



ISSN Print: 2394-7500
ISSN Online: 2394-5869
Impact Factor: 8.4
IJAR 2021; 7(12): 463-466
www.allresearchjournal.com
Received: 24-09-2021
Accepted: 30-10-2021

Shivani Singh Deshwal
Research Scholar, Department
of Commerce, Himalayan
Garhwal University,
Uttarakhand, India

Dr. Neetu Jindal
Assistant Professor,
Department of Commerce,
Himalayan Garhwal
University, Uttarakhand,
India

Corresponding Author:
Shivani Singh Deshwal
Research Scholar, Department
of Commerce, Himalayan
Garhwal University,
Uttarakhand, India

Personal effectiveness in work, employee engagement, and mental wellness in the service industries

Shivani Singh Deshwal and Dr. Neetu Jindal

Abstract

Employees must understand the issues that may affect their capacity to interact with their organization and maintain a good mental state at work. Work engagement and mental health have become major concerns for professionals and academics because happy, engaged employees are better and healthier, more involved in their jobs, more productive, and more likely to go above and beyond what is required of them to support their companies' survival and growth. Employees that are enthusiastic about their work and satisfied with it overall are content with their life. In comparison to previous generations, people today spend a lot more time at work. The survival of commercial organizations and the development of a healthier work environment depend on the wellbeing of each individual and the mental health of their human resource. Due to rivalry and globalization, workplaces are now increasingly dynamic and functionally complex. Previous studies have demonstrated the value of employee engagement and mental health for the development of an organization.

Keywords: Employees, professionals, organization, globalization

Introduction

One of any organization's most valuable assets is its human resources. Organizational productivity is significantly impacted by employee mental wellness. Employees are the foundational elements that help an organization flourish. Researchers have focused on an individual's emotional conduct and efficacy as a personal and professional entity throughout the previous few decades. Researchers found that "getting the right things done is expected to be effective at the job." Low workplace engagement can negatively affect businesses since it can affect employee well-being and productivity. Customer happiness, loyalty, effectiveness, productivity, and employee turnover have all been linked to employee engagement. Poor mental health and job demands can have detrimental effects on both the business and its employees, and employee mental health is increasingly recognized as a critical driver of overall wellness (WHO, 2005) ^[16]. As a result, workplace mental health is a significant issue that needs to be addressed at all management levels.

The worker's total happiness and health are strongly influenced by their mental health, general well-being, and level of sickness. In addition to their physical safety, workplaces need to prioritize their employees' mental wellness. Awakeness, a strong acceptance and compassion for the challenges of psychological health, wellbeing, as well as ailments, as well as ongoing support and guidance from leaders, managers, and employees, are all necessary for managing mental wellbeing.

Mental health, mental illness and the workplace

Maintaining psychological wellness at the workplace can increase productivity, reduce employer costs (absenteeism, healthcare, etc.), and improve community wellbeing. Employers are taking action to address the issue of mental health because they are increasingly aware that it is one that needs to be addressed. On the other side, many employers find it challenging to promote mental wellbeing. Previous studies showed that depressed hotel employees were more likely to leave the company. According to several researches, employees in stressful professions like hospitality and healthcare are more likely to quit their jobs. Hotel employees must manage not just the physical demands of their new professions during the pandemic quarantine period, but also the risk of catching COVID-19 and its potentially crippling psychological effects.

The persistent threat of infectious disease has increased levels of depression, anxiety, and stress among quarantine hotel workers, which could result in a surge in intentions to leave.

The workplace's influence on mental health

The workplace has a significant impact on employees' physical and emotional health. Stress is one of the major risk factors for mental illness or the emergence of psychological distress, and it can be generated or intensified by work-related circumstances. Chronic exposure to unpleasant work environments can cause depression, anxiety, attention problems, and emotional exhaustion, among other mental health issues. The development of the illness as well as mental health discomfort can be significantly influenced by the content and environment of the employment. According to Spoorthy, Pratapa, and Mahant, factors that increase stress among healthcare workers include low social support, low self-efficacy, excessive work, long shifts, a quick pace, a loss of physical or psychological security, the chronic nature of care, moral ambiguity, perceived job stability, hostile workplace environments, and low social support. The accompanying emotional strain can lead to exhaustion, a downcast mood, anxiety, sleep issues, and other illnesses. A few typical elements have an impact on employees' mental health. Which are:

1. An excessive amount of work
2. A lack of participation and control at the workplace
3. Dull or unpleasant tasks
4. Uncertainty about jobs and discord among employees
5. Not being acknowledged at work

