

## **A Study on the Wellness Practices of MNC Employees and Recommendations on Wellness Practices**

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### ***Abstract***

Today's multinational companies understand the need for a healthier workforce. Whether in developed markets such as the United States and the United Kingdom, or in emerging economies such as China and India, health trends pointing to a rising incidence of chronic disease and lifestyle-related health issues are requiring a strategic response from employers. This project is undertaken to study the MNC employee wellness measures in selected company. The study has been conducted by adopting survey method among the MNC employees with the help of questionnaire. The sample of size of 100 respondents from the company was chosen for the study.

The scope of the study consists of the importance of the MNC employee wellness is to find out the satisfaction level of the MNC employees. The objectives tell about the necessity of the study.

The research methodology consists of design, sample size & sample technique. The project work is based on descriptive research. Simple random sampling is used for data collection. Percentage analysis is used for data collected through questionnaire.

The study provides some findings that were interrupted from the analysis of the collected data. The suggestion and recommendations were given by the researcher which may help the company to improve their MNC employee wellness measures.

***Keywords:*** *Wellness, MNC, employees, healthier workforce, economies.*

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### **Introduction**

MNC's are understand the need for a healthier workforce. Whether in developed markets such as the United States and the United Kingdom, or in emerging economies such as China and India, health trends pointing to a rising incidence of chronic disease and lifestyle-related health issues are requiring a strategic response from employers.

In order to effectively plan for a sustainable workforce, employers with a global reach are increasingly compelled to focus on employee health and wellness. A detailed look at the health profiles by country show an increase in chronic disease in both developed countries and emerging economies. In fact, chronic disease is the leading health issue around the world, accounting for more than 60% of deaths, with the greatest burden of disease and highest growth rate found in developing economies.

The costs of these trends can be alarming, with the Organization for Economic Co-operation and Development projecting global

health care spending of \$6.9 trillion by 2015. In the U.S., chronic disease cost[s] the economy more than \$1 trillion [U.S.] annually and India could lose \$237 billion [U.S.] over the next few years due to health-related costs.

The attitude of employer toward the employee holds the key for his performance and unless employee is enthusiastic, committed and devoted, the fruit of his abilities innate acquired and developed cannot be repeated. It can be said without any hesitation that all industrialist should realize that "one can buy a man's time the physical presence at a particular place, even few muscular movements, but enthusiasm, initiatives, loyalty and devotion to duty cannot be bought". The workers performance depends upon the physical and mental capabilities, which is in turn depends on various factor like working and living condition, education, health, hygienic and sanitation.

Any attempt to increase the productivity of efficiency of employee can bear fruit only if the workers are given the right type of environment and are provided with those basic amenities of

life which have direct bearing on his physical efficiency. Thus, plan of employee wellness regard as an important part of scheme for rising efficiency of employee.

### **Materials, methods and need for study**

- To provide better life and health to the workers.
- To make the workers happy and satisfied.
- To relieve workers from industrial fatigue and to improve intellectual cultural and material conditions of living of the workers.

### **Scope of the Study**

- The scope of the study is to find out how for the existing wellness schemes cater to the requirement of the MNC employees.
- The study will be able to throw light on the dark spots where it needs some sort of improvement in the wellness schemes that have been implementing.
- The purpose of the study is to measure the MNC employee's attitude regarding the wellness measures provided in the company.

### **Objectives**

- To study the level of satisfaction of MNC employee wellness measure in the company
- To study the MNC employee wellness measure with respect to work environment factor, convince factor, work health factor, women and child wellness factor worker's education factor and outside wellness factor.
- To suggest suitable recommendation to improve MNC employee wellness measures in the company

### **Concept of social security**

•Social security is primarily an instrument of social and economic justice.

•Social security is the security that society furnishes through appropriate organization against certain risk to which its member is exposed.

### **Objectives of social security**

The objectives of social security can be sub-summed under three categories

- Compensation
- Restoration
- Prevention

### **Compensation**

- It ensures security of income

•It is based on this consideration that during the period of contingency of risk

### **Restoration**

It con notates cure of one's sickness.

### **Prevention**

These measures imply to avoid the loss of productive capacity due to sickness unemployment or invalidity to earn income.

### **Scope**

The term "social security" is all embracing. the scope of social security is

It covers the aspects relating to social economic justice.

Social security schemes furnished by the government are broadly classified into two types,

1. Social Assistance
2. Social Insurance

#### **1. Social assistance**

It refers to the assistance rendered by the government to the needy persons without asking them contribution to be entitled to get such assistance.

Social assistance includes those benefits which provided by government without any Contribution form workers and employer.

