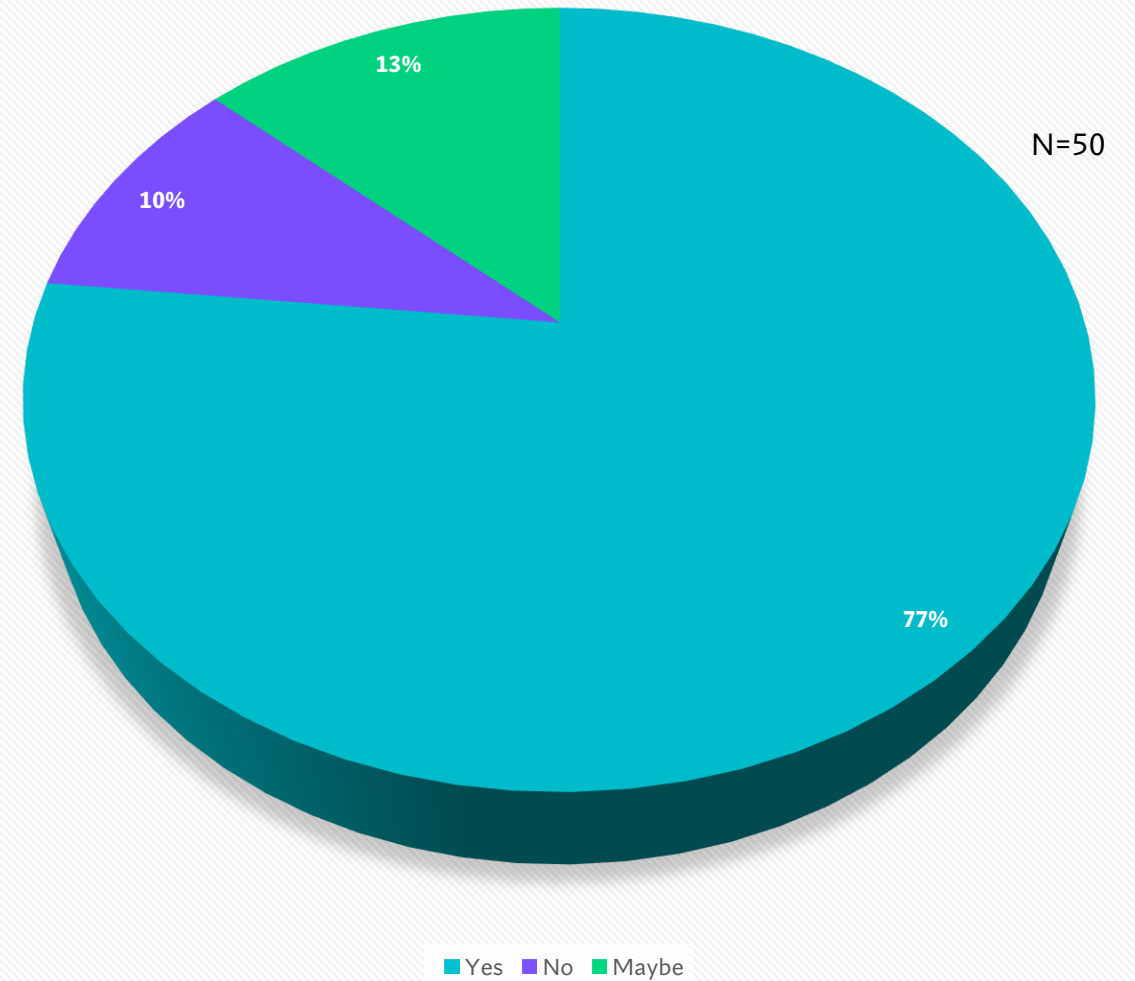
