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A Study On The Effectiveness Of Workplace Mental Health Support And Employee Assistance Program In Hospital Sectors

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ABSTRACT: This study examines the effectiveness of workplace mental health support and Employee Assistance Programs (EAPs) with specific reference to Rainbow Children's Medicare Limited. In today's fast-paced and high-pressure work environments, particularly in the healthcare sector, employee well-being has emerged as a critical factor in maintaining productivity and job satisfaction. The research explores how structured mental health initiatives and assistance programs impact employee morale, stress levels, retention, and overall organizational culture. The method of approach was adopted, incorporating surveys, interviews, and primary data to assess the accessibility, awareness, and perceived effectiveness of existing mental health resources. The findings highlight both the strengths and gaps in current support systems, offering insights into how Rainbow Children's Medicare Limited can enhance its employee wellness framework. The study concludes with actionable recommendations for improving mental health support to foster a healthier, more resilient workforce.

Keywords – Mental health support, counseling services, wellness programs, EAP services

I. INTRODUCTION

Employee mental health is an important part of total workplace well-being. It has an impact not only on individual employees, but also on the organization's overall productivity and performance. Recognising mental health concerns and understanding their causes is essential for developing and implementing a successful employee mental health support program. Mental health is generally viewed as the absence of mental diseases. Few individuals comprehend that mental health encompasses emotional, psychological, and social well-being. Including mental health therapies in a complete health and wellbeing strategy is advised. Occupational health specialists can help organisations implement available therapies. Despite limited resources, there are still ways to improve mental health. Involving stakeholders and staff at all levels is crucial for delivering and evaluating interventions for protection, promotion, and support, ensuring success

. Employees assistance program (EAP):

An employee's psychological and mental health can be improved with the help of an employee assistance program. Many businesses and organisations have adopted the EAP, a crucial component of employees benefit initiatives, India has not adopted them as quickly as other nations. A good employee assistance program addresses every issue that arises from every aspect of the worker's life and can eventually result in mental health issues. Workplace assessments are provided by an EAP in order to identify practices and behaviours that may be aggravating mental health issues. Employee assistance programs (EAPs) were designed to help staff members address personal and work-related issues that could affect their output. EAP teams also assist

employees with personal concerns like marriage, family, money, conflict, bereavement, and drug misuse. Purchasing EAPs can give these workers the support they require in order to discuss their issues and improve their welfare. Studies show that the use of EAP results in increased employee productivity, lower healthcare costs, and great returns on investment.

Employee communication:

Communication in the workplace is the process of conveying information so that others can understand you. Guo and Sanchez (2005). The purpose of employee communication is to guarantee the adaptability and flexibility of the communication system to be utilised in any circumstance (Burnside-Lawry, 2011). Workplace engagement and happiness have been demonstrated to have a significant impact on employees' performance. It also refers to employment involvement, which directly and indirectly results in workplace satisfaction. The relationship between frontline staff members' work engagement and performance is significantly influenced by their socialisation with coworkers and with their peer group. Employee socialisation helps coworkers link more strongly, fostering teamwork and a desire to improve the organisation as a whole.

Occupational stress:

Organisations have seen the impact of occupational stress at work on employee performance as a significant area of the concern. Stress is defined as a mental and physical state that arises when a person's resources are insufficient to handle the demands and pressures of the circumstance. Stress therefore more common in some circumstances and in some people more than others Michi (2002). When such pressure originates from an workplace of the employees, it is referred to as work or occupational tension. Businesses observe a sharp drop in employee engagement, together with a rise in employee and absenteeism turnover, or when issues relating to stress combine with the everyday pressures of our complex social structure. Occasionally, workers who are experiencing excessive levels of under stress, one may become less talkative, more argumentative, and on the defensive at work.

II. OBJECTIVES OF THE STUDY

- To evaluate the effectiveness of Employee Assistance Programs (EAPs) in improving employees' mental health in rcml .
- To evaluate the relationship between employee counselling services and employee mental health.
- To examine the influence of demographic factors on counselling services and wellness program
- To provide recommendations for improving the design and implementation of EAPs based on employee feedback.

III. SCOPE OF THE STUDY

The study will focus on the different types of mental health programs offered in workplaces, including counselling stress management resources, therapy sessions, and workshops. Workplace productivity analysing if the programs lead to higher employee engagement, retention, and performance. Employee well-being assessing improvements in mental health, stress reduction, and overall well-being after program involvement. Surveys and questionnaires for employees and managers. Focus groups or interviews to gather qualitative insights. Statistical data analysis of attendance, usage rates, and productivity measures before and after program implementation. Comparing pre- and post-program mental health data. Identifying trends or patterns in the effectiveness of mental health support. Analysing the return on investment (ROI) of mental health programs. The study could cover a specific time period, such as one year or more, to assess long-term effectiveness.