Employee engagement

The concept of "employee engagement" refers to a worker's loyalty and attachment to a company. In today's cutthroat economic world, employee engagement has become a critical component of business growth. High levels of engagement are beneficial for organizational success, investment returns, consumer loyalty, employee retention, and employee engagement. Employee engagement has been a cornerstone of management philosophy since the 1990s, and in the 2000s, it gained more notoriety. Work engagement has been demonstrated to have a substantial correlation with a company's profitability and financial health, despite the detractors who regularly point out how challenging it is to quantify. Given the clear connections between employee engagement and work satisfaction and morale, employee engagement is essential to the performance of a firm. Effective communication is the cornerstone of employee engagement. Actively engaged workers are significantly more effective and productive. They are also more likely to exhibit a stronger level of dedication to the objectives and values of the company. Human resources (HR) has a concept called employee engagement that emphasizes a worker's enthusiasm and willingness to put in lengthy hours. Employees that are engaged are passionate about their work and the success of the organization, and they believe their contributions matter. Engaged employees are driven by factors other than money, or they may believe that their productivity is correlated with their level of happiness, making them essential to the success of their business.

Employee engagement has recently piqued the interest of positive psychologists, human resource specialists, and management professionals. The importance of job involvement as a positive element of psychology has grown in organizational psychology due to the rise of positive psychology. Actively engaged workers view their jobs positively and constructively and think they are capable of handling the responsibilities of their employment.

Since the turn of the century, the development of positive psychology, which examines human potential and optimal performance, has facilitated the growth of job engagement from a scientific perspective. Employee importance is an issue that is quickly becoming more of a concern in strategic decisions from the standpoint of organizational behavior. Employers are now beginning to view "employee involvement" and "success and sustainability" as two sides of the same organizational management coin. The concept of employee engagement and empowerment has become crucial for commercial organizations due to the aforementioned tendency of employers. Employee engagement is a new phenomenon that affects productivity and job happiness at work. Actually, TQM (Total Quality Management) techniques must be connected to employee involvement and empowerment inside the workplace. Employee engagement is one of the top priorities for senior executives in any significant firm. In this rapidly changing environment, key business executives are well aware that a high-performing team is essential for survival and success. Employers understand that a highly engaged staff can undoubtedly produce creativity, productivity, and bottom-line performance in an efficient manner given that hiring and retaining highly competitive talent has grown tiresome in recent years. Although the majority of CEOs feel a need to increase employee engagement, some have not yet developed ways to assess and address this goal. Additionally, Schaufeli, Taris, and Van Rhenen noted that some individuals who would be categorized as workaholics are genuinely committed to their jobs and, as a result, do not suffer from the detrimental effects on their health associated with workaholism.

Significance of the study

The relationship between workplace emotions and employees' psychological wellbeing and discovered that surface emotional acting had a negative and significant relationship with resilience and work experience while having a positive and considerable association with physical symptoms, anxiety as well as insomnia, social dysfunction, and depression. The results of a qualitative study conducted on 60 nursing professionals revealed that self-efficacy and other external factors, including workplace harassment, family issues, misinterpretation of the public, and individual professional growth, all played significant roles in enhancing their emotional exhaustion and lowering their self-efficacy. The energy and devotion of the personnel are viewed as the exact opposites of fatigue and skepticism. According to Garcia-Iglesias, Gómez-Salgado, Ortega-Moreno, and Navarro-Abal (2002), a substantial number of Spanish nursing staff perceived a higher standard of psychosocial risk when doing their tasks, and approximately 41% thought they might be suffering from a mental health issue.

The idea that organizations could raise organization-based self-esteem (OBSE), which has a positive relationship with

psychological well-being (PWB), by increasing job autonomy. Zhang discovered that self-disclosure on Facebook moderates the relationship between stressful life events and psychological health and that people are more prone to open up on Facebook when they are feeling stressed. A study by Oktavia, Eva, and Achmad (2020) [17] looked at the high correlation between psychological well-being and job engagement.

Objectives of the study

To study the role of Emotional Contagion, Emotional Labor, Personal Effectiveness and Employee Engagement in Mental health among employees

Research methodology

Based on availability, a selective sample of 300 employees from two private service sectors was chosen for the study from the Delhi-NCR area. Participants were recruited for the study provided they had a bachelor's degree and were fluent in both Hindi and English. Due to the epidemic, participants were reached by phone or through other means of communication, such as emails and WhatsApp. The information was gathered online using a Google form. The scales for psychological distress expression, emotional labor, personal effectiveness, and employee engagement were all merged into a single Google form and submitted online. The study's goal was explained to the participants. A proper and ongoing dialogue with the participant was maintained throughout the data collection. Each and every question on the questionnaires that were sent out was asked of the subject(s), who were also assured that their answers would only be used for research purposes and kept private. Data were subjected to statistical analysis after the administration phase's successful compilation. The data were subjected to descriptive statistics (Mean and SD) in light of the objectives. Additionally, in order to meet the goals of the inquiry, a t-test was conducted to see whether there was a significant difference between the two sectors. This was followed by a stepwise multiple regression analysis to identify the factors that predict mental health.

