

# **SATISFACTION OF EMPLOYEE WITH EMPLOYEE WELLNESS PROGRAMS**

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## **Abstract**

Information Technology is one of the most important industries in the Indian economy today. Over the past decade, IT industry in India got tremendous boost and even the efficiencies empowered by the employees in the IT sector has brought its increasing acceptance in global business.

The industry has also created a lot of employment opportunities for the Indian workforce which has earned an image of 'low cost' but 'high quality' technical workers. But the long working hours, deadlines, changes in technology has affected the health of these workers. This has led to the emergence of Employee Wellness Programs which have become preferred option for a lot of companies as against Curative health care.

This paper describes a study to determine the utilisation of employee wellness programs at IT companies in Mumbai. A sample of convenience (n =50) from IT companies in Mumbai were surveyed by using a questionnaire containing 10 items related to the utilization and satisfaction of employees with Employee Wellness Programs. The results indicated that overall the employees who were surveyed were quite satisfied with the Employee Wellness Programs which were conducted in their companies. The major benefit seemed to be that the majority of the employees felt that they were more physically fit after attending the programs and that they will regularly participate in the programs and will also encourage others to participate in the same.

**Keywords:** *IT, Wellness, Employee Wellness Programs, Employee Health*

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## **Introduction**

The economy is growing at a fast pace in India and competition in every sector is getting fierce and intense day by day. Therefore, it has become important for the organizations to take care of the minutest factor which can affect the company's profitability and productivity. IT sector is one of the most important sectors of India. Economic factors like liberalization and globalization have given the sector a remarkable high rise in a very short span of time (Bhatt, S., & Verma, P., 2008). It has brought a fundamental change in the market of IT services globally by presenting a tough competition to the other countries throughout the world.

But there are dark clouds that threaten to mar the IT industry of India. Employees in the sector face lot of disturbance due to factors like long hours of work, permanent night shifts, incredibly high work targets, loss of identity (Kumudha, A., & Rani, J. J., 2012). Even the movement to new technology puts a lot of pressure on employees and organizations, demanding more immediate and direct changes across all functions.

In order to solve the above problems, one such tool that has gained popularity in the corporate world today is Employee Wellness Programs. Employee Wellness Programs are a proactive and preventive approach by the organisations conducted for the employees in relation to their physical and emotional well-being. These programs are designed to ensure the physical wellbeing of employees is being looked after. These kinds of programs have benefits for both the employer and the employee. Employer benefits include a reduction in sickness related absenteeism and a reduction in the time employees take off in general. Other benefits for the company are reduced medical cover costs and a more educated and healthy work force. Ensuring the health of employees within a company is highly conducive to a happy and productive work place.

Employee Wellness programs also have a lot of benefits for employees. Wellness programs often involve some form of education. From smoking cessation programs to weight loss to biometric testing and diabetes screening these programs at the very least raise awareness around important health issues. This awareness can have a drastic effect on employee health and lifestyle.

## **Objectives**

The core objectives of this study were-

- To know which are the common Employee Wellness Programs conducted by IT companies in Mumbai.
- To know about the satisfaction of employees with the Employee Wellness services offered by the company.

## **Review Of Literature**

**In a study by Oman, S. O., Simon, S., & Fernandes, L. titled “Workplace Wellness leads to employee potential & healthy environment – a study in the Middle East”,** the authors have studied the issues related to employee wellness in middle east. The companies taken into consideration are from the following industries: IT, Airlines, BPO, KPO and hotel. The study basically takes into account the stress and the problems faced by the employees due to the changes in global business scenario.

The study reveals that the management of the company plays an important role in promoting wellness and it is necessary that in order to reap ROI and induce behavioural change in the employees, the management must inculcate the culture of wellness in the company.

**Satya Suresh ,Dr R K Gopal and Swathi Ravichandran conducted a study on Assessing Wellness Quotient Amongst Back Office Employees in India.** This study adopted a seven dimensional model created by Health Women’s Healthy Living Goals (2006). The seven dimensions include: (a) physical, (b) emotional, (c) career, (d) social, (e) financial, (f) spiritual, and (g) personal and family. The study concluded that the concept of wellness is holistic and versatile in the studied organizations. And specific organizations can do an internal assessment of their employees and that would give them clear indications as to where interventions can be planned for betterment.

