

**Internship Report**  
**On**  
**Employees' Mental Wellbeing of Sticker Visa**

**Submitted by:**  
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An internship report presented to the BRAC Business School in partial fulfillment  
of the degree requirements  
Master of Business Administration

BRAC Business School  
BRAC University  
November 2024

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## Declaration

It is hereby declared that.

1. The internship report submitted is my original work while completing my degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through complete and accurate referencing.
3. The report does not contain material accepted or submitted for any other degree or diploma at a university or other institution.
4. I have acknowledged all primary sources of help.

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## Letter of Transmittal

Date: 14 November, 2024

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**Subject: Submission of internship report on “Employees’ Mental Wellbeing of Sticker Visa”**

Dear Sir,

This is my pleasure to display my internship report on the topic “Employees’ Mental wellbeing of Sticker Visa” which I was appointed by your direction that was included of BUS 699. I am thankful for your guidance and instruction.

Your insightful suggestions, counsel, and assistance have made it easier for me to produce the report. I've completed the research completely and I have tried my best to cover the topic effectively, and wish that this report meets your expected standard. I will be available at any time convenient to you for clarification of any point of this report. I trust that the report will meet the desires.

I appreciate your thoughtful considerations. Working with you has always been a joy for me. I have faith that the report will fulfill expectations.

Sincerely yours,

Name: Simin Sakiba Hoque

Student ID: 21164106

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Date: 14 November, 2024

## **Non-Disclosure Agreement**

BRAC and the signatory student at BRAC University have agreed into this agreement. As I reflect back on my internship experience, I am aware that I was granted access to sensitive data, documents, and other information pertaining to the organization's numerous business processes. I want to make it clear that I will not include any information in my internship report that might compromise the company's ideals or reputation if it were to become public knowledge.

## Acknowledgement

First and foremost, I would want to thank Allah for enabling me to finish my report successfully and for giving me the endurance and fortitude to work for Sticker Visa for the previous three months and finish my report by the deadline. Also, I want to thank Dr. Tarnima Warda Andalib, Assistant Professor at the BRAC Business School, who oversaw my internship because without her continuous support and guidance, I would not have been able to complete my project. I want to thank Mr. Ahmedullah, my boss at Sticker Visa for all of his help and advice during the internship. They supported me and taught me many strategies, ideas, practices, and values during my internship program. They provided me with a plethora of knowledge, which helped me to comprehend general investing methods. I also appreciate BRAC University for starting the internship program since it gives me a great chance to obtain practical job experience that is related to my academic interests.

## Executive Summery

As the requirement of the internship (BUS699), I joined Sticker Visa as an intern, which is a mandatory part of the MBA program. I have worked there in the human resource department for three months. After the successful completion of my internship, I have prepared the report titled “Employees’ mental wellbeing of Sticker Visa”. The report is divided into three chapters. In chapter 1, I have described the overview of my internship learnings. In chapter 2, I stated in detail about the overview of the organization. Later in chapter 3, I shared about Sticker Visa’s employee’s mental state, HRM Practices and policies of employee’s wellbeing and how the organization follow it. In addition, in this chapter I added some analysis. Besides, I have added recommendation from my experience. Besides, in this report, survey form has been appended in the appendix.

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# CHAPTER 1: Internship Overview

## 1.1 Information of student

This is Simin Sakiba Hoque began my post-grad studies at BRAC University in summer 2021 session under BRAC Business School. My student id is 21164106.

I have done my undergraduate from BRAC University. So, I wanted to complete my MBA from BRAC University for its excellent education quality. I believed BRAC University is the place where I could restart my education and career. I have taken human resource management as my major stream.

## 1.2 Internship Information

### 1.2.1 Information of Intern & Company

I am assigned as intern at human resource management department in Sticker Visa which is a visa application center. As I had work experience in another visa company previously, it is easy to understand the organization easily. The company “Sticker Visa” is a renowned visa application center in the market. Interesting part of working with this sector is their human resource department is new and every day I am learning and implementing new things what I did not do like making idea to enhance the knowledge of employees, how to develop confidence in them and recruiting. It is like I did the course about human resource and planning, compensation policy, human resource and management and now I am practicing those things and implementing those things. Another interesting part is, this is the perfect place for increasing management skill through the working with the employees.

As a part of BRAC Business School requirement, I was granted the chance to intern for three months at Sticker Visa. My internship company information are given below-

**Period of Internship:** 5th July, 2023 to 31st December, 2023.

**Organization Name:** Sticker Visa

**Department:** Human Resource Management

**Address:** House no-1140, Floor -5th, Road 11 Avenue 8, Dhaka 1216, Mirpur Dohs.

### **1.2.2 Internship Organization Supervisor's Name and Position**

I have been given responsibility of helping Mr. Ahmadullah who is the founder, as an HR & Admin, as an intern. I was fortunate enough to gain knowledge about HR from him. He has continuously volunteered to help and guide me to learn about human resource planning and practice. He also enriched my knowledge on how to approach professional practice and use business in the real world. In the business sector, I also gained more knowledge regarding formal interactions with clients.

### **1.2.3 Job Responsibilities**

Internship is the learning period where they get the knowledge about the company and they learn the new skills related to the job. As an intern my first job responsibilities is to complete the given tasks by my supervisors. My supervisor helped me to understand about the company goal, objective and business development. I have worked in their business development project. Besides that, my responsibility was to make payment invoice, delivery passport to the clients, give updates to the clients about the procedure and communication with their Indian office. Moreover, I have participated to organize some campaign to promote their organization and their procedure. As an HR intern I have also manage employee updates about salary or important notice of the Sticker visa.

## **1.3 Internship Outcomes**

### **1.3.1 Student's contribution to the company as intern**

Sticker Visa is an amazing example of workplace. Including my supervisor, everyone is cooperative and friendly. As an intern my contribution was little but effective. As a service company it is very important to get updates time to time for the clients. I have worked hard to give their updates on time and my supervisor praised about that. Most important part of my job was to be connected with the Indian office and give clear information for visa application procedure to visa embassy. It is very necessary to be communicated properly and on time with each other one team receives the application, one team prepare the documents and other team look after the delivery and logistic part and then, India office procedure and send it to the embassy. As visa applications are very time sensitive, I could successfully communicate with all the departments to procedure the applications and return it safely to the clients.

### 1.3.2 Benefits to the intern

Though internship is a term to complete my post graduate but this is my restart button to start my career again after a long gap. Internship is the opportunity to me for the personal growth and to get into the professional workplace again and gather experiences. Sticker Visa is such a nice organization as a learning center. After a career gap, I could enrich my communication skill, management skill and professionalism. Besides, I have gotten opportunity to build professional network by organizing their promotional campaign. In addition, by this experience I can map my career path and I can decide my future goal. I have gained more real-world experience which rebuild my confidence. Including my supervisor, everyone was supportive which have raised positivity to overcome the challenges. The organization has helped me to build the team building skill as the department and works are related with each other. Team building knowledge was very important for future career. They have motivated me to enhance my public speaking through the communication with the clients and India office. As the organization is about time sensitivity, document safety and communication, it helped me to be more punctual, loyal and awareness.

I believe, internship experience will inspire me always to become more confident, skilled and professional in the future.

### 1.3.3 Challenges faced during the internship

As an intern, there are some challenges everyone faces during the internship period. It could be the first professional field for the interns which take time to adjust with the professionalism. I had experience in the similar company but I have faced challenges to re arrange all the thing as I have gap in my career. As an intern, there are some challenges I have faced during my internship period-

**Adopting the new environment-** after long gap it was difficult to adopt the professional environment and challenges. Such as, communication with the clients, employee and other organization.

**Practicing gap-** at first this was difficult to apply my theoretical knowledge into the organization because of practice. Such as, how to implement human resource planning and policy.

**Time management-** to complete the multiple works, updates and deadline on time was very challenging. Such as, giving many updates to the clients about their visa application on time was quite difficult.

**Communicating and networking-** build communication and network with the clients and employee was crucial time for me. Such as, from the receiving passport to deliver it within time and to be connected with them was challenging.

### **1.3.4 Recommendations**

As I have previously said Sticker Visa is a great learning center, they could have some improvements for the internship program.

**Internship introducing session-** Sticker Visa can arrange a small separate session for interns to give knowledge about the service, objective and goal. It will help them to know about the department and its employees. Moreover, the session will help them to be more comfortable with the office people and its environment.

**Practicing period-** it will be best to fix some practicing time for the interns. So that, they can find it flexible to adopt the new skills and professionalism. Sticker Visa, give training to their intern hand in hand which is very praise worthy because many interns could have first time to be enter into the professional work place.

**Intern specific training session-** though the organization give knowledge about the works and skills an intern needs but Sticker visa can arrange some intern specific program where they will learn professionally about communication skill, technological skill and about creating network with the clients and other organization.

Internship program is about to grow some professionalism, skills and training which helps the interns to grow in their career path. So, there should be some specific training and learning session which will encourage them to work hard.

## **CHAPTER 2: Organization Part**

### **2.1 Introduction**

Getting a visa before traveling is an unavoidable and difficult task to accomplish. This is because proper information is not often available. Furthermore, out of 200 countries, only 45 countries have embassies in Bangladesh. Bangladeshi citizens have to go to a third country like India or Sri Lanka to process visas for those countries. Sticker Visa brings the ease and convenience of processing visas for more than 70 countries which do not have embassies in Bangladesh. The need to go to a third country is eliminated; instead, one can apply directly from Bangladesh through our office. Sticker Visa also has a database of visa information for over 200 Countries in their website for Bangladeshi nationals.

### **2.2 Objective of the report**

Main objective of this report is to find out, how Sticker Visa support and their strategies take care of their employees' mental health.

Specific objectives of the report are to know about overall overview of Sticker Visa. How they balance their employees' mental wellbeing as they have huge work pressure and time limitation. The organization's detail planning about training and program for the employees. How they design every day work life balance to motivate their employees.

### **2.3 An Overview of the company**

#### **2.3.1 Background of Sticker Visa**

Sticker Visa is the finest visa processing center in Dhaka, serves with customized solutions to the visa and immigration issues. It is focused on assisting such visa cases, other agencies in the city is incompetent to provide the solutions. They dissect the profile of each applicant and advise to prepare the documents as required. Sticker visa is the only visa counselling, processing & research center in Dhaka which provides solutions by following a reversed methodology. It does not offer preset solutions to the clients, rather they listen to the client's requirements first and design the solutions accordingly. Expert team of the company has vast knowledge to perfectly solve the critical immigration cases for you. Beside the organization provides a precise & customized solutions for almost all kind of visa categories for most of the

countries in the world. In addition, it is also proficient to process visas of those countries of which the visa office is outside of Bangladesh national border.

### **2.3.2 The Goal of the Sticker Visa**

The goal of the Sticker Visa is enabling better future by becoming the application center for visa application lodgment and the way who wants to pursue higher education. The organization is designing their future goal to enrich their box of information by adding more offbeat countries so that people and students don't need to confine their dream in limited countries.

### **2.3.3 Mission of Sticker Visa**

Sticker Visa's missions are-

- To serve a very sophisticated and hassle-free visa processing support for those countries of which there is no Embassy or Diplomatic mission presence in Bangladesh.
- To provide a comprehensive visa consultation support to assist the visa applicants or travelers for error-free documentation to apply for the visas.

### **2.3.4 Vision of Sticker visa**

The Vision of Sticker Visa is to become the best visa consultation firm and research center in Bangladesh, assisting the Bangladeshi travelers to create a sustainable and strengthen Bangladeshi community abroad.

