



Harmony In Gestures: The Psychological Influence Of Well-Being On Corporate Nonverbal Communication

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ABSTRACT

As we all know each and every employee is an important part of any organization and no matter the work or the position, every employee has their own importance and can affect the organization. The behaviours of any person or employee can be vary due to many reasons. Some of the most common reasons are leadership, work culture, personal life, job responsibility.

A human has no control over these the situation and conditions which can cause them stress and can affect their behaviour and work which can directly have a huge impact on company. The company can also be called as second home for any employee as they spend most of the time in the company or doing company's work.

The behaviour is directly linked by the mental health of any person. So, the companies have to start prioritizing the mental health of the employee's so that they can give their best to the company. Many companies have come up with the campaign, giving personal space for rest, meditation room, free meditation group course, yoga classes, snacks. These things might sound small but can left a huge impact on anyone. Google, EY, Nike, Apple, HBO, and many more are in list which are focusing on mental and physical wellbeing of the employee.

The study has tried to cover the significance of mental health in organization. The steps now-a-days organization are taking to deal with it and how companies are evolving and changing their role from leader to empath, Hr to Counsellor and how companies are coming with the different idea of to deal with this situation.

Keywords: Employee Behaviour, Mental Wellbeing, Work life Balance, Organization, Stress

Introduction

This is becoming a trend now-a-days to address the employees as family member by the organization. It can eventually be called true also because most of the employee spends either in the company or doing work related to company. Can we say it is all because of the competitions increasing in every filed, every second. None wants to get replaced and all a person can do is to do work beyond their capacity to give and be the best. Yes, it can cause problems, but who cares as long as money is involved. We are so into competition and earning money that we just sometimes forget to take a break for ourselves. Yes, even a kit kat break is considered as a sin many a times. This overworking has become so normal for us that we actually forget that what normal was. It is just like a daily routine. As per the Newton's third law is: For every action, there is an equal and opposite reaction. So we also get the equal or maybe we can say opposite reaction. So, welcome to the era where despite of everything becoming progressive, we actually are forgetting to take care of ourselves. The worldwide taken a toll of mental ill-health through lost efficiency, absences, and staff turnover is assessed to be around \$2.5 trillion yearly. The World Health Association (WHO) estimates that India will endure financial misfortunes measuring to a stunning \$1.03 trillion from mental wellbeing conditions between 2012 and 2030. The mental

health problem related to work is called as psychosocial risks. The Behaviour can be change because of the mental health issue like the anxiety can reduce the concentration, make the behaviour of any person more violent. It is normal in any workplace to change its policy, the culture, environment and rules and regulations, which, for somebody battling with their mental wellbeing, can be truly difficult for somebody battling with their mental wellbeing, can be truly troublesome or even can be uncomfortable for normal people. The failure to adjust in an ever-changing environment can slow down the development process of any person. The reason of stress can or cannot be related to work, many circumstances and situation affects the behaviour and mental health of a person.

More of the workforce in India is between the age of 15 years to 64 years which consist of almost 67% of total population of the India, generally due to many reasons many of them have to work in informal economy which doesn't have protection for health and safety. These employees regularly work in hazardous working situations, work long hours, have small or no get to social or monetary securities and face discrimination, all of which can weaken mental health. According to an article posted in The Economics Times, a survey was held by Deloitte it was concluded that 80% of the workforce is struggling with mental health problems during past years. All of these and other issues affect your capacity to oversee working environment push and alter, to proceed to operate beneficially. The ComPsych study found that 37% of individuals say they lose an hour or more a day in efficiency due to push. More than half say stretch causes them to miss at slightest one day a year from work. During upsetting times or circumstances, individuals regularly fault themselves for being powerless or for their failure "to handle it." Often managers in organizations don't get it the ordinary movement of alter or stress-producing circumstances and they anticipate representatives to quickly return to add up to efficiency after an upsetting occasion. It doesn't happen. Managers need to get it that adjustment to change is a person experience and give back to a wide extend of individuals who are encountering differing sentiments.

Common cause of Mental health problems: -

1. **Stressful Situation** – Any situation that is not under the person control is considered as stressful situation. There can be many reasons a person can be stressed for like monetary problems, love, issue related to family, change in company, not getting enough recognition in the workplace etc.
2. **Surroundings** - A negative surrounding can have a huge impact on a person. Remember the person around you creates a great impact on you. The people, culture, thinking everything can change the person thinking and way to see life.
3. Family background
4. Childhood traumatised experience
5. A brain injury.
6. Use of Drugs or Alcohol
7. A serious medical condition
8. A feeling that you are alone or there is no one who can understand you

Reasons for stress in Working Environment :-

1. **No to less control** - Less control over the situation or lack in control of situation or work. It is important to ask for employee suggestions, comments and input.
2. **Lack of Communication** - Easy flow communication has to be there, making sure to listen to employees as often and when they want to communicate anything.
3. **No Appreciation** - No Feedback, less interaction, less appreciation for the work, giving someone more preference. Recognition is what employees needs most.
4. **Policies and Changes** - Clearly communicate approaches and company objectives, and caution best administration in the event that workers require encourage clarity.
5. **Mistrust, Unfairness and Office Politics** - It's important to treat everybody the same and impeccably fitting to condemn somebody who is negative around other representatives. Backbiting keeps everybody on edge.

