



## STUDY ON IMPACT OF MENTAL AND EMOTIONAL HEALTH OF EMPLOYEES ON THEIR PERFORMANCE OF SELECTED AUTHORISED CHANNEL PARTNER OF CAPITAL MARKET AT SURAT

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### **Abstract**

Mental health encompasses our psychological, emotional and social well-being. It affects how we feel, think and act. Employees who feel their employer cares about their overall health and well being are more motivated, engaged and are less likely to leave the organization. Being able to guide employees to this type of support helps building trust and can have a positive effect on employee satisfactions well as performance . for this present analysis, descriptive research design with the use of non probability convenient sampling has been used with the help of structured questionnaire. major findings were company arranges various programmes to improve emotional wellbeing of employees. Maximum respondents believe that mental health problems occur due to unhealthy working condition and threat of redeployment. Employer should promote importance of Mental Health and Emotional Health at workplace. Company should provide free or subsidized counseling or self management programs and clinical screening for depression from a qualified Mental Health professional.

**Keywords:** *Mental & emotional health, Employees, performance, descriptive research.*

### **Introduction**

According to the World Health Organization mental health is defined as a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community. A recent study led by WHO found that more than 300 million people around the world suffer from depression and another 260 million from anxiety, with many living with both conditions and that such disorders cost the global economy \$1 trillion in lost productivity each year. mental and emotional health of employees impact positive or negative in the performance of an individual.



## Literature Review

(Lomas T., Medina J., Eiroa orosa, 2017) Given the potentially demanding nature of teaching, efforts are underway to develop practices that can improve the wellbeing of educators, including interventions based on mindfulness meditation. They performed a systematic review of empirical studies featuring analyses of mindfulness in teaching contexts. Databases were reviewed from the start of records to January 2016. Eligibility criteria included empirical analyses of mindfulness, mental health, wellbeing, and performance outcomes acquired in relation to practice. Studies were principally examined for outcomes such as burnout, anxiety, depression and stress, as well as more positive wellbeing measures. It was revealed that mindfulness was generally associated with positive outcomes in relation to most measures. But, the quality of the studies was inconsistent.

(Rangarajan R., 2014) The research has been done to observe that emotional health and its related competencies are associated with excellence in personal, interpersonal, performance and organizational goals. It is important in human resource planning, job profiling, recruitment etc. Argues about the positive influence of emotional intelligence on performance front are very numerous, both in commercial and Scientific literature. In this study, relationship between emotional intelligence and employee performance is shown.

## Statement of the problem

A research problem is the first and most crucial step of research process. A problem cannot be solved effectively unless a researcher possesses and insight to isolate and understand the specific factors giving rise to difficulty. research aims to find out mental health and emotional health of employees. There are many employees who are having mental health issues and having problems like stress, anxiety, depression etc. So researcher aims to find out “Impact of Mental Health and Emotional Health of Employees on their performance of selected authorized channel partner of capital market at Surat.

## Need and Scope of the Study

Examining the impact of positive (well-being) and negative (depressive symptoms and burnout) dimensions of Mental Health and Emotional Health on employee’s performance. The impact of mental health problems in the workplace has serious consequences not only for the individual but also for the productivity of the company. Employee performance, rates of illness, absenteeism and staff turnover are all affected by employee’s mental health status. So



researcher aims to find out “Impact of Mental Health and Emotional Health of Employees on their performance of selected authorized channel partner of capital market at Surat.

### **Research Design**

Single cross sectional descriptive research design has been used to study the impact of mental and emotional health of Employees on their performance of selected authorized channel partner of capital market at Surat.

### **Objectives of the Study**

- To Study Mental Health of Employees
- To Study Emotional Health of employees
- To Study impact of Mental Health and Emotional Health of Employees on their performance.

### **Variables of the Study**

Mental Health, Emotional Health, Mental Health Condition, Psychological Health, Employee’s Performance

### **Unit of Study**

The basic meaning of sample size is number of observation taken form a population through which statistical inferences for whole population are made. After finalizing the variables of the present study, consideration was given to whether the entire population is to be made the subject for data collection or a particular group is to be selected as representative of the whole population. The Target population (Unit of Study) of this study included 70 employees.

### **Sample Selection**

Sampling is defined as the process of selecting a sufficient number of elements from the population so that a study of the sample and understanding of its properties would make it possible to generalize such characteristics to the population elements. Since population includes all the employees, so a census survey was very difficult time wise. So, a sample survey has been used to conduct the study.



