

THE STUDY ON THE IMPACT OF WELLNESS PROGRAMS AND THE ROLE OF WELLNESS PRACTITIONERS ON EMPLOYEE PRODUCTIVITY IN SERVICE SECTOR

- **Dr.S.Thilak, Asst professor , Hindusthan college of Arts & Science,Coimbatore**
- **Mrs.B.Sudha venkatalakshmi, , Research Scholar , Hindusthan college of Arts & Science,Coimbatore.**

INTRODUCTION:

This paper focuses on employee wellness programs—one of the most common socially-responsible policies targeting employees from corporates . One reason these programs are so common is that the immediate, salient, and measurable benefit from reduced insurance premiums provides managers with easy financial justification for program introduction in the face of internal political opposition (Berry et al. 2010). Additionally, firms may see immediate tangible gains from healthier employees through reduced absenteeism, injury, and worker compensation claims (Chapman 2012). Widespread evidence shows that decreasing a health risk such as smoking can significantly reduce insurance and absenteeism costs (Burton et al. 1999; Goetzel et al. 2003). Existing research therefore has primarily studied the wellness program benefits via reduced costs from insurance, absenteeism, and risk, rather than from worker productivity. From an empirical perspective, this focus is understandable. The link between wellness programs and productivity is difficult to causally measure. Matched objective productivity and health data are difficult to obtain from firms, and isolating the treatment effect of such programs amidst other policy changes can be daunting.

Healthcare is a fundamental aspect of human well-being, encompassing a broad range of services and practices designed to promote, maintain, and restore health. It is a dynamic and evolving field that integrates medical science, technology, compassion, and organizational expertise to address the diverse needs of individuals and communities. The primary goal of healthcare is to enhance the quality of life by preventing, diagnosing, and treating illnesses and injuries. This multifaceted sector includes various professionals such as physicians, nurses, therapists, technicians, and administrative staff working collaboratively to deliver comprehensive and patient-centred care.

Health information management

Effective healthcare relies on the efficient management of health information. While healthcare has made significant strides in advancing medical knowledge and technology, it also faces challenges such as accessibility, affordability, and disparities in healthcare outcomes. Ongoing efforts to address these challenges involve innovations in telemedicine, artificial intelligence, and data analytics, aiming to enhance efficiency, personalize treatments, and improve overall healthcare delivery.

We propose that corporate wellness programs enhance employee productivity through two main pathways: **job motivation** and **capability**. Which pathway predominates likely depends on two observable employee attributes—whether the program detects a health issue at baseline and whether the employee shows measurable health improvement after the program. While this study does not determine the exact causes of health problems or improvements, these observable characteristics help us infer whether gains in productivity stem more from motivation or improved capability.

The participants into four types based on these traits: (1) no initial health problem and no improvement, (2) healthy at baseline but improved, (3) unhealthy at baseline with no improvement, and (4) unhealthy at baseline with measurable health gains. Despite differences in health trajectories, all four groups may experience enhanced productivity through **motivational channels**—such as increased job satisfaction—stemming from feeling supported and valued. Those who begin with health issues may gain additional motivational benefits via **reciprocity**, feeling gratitude for the assistance. Meanwhile, employees who improve their health—whether they were initially healthy or not—likely experience **capability-driven productivity gains**, as better physical and mental health boosts cognitive function, energy, and resilience. The greatest capability improvements, and thus the largest productivity gains, may be expected among previously unhealthy employees who achieve significant health improvements, since they overcome stress, pain, or physical limitations that previously hindered their performance.

HEALTHCARE INDUSTRY -AN OVERVIEW

The healthcare industry is a vast and complex sector that encompasses a wide range of organizations and services dedicated to maintaining and improving people's health. It plays a crucial role in society, addressing medical needs, promoting wellness, and responding to various health challenges. The industry includes a diverse array of stakeholders, from healthcare providers and professionals to pharmaceutical companies, insurers, and regulatory bodies.

The healthcare industry is dynamic, constantly evolving with advancements in medical science, technology, and changes in societal needs. It requires collaboration among various stakeholders to deliver high-quality, accessible, and sustainable healthcare services. Regulatory frameworks, research and development, and public health initiatives all contribute to shaping the landscape of the Wellness Programs .