### **2.3.5 Core values of Sticker Visa**

**Superiority-** the organization maintaining its superiority by prioritizing the reliability and professional work procedure.

**Transparency-** Sticker Visa always serve people with transparent visa process. They believe transparency is the mainstream to be trustworthy to their clients.

**Teamwork-** the whole procedure of the company depends on different department; teamwork is very important. The company always encourage and give training for the teamwork.

**Work ethics-** the owner of the company MR. Ahmadullah designed that hard work pays off. He has rules and regulation everyone will be rewarded based on their performance. Such as if any employee can achieve his target, he will get monetary reward.

## 2.4 Management practices of Sticker Visa

Management practice is the organization's working strategies and methods that makes the organization more efficient. Sticker Visa contains an excellent management practice. Management practices are to maintain, train and focus into the employees and make them according to the organizational goal. From the beginning of an employee the organization assigned a supervisor who helps to prepare them for the organizational strategies.

The five function of management that includes planning, organizing, leading, staffing and controlling. The five function is very important for an organization to maintaining its human capital. Let's discuss the four functions based on the Sticker Visa.

**Planning-** this function is to set future goal and how to achieve those goal. Sticker Visa is a visa application center. So that, they fix their future target or goal based on the prior to the time. Such as, they target students based on the different intakes of the different foreign university.

**Organizing-** this function come directly after the planning where the companies design all kind of resource needed like financial, human resource, technical, etc. Sticker Visa's one of the main goals is to preserve their resources according to the future goal. Such as, for the next September intakes in Ireland universities they have started to design the promotional activities and the necessary resources.

**Leading-** this function motivates employees towards the organizational goal. In this function, Sticker Visa prepare and motivate their employees towards the future goal. Such as, they train and share the details plan about the Ireland student visa. So that, employees can get prepare for the goal.

**Staffing-** this is the recruitment human resource for the needed position. Sticker visa always hire employee based on the future need. Such as, they take interns before the intakes, so that their workload will be balanced.

**Directing or controlling-** this function evaluates employees, find out the gap and train them to do the work. Sticker Visa assigned supervisor for every intern. So, they can train them properly which will reduce the error as they have time restrictions.

Sticker Visa is very concern about their management practices. They give their employees full support to learn and apply to achieve the organizational goal.

## 2.5 Marketing Practices of Sticker Visa

Digital marketing is the voice of any company which send out brand's message loud and clear to the audience through electronic media. The fastest bridge of reaching people is digital marketing. There is no brand or company who does not do digital marketing. In fact, nowadays some services are reaching towards people by doing digital marketing rather than traditional marketing. Sticker Visa is one of them which are doing digital marketing for entering into the market. The mainstream of doing their promotional activities is web page and social Medias. Sticker Visa is much active in the digital promotion everyday basis. They are using following tools of digital marketing-

**Web Site-** Sticker Visa has own web page. The link of their web page is <https://stickervisa.com/> in which they are giving more focus as they believe that if website is not strong enough then they cannot enhance them in the market strongly. Every day we are working on webpage. They arranged the webpage by high and eye-catching pictures and gave information's by country basis in different tabs. They are maintaining very clear way to give information's. There is a digital marketing officer who always gives concern about the ESO rates, how much traffic are in the web page and how much people are bouncing from there. Sticker Visa actually by their organized web page want to grab attention of the people as many clients or student come from the website marketing to them.

**Facebook-** Another main important promotional platform of Sticker Visa is Facebook. Every day in Facebook there are post schedules for one time or two times based on the countries unique selling point, universities intakes, IELTS based posts, tuition fee-based posts. In addition, in every occasion or in special day they are giving posts based on that and are being connected with the audience. Without their service or necessary posts, they also give some posts for engaging people like study tips. Always Sticker Visa active in Facebook. For an example, I have the responsibilities of handling of query which comes from the Facebook message or in comment section. After office or in weekend I need to handle this so that clients don't need to wait for their query.

**LinkedIn-** in LinkedIn Sticker Visa is updated. Weekly 2 or 3 posts are giving there to communicate with people or letting people know about them. With the normal posts they also give vacancy post through the LinkedIn. They use this platform to attract the professional people if they need the service and if any agency who needs visa lodgments process as they are working on those countries which embassy is not in Bangladesh.

**Instagram-** Sticker Visa is planning to active in the Instagram as well because after Facebook this is the strongest promotional point at present.

**YouTube-** they have a channel on YouTube. They share videos which is about important details about different country's visa, apply procedure, documentation methods.

Sticker Visa is a popular and trustworthy organization in the market. They also get clients based on the previous references. Such as most of the South African clients come to them based on the Bengali community and the previous client's references.

## **2.6 Sticker Visa's Industry and competitive analysis**

### **2.6.1 Michel Porter's Competitive Forces Model**

Michel Porter's competitive forces model determination of an organization's competitiveness and attractiveness of a market. The most popular and highly regarded business tool was published by Harvard Business School's Michel E. Porter in 1979. It is the most useful tool to identify where power lies in business situation. In addition, this theory helps to understand the strength of an organizations current competitive position and seeking for the strategy's potential profitability. This shapes the organizations sustainability in the market. In another word, it can be said that this theory is a framework for an organization to realize the area of the strength, improve weakness and to avoid the mistakes.

Let's discuss the five forces model based on the Sticker Visa's perspective-

#### **Competitive Rivalry**

It indicates that an organization shares the market space. It examines the intense competition is in the marketplace and considers number of existing competitors. It compares the capability, strategies to hold the customers and suppliers with their uniqueness. If the rivals are high, customers and suppliers can move and if the rivals are minimal, it's easy to keep the customer

and suppliers towards the company. These important points can sum up the condition of competitive rivals.

There are lots of visa consultancy firms and brokers who does the visa procedures but Sticker Visa contains the number one position in the market because of their authenticity and transparent visa application procedure. Such as, Visathing is also in the top position in the market as they started their journey long ago but Sticker Visa established their position in a very short time because of their service quality and client's satisfaction.

**Threats of new Market Entrance-** Any profitable market attracts new entrance. It includes all the factors like culture of the market, government rules and regulations of tax, trade policies, and economy scale and capital requirements. Strong barriers in the industry can be the perfect one for the existing company as they can rule the prices of the product. Low and easy barriers draw attention for new entrance which can weaken the existing organization's position.

In the visa related issues and in the market, entry is very easy but there are lots of fake people and services. Sticker Visa has proven its premium and trustworthy position is the visa related market. They charge higher than the other companies and people but the organization serve a clear and superior service. They are not worried about new comers because the organization strongly believe in their strategies, network and services.

**Threats of substitute products or services-** Substitute products are the similar attractiveness available in the market. It is the different way of doing what competitors do. It creates switching habit in a customer because they move to the most comfortable available options. Substitutions weakens the position and profitability of an organization. Price is the main reason of converting the consumer from the brand.

Substitution mainly the purchase behavior of consumer or dependency and belief on the products. In a short period of time, Sticker Visa has taken a position in the people mind by their quality of service. Eighty five percent clients come from the previous customers references which clearly indicates its strong position in the market. Though, Sticker Visa has many substitutes service provider but they have gained the consumer dependency and belief strongly.

**Bargaining power of buyers-** This is the main targeted sector for every organization. People adoptability of the product is the key to success. They can drive the prices ups and down of a company. Here is a saying that more of the buyers are there more of the profits are here.

Many people and organization work with the visa application related issues and procedures. People has lots of options but there is lack of authenticity, security. Sticker Visa contains the consumer adaptability, believe and purchase preference, so that it has the largest portion consumer in the market.

**Bargaining power of suppliers-** Suppliers are the strongest reason to provide the service or product. Good relation with the suppliers is beneficial for an organization. Having multiple suppliers or good network with suppliers are key reason to attain goal.

In the visa procedure field, suppliers mean networking. Sticker Visa works with those visas which embassy is not in Bangladesh. The organization has the large network in the whole market. They have their own office in Delhi and Sri Lanka which makes their visa procedure easy and authentic. Moreover, the organization has a good logistic support system which supports to maintain the important and sensitive document security like passport, educational certificate.

Michel five forces model helps a business to understand where it can be fit in. These useful tools analyze the detail environment for the company. It can be considered as a macro tool as it looks at the industries whole economy.

## 2.6.2 SWOT Analysis

SWOT analysis considered as a strategically tool which measure an organization's strength, weakness, opportunities and threats. It is a structured approach to evaluate and find out the internal and external factors that related to the organizational goal and objectives. The analysis assesses the risk, competition and potentiality of a business. SWOT analysis internal factors pull the information about strength and weakness and external factors pull information about opportunities and threats.

Let's discuss about the Sticker Visa's SWOT analysis.

| No | Strength of Sticker Visa                          | No | Weakness of Sticker Visa                    |
|----|---------------------------------------------------|----|---------------------------------------------|
| 1  | Professional, knowledgeable and experienced team. | 1  | Long processing time.                       |
| 2  | Systematic operational process.                   | 2  | Uncertainty from the embassy visa decision. |

|   |                                   |   |                                                        |
|---|-----------------------------------|---|--------------------------------------------------------|
| 3 | Secured logistics process.        | 3 | High service fee which is not affordable for everyone. |
| 4 | Significant Financially solvency. | 4 | Unpopular destinations                                 |

| No | Opportunities of sticker Visa                                                                                              | No | Threats of Sticker Visa                                                                                                       |
|----|----------------------------------------------------------------------------------------------------------------------------|----|-------------------------------------------------------------------------------------------------------------------------------|
| 1  | Sticker Visa can expand their service locally and internationally.                                                         | 1  | If government rules and regulations changes that will impact them directly.                                                   |
| 2  | Sticker Visa can collaborate with the airlines, educational institutions and travel agencies to increase revenue.          | 2  | Natural disasters or pandemic can effect on the service or logistic procedure.                                                |
| 3  | Sticker Visa provides solution to the critical cases which can help them to grab more customers.                           | 3  | If embassy bring changes in the immigration policies, visa regulations, diplomatic relations that will impact on the company. |
| 4  | The organization can also enhance their Indian office to grab the Indian local people to provide the visa issues solution. | 4  | Dollar crisis as the company need to pay in dollar in different countries. Such as they pay to run the Indian office.         |

The ultimate goal of SWOT analysis is to inform strategic decision-making by providing a comprehensive understanding of the internal and external factors influencing the organization's current and future prospects.

## 2.7 Recommendations

From my observation, Sticker Visa in a right track but they can enrich them more by improving them more.

- Sticker Visa works with the embassy which is not in Bangladesh but they can enhance their country limits. It will decrease the risks in case the embassy restricts the visa issuance regulations for Bangladeshi citizens.
- As organization contains expert and professional team. They can bring additional consultancy services for those countries which has embassy in Bangladesh like UK, Canada, and Australia.

- Sticker Visa has biggest opportunities to collaborate with the different airlines and foreign air BNB and universities. They can make a whole package like before and after visa services.
- The organization can arrange seminar or they can participate in the universities. So that, more students and people will learn about them.

## **2.8 Conclusion**

Sticker Visa is a dedicated sophisticated visa assistance for the critical visa related issues. Beside they are a helping center for Bangladeshi student who is pursuing higher education. They provide customized as well as consultancy services regarding admission and visa processing. They also process different kind of visa like critical skill, long term, short term, student visa, seminar, visit visa, spouse visa on behalf of the people and students on those countries which have no embassy or consulate office in Bangladesh.