**Janice T.S. Ho conducted a study on “Corporate wellness programmes in Singapore: effect on stress, satisfaction and absenteeism”** with the objective to find out the impact of wellness programs on Absenteeism, Stress and Job Satisfaction. The sample size of his study was 188 employees from six organizations in Singapore. The results of the study reveal that most of the companies offering the wellness programs were still at the infancy stage, thus the results related to absenteeism and job satisfaction were non-significant. Regarding attitude and satisfaction, the employees of the organizations offering wellness programs had a positive attitude towards the company and a high level of satisfaction with the fringe benefits of the company.

**In a study by James and David titled Employee Wellness Programs: A Strategy for Increasing Participation,** the researchers have reviewed the status of the employee

participation problem and explain how a marketing approach can be useful in enhancing participation. Their focus was on the influences that affect employees' participation decisions. They comment that Employee wellness programs can bring dramatic reductions in organizational health insurance premiums. However, employee participation in such programs is voluntary. Higher participation rates could be achieved by using a marketing approach. The authors illustrate a consumer-oriented marketing approach that examines the influences on employees' decisions to participate in employee wellness programs.

**Per Lindberg and Eva Vingard in their study on the topic “Indicators of healthy work environments – a systematic review”** systematically reviewed the indicators of healthy work environments. The research included 24 peer-reviewed publications on the indicators of health work environments. Majorly these studies studied the views of employees of what constitute a healthy workplace or provided guidelines on how to create such a workplace. The study revealed factors which are considered as important for a healthy workplace: growth and development of the employee, teamwork/collaboration, employee involvement, fair leader, appropriate staffing, empowerment, safe physical work and skilled communication.

### **Research Methodology**

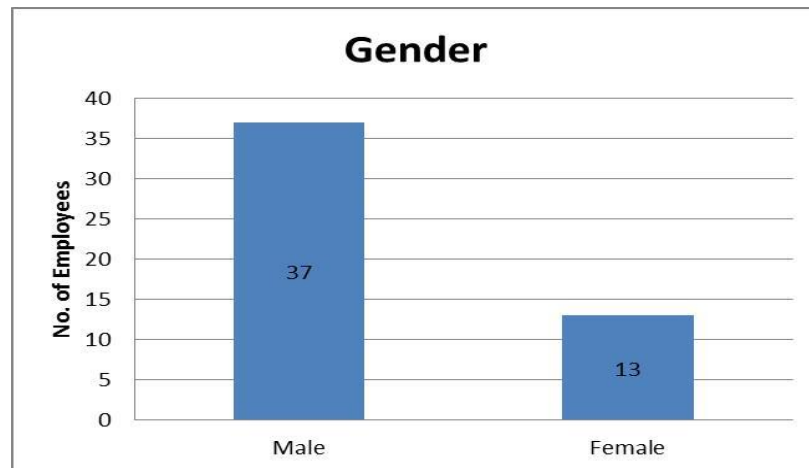
1. Sampling Method: The sampling method used for the study is random sampling.
2. Sample Size: 50 employees working in IT companies in Mumbai.
3. Research Design: The research design used in the research paper is Descriptive.
4. Sources of Data Collection: The data was collected using the following sources:
  - Primary Data: Primary data is collected by using a structured questionnaire.
  - Secondary Data: Secondary data is collected from websites and various journals.
5. Tools of Analysis: Employee responses were tabulated and represented in percentage form, which then were analysed and interpreted.
6. Limitations of the study: Following are the limitations of the study:
  - The study is based on the reported responses to questionnaires to the respondents.
  - The study is confined only to the geographic region of Mumbai.