The topic A study provides an overview of the importance of wellness and the role of wellness practitioners in promoting health and well-being. Highlight the increasing interest in holistic approaches to healthcare and the growing popularity of wellness practices. Define the term "wellness" and its components, including physical, mental, emotional, and social well-being. Explore how wellness practices contribute to overall health and quality of life.



WELLNESS PRACTITIONERS:

Mindfulness is the ability of one's mind to pay attention to one's present surroundings. To become aware of the present moment. This must happen out of curiosity and not judgment.

We have busy days. Sometimes into sleepless nights. This can happen for a variety of reasons. We may find it difficult to find the right balance in our lives. Many people spend the majority of their day stressed and overwhelmed. They may find it difficult to focus. It may seem that they aren't present in their own lives. It is a well-known fact that mindfulness is a powerful tool. It helps cultivate skills that are essential for human life. This way, we learn to pay attention, calm down, and nurture joy. Mindfulness increases tenderness and kindness toward ourselves. It restores the dimensions of our being.

It isn't that they were missing; we just missed noticing them. When your mind clarifies and opens, your heart does the same. It releases 'happy chemicals' in the brain. This helps fight health issues. Based on my first-hand experience, this may include- digestive issues, lowering blood pressure, relaxing tension, etc. Your subconscious mind receives positive vibes. This, in turn, fills your soul with great positive energy. People around you can resonate with the same sentiment. They enjoy your company, and thus you become the center of attraction for all.

With mindfulness, we can live our lives with the right balance and greater joy. There are various benefits to practicing mindfulness in your daily routine.

- Greater focus and concentration
- Less stress, anxiety, and depression
- Better sleep and improved chronic functioning
- Better immune system

In today's world of hustle and bustle, mindfulness holds great significance. A mindfulness coach can be the best guide for inculcating this wonderful practice.

NUTRITIONISTS:

A nutritionist is a person who advises others on matters of food and nutrition and their impacts on health. Some people specialize in particular areas, such as sports nutrition, public health, or animal nutrition, among other disciplines. In many countries, a person can claim to be a nutritionist even without any training, education, or professional license, in contrast to a dietitian, who has a university degree, professional license, and certification for professional practice. The term nutritionist may refer to a range of trained or untrained individuals – from someone who has no qualifications in nutrition to someone with a PhD in nutrition science. Within the professional field of nutrition, there is also the field of nutrition therapy which may be associated with practitioners of alternative medicine. Prominent examples include Gillian McKeith, Patrick Holford and Robert O Young. A potential problem with self-proclaimed and media nutritionists, is low levels of training, the selling of supplements and herbal remedies and the use or promotion of concepts that are untested or potentially even dangerous, such as exclusion of food groups, detox and fad diets.

THERAPISTS:

An expert at a specific kind of healing practice is called a therapist. A massage therapist is trained to soothe sore muscles, for example. The first thing many people think of when they see the word therapist is a psychotherapist, a mental health practitioner whose job is to diagnose and treat psychiatric conditions. This kind of therapist might listen to a patient's thoughts, fears, problems, and dreams and offer helpful techniques or even medication. Other types of therapists include physical therapists and occupational therapists, both of whom help clients with mobility and quality of life issues presented by their physical disabilities or challenges.

CULTURAL COMPETENCE:

Recognize the importance of cultural competence in wellness practices. Theories like the Cultural Competence Model can help you understand how wellness practitioners tailor their approaches to diverse cultural contexts.

OCCUPATIONAL WELLNESS:

Consider the role of occupational wellness in your study. Theories related to work-life balance, job satisfaction, and occupational stress can be relevant in understanding how wellness practices impact individuals in specific professional settings.

COMMUNITY BASED APPROACHES:

Explore theories related to community-based wellness interventions. The socio-ecological model can provide insights into how wellness practitioners can influence not only individuals but also the communities in which they operate.

