



A STUDY OF IMPACT OF WORKING ENVIRONMENT ON RETENTION OF EMPLOYEE'S MENTAL HEALTH: AN EMPRICAL STUDY

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Introduction:

A supportive, positive work culture can have a significant impact on employee mental and emotional health. On the other hand, a negative work culture characterized by bullying, harassment, or discrimination can lead to stress, anxiety, and burnout, there are lots of significant factors in the employee's workplace environment that impact significantly their level of motivation and performance. The workplace environment plays a very important role in boosting the morale and motivation level as well as the potential of the employees. It is not even just a coincidence that nowadays organizations are addressing new programs and by these execution lifestyle changes, work/life balance, health, and fitness - previously it has not considered as a key benefit but now this is the primary consideration of potential employees and common practices that companies should focus on these benefits. The work environment plays a

vital role in an organization because most of the problems employees face are related to the working environment. It can increase the level of productivity by developing a favourable working environment in the organization. Elements of the Work Environment the Work environment may be classified into three broad categories.

1. Physical Environment - Ventilation & Temperature, Noise, Infrastructure & Interior, Amenities

2. Mental Environment - Fatigue, Boredom, Monotony, Attitude & Behaviour of Supervisor & colleagues

3. Social Environment: Social environment signifies to the group to which an employee works together and makes their personnel. The social environment makes them learn how to raise the standards and positive attitude towards the employees.

Impact of Work Environment on Employees:

A work environment is the setting, social features and physical conditions in which you perform your job. These elements can impact feelings of well-being, workplace relationships, collaboration, and efficiency and employee health. turnover and profits from their global sales than from their domestic markets by this competition there is a high growth rate of attrition in the retail market so it is very important to provide a healthy work environment to the employees so that productivity can be increased.

For example, a person might feel under pressure if the demands of their job (such as hours or responsibilities) are greater than they can comfortably manage. Other sources of work-related stress include conflict with co-workers or bosses, constant change, and threats to job security, such as potential redundancy.

Objective of the Study:

1. To identify & analyse the work environment factors affecting mental health on employee retention in the retail sector.
2. To know the relationship between work environment and employee retention.
3. To give shed light on the importance of Retention management.

The ultimate aim of Employee Retention is to make both the stakeholders, i.e., employees and employer happier. It facilitates loyal employees sticking to the company for a longer duration, which in turn will benefit both the stakeholders.

Work Environment:

Factors like temperature, lighting, and noise can have a drastic effect on your employees' mood and even overall health, and even the design of your office can make it easier or harder to work, the current empirical findings confirm that all three factors such as training and development, job satisfaction, and the working environment significantly influence employee retention. Among these three variables, training and development have the highest positive effect on employee retention.

Factors That Influence Employee Retention Improvement:

- On boarding and Training.
- People and Culture.
- Recognition.
- Work-Life Balance.
- Relevant Benefits.
- Career Development.
- Happy Employees Stay Longer.

One part of an individual's management of disability in the workplace includes the decision to disclose (or not) a disability to an employer. Organisations are increasingly interested in facilitating

disclosure, as some, such as federal subcontractors, have requirements to accurately record the proportion of employees in their workplace who have a disability. Their ability to do so is dependent in large measure on the comfort level of individuals in disclosing their disability. Disability disclosure is one important element for consideration in assessing whether the workplace climate is inclusive of people with disabilities. Individuals opt to disclose disabilities to their employers for a wide range of reasons — from needing a workplace accommodation to having a desire to share their ‘whole selves’. The decision to disclose a non-evident disability to an employer can be complex.

Methods:

This study was part of a larger qualitative research project which explored attitudes to clinical safety, psychological safety and the factors contributing to this within the critical care environment, with particular emphasis on the organisational structure. The study explored these themes through the lens of evaluating the impact of working conditions on staff members – including the presence of cognitive dissonance, stress and job satisfaction. This study yielded a large body of qualitative data through the use of semi-structured interviews. The topic guide for these interviews contained a section specifically designed to evaluate

the impact of the working environment, and how the demands placed upon critical care staff (whether that be as a consequence of the physical layout of the critical care unit, support from colleagues or organisational factors) manifested in terms of effects on psychological well-being.

Overview:

This article will discuss the results of a study conducted by the health and productivity team at Unum (a disability insurance provider), in an effort to understand best practices among companies that experience a small number of mental health disability claims (below the mean of 6% of total STD claims). The qualitative/quantitative study had three components: (1) internal interviews with Unum claims managers, (2) External interviews with companies who experience high and low mental health claims, And (3) A member of the health and productivity team conducted internal interviews while a third-party research vendor conducted the external interviews. The intent of the study was to learn and share potential best practices with other companies to improve workplace culture and mitigate mental health disabilities.

Data Collection:

Internal interviews with disability claim managers were conducted as focus groups. The

interviewer met with two teams of claim managers who were responsible for disability, managing companies' mental health claims, which were insured with Unum. There were 10 participants in each focus group and the discussion lasted for one hour. The participants were asked to share thoughts in reaction to interviewer questions (provided earlier). The interviews were conducted in a conference room and the interviewer was able to be present in person in one focus group and on the telephone for the second focus group. All interview responses were documented, analysed and synthesised to find major themes.

Results:

Here is a general conclusion within the literature that single rooms are better for patient experience and clinical outcomes, however the context of each patient and staffing scenario is crucial. These contextual factors include a patient's social factors, nursing level and confidence and the acute medical requirements of the patient. A large systematic review (Chaudhury et al., 2005) explored the potential benefits of single rooms within the acute care environment – from three viewpoints: “organisational costs”, “hospital management and patient care” and “therapeutic impacts” and concluded that single rooms were universally positive for patient care. This is

corroborated by another large systematic review encompassing 600 studies (Ulrich et al., 2008), again recommending single bed rooms in almost all situations as a reflection of their benefits for reducing risk of injury and risk of contracting disease. This review does acknowledge that for staff single rooms can reduce effectiveness due to increased fatigue & walking distance. The benefits of a properly designed environment for staff are multiple, including reduced back pain and work-related injuries, reduced injuries from medical equipment and reduction in noise stress (Joseph, 2006).

Discussion:

Further research is needed to explore the impact on other leave programs, such as long-term disability, workers compensation and health care utilisation rates, with employers who had a strong supportive culture and a higher rate of mental health STD claims. Research needs to be conducted to determine how employers are impacted in other leave programs, and determine presenteeism and health care costs overall for employers with supportive cultures. Seeking help for mental health conditions, which are often treatable and employees can return to work productively, may in fact save employers money in the long run instead of employees remaining at work when time off is warranted for treatment. Findings from this study

regarding higher rates of STD mental health claims in supportive employer cultures should not be seen as a negative and deter employers from creating supportive work environments because there is a perception that STD mental health claims will increase.

Additional research around costs associated with negative workplace culture, and the impact on the mental health of employees is needed. The cost of mental health has been documented, yet additional research needs to be conducted around poor employer culture and costs, specifically regarding employees who do not feel supported to take mental health leave when needed due to stigma, fear of disclosure and/or poor employer supports. Best practices for the development and implementation of return-to-work programs for employees with mental health conditions are also merited to ensure successful employment once a leave of absence is complete.

Recommendations and Conclusion:

Employee retention is not only about saving costs but also about ensuring the stability, productivity, and long-term success of a company. It's an investment that can yield significant returns in terms of efficiency, innovation, and overall company performance

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