### **Findings**

#### **Section I: Demographic Information:**

### Q1. Gender wise classification of Employees

Gender	No. of Respondents
Male	37
Female	13

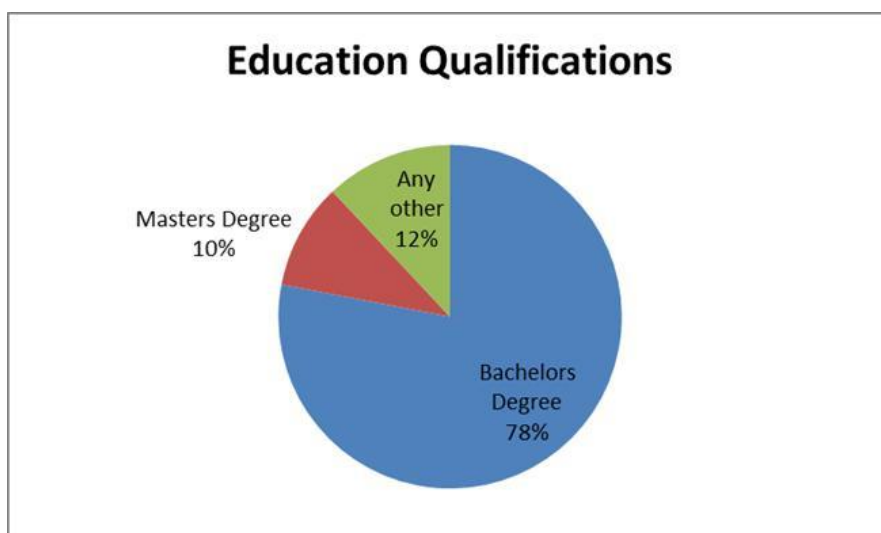


**Interpretation:** From the above table it could be interpreted that the majority of the respondent, 37 of them are Males and the rest 13 are females.

### Q2. Education Qualifications:

Qualification	No. of Respondents
Bachelor's Degree	39
Master's Degree	5
Any other	6

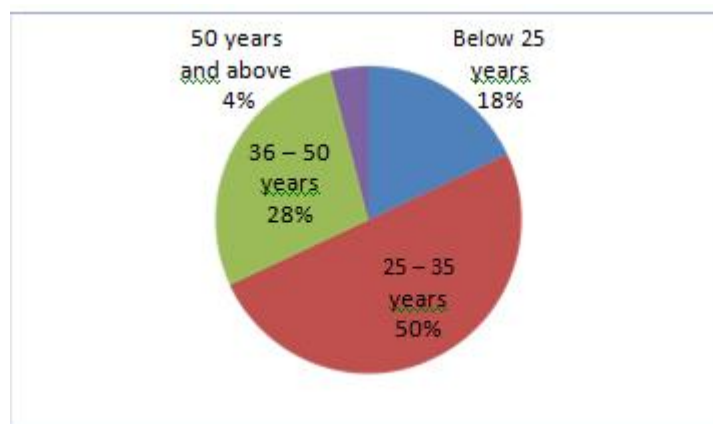
**Interpretation:** The above table shows that around 78% of the respondents hold a Bachelor's degree and 10 % respondents possess a Master's degree.



### **Q3. Age wise classification of employees**

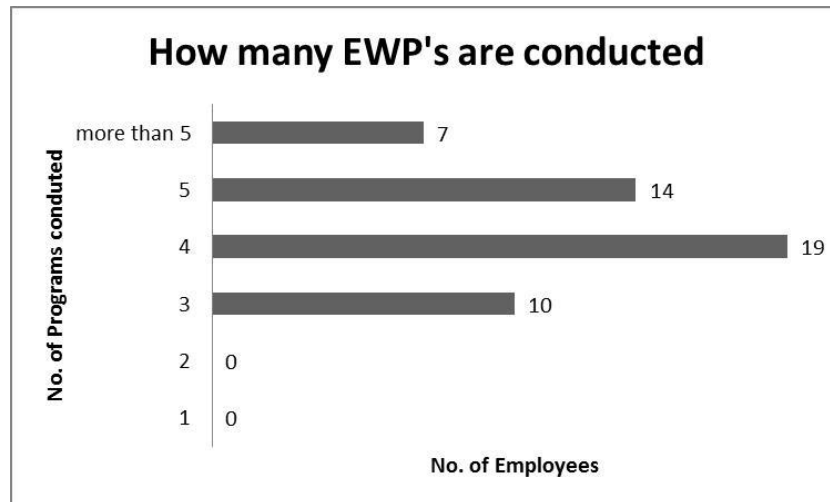
Age group	No. of Respondents
Below 25 years	9
25 – 35 years	25
36 – 50 years	14
50 years and above	2

**Interpretation:** From the above table it could be interpreted that the majority of the respondent, 50% of them come under the age group of 25-35 years and 28% of the respondents come under the age group of 36-50 years and 18% of the respondents come under the below 25 years age group and 4% of the respondents belong to the age group of 50 years and above category.