## **CHAPTER 3: Project Part**

### **(Employees' Mental Wellbeing of Sticker Visa)**

#### **3.1 Introduction**

The term “Mental Wellbeing” is directly affiliated with the psychological state, emotional resilience and mental satisfaction and work life balance. It co related with the employees’ productivity, work engagement and work delivery consistency. In today's dynamic and fast-paced work environments, the mental wellbeing of employees has emerged as a critical concern for organizations worldwide. The organization which provides services instead of products should be give more focused on their employee mental wellbeing because they have to invest their full concentration and attention to convince the people. Such as, telecommunication, application service provider, counsellor, internet service provider.

Visa provider service is one of them. The sector should understand the significance of ensuring the holistic welfare of our workforce. Beyond merely facilitating visa processes, we recognize the importance of fostering an environment where our employees thrive mentally, emotionally, and professionally. In the pursuit of excellence in visa provision, we acknowledge that prioritizing the mental health of our team members is not just a moral imperative but also a strategic investment in our organizational success.

Sticker Visa as a visa provider service committed to excellence and employee welfare. The organization recognize that promoting mental wellbeing is not just a moral imperative but also a strategic imperative. By prioritizing the mental health of its workforce, they aim to enhance employee engagement, satisfaction, and ultimately, the quality of service we deliver to our clients. Through collaborative efforts and a commitment to continuous improvement, Sticker Visa poised to create a workplace where every employee can thrive personally and professionally. The Firm always proactive measures and supportive frameworks. In addition, it has strategies to create an environment where employees feel valued, supported, and empowered to achieve their full potential. An example will help to clear Sticker Visa’s concern for employees’ mental wellbeing. Mr. Tanvir is a Human resource manager in the Sticker Visa. Few months ago, his mother was admitted in the hospital. The firm, has paid his mother’s treatment cost as a reward for his hard work. It encouraged Mr. Tanvir to be more loyal, motivated and dedicated towards the company for the long run.

Sticker Visa believe that employees and their mental wellbeing is the kind of investment which will help to achieve their organizational success, goal and objectives.

### 3.1.1 Background/ Literature Review

Sticker Visa is a well-known visa application center in Bangladesh. Like other visa application center, Sticker Visa faces marketing pressure, client management issues and complicated file processing which makes a very stressful situation for staffs. But employees there have a really good work environment.

Employee mental health is a critical concern within modern workplaces, impacting individual well-being and organizational effectiveness. By understanding the factors influencing mental health, the associated consequences, and potential interventions, organizations can create a supportive environment that promotes employee well-being and fosters optimal performance like Sticker Visa. The importance of addressing mental health at the workplace and highlights potential strategies that organizations can leverage to prioritize employee mental health. Sticker visa manages to block all the threats of stressful situation by offering satisfactory environment to employees and with their friendly environment they upgrade the level of productivity and performance.

### 3.1.2 Factors and Objectives

The key factors that influence employee well-being in the digital sector are examined in this report, including organizational culture, work life balance integration, psychological wellbeing, policies development and workload management. I hope to offer insightful information to firms that will help to improve employee productivity and well-being in a digital workplace by looking at these elements.

| No | Factors                                | Explanation                                                                                                                                                                          | Authors                                                            |
|----|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| 1  | Organizational environment and culture | The study differs between Bangladesh government and non-government employee's job satisfaction, job stress and mental health which reveals that non-government employees experienced | Nahar, L., Hossain, A., Rahman, A., & Bairagi, A. (2013, June 10). |

|   |                   |                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                       |
|---|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                   | more job stress and female employees had less job satisfaction or security than male employees.                                                                                                                                                                      |                                                                                                                                                                                                                       |
|   |                   | The article explored Peri-Urban science parks designs their workplace with open space, restorative windows views, green space with trees and lawn that will impact positively to their employees' mental wellbeing and motivate them to be more focused in the work. | Carlisle, S., Carrus, G., Grahn, P., Hartig, T., Kaplan, R., Karmanov, D., Lottrup, L., Matsuoka, R. H., Nielsen, T. S., Nordh, H., Prince, M., Ryan, R. M., Snep, R., Völker, S., ... Dahlgren, G. (2015b, March 3). |
|   |                   | The report finds the bridges among academic research with practical recommendation for creating mentally healthy workplaces, aiming to benefit both employers and employees.                                                                                         | Harvey, S. B., Joyce, S., Tan, L., Johnson, A., Nguyen, H., Modini, M., & Groth, M. (2014, November 1).                                                                                                               |
|   |                   | This study in Pakistan's IT sectors investigates how workplace spirituality influences innovative work behavior and employee mental health, mediated by employee engagement, while also exploring the moderating role of individual spirituality.                    | Salem, N. H., Ishaq, M. I., Yaqoob, S., Raza, A., & Zia, H. (2022).                                                                                                                                                   |
| 2 | Work life balance | The thesis investigates the psychological wellbeing of online teachers in Russian                                                                                                                                                                                    | Bazorova, A. (1970, January 1).                                                                                                                                                                                       |

|   |                         |                                                                                                                                                                                                                                                                                            |                                                                                                  |
|---|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
|   |                         | companies by addressing the factors that affects well-being and how to improve it. By using quantitative and qualitative research methods the companies can improve communication skill, work environment and work life balance that will spread positivity into employees' mental health. |                                                                                                  |
|   |                         | A systematic review explored, nature-based intervention provides positive impacts on employees' wellbeing that enhances cognitive abilities, though findings for recovery, restoration and psychological health indicators.                                                                | Gritzka, S., MacIntyre, T. E., Dörfel, D., Baker-Blanc, J. L., & Calogiuri, G. (2020, March 31). |
|   |                         | The article underscores the importance of employees training and development in Total Quality Management which will improve employees; participation and cultural transformation for service excellence.                                                                                   | Matlhape, M. G., & Lessing, N. (n.d.).                                                           |
|   |                         | The research explores, corporate social responsibilities influence frontline employees' work results like work engagement, organization engagement, task performance, mental well-being.                                                                                                   | Kim, M., & Kim, J. (2020, October 29).                                                           |
| 3 | Psychological wellbeing | Paul Litchfield discusses that rapid technological changes and shifting work                                                                                                                                                                                                               | Bullock, T. (2020, December 14).                                                                 |

|  |  |                                                                                                                                                                                                                                                                             |                                                                                                                                                   |
|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p>dynamics and promoting employee well-being that enhances productivity and innovation and increase tangible business benefits like reduced absenteeism and improve performance for the growth in service-oriented economics.</p>                                          |                                                                                                                                                   |
|  |  | <p>The study explored healthcare complications and mental health risk of 433 non domestic migrant workers in Singapore because of their knowledge gap of healthcare coverage and substantial financial barriers that creates psychological distress.</p>                    | <p>Ang, J. W., Chia, C., Koh, C. J., Chua, B. W. B., Narayanaswamy, S., Wijaya, L., Chan, L. G., Goh, W. L., &amp; Vasoo, S. (2017, March 1).</p> |
|  |  | <p>The articles cited data from the Netherland and UK and emphasized the significance of employees' mental wellbeing in workplace which will enhance productivity and prevent absenteeism. It also mentioned, stress is the mainstream of ill health and mental health.</p> | <p>Rajgopal, T. (2010, September).</p>                                                                                                            |
|  |  | <p>A nationwide study in Denmark studied, low job satisfaction, emotional exhaustion and burnout increasingly common among general practitioners which affecting their well-being, patients care quality and health care efficiency.</p>                                    | <p>Nørøxe, K. B., Pedersen, A. F., Bro, F., &amp; Vedsted, P. (2018).</p>                                                                         |

|   |                    |                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                 |
|---|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
|   |                    | The study investigates that Quantitative analysis shows positive correlations between performance and job life satisfaction and well-being and qualitative analysis finds a greater influence of job satisfaction on performance than employee well-being though sedentary jobs in Slovenian enterprises.                                                         | Kosec, Z., Sekulic, S., Wilson-Gahan, S., Rostohar, K., Tusak, M., & Bon, M. (2022, August 21). |
| 4 | Policy Development | The study has explained about an IT industry's employees' critical mental phase during Covid 19 and its impact on their organizational performance. The study also shows the results based on 90 people surveys that organizational support and positive changes in their policies plays an important role to enhance mental strength and adopt the new policies. | G.s, Dr. G., & Pavithra.r, Ms. (n.d.).                                                          |
|   |                    | The articles propose different mental health safeguards for the young employees through psychological screening, social security provision and training strengthening and differential game model.                                                                                                                                                                | Bai, Y., & Wang, L. (2023, November 17).                                                        |
|   |                    | The study revealed about the gap among awareness and implementation of NICE guidance on mental wellbeing in UK workplaces, particularly in the private sector and SMEs. There is lack of promoting and focusing on the                                                                                                                                            | Weinberg, A., Hudson, J. H., Pearson, A., & Chowdhury, S. B. (2018, November 7).                |

|   |                     |                                                                                                                                                                                                                            |                                                                                                         |
|---|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
|   |                     | psychological mental health prevention than treatment.                                                                                                                                                                     |                                                                                                         |
|   |                     | The report finds the bridges among academic research with practical recommendation for creating mentally healthy workplaces, aiming to benefit both employers and employees.                                               | Harvey, S. B., Joyce, S., Tan, L., Johnson, A., Nguyen, H., Modini, M., & Groth, M. (2014, November 1). |
| 5 | Workload Management | Workloads can impact on the health and suggested employers to give prioritize on mental well-being to improve productivity and reduce cost and emphasizing the need for further exploration in workplace health promotion. | Meister, J. (2024, February 20).                                                                        |
|   |                     | The research paper indicated that both male and female have similar occupational stress which negatively impacts on mental wellbeing.                                                                                      | Uke, N. (2014a, March 12).                                                                              |
|   |                     | The study measured that, poor work ability, emotional exhaustion and low job control are co-related with employees' early retirement tendencies that directly effect on the mental health and performances.                | Bonsdorff, M. V. (n.d.).                                                                                |
|   |                     | The study assessed how work stress affects employees' performance and impacts mental wellbeing and emphasizes the importance                                                                                               | Priya J, P. M. (n.d.).                                                                                  |

|  |  |                                                                                                                                                                                                                                                                                                                       |                                       |
|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
|  |  | psychological wellbeing which balances workload management and better job performance.                                                                                                                                                                                                                                |                                       |
|  |  | The article discusses that how workloads can impact on the health and suggested employers to give prioritize on mental well-being to improve productivity and reduce cost and emphasizing the need for further exploration in workplace health promotion.                                                             | Meister, J. (2024, February 20).      |
|  |  | This research examines how precarious work schedules impacts on the mental well-being of hourly service sector workers in the United States. Instability in schedules is strongly associated with psychological distress, poor sleep quality and unhappiness that sometimes impact on workers' health than low wages. | Schneider, D., & Harknett, K. (2019). |

### 3.1.3 Factor Analysis

#### Factor one: Organizational environment and Culture

Organizational environment and culture are the term which plays an important role to shape employees work experiences and outcomes. Organizational culture has a great impact on job satisfaction, stress levels, gender differences. Culture and environment reflect an employee's mental health and wellbeing that helps them to be more dedicated and motivated towards the company goal and objectives. Positive, secured and supportive organizational culture and environment are beneficial to the both employee and employers. Organizational culture should be supportive to the male and female equally so that they can have job satisfaction. Organizational environment should be refreshing and soothing so the employees can be more comfortable and focused in their works.