BIO PSYCHO SOCIAL MODEL:

The biopsychosocial model considers the complex interplay of biological, psychological, and social factors in health and wellness. Understand how wellness practitioners address each of these dimensions in their interventions. Productivity Improvement Through Motivation: Gratitude and Reciprocity. While all employees might improve motivation via job satisfaction, employees who learn they are ill might improve motivation more than their healthy colleagues. One of the major aims of a wellness program is to help employees identify and focus attention on existing conditions and illnesses. Almost half of overweight

Managers' Support for Employee Wellness Programs: An Integrative Review (April 2018):

The aim of this integrative literature review is to synthesize the existing evidence regarding managers' support for employee wellness programs. Data source: The search utilized multiple electronic databases and libraries. Study inclusion and exclusion criteria: Inclusion criteria comprised peer-reviewed research published in English, between 1990 and 2016, and examining managers' support in the context of a worksite intervention. The final sample included 21 articles for analysis. Data extraction: Two researchers extracted and described results from each of the included articles using a content analysis. Data synthesis: Two researchers independently rated the quality of the included articles. Researchers synthesized data into a summary table by study design, sample, data collected, key findings, and quality rating. Results: Factors that may influence managers' support include their organization's management structure, senior leadership support, their expected roles, training on health topics, and their beliefs and attitudes toward wellness programs and employee health. Managers' support may influence the organizational culture, employees' perception of support, and employees' behaviours. Conclusions: When designing interventions, health promotion practitioners and researchers should consider strategies that target senior, middle, and line managers' support. Interventions need to include explicit measures of managers' support as part of the evaluation plan.

Systematic review of the impact of worksite wellness programs(Tingting jahang 2012):

To analyse the impact of worksite wellness programs on health and financial outcomes, and the effect of incentives on participation. Sources were PubMed, CINAHL and EconLit, Embase, Web of Science, and Cochrane for 2000-2011. We examined articles with comparison groups that assessed health-related behaviours, physiologic markers, healthcare cost, and absenteeism. Data on intervention, outcome, size, industry, research design, and incentive use were extracted. A total of 33 studies evaluated 63 outcomes.

Positive effects were found for three fourths of observational designs compared with half of outcomes in randomized controlled trials. A total of 8 of 13 studies found improvements in physical activity, 6 of 12 in diet, 6 of 12 in body mass index/weight, and 3 of 4 in mental health. A total of 6 of 7 studies on tobacco and 2 of 3 on alcohol use found significant reductions. All 4 studies on absenteeism and 7 of 8 on healthcare costs estimated significant decreases. Only 2 of 23 studies evaluated the impact of incentives and found positive health outcomes and decreased costs. The studies yielded mixed results regarding impact of wellness programs on health related behaviours, substance use, physiologic markers, and cost, while the evidence for effects on absenteeism and mental health is insufficient. The validity of those findings is reduced by the lack of rigorous evaluation designs. Further, the body of publications is in stark contrast to the widespread use of such programs, and research on the effect of incentives is lacking.

The Role of Employee Wellness Program in the Hospitality Industry: A Review of Concepts, Research, and Practice (Jay Kadampully 2013):

Authors main aim of the study is , employees are critical to firm success, through their intimate interactions with customers to create memorable experiences and relationships. A nascent strategy adopted by many hospitality firms seeks to increase employee engagement and commitment through employee wellness programmes. Despite growing recognition of the concept of wellness in the workplace, limited studies discuss the topic systematically. This nascent research stream requires a better understanding of the role of wellness programmes and their influences on employees, customers, firms, and society. Therefore, this study offers a detailed review and synthesis of key concepts and existing knowledge in the industry, which produces a framework for further research, as well as managerial implications

Doing Well by Making Well: The Impact of Corporate Wellness Programs on Employee Productivity (Lan larkin 2018):

This study investigates the impact of a corporate wellness program on worker productivity using a panel of objective health and productivity data from 111 workers in five laundry plants. Although almost 90% of companies use wellness programs, existing research has focused on cost savings from insurance and absenteeism. We find productivity improvements based both on program participation and post-program health changes. Sick and healthy individuals who improved their health increased productivity by about 10%, with surveys indicating sources in improved diet and exercise. Although the small worker sample limits both estimate precision and our ability to isolate mechanisms behind this increase, we argue that our results are consistent with improved worker motivation and capability. The study suggests that firms can increase operational productivity through socially responsible health policies that improve both workers' wellness and economic value, and provides a template for future large-scale studies of health and productivity.

Objective of the study is to determine the unique wellness needs and challenges faced by the target group, such as stressors, health concerns, lifestyle factors, and socio-economic determinants. To understand how wellness practices can be adapted or customized to effectively address the needs and preferences of the target group, considering factors like age, gender, cultural background, and health status. Identify the specific wellness needs and challenges of the target group through surveys, interviews, or focus groups. Explore prevalent health concerns, stressors, lifestyle factors, and existing wellness practices within the target group. Investigate the types of wellness practices currently utilized by the target group. Assess the effectiveness of different wellness interventions in addressing the identified needs of the target group. Identify barriers preventing the target group from engaging in wellness practices, such as lack of access, cultural stigmas, financial constraints, or time limitations. Assess the long-term impact of wellness interventions on the target group's health outcomes, behaviour change, and quality of life. Assess the training needs of wellness practitioners working with the target group. Explore sustainability factors and the maintenance of wellness practices over time within the target group.

