

**“WORKPLACE SOCIAL SUPPORT AS ENHANCING QUALITY OF LIFE &  
EMPLOYEE’S PRODUCTIVITY”**

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**ABSTRACT**

Humans are social beings, and for many people it is true that they spend more time at work with their co-workers than with their spouse or family. As humans, we crave contact and connection with other people. Work relationships are incredibly important to employee well-being. Workplace social support refers to the availability or actual receipt of assistance provided to an employee by one or more individuals. It's been found that feeling a sense of belonging is an important intrinsic motivator. Strong social connections make people happier and physically healthier, which can translate into performance of work. Employers who support social connections in the workplace and help employees form strong relationships with one another help build a successful workforce. Some benefits of employees with strong social connections include: Increased Happiness, Less Stressed, Increased Engagement & Loyalty, Healthier Life, Connect Departments, Encourage Team Building, Inspire Positivity, and so on. For decades, modern organizations have initiated changes to enhance their competitive positions in the market. Organizational productivity is increasingly dependent upon employees' supportive attitude and behaviour to ensure the success of the organization. This study seeks to contribute to a better understanding of social support by a model that affect employees' subjective well-being such as employees' productivity, ability to make decisions, their attendance, and so on. It aims to study whether workplace social support enhances quality of life.

In other words, Social Support at workplace represents a variety of interpersonal behaviours between providers and recipients that can enhance an individual's psychological or behavioural functioning (i.e., psychological well-being) (Harris, Winskowski, & Engdahl, 2007) through demonstrations of “human-heartedness” at workplace (Lu, Gilmour, & Kao, 2001). Hence, the primary aim of this study is to investigate the relationship between workplace social support and subjective well-being during organizational change.

**Keywords:** Social Support, Subjective Well-Being, Quality of work, Affective Commitment for Productivity & Performance

**Introduction**

Organizations are growing at a faster pace nowadays from small to large scale and many of them have become multi-National organizations. Modern organizations pursue changes to enhance their competitive positions and their survivability in competitive markets (Higgs & Rowland, 2005), the successful implementation of organizational change has become an important task for the leaders of organizations as well as management.

Employees play a key role for the success & development of any organization. They have become asset for any organization, so it is necessary to maintain, develop and sustain them in every possible aspect. Human force is the element which differentiate organization from other organizations. Beside this complexity of organization & workload on human force has increased to great extent in modern era. This has led to development of stress among the employees. With the growth of technology & new inventions, various new sources of reducing employees' stress have come into existence. One of the most important & effective among them social support to employees. Researcher has selected banking sector for our research work as it is the most prominent & active sector growing all over the world. Almost all the people have to go through banking in daily life. Beside this, in India varieties of products are launched in banking in these days. Also, the competition in banking has increased due to emergence of private banks. This all has increased workload and stress of employees' working in banking sector. Competency of modern employees has increased but the amount of workload &

pressure they are getting is creating stress in work life and personal life. Management's most important contribution to today's workforce is total commitment to the development of insightful & well-rounded employees (Drucker, 1999). There are variety of sources of social support which have to act at different stages of employees' day for reducing stress. Mainly there are 5 sources of social support i.e., Immediate boss, Peers, Colleagues, government policies, Family, Friends & Relatives, Organization support, society and its culture. The support of immediate boss will motivate employee to work more freely, which will also increase employees' productivity. Peer is said to be family of employee from inside the organization, they spend much of life with them. Here employee will be able share their feelings with the peers. Organization structure & policies must be such like that which will motivate employee freely & share his valuable ideas to management. Family, Friends & relatives support employee from outside the organization by understanding feelings & standing by him during tough times.

### **Significance of the Study**

This research has importance from many aspects like organization, employees, research scholars, management institutes, authors etc. New concept of social support has been developed in management. Through this study a model/framework will be developed which can be specially be used by corporates to enhance employee performance & increase their motivation and elements can be found which can have major influence on employees through social support. It will help management of organization to collaborate social support strategies with their main strategies. By this study, Corporates can use findings of this study directly because it has been outcome of personal interviews of various employees' working in banking sector & latest secondary literature available. Beside this it can also be used by management institutions about new trends and methods working in modern corporates.

### **Review of Literature**

**Paul Chou [2015]**; results revealed that social support directly contributes to subjective well-being of employees and indirectly through self-efficacy.

**Sasmita Das, Sashmita Kumari, Rashmeemala Pradhan [2015]**; study concluded that there is strong & positive relationship between family support & job performance.

**Shu-Hung Hsu, Kuo-Chung Huang, Kuo-Sue Huang [2015]**; study showed that social support has impact on Job satisfaction & well-being of employees.