Workmen's compensation, maternity benefits, old age pensions,

#### **2. Social insurance**

- It refers to scheme of maintaining fund from the contribution made by the MNC employees. And employer with or without a subsidy from the government.
- It can be defined as device to provide benefits as of right for persons of small earning .in amounts which combine the contributive efforts of the insured with subsidies from the employer and the government.

### **Social security measures in India**

In the pre-industrial society, security against various contingencies was provided by the institution like joint family, caste, guild, village community, religious institution, etc. Eventually; the emergence of industrial revolution changed both the nature of nines security as well as the remedies provided for it. The United States of America is considered to

be the birth place of modern social security Act, 1935 under which a United Social Insurance System was established as the first major step taken in the field of social security. An old age pension system was also established by the Act of 1935. In 1938, a social security Board was set up to administer social security measures in the United States. Later on, the term “social security” was adopted in various countries, of course, in different forms.

As stated earlier, India, as a “MNC employee wellness State”, is expected to take care of the citizens from the ‘cradle to the grave’. It is this realization; the constitution of India lays down that the State shall, within the limits of its resources and development, make effective provisions for securing public assistance in event of unemployment, old age, sickness, and disablement. The constitutional obligation has served as epoch-making in India’s effort in the field of social security schemes have been introduced in the country. Among the social assistance schemes, old- age assistance schemes are the most important ones. It was the Government of Uttar Pradesh who introduced old-age assistance scheme for the first time in 1957. The scheme was designed to pay a monthly benefit to needy individual over the age of 70 years who had no one to support them. Later on, similar schemes were introduced in Andhra Pradesh yes, the eligibility condition to avail of these benefits and level of benefit differ across the states. Subsequently, with increasing need for social security along with the increasing level of national protection against uncertainties in their lives.

### **Social Security legislation in India**

In her drive to provide protection to the needy workers, the Government of India has made the various enactments from time to time. The important among them are:

- The Workmen’s Compensation Act’1923.
- The MNC employee’s State Insurance Act, 1948.
- The MNC employee’s provident Funds and Miscellaneous Provision Act, 1952.
- The Maternity Benefit Act, 1961.
- The Payment of Gratuity Act, 1972.

The social security provisions in these Acts are now briefly outlined as under.

The Workmen’s Compensation Act, 1923:

This Act is the first planned step in the field of social security bin India. The main objective of the Act is to ensure compensation to workers for accidents occurred during the course of employment. The main feature of the Act is as fallow.

### **Coverage**

This act covers workers employed in factories, mines, plantations, mechanically propelled vehicles, construction work, railway, ship, circus and other hazardous occupations specified in schedule II of Act. It does not apply to the Armed forces, casual workers and workers covered by the MNC employee’s State Insurance Act1948.

### **Administration**

The Act is administered by the State Government by appointing commissioners for this purpose under Section 20 of the act.

### **Benefits**

Under this Act, compensation is payable by the employer to the workmen for all personal injuries caused by industrial accident which disable him\her for more than three days. In case of the death of workman, the compensation is paid to his\her dependents. The Act also specifies that in case a workman contracts any occupational disease, which is

Specified in its third schedule, such disease shall ordinarily be treated as an employment injury arising out of and in the course of employment. The compensation depends upon on injury.

### **Benefits**

Under this Act, an insured is entitled to receive the following benefits:

1. Medical benefit.
2. Sickness Benefit.
3. Maternity Benefit.
4. Disablement Benefit.
5. Dependent Benefit.

### **The MNC employee’s provident Funds and Miscellaneous Provision Act, 1952**

The main objective of this act is to afford the retired workers financial security by way of provident fund, family pension, and deposit linked insurance.

## Administration

There is administered by tripartite central board of trustees represented by employers, MNC employee and the government.

## Benefits (The Act provides 3 types of benefits)

1. Provident Fund
2. Pension
3. Deposit Linked Insurance

## The maternity benefit act 1961

The main object of this act is to regulate women employment in industrial establishment for certain specified period before and after childbirth

## Administration

The act is administered by the MNC employee's state insurance (ESI) corporation.

## Benefits

Under this act, a woman is entitled to receive the payment for maternity benefit at the rate of average daily wages for a total period of 12 weeks. with effect from 1<sup>st</sup> February 1996, a woman worker is entitled to grant of leave with wages for maximum period of one month in cases off illness arising out of MTP or tubectomy. women workers who under gone tubectomy operation will get two week's leave.