### **Q4. Approximately how many EWP's are conducted by your company every year?**

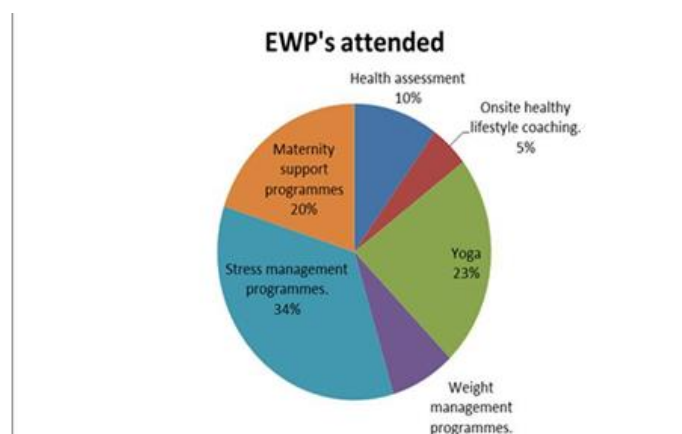
Sr. No.	EWP's conducted	No. of Respondents
1	1	0
2	2	0
3	3	10
4	4	19
5	5	14
6	more than 5	7



**Interpretation:** 19 employees out of 50 have said that their company conducts approximately 4 EWP's in a year, 14 employees have said that their company conducts around 5 EWP's in a year and the rest 7 employees said that their company conducts more than 5 FDP's in a year.

Q5. What type of EWP's have you attended during the whole year?

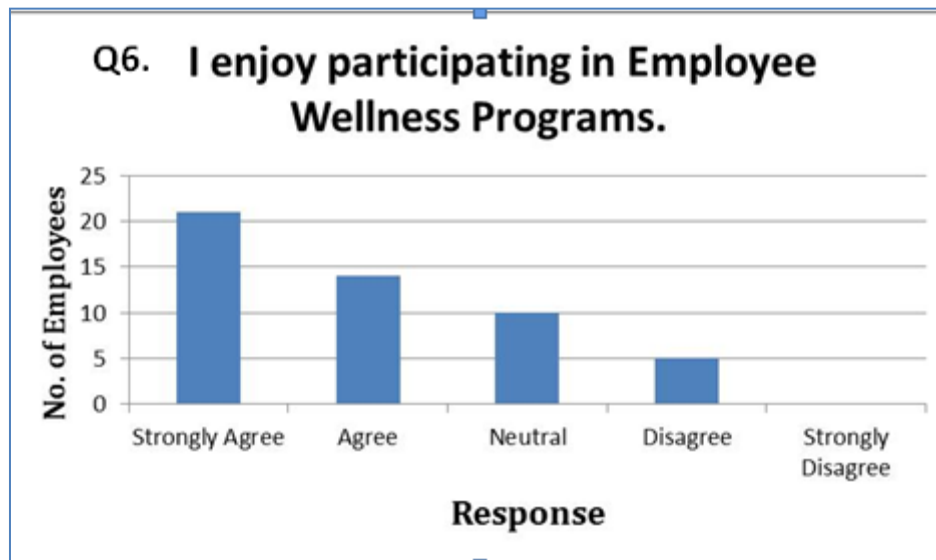
Sr. No.	Employee Wellness Program	No. of employees who have attended
1	Health assessment	13
2	Onsite healthy lifestyle coaching.	6
3	Yoga	30
4	Weight management programmes.	10
5	Stress management programmes.	45
6	Maternity support programmes	26



**Interpretation:** The above table shows that Stress Management Programmes are the most preferred EWP which is attended by 34% of the employees. Next program which is most preferred is Yoga 23% followed by Maternity Support Programmes 20% and Health Assessment Programmes 10%.