Results and data analysis

Table 1: Mean and SD on emotional contagion of nursing and hotel employees

Variables	Nursing Employees (n = 150)		Hotel Employees (n = 150)	
	Mean	SD	Mean	SD
Happiness	8.64	2.45	9.35	2.85
Love	5.85	2.70	8.48	2.30
Fear	5.65	2.86	8.11	2.70
Anger	6.04	2.32	9.34	1.42
Sadness	9.85	1.45	9.19	1.60
Emotional Contagion	36.05	6.41	44.50	6.07

The results of the first construct of emotion at work, emotional contagion, and its dimension of happiness, love, fear, anger, and sadness are shown in Table 1 for employees in two service sectors (nursing and hotel service sector). Employees in the nursing industry had a mean happiness score of 8.64 (SD = 2.45), while those in the hotel sector had a mean happiness score of 9.35 (SD = 2.85). Employees in the nursing sector obtained a mean score of 5.85 (SD = 2.70) on the love dimension, while those working in the

hotel industry received a mean score of 8.48 (SD = 2.30). Employees in the nursing sector scored a mean of 5.65 (SD = 2.86) on the fear dimension, whereas those in the hotel industry got a mean of 8.11 (SD = 2.70).

Table 2: T-test results comparing nursing and hotel employees on emotional contagion

	Nur. Emp. Mean (SD)	Hot. Emp. Mean (SD)	Mean Difference	t-value	Sig. (2-tailed)
Happiness	8.64 (2.45)	9.35 (2.85)	-.715	-2.332	.020
Love	5.85 (2.70)	8.48 (2.30)	-2.629	-9.091	.000
Fear	5.65 (2.86)	8.11 (2.70)	-2.463	-7.675	.000
Anger	6.04 (2.32)	9.34 (1.42)	-3.298	-14.87	.000
Sadness	9.85 (1.45)	9.19 (1.60)	.655	3.717	.000
Emotional	36.05 (6.41)	44.50 (6.07)	-8.45	-11.74	.000

The outcome of the t-value on emotional contagion and its dimensions is displayed in Table 2. From the results of the group differences, it can be seen that the mean happiness scores of nursing personnel are lower (M= 8.64, SD= 2.45) than those of hotel employees (M= 9.35, SD= 2.85) in this instance. The findings of the t-test reveal a significant group difference between the two service industries (t= -2.33, p=.020); personnel in the nursing industry were found to be much less numerous than those working in the hotel industry.

Table 3: Summary of stepwise multiple regression analysis for hotel employees. dv: mental health

	R	R ²	Square	Change
Hiding feelings	.612	.375	.375	.000
Dedication	-.416	.537	.162	.000
Happiness	-.287	.613	.075	.000
Anger	.240	.662	.050	.000
Sadness	.189	.694	.032	.000
Deep acting	-.145	.710	.015	.006
Perceptiveness	-.131	.725	.015	.005
Self-disclosure	-.110	.735	.010	.022
Fear	.111	.746	.011	.016
Note. (N=150)				

According to table 3 stepwise multiple regression results, fear, self-disclosure, deep acting, devotion, happiness, rage, and melancholy all emerged as statistically significant predictors of psychological discomfort. All the discovered predictors, however, had been found to account for a total of 74.6% of the variance in the psychological distress of hotel industry personnel.

According to the regression analysis's findings, the most potent positive predictor that emerged and contributed a variance of 37.5% to mental health problems and psychological distress was masking feelings (a dimension of emotional labor). Dedication (a component of employee involvement), which came in second, appeared as the first most potent indicator of poor mental health, adding an additional 16.2% to the overall variance. The successful negative predictor of mental health concerns that successfully contributes 7.5% of variance to the total variance is happiness (a dimension of emotional contagion). Anger, a component of emotional contagion, also appeared as a positive predictor of mental health difficulties, adding an additional 5% of variance to the overall variance. Happiness came in second. Sadness, a manifestation of emotional contagion, was also found to be a reliable positive predictor of mental health problems, contributing 3.2% of

variance to the overall variance. Deep acting, on the other hand, (a component of emotional labor), also showed up as a poor predictor of mental health with an additional variance of 1.5 percent. Next, with variances of 1.5% and 1%, respectively, perceptiveness and self-disclosure (personal effectiveness aspects) both showed up as the negative predictors of mental health. Last but not least, with a total variance of 1.1%, fear (a dimension of emotional contagion) also showed up as a positive predictor of mental health concerns.

