

The Investigation on Employees Job Satisfaction, Employee Stress and Job Absenteeism

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Abstract: The current paper have focus on relationships between employees that have attended wellness program or not with employees job satisfaction, employee stress and job absenteeism. The current research is directed in Malaysia at a main telecommunication firm. The current study was selected 125 employees as participants by using simple random sampling through questionnaire. The results indicate that corporate wellness program is key factor in increasing attention of employees to more take care about their tailored treatment, possibility of having sickness and health status.

Key words: Job satisfaction • Job absenteeism • Employee stress • Wellness programs

INTRODUCTION

Wellness programs assist firms include health expenditures between their staff in the area of human resources (HR). The worksite recreation growth and programs of fitness not understanding quickly down for many years till the National Employee Services and Recreation Association (NESRA) is created in 1941 [1] indicate that over half of all large and midsize American organizations suggest minimum one kind of health promotion corporate activity with a increasing number of smaller managers catching on [2] highlighted that the contributions of health promotions corporate is identified through many organizations in international market.

There is a study which is trying to focus on how wellness program can have an important role in telecommunication in Malaysia. For instance, [3] asserted that positive opportunity costs, business-unit-wide of health promotion programs. Therefore, positive effects on wellness program is found on patient medical cost, regular exercise participation fitness level, indirect measure of productivity, smoker quit rates and employee satisfaction. In addition [3] highlighted that some organizations have enjoyed intangible benefits for

example, health and productivity, improved staff morale, improved image for corporations and staff attraction and retention.

This study objective is to recognize the important of difference amid staffs who have attended wellness program and not attended with employee job satisfaction, employee stress and job absenteeism. In addition, in the following the current study focus on literature review and research methodology and next focus on findings and discussion and finally concentrate on conclusion.

Literature Review

Importance of Wellness Programs: Wellness program is very important because it seem a way to stop the bleeding in costs of health care [4]. Actually implement employee wellness program supply a win-win condition amid manager and staffs. Managers win with decrease tangible cost in the healthcare area, job absenteeism, disability and compensation of the employee. Staffs are benefited through learning how to lead a healthy lifestyle and how to be safe on job [5] 25% of what spend on health care every year is something can change by wellness the programs, that is what is going to impact bottom line. It indicate that the wellness program may help an

Table 1: Reliability and validity tests results

Measure	Cronbach Alpha	Items	Eigenvalue	Variance Explained	Bartless's test of Sphericity	KMO	Factor Loading
Wellness Program	0.895	5	3.758	75.166	45.279, p=.000	0.799	0.631 to 0.897
employee Stress	0.816	4	2.631	65.781	43.845, p=.000	0.744	0.646 to 0.868
Job Satisfaction	0.648	3	1.768	58.919	11.796, p=.008	0.624	0.461 to 0.943
job Absenteeism	0.945	3	2.704	90.129	77.450, p=.000	0.769	0.850 to 0.954

organization to have a lower costs and more financial savings through retaining the better staffs without influence HR that it is shown as a fundamental problem of an organization [4].

In addition to enlarging staff moral wellness program outcomes are less human error, harmonious work environment and fewer injuries, [4]. In addition, whereas staffs understand about their organization is worry about their wellness and health; in a roundabout manner it can enlarge their satisfaction [2]. In the same manner, [5] assert that employee wellness program is capable outcome in four areas of economic saving: first, reduction in demand for medical services second, reduction in employee absenteeism third, reduction in on-the-job injuries and worker compensation cost and finally, reduction in disability costs.

Effects of Wellness Programs: A fit staff population may be supply with best fit wellness program implementation. Therefore, through implementing such program, it gives staffs a feeling of being more than a common resource of firm. The wellness program represent staffs that the firm acknowledges that manager and staff share some responsibility towards staff health as well [2]. Firm interest on wellness program reminds staff that their health is the highest significance to the improvement of the firm. According to Health Canada, corporate wellness programs man decrease the effect of stress, reduce employee absenteeism, greatly improve overall employee satisfaction, increase energy and increase work place safety [6]. Thus, most of the firms are expected the employee participation in wellness program may turn back within more benefits in the workplace such as high job satisfaction, low absenteeism and low perceived stress problems.

Research Methodology: For the current study a quantitative descriptive survey is selected. In addition population involves all executive staffs in the selected telecommunication organization. 1000 staffs from various units of firm are existed but only 125 participants are chosen as a study sample and also using simple random sampling method is chosen. There are some researchers that have used same methodology in their research

such as [7-12]. Current research is self-administered questionnaire which is utilized as an instrument. Furthermore, the items in the questionnaire are adapted from the current review of the literature. These questions are classified in section A, B and C. Section A is planned to achieve the information related to the demographic characteristic such as gender, age, marital status, race and job position. In addition, section B involves statements on staff response to the wellness programs that fulfilled in their organization. Moreover, section C involves statements on the employee stress, job satisfaction and job absenteeism. Besides, five-point rating scale ranged with the value of five is used in section B and section C.