## **Sampling Techniques**

Sampling method is the process of selecting a sample. Here the researcher has used convenience sampling which is non-probabilistic sampling method for collection of data. In convenience non-probabilistic sampling methods the samples are selected by the researcher as per the convenience. Convenience sampling is the best way of getting information quickly and efficiently. Through convenience sampling, data has been collected from employees through use of Structured Questionnaire. Sample size is a total of 70 of employees from selected channel partner of capital market in Surat.

### **Sources of Data:**

Data collection remains an integral part of research design and an important aspect of research design. There exist many ways in collecting data such as primary and secondary data. For the purpose of this study, primary data were chosen.

Primary data refers to data collected by the researcher. Collection of primary data is expensive, time-consuming and difficult. But, it is a reliable data source since the researcher collects only that much information which is relevant to him. Related data were collected from selected channel partner of capital market in Surat.

### **Data Collection Method**

For the purpose of this study, Personal Survey methods have been used as the data collection method. The data required for the purpose of the study were collected from employees of selected channel partner of capital market in Surat.

### **Data Collection Instrument**

The Primary Data source used in the research is the Survey Method to obtain information. Structured questionnaire method has been used to conduct the research study. Open-ended questions, Dichotomous questions, Likert scale, multiple choice questions were used to collect the data. Data has been collected from employees of selected channel partner of capital market in Surat.



**Techniques of Data Analysis**

Data gathered has been analyzed using descriptive statistics which helps to understand and summaries the data. The summary statistics is represented by tabular form and graphically. Pie charts have been used to graphically display percentages of cases in each category of a variable. And Bar charts have also been used to graphically display the data that represent the percentage of each level of a variable. Primary analysis has been done using MS- Excel. Report is prepared in MS- Word format.

**Empirical Analysis**

**Table 1:Mental Health**

Statement	Yes	No	Can't say	Frequency Percentage
Have you experienced low mood or mental health problems while in employment	31 44.3%	44 47.6%	5 7.1%	70 100%
Feels comfortable about mental health condition at workplace	52 74.3%	9 12.9%	9 12.9%	70 100%
Unhealthy working conditions	19 27.1%	51 72.9%	-	70 100%
Bullying at work	-	70 100%	-	70 100
Threat of redeployment	40 57.1%	30 42.9%	-	70 100
Employees mental health is priority in the company policy	58 82.9%	-	12 17.1%	70 100
support my company offers to staff on emotional wellbeing and mental health.	61 87.1%	1 1.4%	8 11.4%	70 100
Our policies align with occupational health and safety and employment standards with respect to psychological health and safety	37 52.9%	1 1.4%	32 45.7%	70 100
Leaders and management in my company are trained to identify the difference between a mental health problem and performance issue	37 52.9%	1 1.4%	32 45.7%	70 100
My mental health impacts on my job performance positively.	47 67.1%	8 11.4%	15 21.4%	70 100%



My company works to prevent physical or emotional harassment, bullying or aggression.	37 52.9%	6 8.6%	27 38.6%	70 100%
People in my company have a common understanding of mentally safe workplace.	37 88.6%	7 10%	26 37.1%	70 100%
Relation with co-workers and superiors affect on my mental health.	62 88.6%	1 1.4%	7 10%	70 100%

Source: SPSS Output

**Table 2: Stress and Emotional Support**

Statement	Never	Rarely	Sometimes	Often	Always	Total
The stress from my job affects my relationships with my friends and family	4 5.7%	15 21.4%	18 25.7%	21 30%	12 17.1%	70 100%
My company has realistic expectations about my workload.	1 1.4%	11 15.7%	24 34.3%	30 42.9%	4 5.7%	70 100%
I get emotional support from my colleagues.	2 2.9%	5 7.1%	15 21.4%	18 25.7%	30 42.9%	70 100%

Source: SPSS Output

**Statistics**

**Table 3: Stress and Emotional Support**

		The stress from my job affects my relationships with my friends and family.	My company has realistic expectations about my workload.	I get emotional support from my colleagues.
N	Valid	70	70	70
	Missing	0	0	0
Mean		3.31	3.36	3.99



**Table 4: Organizational Performance and Mental/Emotional Support**

Statement	Strongly agree	Agree	Neutral	Disagree	Total
My company encourages staff to talk openly about mental health problems.	11	34	22	3	70
My company help prevent discrimination by providing all employees with a basic level of knowledge about mental health issues.	4	33	30	3	70
I believe people should try to share their mental health conditions at work	33	19	17	1	70
My mental health is the result of problems at my workplace.	13	28	22	7	70
My company arranges various programmes to improve mental and emotional wellbeing.	16	32	18	4	70