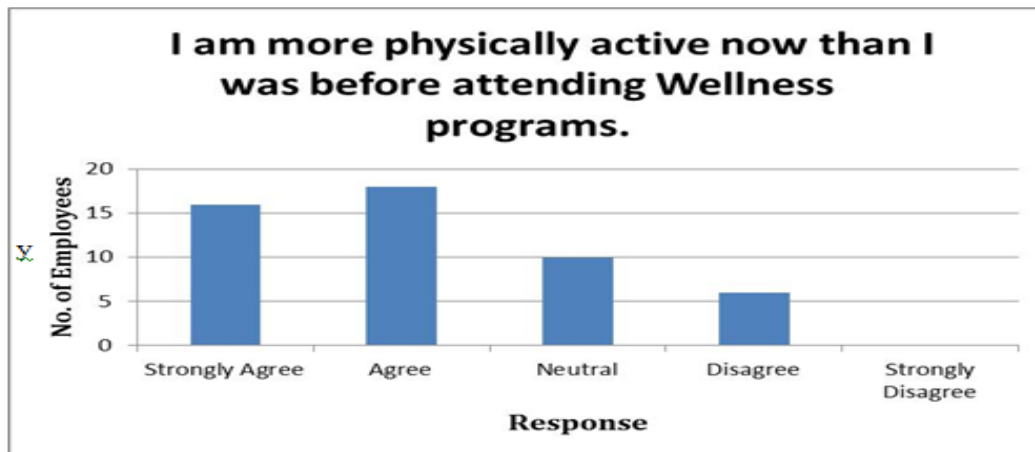
## **Section II: Satisfaction with Employee Wellness Programs**

	Employee Wellness Programs	5	4	3	2	1
No.	Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q6.	I enjoy participating in Employee Wellness Programs.	21	14	10	5	0
Q7.	I am more physically active now than I was before attending Wellness programs.	16	18	10	6	0
Q8.	I have made health behavior changes after attending Wellness Programs.	10	17	18	5	0
Q9.	I would participate in Wellness programs on regular basis.	14	22	14	0	0
Q10.	I would encourage others to participate in this program.	19	31	0	0	0

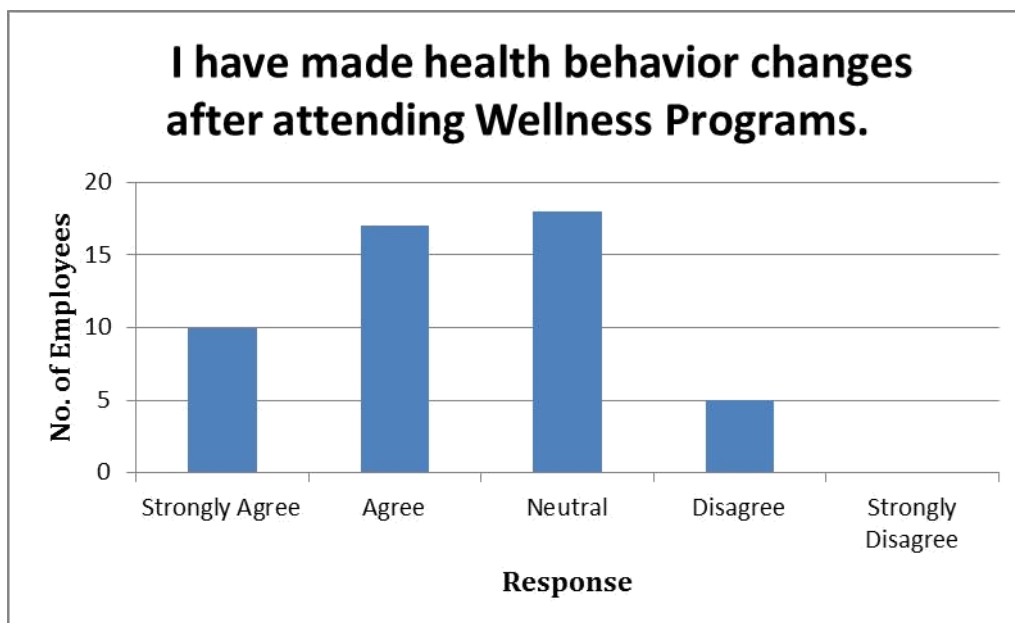


**Interpretation:** Majority of the employees – 21 employees strongly agree that they enjoy participating in the EWP's followed by 14 employees who agree with the statement and 10 employees had a neutral viewpoint.