Literature Review

1. Khalid, (2012), Role of Supportive Leadership as a Moderator between Job Stress and Job Performance. Information Management and Business Review, This study was conducted to look at the directing impact of strong authority on the relationship between work stretch and work execution. Strong authority is a critical factor upgrading representative performance in organizations. In this research, 200 workers were considered from 4 instructive teach. Information was collected employing a well-developed survey. The observational comes to conclusion that strong administration incorporates a negative impact on work stress and specifically impacts work performance. The study moreover uncovered that Steady Administration moderates the relationship between these builds.
2. Dr. T. Narayana Reddy, Dr. Nalla Bala Kalyan, Toopalli Sirisha (2012), A Study On Job Stress Among Employees At Tamilnadu, India, The need for the study is to recognize how the person performs when stress echelon is high and how they are trying to come out of it. Work stress, inside the system of work environment wellbeing, alludes to a physiological clause in which work-related obligations and duties gotten to be

burdensome and overpowering to the point that it forces hindering impacts on the mental and physical wellness of representatives. The effect of stretch within the work environment on the laborer's physical wellbeing, mental well-being and adequacy within the working environment has been progressively recorded in later a long time. In competitive time, pressure and push have ended up a portion of a life. This ponder try to overview the components causing push, the collision of stretch and distinguishing way for diminishing push by utilizing Chi Square Test, ANOVA.

3. Dr. V. Sithartha Sankar (2018), An Empirical Study on Job Stressors among the Employees in Public and Private Sector Organization, The study shows that In India, banking sectors are confronting parts of enormous changes. But in the event that the representatives are beneath any kind of weight or stretch they will not be able to perform up to the stamp, consequently lower will be the efficiency & profitability of the banks, indeed it may turn into losses, and the result will be the lower commitment of the banking industry towards the financial growth. Stress is a feeling that one sees when outside demands exceed what one can handle inside person capacity and resources. In reality, stretch is unavoidable. This paper has attempted to examine the open and private employees' job push through its measurements.
4. DR. VINITA SINHA(2011) , The Impact Of Boss Personality And Style On Employee Performance And Attitude Towards Workplace , Given the personality descriptors related with these managers, it is impossible they would react adversely to this input as long as their coordinate reports work to realize the supervisors THE Taskmaster The Taskmaster is intense, controlling, and task-driven. They are favored to the Win-At-Any-Cost supervisor but don't cause much within the way of representative dependability. Coordinate reports depict this sort of supervisor as a cross between Superman/Wonder Lady and Cruella DeVille, showing they get the work done, but without much concern for the well-being of their individuals. They are at slightest recognized for having a more charming approach than the slash-and-burn fashion of the Win-At-Any-Cost supervisor or the Drill sergeant, but they are not seen as any more successful nor are they regarded exceptionally much by their direct reports. By your words, your body dialect, and the expression all over , as a chief, administrator, or leader, you transmit your supposition of their esteem to the individuals you use. Manager's desires of individuals and their desires of themselves are the key components in how well individuals perform at work. The Pygmalion impact empowers staff to exceed expectations in reaction to the manager's message that they are competent of victory and anticipated to succeed. Individuals accept they can succeed and contribute and their execution rises to the level of their possess desires.
5. Patrick Adigwe and Ephraim Okoro(2016) , Human Communication and Effective Interpersonal Relationships: An Analysis of Client Counselling and Emotional Stability, The study analysed the part of interpersonal communication in client counselling situations, building up passionate steadiness, and building enduring compelling counsellor-client relationship. An expanded writing survey was conducted to analysed past communication designs between counsellors/psychologists and clients to assess the role of human communication within the quality of treatment and within the comes about accomplished. Based on substance investigation of clients-counsellors intelligent and connections, survey of related writing, and individual interviews and discourses, it was decided that successful interpersonal communication is fundamentally vital in accomplishing clients' tall level of recuperation, expedient compliance, and upgraded self-awareness. In arrange to carry out compelling counselling work, a counsellor needs a information base which incorporates mindfulness of values, vital communication techniques, and a great comprehension of relevant issues and impacts which decide and emphasize restorative plans created by counsellors. In this relationship, counsellors and clients distinguish regions of common investigation and once in a while survey the degree of alter required by client.
6. Satija, Sarvesh; Khan, Waheeda (2013), Emotional Intelligence as Predictor of Occupational Stress among Working Professionals, Recent research demonstrates that emotions play an necessarily portion in overseeing stretch and uneasiness at working environment. A review of writing highlights the require for analysing relationship of passionate insights as an overarching concept to the administration of stretch and uneasiness. The reason of the display think about is to explore the relative impact of enthusiastic insights on word related stretch of working experts. A add up to of 150 working experts in NCR locale were managed enthusiastic insights and word related stretch scales. Graphic insights, relationship investigation and relapse investigation were utilized for information examination. The t - test examination at 0.05 level of centrality demonstrated that there was a noteworthy contrast between the word related push of working experts with tall and those with moo passionate insights. In addition , the results were within the anticipated heading appearing a negative relationship between enthusiastic insights and push at work, showing that experts with tall scores in generally enthusiastic insights endured less stretch in their word related environment. The comes about of relapse investigation demonstrated that the passionate insights was viable in foreseeing word related stretch. On the premise of these discoveries, proposals and suggestions were made to incorporate passionate insights as an fundamentally component of choice, arrangement and preparing, and join passionate insights mediation methods to advantage working experts in adapting with and overseeing the push.
7. Geeta Jain, Manisha Singhai (2018), Academic Stress Amongst Students: A Review Of Literature, Stress is experienced by supervisors, financiers, government authorities, chairmen, politicians, house wives and is most prevalent amongst students these days. It is basic to distinguish the cause of the stress so that it can