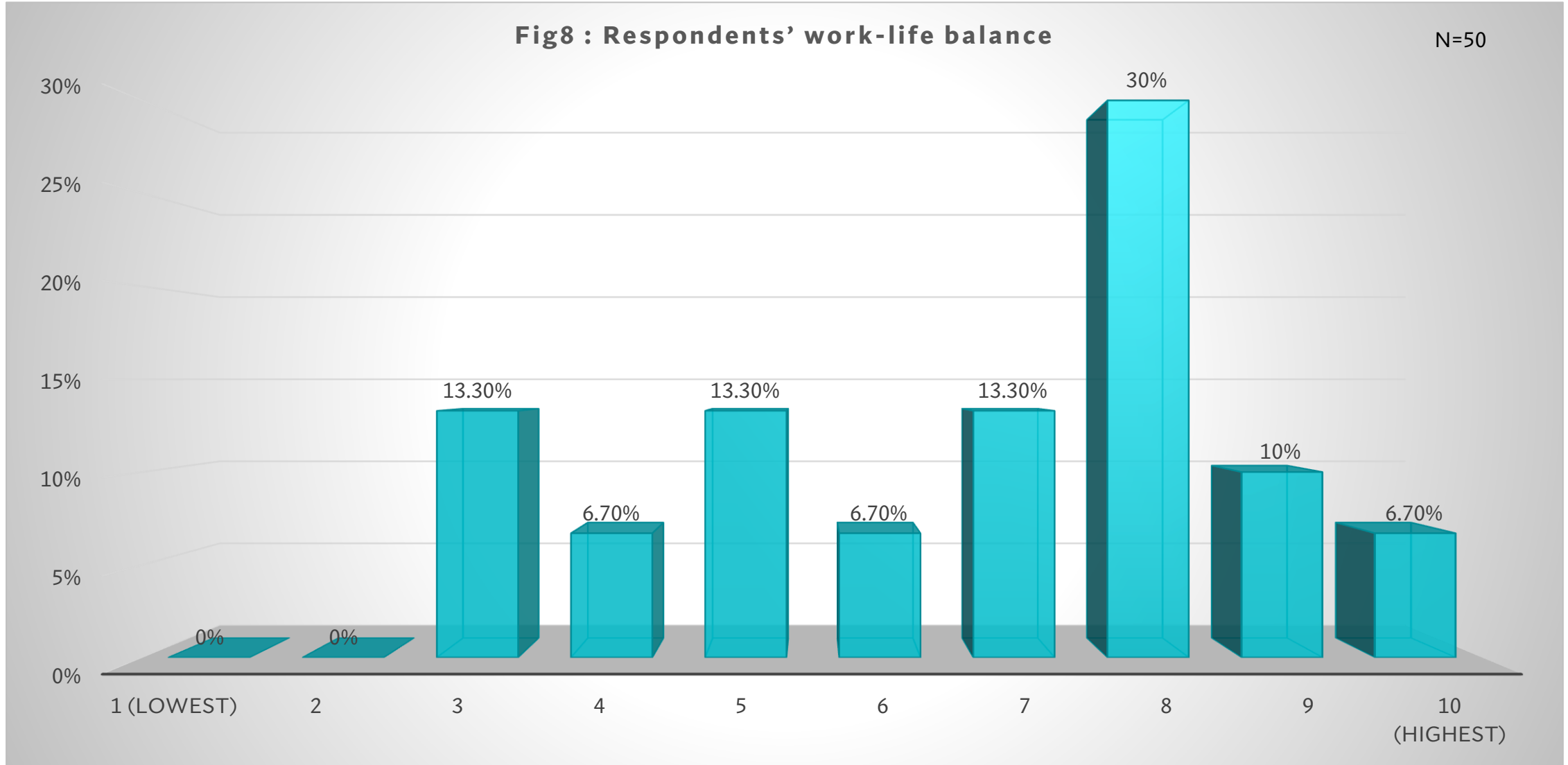