IV. REVIEW OF LITERATURE

Praveen Kumar Sharma, Rajeev Kumra (2020) Relationship between workplace spirituality, organizational justice and mental health: mediation role of employee engagement Nowadays, academics and business professionals are beginning to recognize and value workplace spirituality as a significant research issue. Workplace ideals, meaningful employment, and a sense of community are all considered aspects of workplace spirituality. This study paper's goal is to examine the potential mediating role of employee involvement in the relationship between workplace spirituality and mental health. .

Victor Amadi Stephen, Onyinye Lois Chimodo (2024) Recent research has shown that young people exhibit varied degrees of dysfunctional ideas about their careers. The inability to make decisive career decisions is caused by faulty cognitive processes. This conceptual paper investigates how college students seeking counselling are affected psychologically by unhealthy career ideas. .

Roopashree, M. R., & Kapadia, D. (2024) Regularly maintaining a healthy lifestyle is the definition of wellness. It is a phenomenon with multiple facets. Hospitals, insurance companies, diagnostic centers, and wellness businesses are examples of wellness providers. It focuses on the wellness initiatives provided by foreign and Indian health insurance providers. Method: Cross-sectional, descriptive research of the health insurance firms' wellness initiatives. An investigation was carried out to find out how consumers felt about the wellness initiatives that insurance companies provided.

Azam, F. N. A., Jamaludin, A., Zaini, A. F. A., & Shei, S. M. H. (2022) A key factor in the commercial success of law businesses is employee loyalty. The happiness of their clients is a major factor in the legal businesses' commercial success. Thus, examining how benefits and pay relate to the workplace and how organizational support affects employee loyalty in law firms will guarantee the company's expansion.. Thus, the goal of this study is to look into the effects of benefits and pay, workplace culture, and organizational support on employee loyalty.

Provost, T. J. (2024). Workplace Wellness: Assessing Organizational Return on Investment. The financial and non-financial return on investment (ROI) for businesses investing in workplace wellness initiatives is investigated in this study. Understanding the effects that workplace wellness initiatives can have on workers' health and well-being, job satisfaction and engagement, and healthcare expenses for both companies and employees is made possible by this research. Equipped with this understanding, corporate executives can make well-informed decisions on wellness programs, taking into account the possible impact on both worker satisfaction and organizational goals.

V. RESEARCH METHODOLOGY

The research design used for this study is **Descriptive research design**. For this research project, samples from the population are drawn using **Simple Random Sampling**. The population is 200, and the sample size is taken as 133 for this study. The sample size is determined using through the Morgan table for sample size.

Data Collection

Primary Data - In this study, primary data is collected through **Questionnaire**.

Secondary Data - In this study, secondary data is obtained from **Research Publications and Journal**.

Analysis Tools

Normality test is taken for the data collected and the result is that the data significantly deviates from normal distribution. Hence, Non-Parametric Tools are used. The following statistical tools are used for analysing the data

- Mann Whitney U Test
- Kruskal Wallis H Test

Other than non-parametric tests,

Study Period: January - April 2025; Total duration: 4 months

VI. DATA ANALYSIS AND INTERPRETATION

Demographics data:

Categories	Sub categories	No. of respondents	Percentage (%)
Age	18 - 30	83	62.4
	31 - 40	37	27.8
	41 - 50	11	8.3
	Above 50	2	1.5
Gender	Male	45	33.8
	Female	88	66.2
Department	HR	19	14.3
	Finance	23	17.3
	Marketing	17	12.8
	Others	74	55.6
Work Experience	Less than 6 months	56	42.1
	6 months to one year	24	18
	1-3 years	34	25.6
	3-5 years	14	10.5
	More than 5 years	5	3.8
Total	All categories	133	200

Table 1: Demographic data of the respondents

Inference

- The majority of the respondents are Female.
- The majority of the respondents are between the age of 18 -30
- The majority of the respondents are in other departments.
- The majority of the respondents are less than 6 month.

MANN - WHITNEY U TEST

Null Hypothesis H0: There is no significant relationship between Gender and satisfied with the mental health support provided by the company, counselling service has helped employees to improve mental health and well-being, wellness programs have employees physical and mental well-being, overall experience with the EAP services

Alternative Hypothesis H1: There is a significant relationship between age and satisfied with the mental health support provided by the company, counselling service has helped employees to improve mental health and well-being, wellness programs have employees physical and mental well-being, overall experience with the EAP services.