be addressed meticulously and effective mediations can be laid out. Stress is continuously seen as subjective process and envelops individual's individual investigation and counter to a debilitating event. Stress can result in discouragement, uneasiness and numerous other unsafe conditions. The rise in the number of workshops being conducted for Push Administration, different articles being published, research reports etc. is a suggestion of the acceleration of push related cases within the past few decades. This rise bargains with the conceptual system of the push, causes of push amongst students and the ways to oversee stretch. It too presents review of writing on the subject.

8. Amir Shani , Abraham Pizam (2009), Work-Related Depression among Hotel Employees, The study finds an starting sign of a little but critical frequency of misery among laborers within the neighbourliness industry. The article investigates the predecessors and conceivable roots of sadness, as well as basic issues related to misery within the work environment, especially its impacts on organizations and representatives. The discoveries demonstrate a require for more prominent organizational mindfulness of misery.

Objective

1. To study the impact of stress on work performance.
2. To study the steps companies are taking in order to deal with stress.
3. To find out the impact of stress on employee performance.

Research Methodology

Research is essentially a seek for information and is characterized as a consistent and systematic search for critical data related to a subject of research. In reality, it is said to be a precise art of examination with a exhaustive logical approach. Research is an in-depth study which includes a part of hypothetical as well as specialized viewpoints. This think about is generally carried out in different stages in a orderly way. These stages include; distinguishing proof of the issue zone, characterizing or expressing the issue, defining destinations and clearly defining theory explanations, collecting and organizing information, analysing it with various statistical tools to reach coherent conclusions and comes about. Final but the foremost important stage which includes discourses and giving recommendations to actualize the discoveries in practical sense additionally to provide proposals for future inquire about work. This chapter clarifies about the whole investigate technique embraced, inquire about plan chosen, information collection methods.

In this study different companies and are taken which has decided to take a step forward to deal with the problem today most of the people are facing that is stress. It is normal in any workplace to change its policy, the culture, environment and rules and regulations, which, for somebody battling with their mental wellbeing, can be truly difficult for somebody battling with their mental wellbeing, can be truly troublesome or even can be uncomfortable for normal people. The failure to adjust in an ever-changing environment can slow down the development process of any person. The reason of stress can or cannot be related to work, many circumstances and situation affects the behaviour and mental health of a person.

Type of Research Design

- Secondary research method has been use for conducting the study.
- Secondary research method or desk research is a research is a method that involves using already existing data.
- Secondary Research incudes research material published in research reports and similar documents. These documents can be available in public library, websites, data obtained from already filled survey etc.
- The data required for conducting the study is available online on: -
 - Websites
 - Articles
 - Reports
 - Company profile
 - Annual report

Analysis and Interpretation

- Johnson & Johnson has foundations its Solid Mind program as portion of its comprehensive representative wellness activity. The mental wellbeing component of the program incorporates instructing both workers and their families almost the significance of mental well-being. The company conducts standard mental wellbeing audits, as well as working environment hazard examination, so administration can execute related activity plans. Both directors and workers are prepared so they can be mindful of issues as well as steps to assist relieve issues. This incorporates push administration, resiliency and work-life adjust. Help programs are in put to oversee intense situations. Additionally, the company as of late propelled the One Intellect Activity, a organization with the Kennedy Gathering and One Intellect, which looks for to extend get to to mental healthcare, change scope, and alter work environment mental wellbeing through bringing together CEOs from powerful endeavours.