## Company profile

### Dell Inc.

<b>Company Type</b>	Private, MNC
<b>Industry</b>	Computer hardware Computer software February 1, 1984; 32 years ago, Round Rock, Texas, United States [2]
<b>Founded</b>	
<b>Headquarters</b>	
<b>Area served</b>	Worldwide Michael Dell (Founder, Chairman)
<b>Key people</b>	
<b>Products</b>	Personal computers Servers Peripherals Smartphones Televisions
<b>Revenue</b>	US\$59 billion (2015)

<b>Owner</b>	Michael Dell
<b>Number of employees</b>	108,800

Dell Inc. is an American privately owned multinational computer technology company based in Round Rock, Texas, United States, that develops, sells, repairs, and supports computers and related products and services. Eponymously named after its founder, Michael Dell, the company is one of the largest technological corporations in the world, employing more than 103,300 people worldwide.

Dell was listed at number 51 in the Fortune 500 list, until 2014. After going private in 2013, the newly confidential nature of its financial information prevents the company from being ranked by Fortune. In 2015, it was the third largest PC vendor in the world after Lenovo and HP. Dell is currently the #1 shipper of PC monitors in the world. Dell is the sixth largest company in Texas by total revenue, according to Fortune magazine. It is the second largest non-oil company in Texas – behind AT&T – and the largest company in the Greater Austin area. It was a publicly traded company (NASDAQ: DELL), as well as a component of the NASDAQ-100 and S&P 500, until it was taken private in a leveraged buyout which closed on October 30, 2013.

## Dell INDIA

Dell India provides IT solutions, services & support. Customers are at the core of everything we do. They listen carefully to their needs and desires, and collaborate to find new ways to make technology work harder for them.

## Quick facts

- Incorporated as Dell Computer India Private Ltd. in Bangalore in 1996, Dell has been among the fastest growing technology companies in India and continues to be among the top three today.
- Dell India accounts for the company's largest employee base outside of the United States.
- In 2010, Dell India became the #1 PC brand in India with a market share of more than 15 percent, according to the IDC Q2CY10 Pulse Tracker.

## **Technology Solutions to Help Customers Thrive**

Dell established an R&D centre in Bangalore in 2004. This centre is the software and solutions core competency centre for Dell. The centre plays a critical role in how we innovate for our customers globally across a wide range of IT solutions, with dedicated labs for state-of-the-art hardware, software and enterprise solutions.

The center houses subject matter experts for various enterprise solutions offered by Dell, such as virtualization, high-performance computing (HPC), database and system management solutions. Customers also benefit from the proof-of-concept work that the India team does to ensure that our solutions deliver what customers need in their real-world IT environments.

## **Manufacturing in India**

Continuing their commitment to India, they invested USD \$30 million in December 2006 to build manufacturing facility at Sriperumbudur, near Chennai in Tamil Nadu — Their third such facility in the Asia-Pacific/Japan region. This facility provides customers with better product delivery times and overall value due to an enhanced value chain that includes desktops, laptops and servers.

## **Providing Support for Dell Customers Around the World**

Dell International Services (DIS) began with operations in Bangalore and they've added customer contact centers in Hyderabad, Mohali and Gurgaon. The DIS team drives their focus on delivering industry-leading customer support, regardless of product, time or location. DIS provides multiple services to customers across the United States, Europe, the Middle East, Africa, Australia and New Zealand, including technical support, customer care, sales, email support and shared services.

## **Health and Wellness Program at Dell**

It's important that every Dell team member has the resources to maintain their health and the ability to achieve personal well-being. they've created Dell Rewards package with that goal in mind, so you can customize the health coverage plan that's right for you and your family.

## **Medical, dental and vision coverage**

Not all team members have the same healthcare needs. They provide a variety of coverage plans specific to region that allow you to select, from a variety of options, the level and type of coverage family requirement.

- Each area has a core medical coverage plan with prepackaged levels of benefits and out-of-pocket costs, as well as available doctors, hospitals and healthcare facilities.
- Dell's comprehensive dental plan provides access to thousands of dentists across the country. All that, and preventative care is covered at 100 percent.
- See any vision care provider and receive coverage through Dell's national plan. And reduce out-of-pocket costs with in-network providers.

## **Flexible spending accounts**

Manage your healthcare and dependent care costs with pretax funds! Team members can choose from Dependent Care and Healthcare Flexible Spending Accounts. And their automated system allows for direct deposits and automatic reimbursements.

## **Life and disability insurance coverage**

They provide team members enhanced financial security during times of uncertainty. All team members have Basic Life Insurance coverage, and Supplemental Life Insurance can be purchased at group rates for you, your spouse and your children. Dell also offers Will Preparation Services and several insurance coverages plans for additional protection:

- Accidental Death and Dismemberment
- Insurance
- Business Travel Accident Insurance
- Short-term Disability Coverage
- Long-term Disability Coverage

## **Employee Assistance Program (EAP)**

EAP is provided to team members and their household dependents at no cost. The program provides confidential, professional counseling to assist with substance abuse, grief and loss, family communication, managing stress and depression, parenting and more.