Fig 7: Are you happy with your job?



Findings



Findings

Fig 9: Personal relationships have changed or not

N=50

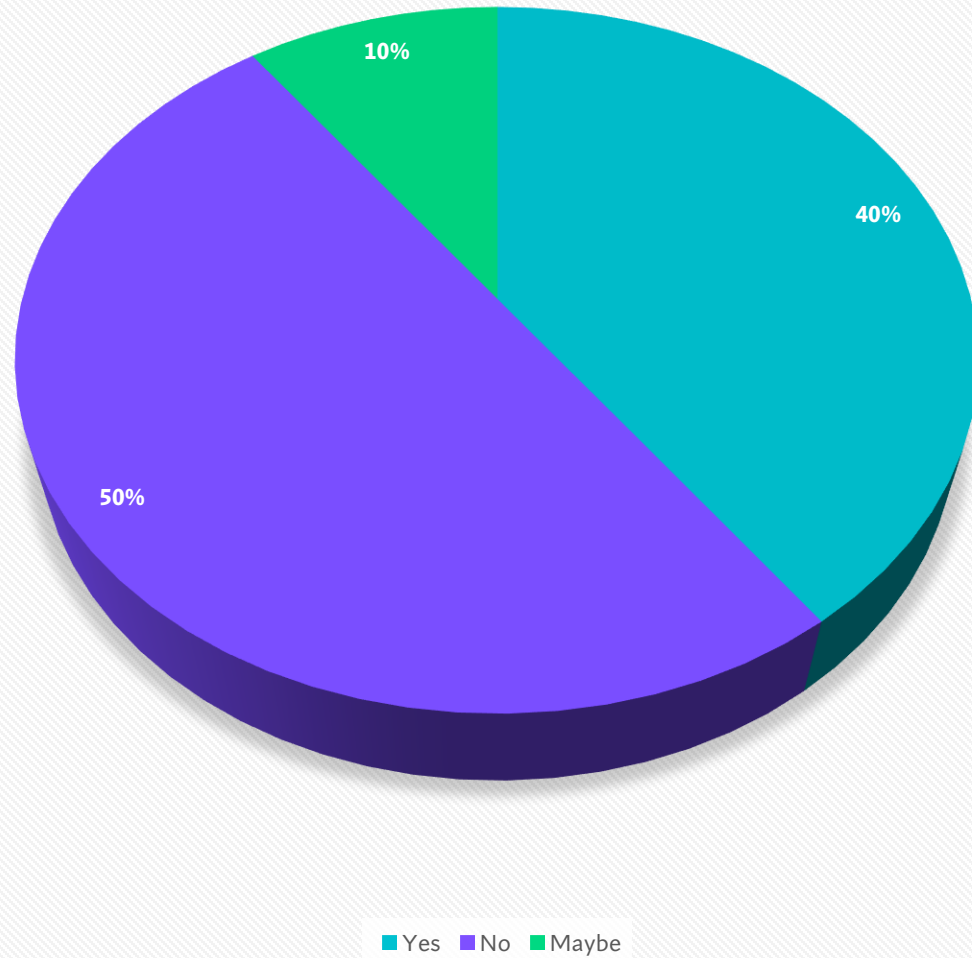
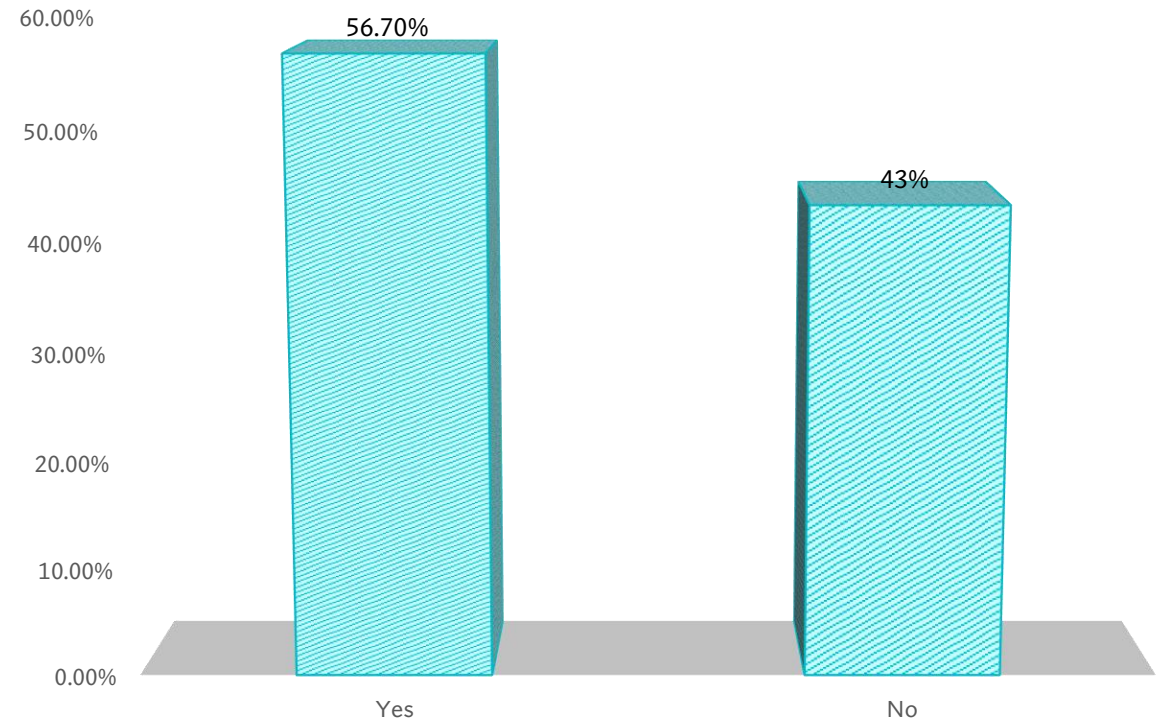