Research methodology refers to the systematic approach and techniques used by researchers to conduct a study. It involves planning the research design, selecting data collection methods, analyzing data, considering ethical considerations, and ensuring validity and reliability. A well-defined research methodology is crucial for producing credible and meaningful research outcomes. The vendor also provided survey results from the Well source wellness questionnaire, which participants completed at the time of testing and included 110 questions on health history and behavior such as exercise and eating habits, drug use, sleep behaviors, current medications, mental health, job satisfaction, health learning interests, and safety (e.g., seatbelt and sunscreen use).

Analysis :

How important do you think wellness practitioners are to manage your overall health and fitness					
		Frequency	Percent	Valid Percent	Cumulative Percent
	extremely important	2	1.9	1.9	1.9
	very important	40	38.1	38.1	40.0
	moderately important	38	36.2	36.2	76.2
	slightly important	24	22.9	22.9	99.0
	not at all important	1	1.0	1.0	100.0
	Total	105	100.0	100.0	

INTERPRETATION

1.9% of the respondents are said extremely important then 38.1% of the respondents are said very important then 36.2% of the respondents are said moderately important then 22.9 of the respondents are said slightly important then 1% of the respondent said not at all important

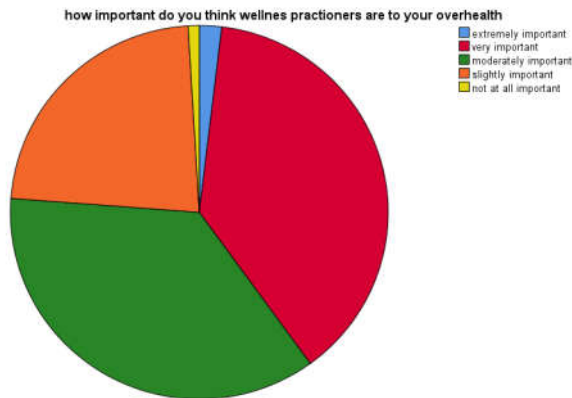


TABLE 2 : ARE YOU EVER TRIED ONLINE WELLNESS SERVICES:

Willingness to switch to online wellness services					
		Freque ncy	Percen t	Valid Percent	Cumulative Percent
	Yes	51	48.6	48.6	48.6
	No	54	51.4	51.4	100.0
	Total	105	100.0	100.0	

48.6% of the respondents are said yes and 51.4% of the respondents are said no

- It is 80% frequently members of the target group engage with wellness services or practitioners.
- Identified that the factors that influence their decision to seek out wellness support are cost and accessibility of these services.
- The respondents were aware of different wellness practices within the target group.
- It is Identified that the time lag is a major barrier to the members of the target group from engaging in wellness activities or seeking support from wellness practitioners.
- First, improved job satisfaction or commitment may explain why healthy compliers who do not get healthier still increase productivity. Second, even larger productivity gains among both the healthy and sick who get better suggest improved capability through either overall well-being or physical improvement. We cannot claim evidence for these mechanisms, but rather present them as possible explanations for important individual productivity gains.

CONCLUSION:

In conclusion this study has looked at the utilization patterns of wellness services among members of the target group. We have identified factors influencing their engagement with wellness practitioners, including accessibility and affordability. By evaluating the effectiveness of various wellness practices, we have identified promising interventions for improving the health and well-being of our target group. This includes exploring the impact of mindfulness techniques, physical activity interventions, nutritional guidance, and mental health support services. This study have identified barriers preventing members of the target group from accessing wellness services and participating in wellness activities. These barriers range from financial constraints to cultural stigma, highlighting the need for holistic approaches to promote inclusivity and accessibility. through collaboration with wellness practitioners serving our target group, we have fostered meaningful partnerships aimed at addressing the identified needs and challenges. By working together, we can leverage our collective expertise to develop innovative solutions and promote positive health outcomes. study underscores the importance of continued research and action in the field of wellness within our target group.

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