Conclusion

The most important component of any organization is its workforce. Employee retention must be a top goal for every firm. According to the study's findings, it is crucial for businesses to monitor their staff members' mental health in order to improve productivity and engagement. They should also train staff members to control their emotions. Based on the data presented here, a module might be created to improve emotions at work through training in emotion regulation, which could result in higher levels of personal effectiveness, improved employee engagement, and better mental health for workers in service industries. The present study's findings emphasize the value of healthy positive emotional coping mechanisms for preventing mental health problems and imply that unhealthy negative emotional coping mechanisms contribute to mental health problems at work. The current study makes it plain why people should control their emotions as well as the kinds of strategies they should use to do so, particularly in public settings. According to the current research, it is crucial for businesses to regularly monitor their employees' wellbeing. The results of the investigation show how important employee engagement and personal performance are in the workplace. The current study also demonstrates how emotions affect a two-way process (workers and their clients/customers) and the declining trend in adult population health measured by body mass index. This research serves to make people aware of the need to monitor their weight.

References

- Durán A, Extremera N, Rey L. Engagement and Burnout: Analysing their Association Patterns. *Psychological Reports*. 2004;94(3):1048-1050.
- Eunjoo K, Young YJ. Effects of Emotional Labor and Workplace Violence on Physical and Mental Health Outcomes among Female Workers: The 4th Korean Working Conditions Survey. *The Korean Journal of Occupational Health Nursing*. 2017;26(3):184-196.
- Eysenck SBG, Eysenck HJ. Personality and recidivism in Borstal boys. *British Journal of Criminology*. 1976;14(4):285-287.
- Fida R, Laschinger HS, Leiter MP. The protective role of self- efficacy against workplace incivility and burnout in nursing: A time-lagged study. *Health Care Management Review*. 2018;43(1):21-29.
- Finogenow M, Wróbel M, Mróz J. [Deep Acting and Surface Acting Scale (DASAS) - Preliminary psychometric properties of the Polish version of the Emotional Labour Scale by Brotheridge and Lee]. *Med Pr*. 2015;66(3):359-371.
- Firoozi M, Shakouri H. Mask on the emotions: the role of emotional labour on mental health and resiliency of nurses. *Iranian Journal of Psychiatric nursing*. 2019;6(6):89-95.
- Fischer KW, Shaver PR, Carnochan P. How emotions develop and how they organize development, *Cognition and Emotion*. 1990;4:81-127.
- Fisherman CD, Ashkanasy NM. The Emerging Role of Emotions in Work life: An Introduction. *Journal of Organizational Behavior*. 2000;21:123-129.
- Friedman IA. Self-Efficacy and Burnout in Teaching: The Importance of Interpersonal-Relations Efficacy. *Social Psychology of Education*. 2003;6(3):191-215.
- Fu F, Liang Y, An Y, Zhao F. Self-efficacy and psychological well- being of nursing home residents in China: the mediating role of social engagement. *Asian Pacific Journal of Social Work and Development*. 2018;28(2):128-140.
- Gallup C. *The State of the Global Workplace: A worldwide study of employee engagement and well-being*. Gallup Inc., Washington, D.C. 2010;17(3):13-19.
- García-Iglesias JJ, Gómez-Salgado J, Ortega-Moreno M, Navarro-Abal Y. Relationship Between Work Engagement, Psychosocial Risks, and Mental Health Among Spanish Nurses: A Cross-Sectional Study. *Frontiers Public Health*. 2021;8(4):321-332.
- Gardner DG. The importance of being resilient: Psychological well-being, job autonomy, and self-esteem of organization managers. *Personality and Individual Differences*. 2019;6(9):155-172.
- Gebauer J, Lowman D. *Closing the engagement gap*. Penguin Group: New York, NY; c2008.
- Ghalandari K, Mortazavi S, Abbasi S, Jogh MGG. The effect of emotional labor on emotional exhaustion in banking services: The role of Iranian emotional intelligence. *Research Journal of Applied Sciences, Engineering and Technology*. 2012;4(12):1794-1800.
- World Health Organization. Department of Mental Health, Substance Abuse, World Health Organization. *Mental Health Evidence, Research Team. Mental health atlas 2005*. World Health Organization; c2005.
- Oktavia J, Eva N, Achmad G. The correlation of psychological well-being with work engagement for millennial workers in Malang City. *KnE Social Sciences*. 2020:336-51.