Fig 10: Stress Management at Workplace

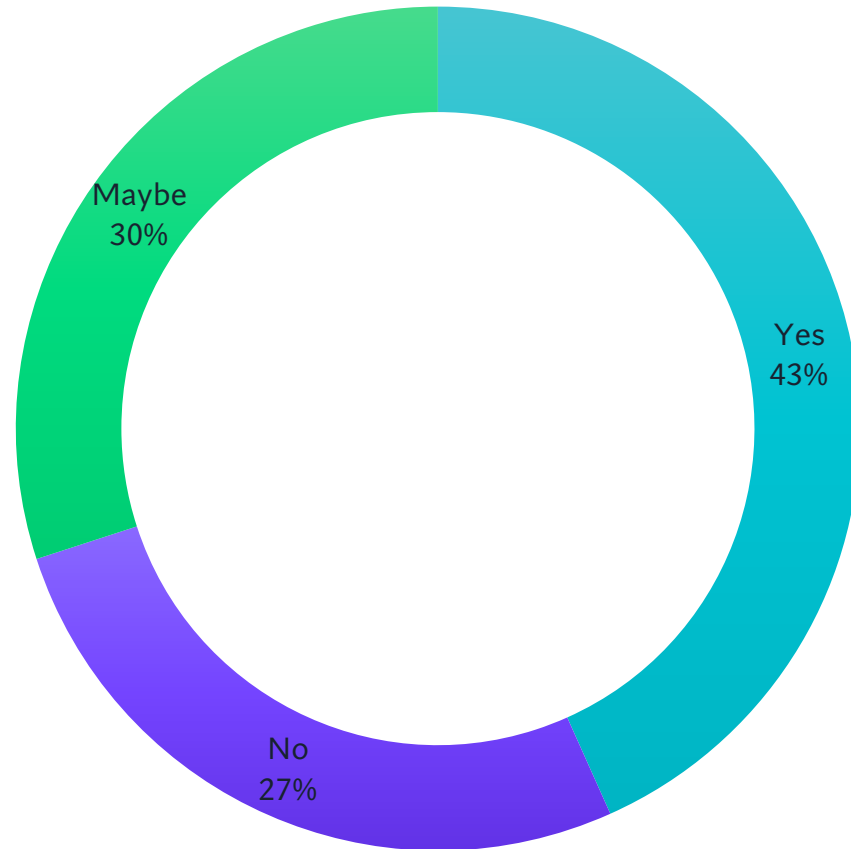
N=50



Findings

Fig 11: Stress Management at workplace

N=50



■ Yes ■ No ■ Maybe

Findings