**Olaajo, Oyeboade [2016]**; findings of this study revealed that there is significant positive relationship between social support & work commitment of employees, on the other hand there is also positive relationship between work motivation & work commitment.

**Paul chou [2016]**; analysis showed that social support directly affects employees' behavioural support for change and indirectly it affects employees' commitment towards organization.

**Sai Mei-Ling, Sobanah-Dhevi, Vikniswari-Vijakumaran [2018]**; study showed that there is high impact of job stress on job performance of employees and social support act as mediating factor to resolve it.

### **Scope of the Study**

Human resource has now become important element in any organization & it is very necessary to maintain & motivate them. For this research different personalities across different banks have been interviewed by us. The motto behind selecting banking sector as it is the one of the most work loaded area in Indian Economy. Beside this various journal, research paper from past, magazines have been taken into account for more concrete results.

### **Objectives of the Study**

- To analyse how workplace social support helps in increasing employee performance.
- To find out relationship between social support and employee performance.
- To trace the kind of social support in employees' life to make them more efficient.
- To assess the relationship between Quality of life & Employee Performance, with Social Support as mediating factor.

### **Methodology**

The researcher has conducted personal interviews to know the opinion about workplace social support as enhancing quality of life & employee's performance. The reason for this is to be able to provide adequate discussion for the readers that will help them understand more about the issue and the different variables that involve with it.

### **Researcher's Questions**

- 1) Do you think psychological factors play a very vital role in Human's life?
- 2) Which Factors impact the work quality and performance of the employee?
- 3) Do you agree that workplace social support can positively affect to the performance of employees?
- 4) What do you think, which kind of social support is very important in an employee's life to make them more efficient/productive?
- 5) Do you agree that social support influences employees to perform better? Why so?
- 6) Do you think that lack of social support causes degradation in quality of life?
- 7) Do you think that social support has become a very vital concern in today's business world and all organizations must ensure it? Why?
- 8) Social support contributes up to what extent towards the better performance of an employee & better quality of life?

### **Respondent's Responses**

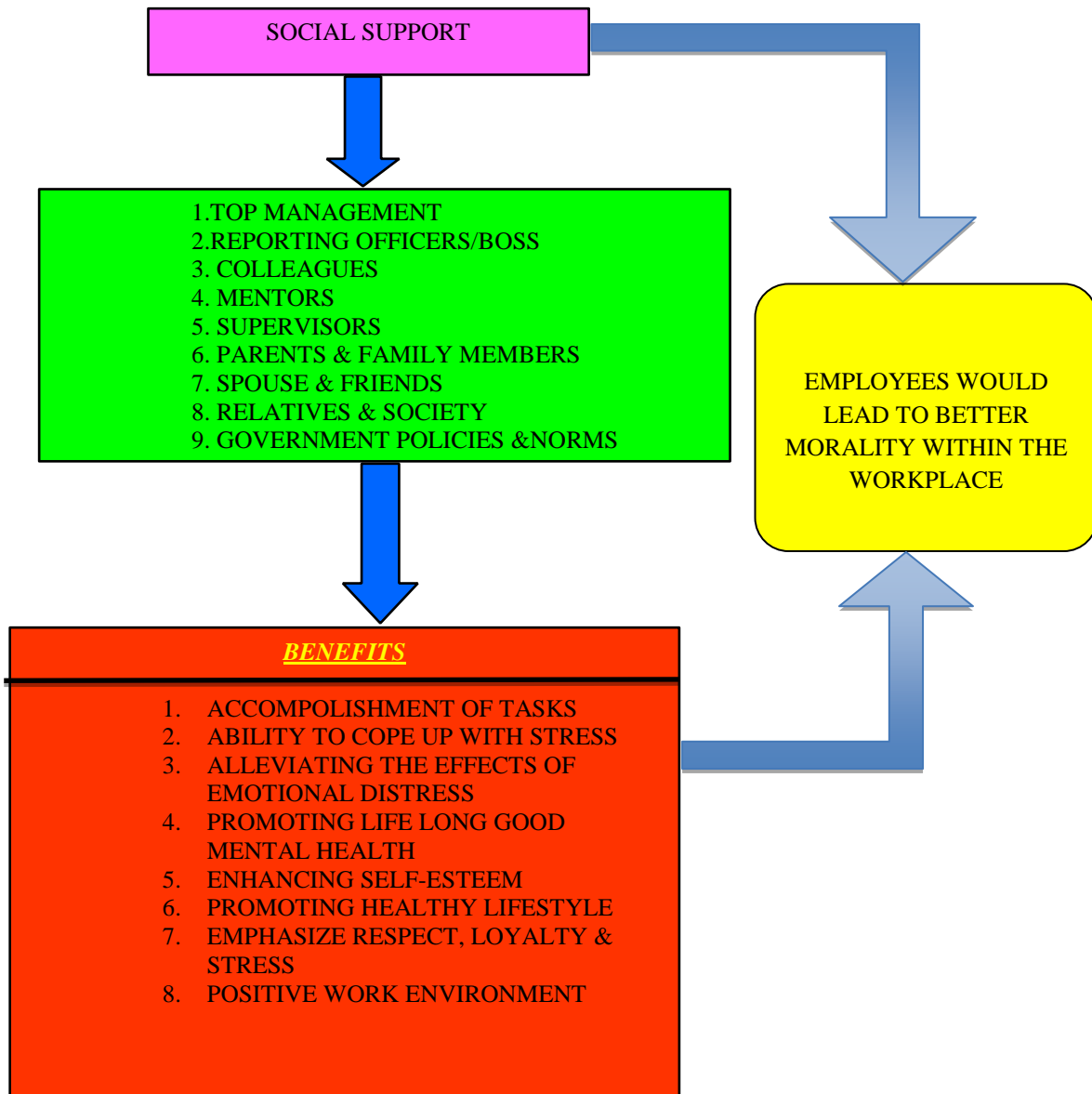
Respondents opined that social support surely influences employee performance because with its employee can be mentally relaxed which increases productivity. Firms use techniques like counselling and mentoring so the employees can perform more better and be stress free. Social support directly impacts morale of employees. Some employees express that support increases social connections, engagement, teamwork. Appreciation and motivation increase their commitment. If there is lack of social support it increases partiality and biasness and unhealthy environment is developed. social support effects mental state of mind of employees. Social support affects worldwide, so organizations must ensure it. Around 45% of employee's performance is affected by social support. Today's business world is more complex and social support is a weapon to keep employees happy and satisfied. They also shared that Lack of support causes stress i.e., if there is no support from boss or colleagues even there is politics at your workplace, even there is no family support then you will not be able to work with productivity, which will definitely degrade quality of life. Social support plays vital role because for example if your boss is with you in any situation, then employee feels that he is valued in organization and will have sense of belongingness so he will be more productive. Respondents said that . All organization must ensure support because without it there is no long-term future. Support gives many positive benefits like well-being of employees, better skills, healthier life and reduces anxiety. Organizations want to sustain in competitive world, so apart from salary they give extra benefits. If there is more productivity, it ensures long term sustenance of employees. Surveyed employees responded that social support definitely influences employees to perform better because support acts as a backbone and if there is support one can freely work without any tension. Social Support is a vital concern and all organizations must ensure that employees work in team with co-ordination. It surely contributes much but then it depends upon the mental strength of particular employee.