### **Factor Two- Work Life Balance**

Work life balance directly impacts on the employee's mental, emotional and physical wellbeing. Work life balance can help employees to reduce work stress, burnout and increase employee's mental satisfaction that improves productivity in their works. Balance brings out an employee's work engagement, performance and wellbeing. It is one of the main integrations of a successful organizational culture. Integrating natural elements in the work station helps work life balance. Such as a nice and cozy work place can reduce the work stress. Total quality management highlights that training and development can transform an organizational culture to give better service. When employees will be valued by supportive and continuous development, they will be easily balanced with the workloads and work stress. Aligning with social responsibilities an organization can make their employees more fulfilled and valued. Transparent and supportive environment enhance employee's loyalty, trust and belief. The investigation on the Russian teachers clearly mention that work environment, balance and clear communication practices improves their mental and physical wellbeing. Proper work life balance is the mainstream of a healthy work environment.

### **Factor three- psychological wellbeing**

Psychological wellbeing is the term that indicates mental and emotional health of an employees. This term includes job satisfaction, stress level and overall balance and fulfillment of employees derive from their role. Psychological wellbeing improves adaptability and capability to face any challenges and effectiveness. It is secret of long-term organizational success. Paul Litchfield highlights the importance of psychological wellbeing to increase productivity, innovation. Besides, it helps to enhance business profit as it reduces absenteeism and improve employee performance. Financial challenges can create psychological distress among employees. Sufficient knowledge, supportive work environment and financial stability prevent psychological harm among employees. Ill health or mental health issues interventions into the daily organizational routine. Job performance and life satisfaction is co related with each other. Besides, job specific satisfaction plays a more substantial role in driving employee performance. Prioritizing mental health and well-being leads to better job satisfaction, improved performance, and a reduction in negative outcomes like absenteeism and burnout.

### **Factor four- Policy development**

'Policy development' is the term it begins with identifying a problem or opportunity that necessary potential solutions. Policy development is the structural process that created by the

organization or government. Policy is the guideline and framework to solve or address specific issues, regulate behavior or to achieve specific goal. Policy development helps organization to respond to the changing environments with the needs. It also promotes consistency, accountability and helps to make decision making. Here, we can see the example during Covid 19, how the IT industry introduce the new policies to support and motivate employee's performance that also enhance mental strength. Psychological screening, social security provision and training programs can create physical and psychological health safeguards through the policy development. One article mentions that there should be more proactive policy development on mental wellbeing to keep the organization healthier. Developing policies will be more effective when organization will practice it in a proper way. A healthy organization must have to develop policies based on the situation and needs.

#### **Factor five- workload management**

Workload management is the balancing procedure of ensuring that giving tasks and responsibilities are not overburden to an employee. Workload management needs careful planning prioritization based on employee's skill, experiences and availability. Organization can handle burnout and stress of employees that will help to create healthy and productive work environment. Proper monitoring, necessary adjustments, support and resources are the main ingredients of workload management. Workload management helps to achieve organization goals and promote employee mental wellbeing and job satisfaction. Here, one study has clearly mentioned that, workloads are strongly correlated with the poor work ability, emotional exhaustion, low job control tendencies towards early retirement and affects employee mental health and reduce productivity. So that, effective workload management is necessary for balancing psychological wellbeing. It is beneficial for both employee and employers to achieve the organizational goal. Work schedules, training programs and proper work distribution can help to maintain workload management. Work management is the important integration to make a healthy work environment.

#### **3.1.4 Objective(s) of Employees' mental wellbeing**

##### **Broad objectives**

Objective is the specific, measurable and time bound goal or target to achieve in an organization. It includes positive and negative variables that influences objectives. Here are the variables which influences 'Sticker Visa' employee's mental wellbeing-

**1. Psychological wellbeing components-** This is the objective to identify how Sticker Visa balance psychological elements in a proper way. Sticker Visa always prioritize the employees by managing workloads and supports the mental health. Including that, the company also focuses on the stress reduction procedure as they have to maintain the time limits of every client. Sticker Visa counselling and distribute the tasks based on the skill and capacity that reduce the stress and cope up with the pressure. The organization always gives priority to the employees' personal time and issues to ensure the work life balance. The company believe that as the company has huge pressure for deadlines and clients, so employee's wellbeing must be healthy that they can be motivated towards the work. Some of the main elements of the psychological wellbeing are-

- Workload management
- Stress reduction
- Work life balance

**2. Workplace anxiety-** Workplace anxiety is insecurity and less confidence about the job role, works, performance. As, Sticker Visa provides visa related services, work anxiety comes from high client expectations, tight deadlines, complex visa regulations and the most challenging interaction with clients. Fortunately, the company created secured and supportive environment where employees can manage the pressure with the given tasks with the associated roles. The organization ensure a clear and transparent communication system, employees can easily understand their job responsibilities, expectation and the available resources. All of the employee are properly monitored by the super visors that they can feel safe and be more productive. Sticker Visa's main focus is to give the employees a healthy and tension free workplace. Some of the key points are given below from where work anxiety comes from-

- High client expectations
- Different visa regulations
- Tight deadline schedule
- Communicate with the different counties

**3. Fostering supportive work culture-** Work environment or work culture is the mainstream of an organization to be successful. Sticker Visa makes their employee valued, respected and supported by the seniors and management. The company promotes a supportive and secured environment that employees can mitigate the pressure and challenges. The organization

encourage open communication daily basis where all the employees are welcome to share their ideas, concerns and feedback. During COVID they have maintained daily meet up session through Skype for the daily updates. From the first day they allocate a senior to monitor and give feedback to an employee to build up their skill and knowledge in the related work. As previously said the company is very concern about their employee's personal and professional wellbeing. The company allow early leaves for the exam purpose who is doing their MBA or masters. They offer transport services to their female employees if they are being late for the office purpose. Sticker Visa contains a very supportive and positive work culture to enhance employee morale, reduce stress and burnout to create a productive workforce. Some of the main features of supportive work environment are-

- Leadership support
- Work life integration
- Open communication system

**4. Employee engagement-** Employee engagement about the employee's enthusiasm level, dedication towards their job. It is related with the job satisfactions and employee's morale and performance. It is the duty for an organization to introduce the work environment that employees are emotionally and intellectually committed towards the work and connected with company's goal and success. Sticker Visa needs high level of employee engagement to meet with the customer satisfaction. Previously mentioned, Sticker Visa's main concern is their employees so that they can create a cultivate workforce. Sticker Visa offers professional development opportunities such as team building training to grow their skills and knowledge. The company train the employee so that the employee can use their knowledge in everywhere. Sticker Visa allows their employee to participate in decision making which makes them more valued and attached with their job responsibilities. Most of the employees are attach with their organization, no one complains about the late-night shift as they have huge pressure for the visa procedure. Sticker visa offers commissions based on the target and refreshment such as bonus, office tour, office day out and sometimes medical facilities, transport cost and flexible work schedules in need. These are some reasons behind the Sticker Visa's employee's engagement, participation and dedications. Continuous rewards, training, supportive and secured work environment enhance Sticker Visa's employee's job satisfaction. Main features of employee engagement are-

- Clear communication and transparency
- Alignments with company goals

- Meaningful and purposeful work

**5. Training and Development programs-** Training and development are one of the important objectives for enhancing employee's skill, knowledge and competencies to perform their roles effectively. As visa service organizations need to know about national and international complex rules regulations and procedures, it must to educate their employees by training and development accurately. Sticker Visa offers high standard training and services for the employees as the visa rules and regulations continuously changes. From the first day of joining the employee allocate one supervisor to teach the employees in a proper way. They monitor and give feedback to the employee. Besides, they also encourage team building session because their work procedure is dependent on each other. Sticker Visa arrange different kinds of workshop and seminars to educate their employee about the immigration laws and regulations, technological tools. Moreover, the company make sure employee satisfaction so that they can be more competent, confident and capable of serve excellent service. Sticker Visa tries to make their organization as continuous learning center by on job and off job training and development. Some of the main features of training and developments are-

- Skill enhancement
- Industry specific knowledge updates
- Customer service improvements
- Uses of technologies and tool

### **3.1.5 Significance**

Sticker Visa's employee's mental wellbeing report can contribute significantly for the long term both for the employer and employee. Besides, research and response could be a guideline or map for the improvement. There are several reasons behind the significance are given below-

- 1. Superior human resource management-** a healthy work environment helps to get the organization goal more than the other factors. Sticker Visa is concerned about employee wellbeing but by this research they can find the improvement areas. Moreover, human resource department can introduce and implement the necessary steps or policies to make their workforce more productive.
- 2. Enhance employee engagement-** mentally healthy employees are more potential for an organization. This research and response will help the Sticker Visa management to enhance the

facilities for the employees that will directly impact on their job performance and job satisfaction.

**3. Strategic decision making-** as previously mentioned, this research could be the guidelines for highlighting the gap and helps to make the proper decision based on the information. Sticker Visa can find out its employees' mental health challenges. So that, the company can take decisions based on the allocate resources and create mental support.

**4. Enabling effective leadership-** leadership will be more powerful and effective if they have clear details. Sticker Visa's leadership will get insights in the mental health needs of their employees and they will be more aware of team's mental health by managing workloads and support. So, this will empower the leaders to encourage a positive example of employees' mental wellbeing.

**5. Training and development-** Sticker visa has on job training system but by this research the company can identify the training and development scope for the employees. The organization can support and enhance their skill and knowledge which will create more mental strength to adopt the frequent changes into the visa related rules and regulations.

**6. Detection of mental health issues-** this is very important to keep the employee mentally healthy. Research is creating chances for Sticker Visa to detect the prevalent issues and resolve it on time. The company can timely intervened the problems before it will escalate. The company can introduce new rules and policies to support their employee's mental health.

**7. Being competitive-** proper and accurate information will guide the company to be more competitive in the market. Identify the weakness or gap internally can reduce the mental health issues that will directly motivate and inspire employee's day to day life.

**8. Gather practical recommendations-** Sticker Visa will get practical suggestions for the developments. It will be considered as an opportunity to foster a supportive and flexible work culture. Besides, it will create values among organization and employees.

In conclusion, this research will contain significance for the company's improvements, developments and better future.

### **3.2 Methodology**

Methodology part is the outline of research in details. It represents every step used in methodology procedure which includes the research questions and answers. Methodology is like a guideline of detailing of the systematic approaches. This segment will conclude the

summary of Sticker Visa's employee mental wellbeing methodology. The part will show the employee's mental wellbeing's research design, data collection methods and analysis techniques which ensure the reliability and validity of the study. Overcoming the challenges and complexity, I have managed to collect and analysis the data to get the insights of the Sticker Visa's employee mental wellbeing summary and the whole approach.

Sticker Visa's wellbeing survey

**1. Survey Development-** survey development is the first procedure which aligns with the research objectives. My research will cover clear, relevant and capable information about the objectives such as psychological wellbeing components, workplace anxiety, workplace support, employee engagement, training and developments of Sticker Visa.

**2. Administration of the survey-** this step is about survey distributing process. Here, I will distribute my survey through online platform in details.

**3. Data gathering-** this is the step where responses are collected, stored and prepared for the analyzation part. I will gather all the responses and compile it for analyzation.

**4. Analyzing the data-** this phase analyzes the data in details and remove all of the incomplete or errors from the gathered data. I will analyze the data and explain it in details.

**5. Recommendations-** this step identifies the issues or opportunities for the improvements. I will provide the necessary suggestions for the Sticker Visa based on the issues and opportunities.

**6. Reporting-** it is the detail compile version of findings, analysis and recommendations. I will provide a guideline or suggestion through a report to the Sticker Visa.

The systematic method will ensure feedback and useful information for Sticker Visa employee's mental wellbeing.

### **3.2.1 Research Designs**

Research designs is the framework of research study. It includes the details of research procedure such as details planning about survey, gathering data, analyze the data and find out the gap and give suggestions or feedback to the company for betterment. The research process is to underline the importance of employee mental wellbeing of Sticker Visa. Purpose of this report is to represents the overall picture of employee mental wellbeing of the company and the necessary suggestions for improvements. In other words, the report's goal is to provide practical recommendations to make their work environment healthier and more supportive.