Test Statistics

	Mental health support	Counseling service	Wellness programs	Eap services
Mann-Whitney U	1612.500	1915.500	1830.500	1805.000
Wilcoxon W	2647.500	2950.500	2865.500	2840.000
Z	-1.835	-.331	-.764	-.873
Asymp. Sig. (2-tailed)	.067	.741	.445	.382

a. Grouping Variable: Gender

Inference

The p value (0.067) > 0.05, hence the null hypothesis is accepted. There is no significant difference between the mean ranks between employees' Gender with respect to Mental health support .

The p value (0.741) > 0.05, hence the null hypothesis is accepted. There is no significant difference between the mean ranks between employees' Gender with respect to Counseling service.

The p value (0.445) < 0.05, hence the null hypothesis is rejected. There is significant difference between the mean ranks between employees' Gender with respect to Wellness programs.

The p value (0.382) < 0.05, hence the null hypothesis is rejected. There is significant difference between the mean ranks between employees' Gender with respect to Eap services

KRUSKAL – WALLIS H TEST

Null Hypothesis H0: There is no significant relationship between age and satisfied with the mental health support provided by the company, counselling service has helped employees to improve mental health and well-being, wellness programs have employees physical and mental well-being, overall experience with the EAP services

Alternative Hypothesis H1: There is a significant relationship between age and satisfied with the mental health support provided by the company, counselling service has helped employees to improve mental health and well-being, wellness programs have employees physical and mental well-being, overall experience with the EAP services.

Test Statistics

	Mental health support	Counseling service	Wellness programs	Eap services
Chi-Square	2.556	3.671	1.862	2.284
df	3	3	3	3
Asymp. Sig.	.465	.299	.602	.516

a. Kruskal Wallis Test

b. Grouping Variable: Age

Inference

The p value (0.465) > 0.05, hence the null hypothesis is rejected. There is significant difference between the mean ranks between employees' Age with respect to Mental health support

The p value (0.299) > .05, hence the null hypothesis is rejected. There is significant difference between the mean ranks between employees' Age with respect to Counseling service.

The p value (0.602) > 0.05, hence the null hypothesis is accepted. There is no significant difference between the mean ranks of age group with respect to Wellness programs.

The p value (0.516) > 0.05, hence the null hypothesis is accepted. There is no significant difference between the mean ranks of age group with respect to Eap services

VII. SUMMARY OF FINDINGS

- The majority of the respondents are Female.
- The majority of the respondents are between the age of 18 -30
- The majority of the respondents are in other departments.
- The majority of the respondents are less than 6 month.
- Mann - Whitney U Test found that There is no significant relationship between Gender and satisfied with the mental health support provided by the company, counselling service has helped employees to improve mental health and well-being, wellness programs have employees physical and mental well-being, overall experience with the EAP services.
- Kruskal – Wallis H Test found that There is no significant relationship between age and satisfied with the mental health support provided by the company, counselling service has helped employees to improve mental health and well-being, wellness programs have employees physical and mental well-being, overall experience with the EAP services.

VIII. SUGGESTIONS

- Organizations serve as the entry points for workplace initiatives to support mental health. It's a thorough and coordinated approach to an employee's wellbeing.
- The organization's growth and development required to be cantered on the mental wellness of its employee
- The organization should adopt the employee assistance program at all levels to ensuring care and support to their employee
- It is necessary to schedule employee counselling on a regular basis to guarantee that mental health first aid assistance is available both during and after work hours.
- The company must give the employee's personal issues top consideration and ensure that be willing to provide the staff with their primary care and support.

- In order to help employees deal with their personal issues and build strong relationships with the company, the employee assistance program offers supportive mental health services.

IX. CONCLUSION

The research project analysed various aspects of employee mental health counselling services, work-life balance initiatives, wellness programs, financial and legal assistance. The necessity of the hour is an employee's mental health. Companies must consistently advocate for mental health in order to inform employees about the services offered by the company for their benefit. Their mental health is impacted by changes in their personal and professional lives, which in turn impacts the productivity of the business. The employee support program needs to be designed with adequate standards and ensuring the confidence of the employees. It is imperative for the firm to have regular communication with its personnel in order to comprehend their individual issues and provide professional answers. Employees that receive personal attention from their employers are the company's most valuable resource. An effective EAP should offer timely, confidential support, ranging from counselling to referrals, and be easy for employees to access. Additionally, measuring outcomes like reduced absenteeism, improved productivity, and overall mental health improvement helps gauge the program's success. Regular feedback and program updates ensure the EAP remains relevant and supportive of evolving employee needs.

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