### **Findings of the Study**

- ⇒ Social support helps employees' in getting mentally relaxed, which increases his productivity and efficiency and it will help employee to freely express his opinion, which will strengthen the communication channel of organization.
- ⇒ Social support is directly connected with mental stability of employee, which ultimately have impact on results of organization. Lack of Social Support to employee create pressure in both work life & family life which in turn increases employee's stress, and in turn degrades quality of life.
- ⇒ Good amount of social support will improve the teamwork of organization. It can be said that social support is directly connected with team work of organization.
- ⇒ 100%among interviewed agree that psychological factors play very vital role in Human's life & also 100% among interviewed agree that social support can positively affect to the performance of employees.

⇒ 50% of people interviewed agree that social factors contribute most to work quality & performance of employees & 40% among interviewed convey that demographical factor have least impact on work quality & performance of employees.  
 ⇒ 50 % people among interviewed agree that immediate boss & peer have more effect on employee's productivity than other factors. Top management is ranked 3rd by 60 percent interviewed respondents to have impact on employees' productivity.

**MODEL OF SOCIAL SUPPORT**



**Explanation of Model of Social Support**

The model is self-explanatory. Social Support is derived from factors like Top management, reporting officers, Colleagues, Family, Relatives & so on. And there are benefits that Organization receives from Social Support which are alleviating the effects of emotional distress, enhancing self-esteem, promoting respect, loyalty & stress & so on. Ultimately Social support & Benefits from it would lead to better morality within the workplace.

**Conclusion**

From the analysis, it can be concluded that in today's competitive world, social support act as a perfect weapon for reducing employee's stress and increasing their productivity. Organization can stay healthy & efficient if their employees are so. Therefore, organizations here should mix social strategies with main strategies which can ripe better results for organization.

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The Maharaja Sayajirao University of Baroda

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Certificate of publication for the article titled:

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Volume No .56 No.1(VIII) 2022

in

Journal of The Maharaja Sayajirao University of Baroda

ISSN : 0025-0422

(UGC CARE Group I Journal)



Journal MSU of Baroda



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Approved in Journal

Journal of The Maharaja Sayajirao University of Baroda

ISSN : 0025-0422

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