Fig 12: Friend at Workplace

Respondents have someone to talk about their health at workplace

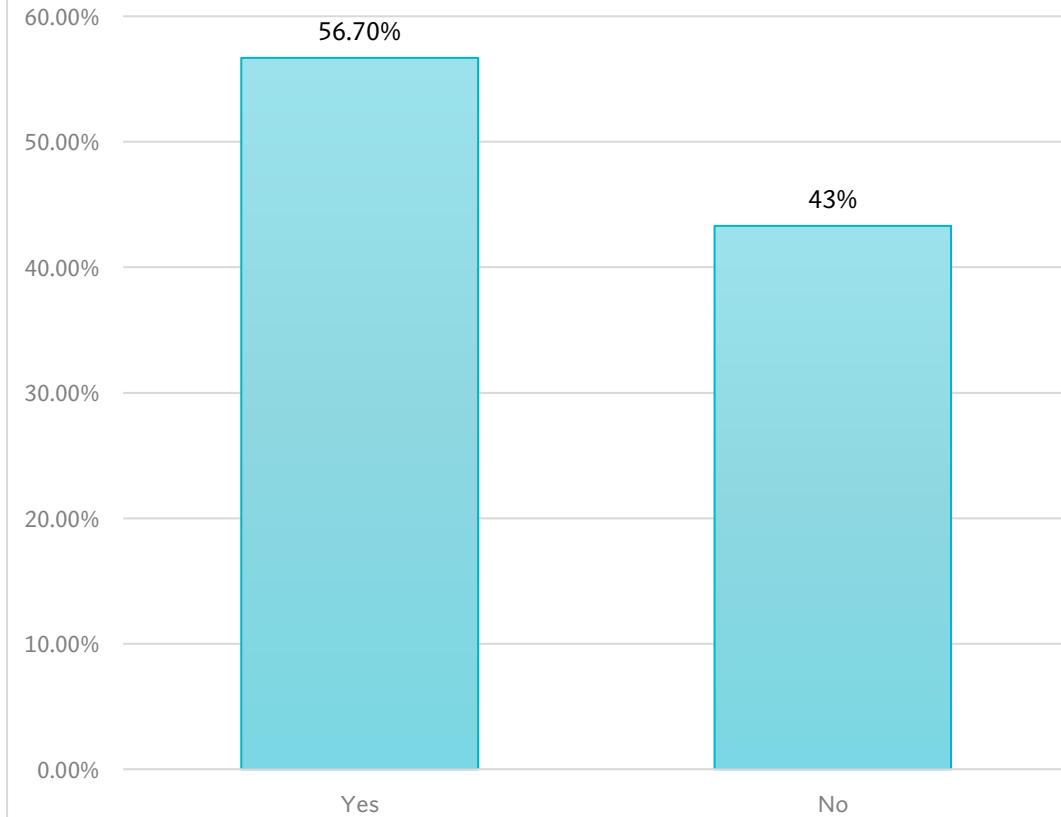
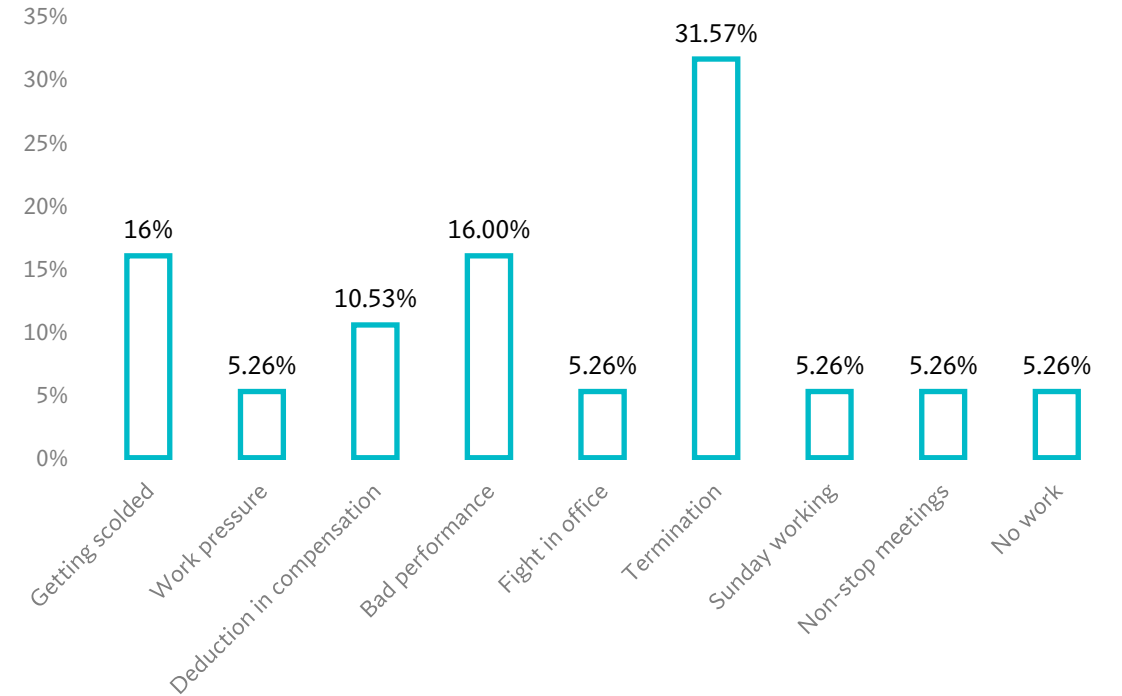