A detailed survey method plays an important role to gather meaningful data about the scenario. This is the practical knowledge book that includes the company cultures, obstacles and scopes related with the employee's mental wellbeing. Employees will participate from different departments that will add practical point of view. It will be easy to examine the survey report and reshape the employee's mental wellbeing opportunities.

A detail and organized report are the goal of this internship survey. As previously said, it will suggest the opportunity areas for improvements. Besides, the report will include the recommendations which will be useful for the organization to design new plans and solution for betterment.

In conclusion, this report is the wholesome of Sticker Visa's employee's mental wellbeing. This report helps to enhance and encourage employee mental wellbeing in the work culture. Including this, the report's main goal is to promote healthy work environment by providing recommendations and implementation plans by the survey.

### **3.2.2 Population, Sample and Unit of analysis**

Here are the population, sample and unit of analysis of sticker visa's employee's mental wellbeing are given below-

Population- it is the entire group of people for the research study. It represents the total set of research from which conclusion will come. In my research study, all of the people work in Sticker Visa included in the population. As my topic is about employee's mental wellbeing, people from every department, job or length of time have been there.

Sample- It is the small group of portions picked from the population for the study purpose. Sample or small portions is important to gather accurate data from the accurate people related with the topic. For my report purpose I will select a portion of people from the whole company. Besides, I will use statistical principals to figure out the sample group for representation the topic.

Unit of analysis- it is the part of sample which will be analyzed for the study purpose. Collection of data is analyzed for research purpose. It is the part of sample to draw conclusions

and learning area. Here, I will collect the data from employees' responses and will figure it out that if employees are mentally healthy or not. Besides, I will connect the factors with the response and will do survey.

In conclusions, population, sample and unit of analysis is very important for helping the research design to be more structured to response the research questions.

### **3.2.3 Research Instruments**

Research instruments are the methods or tool to achieve research objectives. Here are the research instruments description of Sticker Visa are given below-

**1. The work place-** work place or work culture is heart of the research where we work. I will do the survey about Sticker Visa's whole work place and its culture to know the actual stage of employees' mental wellbeing. I will request all of the employees to be fair and honest to do the survey. My survey range is from strongly agree to strongly disagree to calculate the employees' opinions. Their feedback and review will help to understand the employees' opinions and feelings about the organizations work culture and mental health. I will work on to find out the employees' valuable suggestions for enhancing their professional skill and growth. This will give a clear perception how much the organization is supporting and taking care and giving value to their employees' mental health.

**2. Work life balance-** Work life balance is very crucial for the employee especially who provides visa and immigrations service as there are lots of workload and tight schedules. It is also related with the employees' mental health closely. In this part, I will gather data from the employees to know, whether they are satisfied with the work and personal life balance or not. Besides, I will also collect data how they are managing their workloads with the changing rules and time limits. These will help to know employees' mental satisfaction and if the company is meeting their needs and wants.

**3. Psychological wellbeing and health-** Psychological wellbeing is directly related with the organization's success. If a company can keep their employee healthy mentally and physically, the company can reach at their targets fast. In this part, I will research about psychological elements like supports, leadership style, job satisfaction, communication system, team

dynamics, etc. These elements will reflect the employees' satisfaction level for the company. I will also talk about the available training programs and the opinions of the employees about those programs. Which will be a valuable suggestion for improvements.

Research instrument could be very useful to bring more efficiency in the service providing organizations like Sticker Visa. Moreover, the instruments can provide a detail picture about the employees' mental health conditions.

### **3.2.4 Data analysis**

Data analysis is the process of examining the collected data to get meaningful insights which is very useful for future decision making in a company. I will analyze the collected data from Sticker Visa's employees to get the insights about employees' mental wellbeing. I will analyze about the psychological wellbeing components, work environment and culture, employee engagement and training and development. This analyze will identify the areas where the company is facing challenges and need improvements. Survey report will give a clear idea of planning strategies and how make the workplace healthier for better employees' mental wellbeing.

### **3.2.5 Limitations**

Though Sticker Visa always try to focus on their employee's wellbeing but there are some possible limitations are given below-

- 1. Sample Bias-** as sample is not diverse or large enough, it may not represent the entire clients or employee population. So, the data will be from the only selected and current employees.
- 2. Response Bias-** employees could be influenced by social desirability which can effect on their honest feedback.
- 3. Data accuracy-** as this is short sample based data so there is chance to miss out the accurate data and it can impact on getting the accurate insights.
- 4. Time constrains-** limited time can impact on the research to get insufficient data collection and affecting the reliability of the findings.
- 5. Limited Scope-** research may not cover the broad aspects or factors which can leave out the important concerning areas.
- 6. Method priority-** the method is based on the quantitative method, there is a chance to miss out the details of qualitative data.

**7. External factor changes-** in visa service industry immigrations policies changes rapidly which can make the data less relevant.

Limitations should be considered when research is designing, conducting and interpreting the research.

### **3.3 Findings and Analysis**

#### **3.3.1 Employees Mental Wellbeing**

Employees' mental wellbeing plays a vital role for a healthy and productive work culture and work place. It represents employees psychological and emotional state such as how the employees' think and feel and their behavior of professionalism. Healthy mental wellbeing encompasses employees' positive mental states like happiness, contentment and resilience and the cope up capability to handle the work stress and pressure. Besides, mental wellbeing also includes the mental illness like work stress, uncomfoting and absenteeism.

The term mental wellbeing of employees is influenced by different types of variables and factors. That could be personal life circumstances, work culture, job requirements and the relationship between colleagues and seniors. Employees' can adopt new changes and can face challenges by having a good and healthy mental stability and positivity. Mental wellbeing balances the personal and professional life in a proper way. Healthy mentality or good mental stage brings job satisfaction and job engagement in a positive way.

Good mental wellbeing is very necessary to maintain a healthy and supportive relations between colleagues and supervisors. Only a positive and healthy work culture can make supportive, productive and successful workforce that is directly associated with organization's goal and achievement. The mainstream to have a good work culture is employees' good mental wellbeing.

Physical work environment has an important role to bring mental wellbeing in a workplace. Every organization should make the office environment comfortable and pleasurable that employees can feel comfort and good. Factors like office layout, enough lights and noise levels influence employees' mental and emotional attachment with the work. A good office layout can make employees more attached with their workplace. Additionally, empowerment is also very important for employees' mental wellbeing. When employees can realize their autonomy

level in tasks and decision making it will spread positivity into their mind. Recognition and rewards are important factors of mental wellbeing. Value and appreciation make employees more satisfied and motivated which makes positive mental health.

A focus on employees' mental wellbeing is beneficial both for the employees and organization.

### **3.3.2 The Importance of Employees' Mental Wellbeing**

Employee's mental wellbeing plays a vital role to face every day work stress and challenges. It is very essential to recognize employees' mental health that directly connected with their job performance. Specially, company like Sticker Visa who deals with high volume sensitive information, tight schedules and tough immigrations rules and regulations. The importance of employees' mental wellbeing is given below-

**1. Enhance productivity-** it is a clear thing employees' healthy mentality can make them more focused towards work and it increases employees' efficiency and productivity. When employees feel mentally well, they become more loyal and effective to the company.

**2. Customer service improvements-** dealing with different category clients is not easy tasks. Employees with strong mental wellbeing can confidently and patiently handle the clients and serves in a proper way. Mental wellbeing helps to increase empathy, patience and managing capability that helps to maintain a positive relationship with clients.

**3. Increase job satisfaction-** job satisfaction is liked with mental wellbeing. Higher job satisfaction makes employees more engaged, loyal and dedicated towards the organization goals and objective. Mentally happy and satisfied employees become serious with their given job role.

**4. Positive organizational culture-** mental wellbeing is one of the main factors to foster a supportive work culture. Open communication system, team work and positive environment is crucial elements for being mentally healthy.

**5. Reduce turnover and absenteeism-** employees who are mentally healed and satisfied they don't feel like to be absent or that reduces turnover rate. So, employee's mental wellbeing reduces cost of recruiting and training new staff.

**6. Workload management-** during pick hours there is too much work pressure and stress. With good mental wellbeing employees become more resilience to handle the workloads and manage the situations.

In conclusion, employees' mental wellbeing is not only increasing job performance but also it creates a positive work culture, motivation and dedication which impacts lot for an organization success.

### **3.3.3 Employees' mental wellbeing practices at Sticker Visa**

Sticker Visa is one of the leading student Consultancy in Bangladesh. Though it's hard but the organization effectively manages stress, fosters mental wellbeing, and maintains a healthy work-life balance for its employees. And how they do it? That's very interesting.

Open communication system- Sticker Visa places great emphasis on open communication channels between employees and management. Regular meetings, team-building exercises, and one-on-one performance discussions provide opportunities for employees to express their concerns, share ideas, and receive feedback.

Work life wellbeing- work-life balance as an essential aspect of employee mental health. The company offers flexible work options such as compressed work schedules. These initiatives empower employees to fulfill personal responsibilities, reduce commute stress, and create a harmonious balance between work and personal life.

Employee assistance and support- sometimes employees face breakdowns and anxiety attacks. But compare to other visa application center, Sticker Visa has better work engagement, comfortable work relations and mental space to correlate.

Maintaining a healthier work culture- by focusing on open communication, flexibility, training, wellness programs, and employee assistance, Sticker Visa instills a sense of security and support among its workforce. In doing so, the company promotes a healthy work culture that fosters employee happiness, productivity, and overall organizational success. Sticker Visa's approach serves as a reminder that prioritizing mental wellbeing benefits both employees and the organization as a whole.

Sticker Visa believe that, if the employees' mental wellbeing is in a right track it helps to grow the organizational achievement. So that, the organization is more concerned about the employees and their mental wellbeing.

### **3.3.4 Employees mental wellbeing training and development programs at Sticker Visa**

Sticker Visa understands the importance of skills development and continuous growth for employee satisfaction. The company invests in training and development programs tailored to employee interests, which not only enhances their skill sets but also boosts their self-confidence. Here are some Sticker Visa's training and development programs are given below-

**1. Stress management workshop-** as visa service companies have huge pressure, Sticker Visa organizes stress management workshop to make their employees more skilled about time, capable to cope up with the high pressure and challenges. This workshop helps them to be more manageable and adjustable with the situations.

**2. Work life balance coaching-** Sticker Visa arrange two hours motivation session to teach their employee how to keep balance among personal and professional life. They hear one to one to find out the problems and encourage them to be more balanced based on the situation. Besides, the company is also very supportive to their personal problems which increases the dedication towards the works.

**3. Mental health awareness programs-** the organization strongly believes that if the employees can handle and cope up their anxiety, depression and burn out then they can be mentally healed. Moreover, they can support their colleagues as well.

**4. Leadership programs-** the company arrange this training for the senior position employees about management skill and communication skill. Besides the training helps them to be more supportive towards the employees.

In conclusion, Sticker Visa goes the extra mile to prioritize employee mental wellbeing by offering comprehensive wellness programs and benefits. These initiatives include outing twice in month, evening snacks, and unlimited coffee corner. It helps to dedicated them during work hours or by providing incentives. By providing such support, Sticker Visa promotes stress management and overall mental wellness among its employees.