Table 1 is shown the tests of reliability and validity results. Tests of Reliability and validity are designed to make certain that the questions are answerable by members of the sample without ambiguous. Furthermore, the KMO score for each variable is more than 0.6. This variable is significant in Bartlett's test of sphericity. All variables have Eigenvalues larger than 1. All variable have factor loadings of 0.4 and above therefore, it represent that it meet the acceptable standard of validity analysis [13,14] indicate that reliability analysis result represent that the Cronbach alpha value meets the acceptable reliability analysis standard (between 0.648 and 0.945).

DISCUSSION AND DISCUSSION

Demographic Characteristics: The current research includes of 125 participants and also most of them (56%) are amid 22 to 27 years old. Besides, the smallest representative age group is amid 40 to 45 years old that comprised thirty two percent. The organization have more male participants including sixty two percent (62.4%) contrasted to female thirty seven (37.6%) and most of them are Malay Chinese (81.6%). In addition, seventy one percent 71.8% of the participants are unmarried yet.

Impact Between Participants Who Have Attended or Have Not Attended Wellness Program: Table 2 results presented that staffs who have attended wellness program have higher gratification on wellness program and job satisfaction, lower perceived employee stress and

Table 2: T-test results

Effects on employees	Participant attended wellness program or not?	Std. Deviation	Mean	N	T-test for Equality of Means		
					df	Sig. (2-tailed)	T
Job Satisfaction	Attended	.42601	3.7672	63	123	.010	2.614
	Not attended	.58998	3.5269	62			
Stress Level	Attended	.36469	2.1865	63	123	.046	2.020
	Not attended	.53074	2.3508	62			
Perceived job Absenteeism	Attended	.53057	1.7249	63	123	.048	2.001
	Not attended	.97602	2.0054	62			

job absenteeism rather than those who have not attended wellness program. Results of the T-test asserted that ($t=2.614$, $p=0.010$) significant difference amid staffs who have attended wellness program and those who have not attended with employees job satisfaction. Therefore, the H1 is accepted and higher job satisfaction are discovered in the participants (mean= 3.7672) who have attended wellness program than the participants (mean= 3.5269) who have not attended wellness program.

H1: There is a significant difference between staffs who have attended wellness program and those who have not attended wellness program with staff job satisfaction.

Some of the wellness program such as anti-drug campaign, weight management, employee stress management and anti-smoking campaign can help staffs in developing their behavior. [3] reported developed morale of staff are seemingly to develop overall job satisfaction. In the same manner, the validated wellness program importance on job satisfaction has led to replication of more research through other researcher. The Perrier Survey of Fitness assert that those with a strong commitment to exercise may feel more relaxed, more self-confident, less tired and more productive [15].

H2: There is a significant difference between staffs who have attended wellness program and those who have not attended wellness program with perceived employee stress.

The results of the T-test showed that the H2 is accepted ($t= 2.02$, $p=0.046$). However, there is a significant difference amid staffs who have attended wellness program and those who have not attended wellness program with staff perceived stress. Moreover, lower staffs perceived stress are found between the participants (mean= 2.1865) who have attended wellness program than those (mean= 2.3508) who have not attended wellness program. [16] highlighted that exercise may defend individuals through improvement the resistance state to any stimulus in order that the individual is less susceptible to the affect of perceived employee

stress. There are some wellness program suggested different sorts of exercises according to staff preference such as yoga session, aerobic session, orgym session. [16] documented that wellness program important in diminish perceived staff stress.

H3: There is a significant difference between staff s who have attended wellness program and those who have not attended wellness program with employee absenteeism.

Table 2 showed that there is a significant difference amid staff ($t= 2.001$, $p= 0.048$) who have attended wellness program and those who have not attended with employees absenteeism. Thus, H3 is accepted. Furthermore, lower staffs absenteeism are found in the participants (mean= 1.7249) who have attended wellness program than the participants (mean= 2.0054) who have not attended. [5] highlighted that employee wellness program may outcome in economic saving by decreasing in employee absenteeism.

Besides, in the similar manner, Johnson and Johnson decrease their firm absenteeism rate by fifteen percent (15 %) through two years after introducing wellness program in their firm [17, 18]. This outcome is further supported through a research that is done in Penang, Motorola, whereas overall absenteeism rate is lessened by (12%) afterwards a series of wellness program is carried out in six months [19].

CONCLUSION

In this study wellness program is finding that to be powerful to employee job satisfaction, employee stress and job absenteeism. Moreover, wellness programs have positive effect on employee wellbeing and firm wellbeing. The current research literature is more focus on developed countries. Moreover, those studies are focus on complicatedly mixed different point of view less than one research. In some manner, the current study is localized and simplify to a major goals. The current study finding would contribute to the exist reviews of literature for researches in the future.

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