Fig 13: Nightmares related to office



Findings

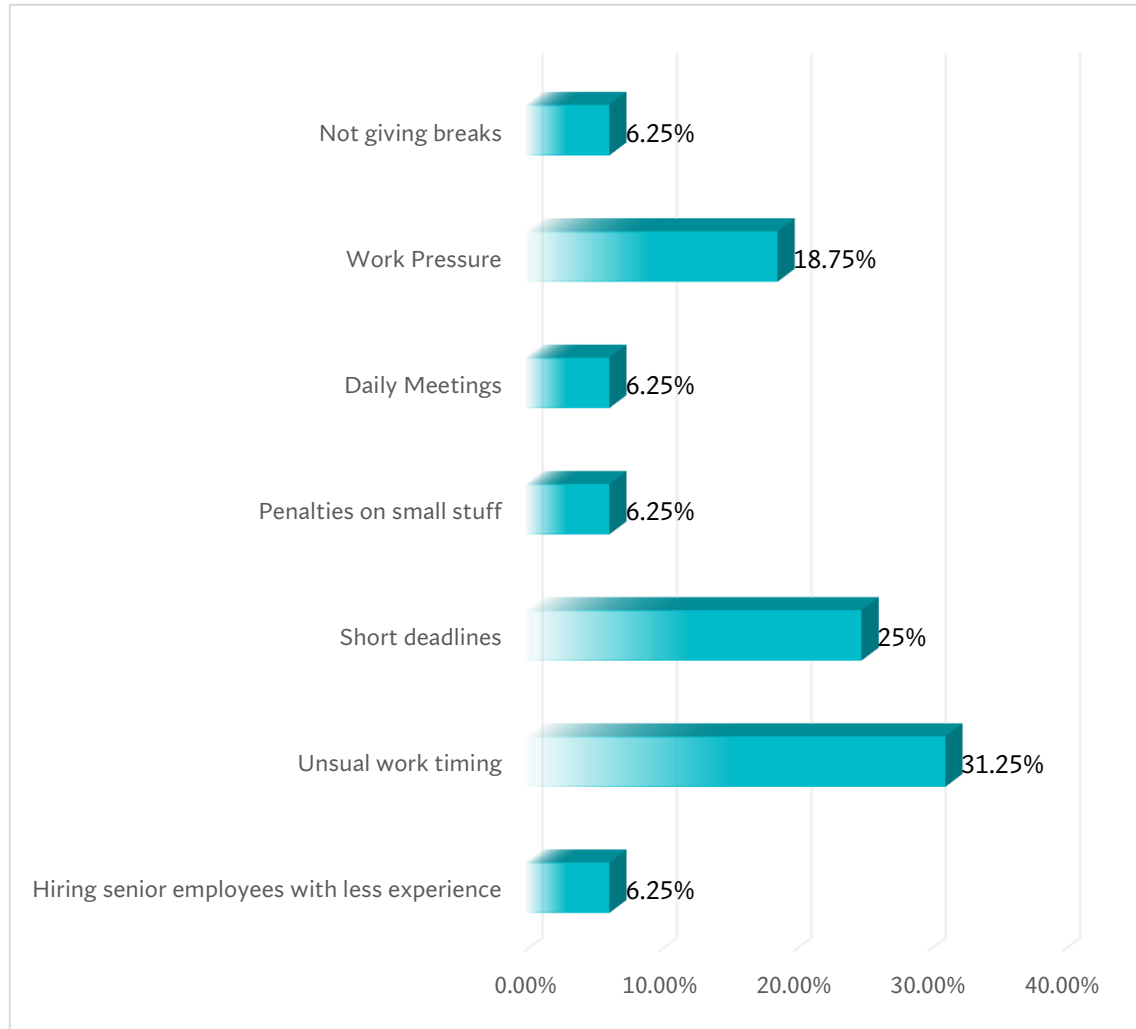


Fig 14: What an Organization should NOT do

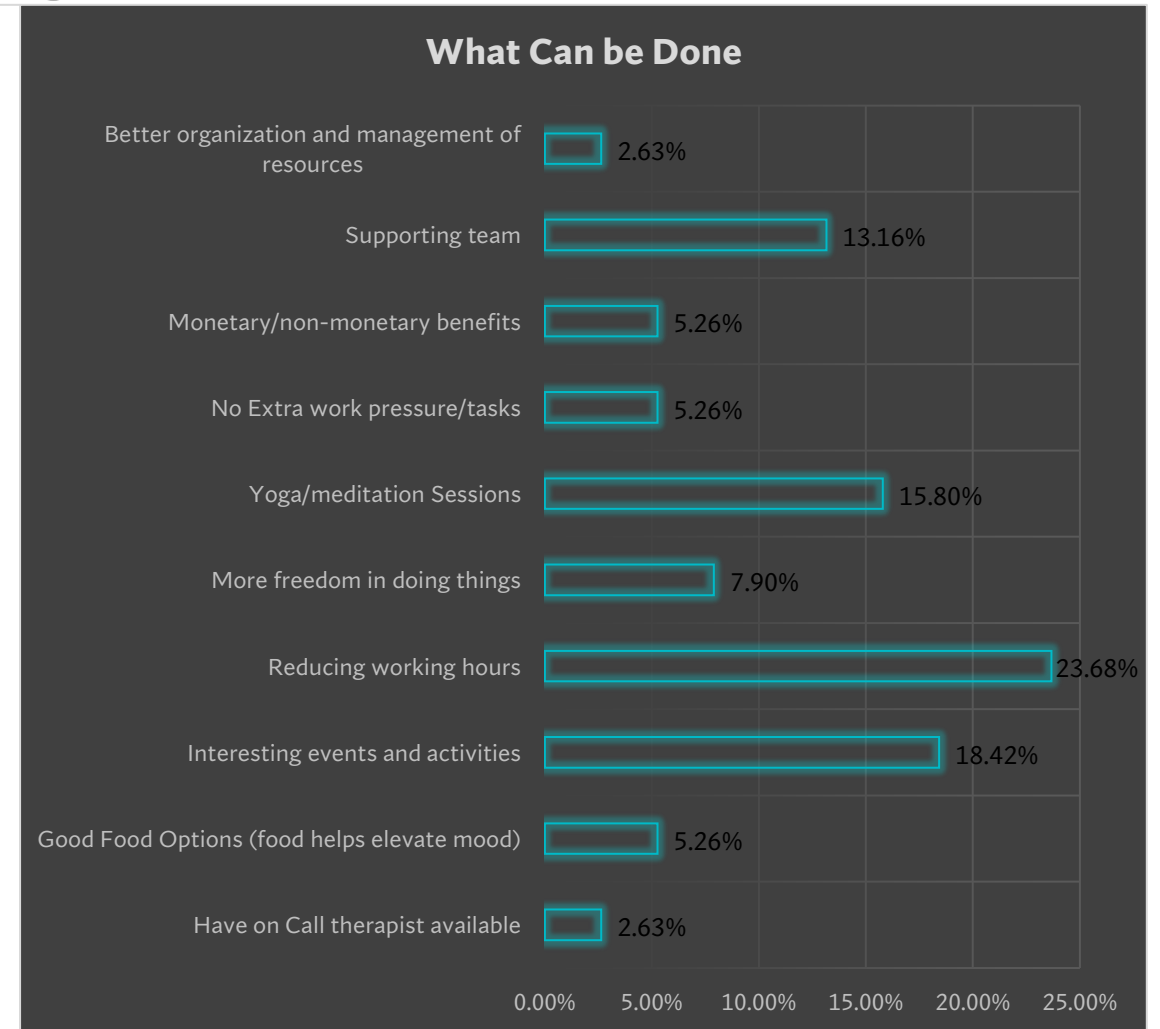


Fig 15: What an Organization should do

Conclusion

01

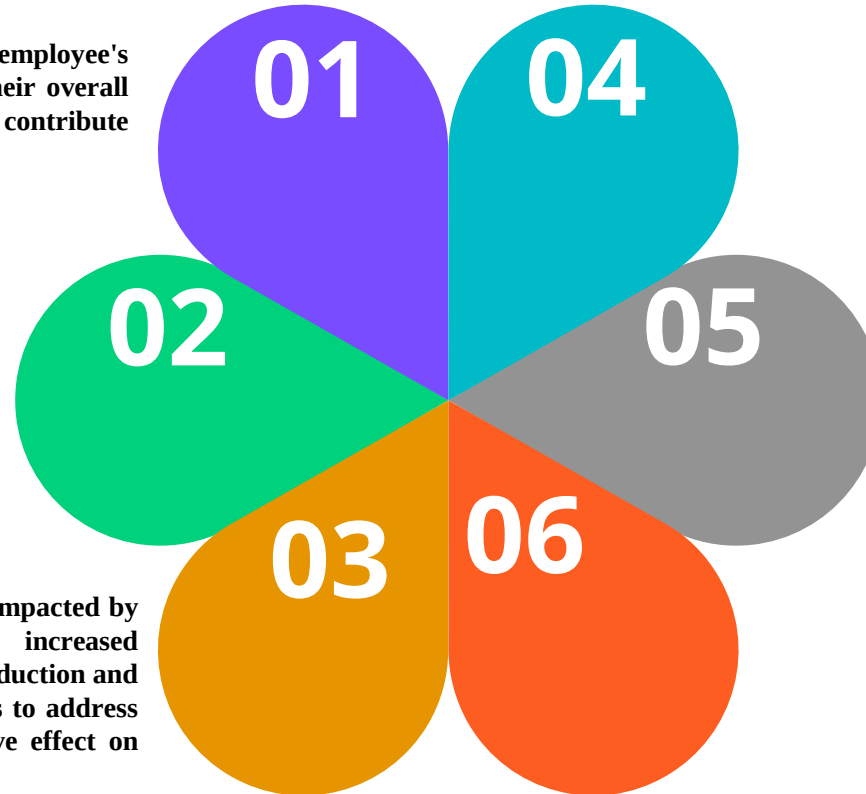
There is growing recognition that an employee's mental health is a significant role in their overall health and that pressures at work can contribute to a variety of physical ailments.

02

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.

03

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.



04

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.

05

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.

06

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.

Recommendations

Starting the day with a thoughtful morning.

Focus on advantages.

Keep making strides toward important objectives.

Beginning day with a mindful morning

Work on the strengths.

Continue progressing toward big goals.

Getting enough sleep.

Eat a balanced diet.

Exercise frequently.

Work in healthy lighting.

Laugh.

Try something new.



“Take your time healing, as long as you want. Nobody else knows what you’ve been through. How could they know how long it will take to heal you?” — Abertoli