### 3.3.5 Assessments of employee mental wellbeing at Sticker Visa

Employees' assessments give a proper guideline to the organization to measure potential issues to improvement. It gives a clear picture of the efficiency about the work culture, work performance and the insights of employees' mental wellbeing. Here is the evaluation of employees' mental wellbeing at Sticker Visa-

**1. Employee satisfaction-** it is the important measurement tool to evaluate how the programs are successful according the employees. High level satisfaction indicates that programs meet the employee's needs and constructive feedback indicates the need of improvements. Sticker Visa's employees' feedback are satisfactory for their available programs.

**2. Cost effectiveness-** successful training and development programs return as an investment. It reduces the employees' retention and health issues. Besides, it helps to reduce the mental health issues. It reduces the cost of research to find out the improvement or needed areas for betterment. Sticker Visa's workshops helped their employees to be more manageable and adjustable with the new challenges and workloads that is works like investment for their company goal.

**3. Workload management-** wellbeing programs reflects and organizations effort to reduce employees' stress, anxiety and workload management. The related programs help to increase the adoptability skill of workloads. Service providing companies should arrange workshop to develop employees' mental capability to balance the work stress and challenges. Sticker Visa employees mentioned that their work culture practices a healthy balance between the personal and professional life that directly indicates they are capable to take challenges.

**4. Employee engagement and participation-** employee's mental wellbeing programs are the super motivator to increase employees' engagement and participation into the works. Employees work sincerity and participation can reflects the success of the training and development programs. Sticker Visa's employee shared their positive experiences about the wellbeing program and how those programs increase the efficiency in their participation.

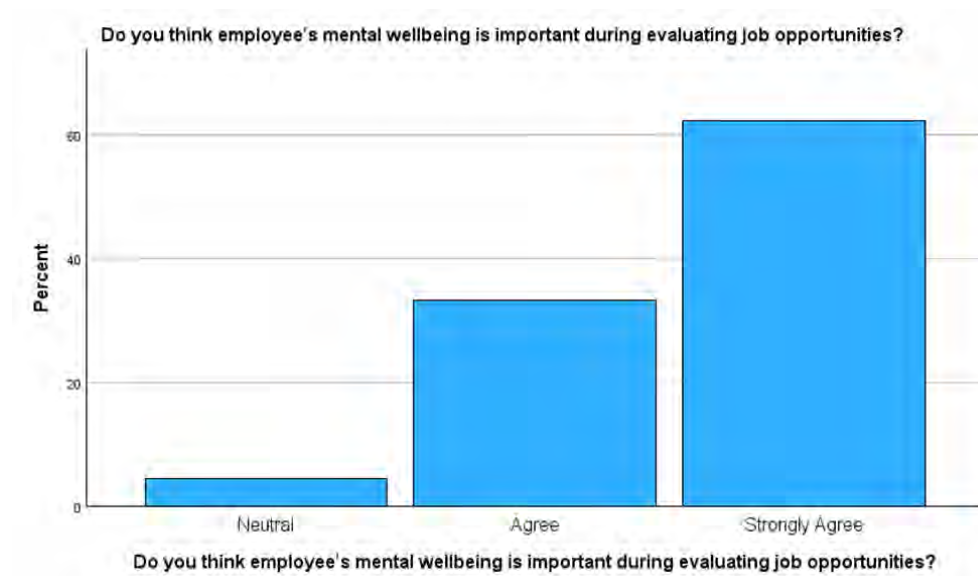
In conclusion, the assessments from the employees' always impacts on the organization culture to foster a positive work culture and to be more supportive that is directly connected with the employees' job performance and loyalty.

### 3.3.6 Survey Questionnaire

This section will represent the factors that influences on the employees' mental wellbeing in the work place. This report is about to analyze the importance of mental wellbeing in a professional setting. I have created a questionnaire based on my objective like, psychological wellbeing components, workplace anxiety, fostering supportive work culture, employee engagement, and training and development programs. The intention of my questionnaire was to gather employee's valuable opinion about mental wellbeing and find out the current challenges and improvement areas. Moreover, 45 people have participated into the survey to give important insights into key areas like job satisfaction, workload management, work environment, employees' participation and available skill development programs related with the given objectives. I will examine the survey to identify the important factors affecting employees' mental wellbeing and will share useful recommendations that will help into the organizational mental wellbeing strategies for betterment.

#### Question 1- Do you think employee's mental wellbeing is important during evaluating job opportunities?

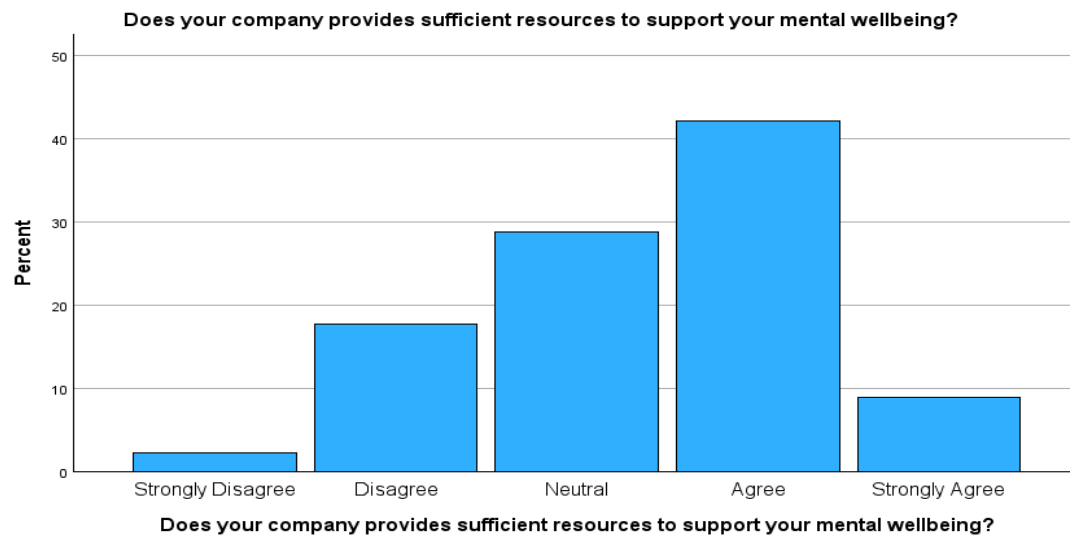
Answer-



Here we can see that around 62% respondent strongly agree that employee's mental wellbeing is as important as job opportunities.

## **Question 2- Does your company provides sufficient resources to support your mental wellbeing?**

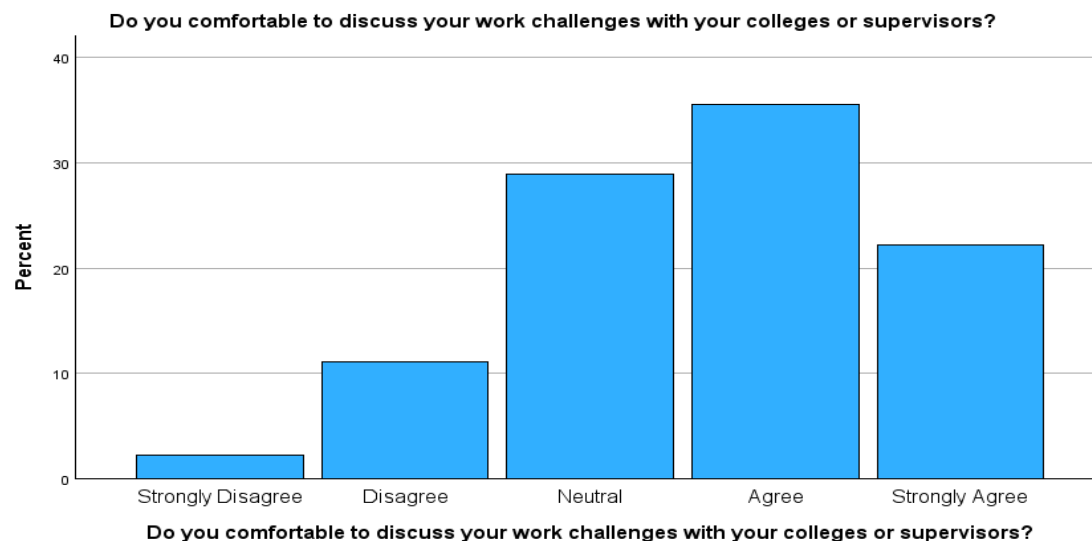
**Answer-**



Here around 50% respondent agreed that company provide sufficient resources to support their employee's mental wellbeing.

## **Question 3- Do you comfortable to discuss your work challenges with your colleges or supervisors?**

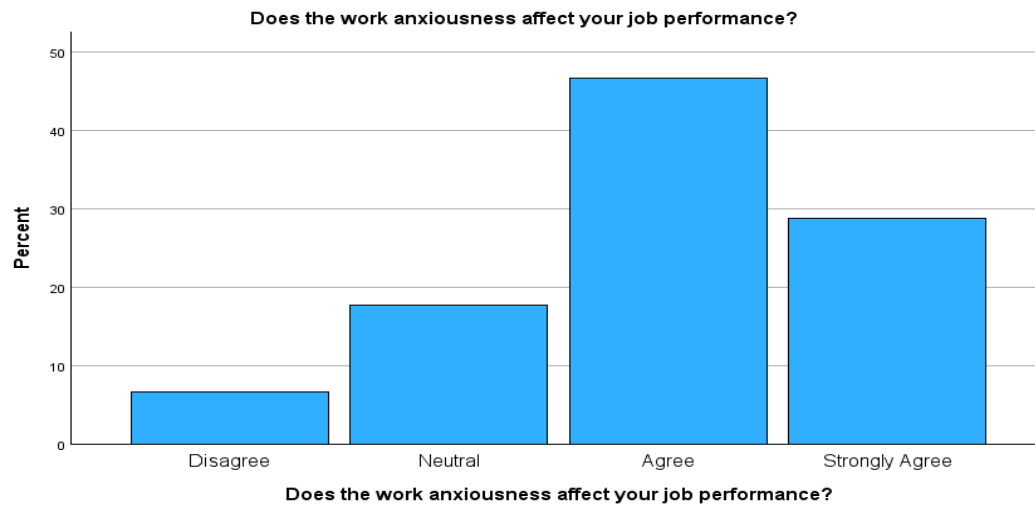
**Answer-**



Major participant of this survey said that they are comfortable to discuss their work challenges with their supervisors. But some employees are not comfortable to discuss their challenges with their supervisors.

#### Question 4- Does the work anxiousness affect your job performance?

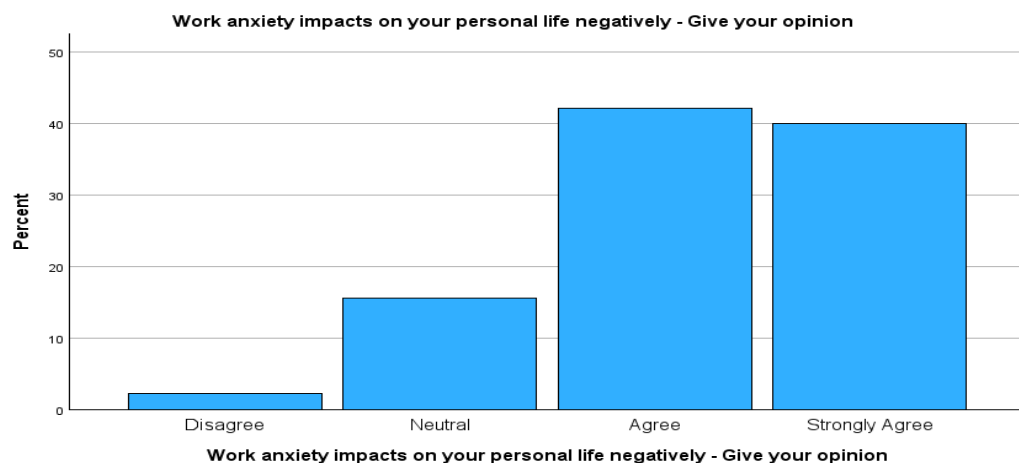
Answer-



Most of the employees agreed that work anxiousness affect their job performance.