**Table 5 Organizational performance and Mental/Emotional Support**

	My company encourages staff to talk openly about mental health problems.	My company help prevent discrimination by providing all employees with a basic level of knowledge about mental health issues.	I believe people should try to share their mental health conditions at work.	My mental health is the result of problems at my workplace.	My company arranges various programmes to improve mental and emotional wellbeing.
N Valid	70	70	70	70	70
Missing	0	0	0	0	0
Mean	3.76	3.54	4.20	3.67	3.86

Source: SPSS Output



**Table 7 - Initiative to Manage Stress**

Statement	Yes	NO	Total
Stress management programs	30	40	70
Training for management and leadership to better equipped them to handle employee issues around mental health	18	52	70
Tool kit on how to open up the conversation around mental health	8	52	70
Yoga, Meditation and Pranayama sessions	60	10	70
Happiness and Mindfulness programmes by the professionals	44	26	70

Spss Output

**Major Findings**

- Objective 1: To Study Mental health of Employees.

It is found that, 44.29 percent of respondents have experienced low mood or mental health condition within the company. 52.86 percent of respondents understand that people in their company have common understanding of mentally safe workplace. 88.57 percent of respondents answered positively that their relationship with co-workers and superiors affect on their mental health. only 5.71 percent respondents have never felt that job stress affects their relationship with their friends and family.

- Objective 2: To Study Emotional Health of Employees.

It is found that 52.86 percent respondents feel that their company works to prevent emotional harassment, bullying or aggression. 43 percent respondents always get emotional support from their colleagues. Only 3 percent of respondents feel that they never got emotional support from their colleagues.85.71 percent respondents believe that Yoga, Meditation and Pranayama sessions are beneficial emotional health programme to their organization.

- Objective 3: To Study impact of Mental Health and Emotional Health of Employees on their performance.

It is found that 67.14 percent of respondents believe that their mental health impacts on their job performance positively. 11.43 percent respondents believe that their mental health impacts on their job performance negatively. 43 percent of respondents agreed on the statement that the company has realistic expectations about their work load often. 47.14 percent respondents strongly agree that people should share their mental health conditions at work. 19 percent strongly agree, 40percent respondents agree and 31 percent respondents are neutral for the statement that their mental health is the result of problems at workplace.





OBJECTIVES	FINDINGS	CONCLUSION
To Study Mental Health of Employees	Employees in the company are comfortable in speaking about their mental health condition. Maximum respondents believe that mental health problems occur due to unhealthy working condition and threat of redeployment.	Employees are satisfied with company's support for their mental wellbeing. Company policies align with occupational health and safety and employment standards with respect to mental health and safety.
To Study Emotional Health of Employees	It is found that company works to prevent physical or emotional harassment, bullying or aggression. Respondents agree that the company arranges various programmes to improve emotional wellbeing of employees.	Employees get emotional support from their colleagues. If employees have good emotional health then there will be less chance of errors in work, use of resources will be optimum utilized, there will be minimum wastage of resource
To Study impact of Mental Health and Emotional Health of Employees on their performance.	Maximum respondents believe that mental health impacts on his job performance positively. To improve mental and emotional health of employees company should arrange programmes like Yoga, meditation and Pranayama session and Happiness, mindfulness programmes by professionals.	Work can play an important role in the mental health of employees. Mental health problems have been shown to have a significant direct impact on the performance and quality of life of employees, but also have been found to have an indirect impact on the productivity of enterprises.



## Conclusions

Employees are satisfied with company's support for their mental wellbeing. Employees are satisfied with programmes offered by company to improve their mental health condition. Getting emotional support at workplace is beneficial for employees. Yoga, Meditation and Pranayama sessions are beneficial for the employee's emotional wellbeing. Mental and Emotional health of Employees have impact on job performance directly.

## Suggestions

Company should do research on their employees once in three years so that company can know about their employee's Mental and Emotional Health condition. Employer should promote importance of Mental Health and Emotional Health at workplace. Company should provide free or subsidized counseling or self management programs, clinical screening for depression from a qualified Mental Health professional. Company should create and maintain quiet space for relaxation activities like Yoga, Meditation at workplace.

## Limitations

- Questions could be interpreted differently by the respondents. It can be difficult to design questionnaire to minimize this effect.
- It can be difficult motivating potential respondents to complete questionnaire.
- There were certain respondents who were not willing to give response properly.

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