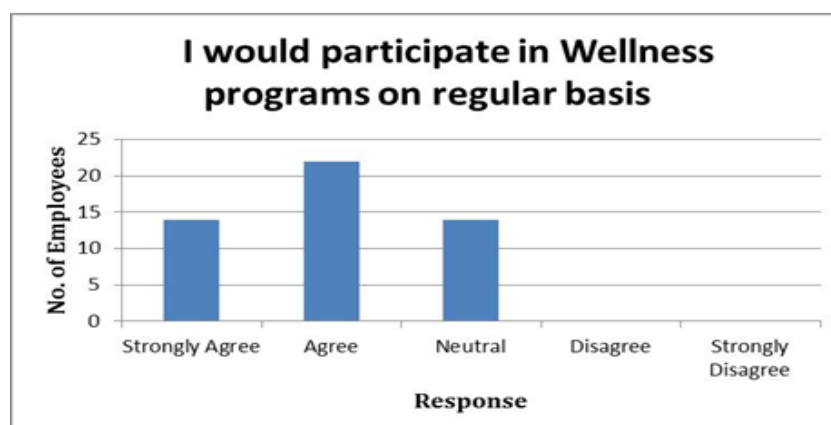




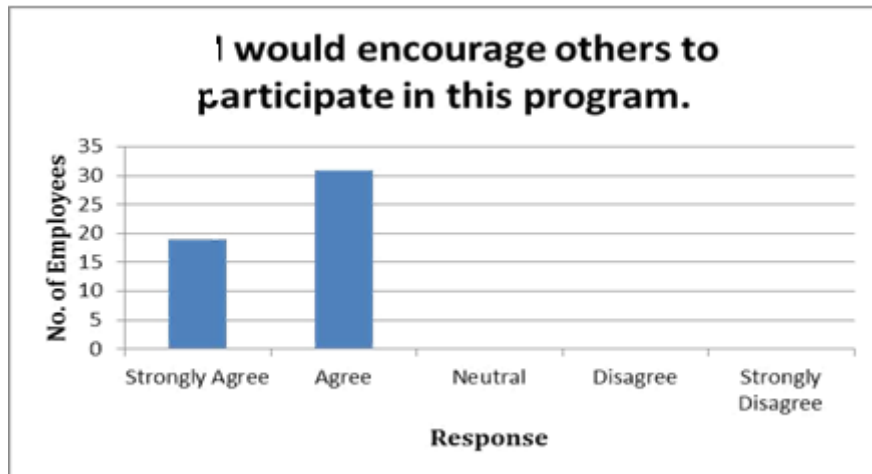
**Interpretation:** 18 employees agree with the statement that they are more physically active now than they were before attending the EWP's. Around 16 employees strongly agree with the statement followed by 10 employees who were neutral about the statement



**Interpretation:** The above data shows that 18 employees are neutral with the statement that they have made healthy behaviour changes after attending the EWP. 17 employees agree with the above statement followed by 10 employees who strongly agree with the statement.



**Interpretation:** The above information shows that 22 employees agree with the statement that they would participate in EWP's on regular basis followed by 14 employees who strongly agree with the statement and 14 employees were neutral about the statement.



**Interpretation:** From the above information it is clear that 31 employees agree with the statement that they would encourage others to participate in the EWP's and 19 employees strongly agree with the statement.

### Findings

1. According to the employees, approximately 3 – 5 Employee Wellness Programs are conducted in their companies.
2. The commonly attended Employee Wellness Programs are:
  - a) Stress Management Programs
  - b) Yoga
  - c) Maternity Support Programs
3. Majority of the employees – 42% strongly agree with the statement that they enjoy participating in Employee Wellness Programs.
4. 36% of the employees agree with the statement that they are more physically active now than they were before attending the Employee Wellness Programs.
5. Majority of the employees - 36% were neutral that they have made health behaviour changes after attending the Employee Wellness Programs.

6. 44% of the employees agree that they will participate in Employee Wellness Programs on regular basis.
7. 31% of the employees agree that they will encourage others to participate in Employee Wellness Programs.

## **Conclusion**

The effectiveness of an organisation majorly depends on its employees. Employees can perform well only if they are physically fit. Companies design Employee Wellness Programs to manage issues of performance in the workplace and to balance between the work and the personal pressures (Kenny, 2014).

This study shows that overall the employees who were surveyed were quite satisfied with the Employee Wellness Programs which were conducted in their companies. The major benefit seemed to be that the majority of the employees felt that they were more physically fit after attending the programs and that they will regularly participate in the programs and will also encourage others to participate in the same.

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