#### Question 5- 'Work anxiety impacts on your personal life negatively', give your opinion.

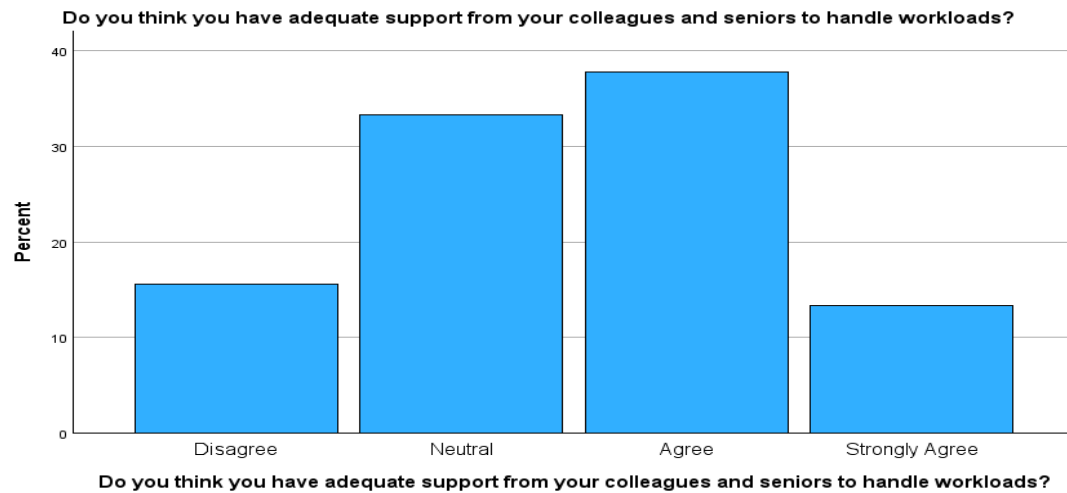
Answer-



Most of the employee's believe that work anxiety negatively affects their personal life.

**Question 6- Do you think you have adequate support from your colleagues and seniors to handle workloads?**

**Answer-**



Around 37% employees said that they got support from their colleagues and seniors to handle workloads. But 33% employees were neutral in this feedback.

**Question 7- Do your organization have a healthy work-life balance culture?**

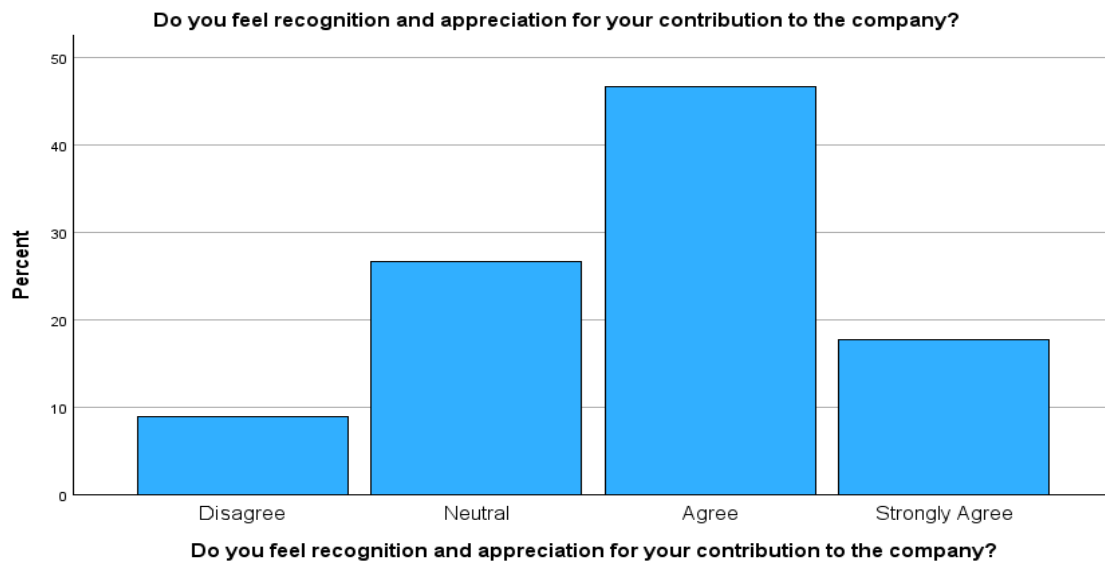
**Answer-**



Some employee's said that their current organization doesn't have a work-life balance culture.

**Question 8- Do you feel recognition and appreciation for your contribution to the company?**

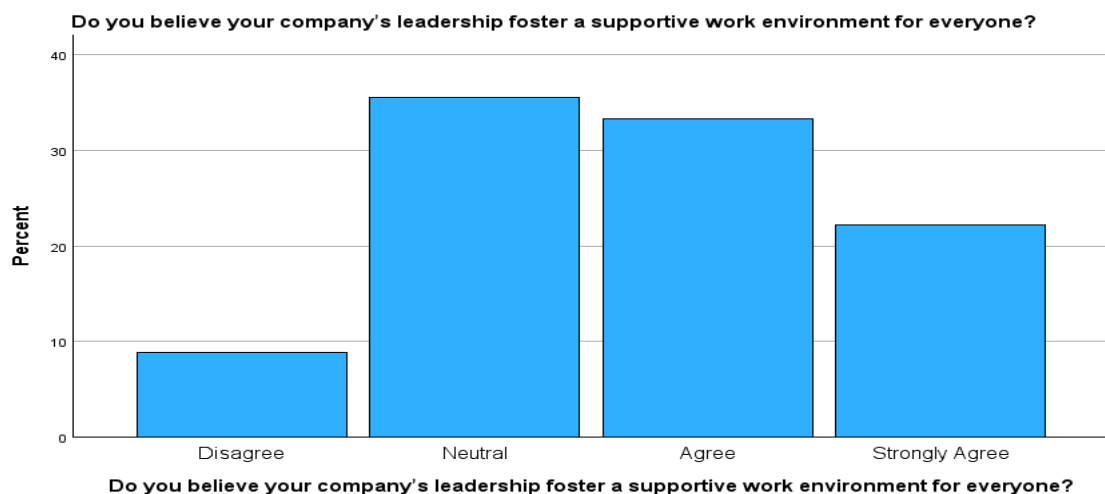
**Answer-**



Major portion employees of the organization said that they got recognition and appreciation for their contribution to the company.

**Question 9- Do you believe your company's leadership foster a supportive work environment for everyone?**

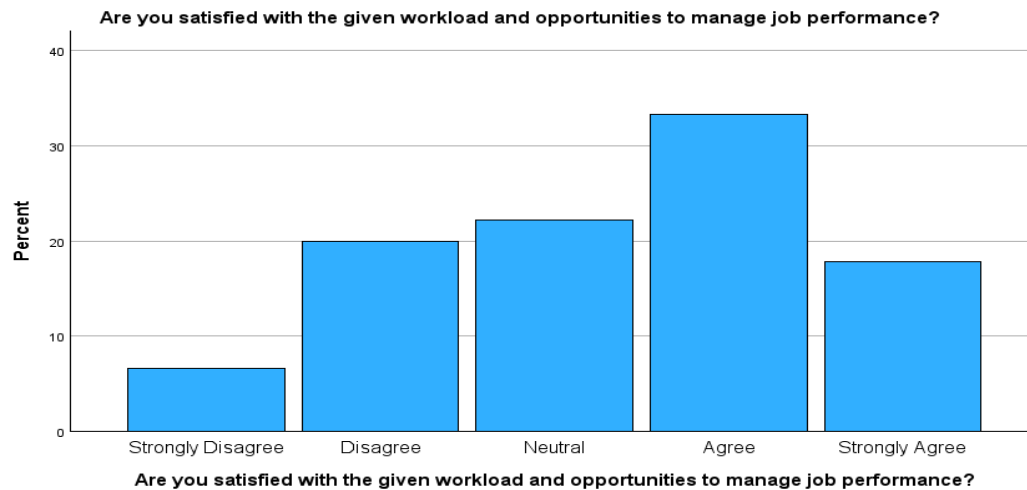
**Answer-**



Most of the employees believed that company's leadership encourages supportive work environment for all employees.

**Question 10- Are you satisfied with the given workload and opportunities to manage job performance?**

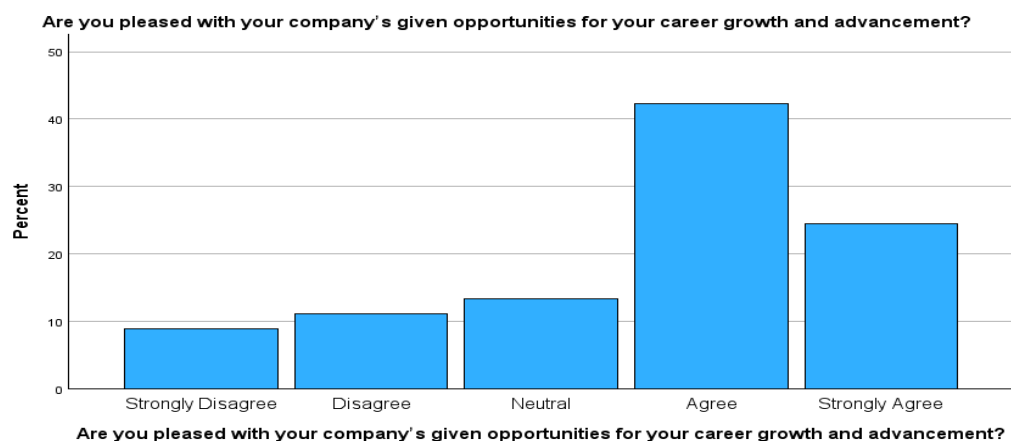
**Answer-**



Around 50% employees said that they are happy with the given workload and opportunities to manage their job performance.

**Question 11- Are you pleased with your company's given opportunities for your career growth and advancement?**

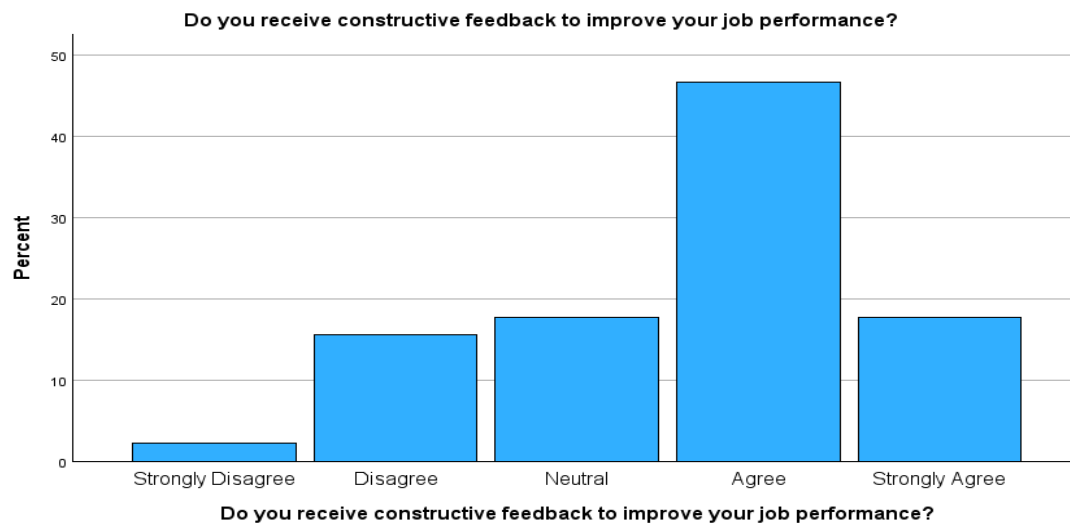
**Answer-**



Around 66% employees are happy for the opportunities for their career growth and advancement from the company.