## **Health and wellness programs**

Part of their commitment to employees is giving you the resources to manage your own

health and wellness routine. Through various programs, team members gain knowledge and increase their ability to prevent disease and manage their health. Set and achieve personal health goals and earn a discount on your healthcare through Well at Dell. Get the whole family involved!

## **Methods**

### **Data collection method**

For collecting primary data, questionnaires method was followed. The questionnaires were issued to collect the data. Interaction with the employees of Dell was also done in an informal way. So as to gather information about the feeling of the respondent with regard to the topic under investing.

### **Source of data**

#### **Primary Data**

The primary data has been collected by means of questionnaires and interview method and also to the Dell employee.

#### **Secondary Data**

The secondary data has been collected from various public sources. Books, journals and various website.

### **Research Design**

To study and describe the satisfaction level of various Dell employee wellness measure provided to MNC employee is Descriptive Research. Descriptive research includes surveys and fact finding enquires of different kinds. The major purpose of descriptive research is description of the state affairs as it exists at present.

### **Sampling Design**

20 Dell employees have been taken from departments Manufacturing & Research and Development Department, Material management department, HRD/personnel/Admin. Which makes 100 as sample and it is a stratified random sampling method. where in the total population size is 450.

### **Statistical tool used**

- Percentage Analysis and
- Correlation

## **Percentage analysis**

### **Meaning**

The percentage method was extensively used for findings various details. It is used for making comparison between two or more series of data. It can be generally calculated

### **Formula**

Percentage of Dell employees given by  $(\text{number of Dell employees favorable})/(\text{total Dell employees}) \times 100$ .

## **Results**

### **Findings**

- 40% of the DELL employee in the organization belongs to 25-35 age which means large people are young.
- 85% of the DELL employees are male.
- 37% of the DELL employees are earning 10,000-15000 per month.
- 42% of the are DELL employee are highly satisfied towards medical benefit to individual and family offered in the organization.
- 50% of the DELL employees are satisfied towards the maternity benefit to women DELL employee offered in the organization.
- 52% of the DELL employee are satisfied towards disablement benefits to individual offered in the organization
- 58% of the DELL employees are satisfied towards the dependence benefit provided in the organization.
- 52% of the DELL employees are satisfied towards old age benefit provided in the organization.
- 52% of the DELL employees are satisfied towards MNC employee injury benefit offered in the organization.
- 47% of the DELL employees are satisfied towards environmental protection offered in the organization.
- 47% of the DELL employee are satisfied towards housing facility and road lighting offered in the organization.
- 48% of the people are satisfied towards the transport facility offered in the organization.
- 43% of the people are satisfied towards provision for safety equipment provided in the organization.

- 60% of the people are satisfied towards drinking water facility and sanitation provided in the organization.
- 48% of the people are satisfied towards educational facility provided in the organization.
- 50% of the DELL employees are satisfied towards conducive work environment offered in the organization.
- 57% of the DELL employee are satisfied towards worker's education offered in the organization
- 45% of the DELL employees are satisfied towards worker recreation, child, youth, women's club, play ground, park.
- 34% of the DELL employees are satisfied towards crèches benefit offered in the organization.
- 58% of the DELL employees are satisfied towards the uniforms offered in the organization.
- 47% of the DELL employees are satisfied towards distribution of work/provision of rest hours.
- 31% of the DELL employee are satisfied towards marketing co-operative credit society offered in the organization
- Drinking Water facility Ranked as no.1, Dependence benefit and Uniform's to DELL employee are ranked no.2 and worker's education are ranked at no.3, towards Maximum level of satisfaction employee wellness facility offered in the organization.
- Marketing co-operative credit societies are ranked at no.1, Crèches benefits to children are ranked at no.2 and canteen facilities are ranked at no.3. Towards Minimum level of satisfaction employee wellness facility offered in the organization.

## Discussion

- Medical benefit should be provided inside the industry by providing small dispensary/hospital.
- Quality of food in the canteen should be improved.

- Schools with good standard providing Quality education should establish.
- The DELL employee should be made members in wellness club like (Red Cross& lions club etc).
- Marketing Co-operative societies should be formed and the company can also have tie up with co-operative bank for granting loans.

## Conclusion

The wellness measures are more important for every DELL employee, without wellness measure DELL employee cannot work effectively in the organization. Social security's measure like workmen compensation, maternity benefit, old age benefit, medical benefit and family wellness benefit are very important.

The organization by providing better social securities to DELL employee the satisfaction towards job can be improved. But they are lacking in canteen facilities, worker's education facilities, marketing co-operative credit societies. They should take necessary steps to improve in those measures. So that the DELL employee can do his job more effectively.

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