- Unilever has a employee wellness program called Lamplighter that focuses on both the physical and mental health of its employees. The company brings the different program at different level. Unilever had 97 percent interest at the begin with more than half of officials taking an interest long-term. After broader usage, Unilever has seen operational wellbeing care costs in certain locales drop to their least level in three a long time after working environment mental wellbeing programs.
- EY's "Better You" program is planned to bolster the physical, money related, social, and enthusiastic needs of its workers by advertising them free assets to assist them "find adjust so that they can completely lock in at the office and in life." To address employees' mental wellbeing, EY's program offers up to 25 counselling sessions for representatives and their family individuals, mindfulness preparing, and intervention sessions. Furthermore, EY moreover covers the fetched of online bolster apparatuses to assist workers superior oversee push, and preparing for workers to recognize on the off chance that somebody in their network is battling.
- Pinterest is changing the amusement when it comes to worker prosperity. The company made a Pinspiration gather (an inside community) in 2020 named "Pinside Out" to have wellness-focused occasions and serve as a gathering for workers to examine mental wellbeing issues within the working environment. Pinside Out has brought in wellbeing experts, specialists, and outside speakers to talk about subjects extending from surviving the occasions with family, to understanding intersectional woman's rights. Pinterest employees have moreover taken part within the exertion by advertising their time and skill to others through virtual sessions, such as contemplation classes.
- Urban company or Urban clap launched unlimited leaves for employees. This rule was made on World Mental Health Day, 2020. **"Employees will be allowed to take unlimited sick leaves in case they are suffering from any form of mental or physical illness, particularly if the patient has contracted COVID 19," said the company.** The company has also collaborated with many other companies which provides mental health support and many help regarding this.
- Meesho has taken the health of the employee seriously and allows to take leave upto 365 days. The founders declared a company-wide ten day take off for all their representatives from November 4th through 14th to unplug, rest, and revive. Living up to their reputation, the company as of late rolled out an boundless take off approach beneath the Meesho MeeCARE program.

The shift of the company towards the mental health is huge. The companies are taking many steps regarding this. There are many companies who came up as solution for this. Some great names are –

- Cure.Fit is one of the leading wellness and prosperity new businesses in India and is picking up the height all through the population. They have numerous verticals to offer an by and large wellness administration with Cure.Fit centering on physical wellness and Mind.Fit centring on mental wellness. They give wellness lessons through live streams additionally have a few areas spread over metropolitan cities in India where they give physical wellness administrations as well.
- Now & Me is a application which provides a platform to share your feelings, talk about your feelings with others ,share your feelings , it also provides many support to people like provide helpline number , provides psychiatrist contact of medical support.
- HeadSpace is another mental wellbeing app that creates utilize of relieving voiceovers, music and guided contemplation to help its client base. The app has a few categories of sound that offer assistance with different perspectives of mental wellbeing issues. One of its most prevalent categories is the one on "Mindfulness". There are different series' of a comparable nature, pointing to make strides in general wellbeing. With hundreds of hours of substance, it is recognized as one of the foremost comprehensive common programs for contemplation and mindfulness. Its wellbeing application gives mindfulness and mental preparing through wellbeing recordings and chats choices, empowering clients and companies to get to free reflection sessions and mindfulness preparing.

Effect of Mental health on Work performance –

Mental health issues such as uneasiness can cause somebody to lose concentration, making it exceptionally troublesome to multi-task and carry out day-to-day work exercises. An employee's stamina may too be influenced, making assignment due dates troublesome to meet. Somebody with uneasiness or discouragement may endure from distrustfulness, meaning that indeed helpful feedback can be taken actually and cause them to question themselves and their work, harming their certainty and capacities within the future. It may not essentially be the physical work side of things that's being influenced, it might be the energetic of the workforce, making the office less of a group and more of a competition. A sufferer of mental wellbeing issues may battle to connected with others and so separate themselves. This causes a tremendous blockage of communication, meaning that any potential issues that aren't tended to may cause a few long-lasting harm within the future. Similarly, for those working from domestic due to COVID-19 who would ordinarily bounce off colleagues, they've had to induce utilized to working remotely, once more debilitating communication and pushing them to work in silo. Within any office, the culture, air and common energetic is continually changing, which, for somebody battling with their mental wellbeing, can be truly troublesome. The failure to adjust in an ever-changing environment can truly moderate down what ought to be a common development handle inside your commerce.

Conclusion :-

There is no single reason for the cause of stress it can depend on many factors and components. In the era where the mental health is most talked about and people are coming forward with their issue related to mental health, everyone is there to help each other. The mental health not only affects the personal but professional life as well. The company are also coming forward to take the initiative and help their employees. Many companies have their own rules, regulation and opinion to deal with it. No particular point or policy can be stated as best because things work differently for everyone.

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