### Question 12- Do you receive constructive feedback to improve your job performance?

Answer-



Most of the employees said that they get proper feedback from their supervisor to improve their job performance.

### Question 13- Do you have accessed enough training and development opportunities for your given job responsibilities?

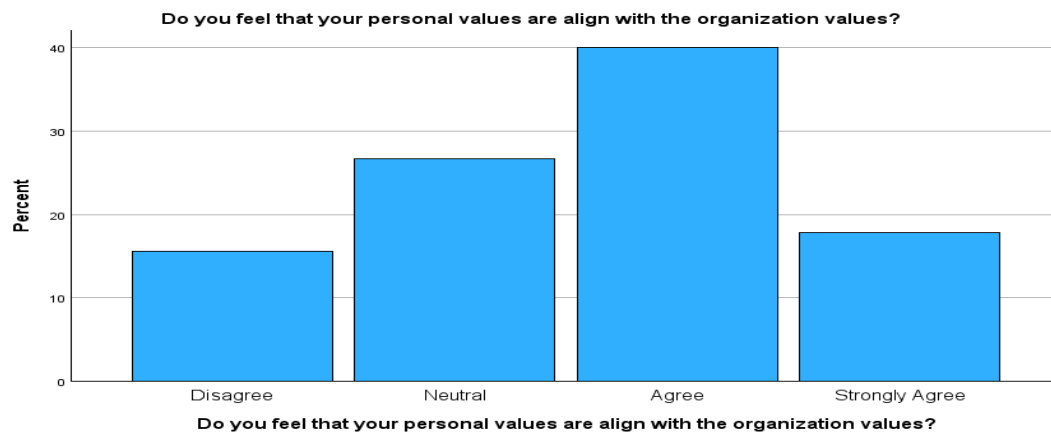
Answer-



Most of the employees said that they got adequate training and development opportunity for their job responsibility. But some employees differ with this statement.

### Question 14- Do you feel that your personal values are align with the organization values?

**Answer-**



Major portion of the employees said that their personal values are aligned with their organizational values.

### Question 15- Do your work environment inspire to do your best?

**Answer-**



Around 50% of the employees said that current work environment inspires them to do their best in the current organization.

### 3.4 Recommendations

The sticker Visa is already committed to enhance employee wellbeing both physical and mental. But to make it a reality, they need certain and clear plan for improvements. The below suggestions are designed in such a way so that everyday can be a productive and enjoyable workplace for everyone working there. These are not just ideas but also, they are very important steps towards creating a merrier and efficient workplace. Focusing on employees' mental wellbeing is not "nice to have" but a very practical approach in today's competitive job market. Because nowadays it is very tough to attract and retain candidates with morality, talent and ownership. Sticker Visa will hopefully take these suggestions religiously and implement them to standout in employment market and show how much employees are valued.

**1. Enhancing social support networks-** In Sticker Visa, social support networks can be improved by building a robust sense of community among its employees. This practice can improve job satisfaction and reduce anxiety levels, which will benefit the overall moral and ethics of the company. To build a more team-oriented culture, Sticker Visa should organize time to time social events, such as team lunches or outings, where employees can connect with each other more than work-related topics. Furthermore, team-building exercises can help to grow the interpersonal relationships, and also executing mentorship programs will allow senior employees to give their guidance and support to the newcomers, which will make the workplace more inclusive and connected.

**2. Encouraging professional growth and development-** Sticker Visa can help employees improve their skills and feel more satisfied by offering chances to learn and grow. This could include holding regular workshops on useful topics like communication, leadership, or technical skills needed for visa processing. Each employee could also have a personal development plan, helping them track progress, set goals, and get support for further education like certificates or professional courses. This would not only make employees better at their jobs but also make them want to stay with the company longer.

**3. Promoting flexibility and work-life balance-** In any professional environment, promoting flexible work mode and work-life balance is essential. Sticker Visa is already following it in a positive way. But they can improve it, by following the recommendation which is to introduce flexible work measures that allow employees to manage their personal obligations better and

decrease burnout. This can entail implementing flexible work schedules that allow employees to select when to log in and out as well as providing remote work choices for jobs that can be finished from home or the ability to remain at home in certain safety or emergency situations. Extra perks like paid time off or days designated for mental wellness might assist staff in recharging and preserving a positive work-life balance.

**4. Improving workplace environment-** Making the workplace more comfortable and enjoyable can help a lot in productivity of the employees. In the office, Sticker Visa is already using comfortable chairs, other desks and furniture which are soothing to the eye, there are plants, things are also clean, adequate lighting etc. It will even more pleasant if they can create spots where people can take breaks, relax and talk about their day-to-day life. Also, sudden brainstorming meetings can be called where everyone can give their inputs. It will lighten up the mood in the office area plus also employees will feel more involved in important decisions.

**5. Recognizing and rewarding employee effort-** In Sticker Visa even though managers and senior officers are very appreciative towards their fellow colleagues and juniors. It is recommended and also it is proven that, showing appreciation towards employees can enhance their motivation and job satisfaction. It is not always higher salary or a big promotion, but it is more of talking gently and kindly in everyday work life. So, Sticker Visa managers can practice small touches like “Employee of the month or year” awards, gift vouchers, or thank you or great work or nice initiative notes to their employees. Additionally, can set up recognition program with awards, bonuses, or publicly praising and showing gratitude.

**6. Foster open communication and emotional support-** promoting open communication and providing emotional support culture in a workplace is actually a bit critical. To implement this, managers have to create a work culture where employees feel comfortable talking about mental health without worrying about stigma or what will others think. Sticker Visa can encourage managers to regularly check their fellow colleague’s mental health and also query about work. Managers can also be trained to identify signs of overworked or stress and give them tools/information to offer support. Also, creating opportunities so that employees can share their feelings or ideas anonymously through surveys or comment or complaint box.

**7. Promote workload management and task prioritization-** Sticker Visa is already having a structure for visa processing and equally distributing the workload among the employees. But

it can be improved if employees can be trained on time management hence risk management, seniors can share tips and tricks from their experiences. Again, to distribute they can introduce new tools such as Jira, MS Project where tasks can be distributed and everybody is aware of the current situation on certain tasks. Confluence is another tool inclusive in Jira, where previous case studies, mistakes, solution to frequent problems, FAQs can be stored as research materials. Other than that, managers should look out on the workload of employees and adjusts the task if anyone is overwhelmed.

**8. Provide flexible work hours for personal wellbeing-** the option of flexible work hours and remote work can improve personal well-being. Sticker Visa can allow their employees to choose their work hours as in when to start and end but overall, 8 hours. With help of modern tools, they can also monitor employees active screen time. Another good thing is, Sticker Visa employees already have the option to work from home when needed. These flexibilities help to reduce stress for both work and commute or any personal obligations. Again, people can manage their energy levels specifically during busy days or high stress periods.

A better work environment is produced by team members who strongly support one another and encourage work-life balance. High level of morality, ethics and a team-oriented mindset will be instilled in the company culture. The business will also gain a reputation as a comfortable, pleasant and very enjoyable place to work by showing concern of the wellbeing of its employees. Also, this work culture assists the business to stand out in the employment market and attracts top personnel.

### **3.5 Summary/Conclusion**

“Occupational stress is deemed as a harmful part of the workplace environment, which may severely compromise employees’ well-being, thereby provoking health-related impairments globally. Thus, this issue has driven the World Health Organization (WHO) to acknowledge the importance of mental health prevention and promotion at the workplace worldwide. Consequently, a growing number of companies, scientific resources, as well as business educators and practitioners have started to devote attention to the employees’ psychological health (Wang, Z., Liu, H., Yu, H. et al., 2017).

The report on employees' mental wellbeing at Sticker Visa highlights on the impacts on psychological wellbeing of employees and on their organizational performance. Primary purpose of this report was to identify the key factors of employees' mental wellbeing at Sticker Visa that directly related with the company's work culture, workload management and to give suggestions for improvements.

Sticker Visa holds a very praiseworthy and healthy work environment. As it is a visa application center, so they have hectic schedule and they have to maintain it time to time. Otherwise, they can't match their clients schedule and priority. On the other hand, they are supportive to their employees'. The organization is always well behaved with its employee which directly inspire them to be more engaged with the organizational goal. So, it is clear that, Sticker Visa take care of about things like work-life balance, chances for professional growth, and the organization's devotion to their health. Sticker Visa strongly believe that investment in mental wellbeing works like an asset for the organization success and development. Moreover, the company promotes a healthy and secured work environment to ensure sustainability, motivation and dedication to cope up with the new challenges.

The survey results have proved that how much employees' mental wellbeing is important for the employees specially who serves into the service-related company. Sticker Visa deals with new and changing immigrations rules and regulation and with a tight schedule. So, it is obvious that employees need to have healthier and strong mentality with skill and development.

In conclusion, Sticker Visa takes employees mental wellbeing as an ethical responsibility. Secret of their employee's mental wellbeing are supportive work environment, employee assistance programs, flexible work arrangements, proactive strategies and supportive policies.

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## Appendix

### Survey questions

#### Question 1

**Do you think employee's mental wellbeing is important during evaluating job opportunities?**

|       |                | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Neutral        | 2         | 4.4     | 4.4           | 4.4                |
|       | Agree          | 15        | 33.3    | 33.3          | 37.8               |
|       | Strongly Agree | 28        | 62.2    | 62.2          | 100.0              |
|       | Total          | 45        | 100.0   | 100.0         |                    |

#### Question 2

**Does your company provides sufficient resources to support your mental wellbeing?**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Disagree | 1         | 2.2     | 2.2           | 2.2                |
|       | Disagree          | 8         | 17.8    | 17.8          | 20.0               |
|       | Neutral           | 13        | 28.9    | 28.9          | 48.9               |
|       | Agree             | 19        | 42.2    | 42.2          | 91.1               |
|       | Strongly Agree    | 4         | 8.9     | 8.9           | 100.0              |
|       | Total             | 45        | 100.0   | 100.0         |                    |

**Question 3****Do you comfortable to discuss your work challenges with your colleges or supervisors?**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Disagree | 1         | 2.2     | 2.2           | 2.2                |
|       | Disagree          | 5         | 11.1    | 11.1          | 13.3               |
|       | Neutral           | 13        | 28.9    | 28.9          | 42.2               |
|       | Agree             | 16        | 35.6    | 35.6          | 77.8               |
|       | Strongly Agree    | 10        | 22.2    | 22.2          | 100.0              |
|       | Total             | 45        | 100.0   | 100.0         |                    |

**Question 4****Does the work anxiousness affect your job performance?**

|       |                | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Disagree       | 3         | 6.7     | 6.7           | 6.7                |
|       | Neutral        | 8         | 17.8    | 17.8          | 24.4               |
|       | Agree          | 21        | 46.7    | 46.7          | 71.1               |
|       | Strongly Agree | 13        | 28.9    | 28.9          | 100.0              |
|       | Total          | 45        | 100.0   | 100.0         |                    |

**Question 5****Work anxiety impacts on your personal life negatively - Give your opinion**

|       |                | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Disagree       | 1         | 2.2     | 2.2           | 2.2                |
|       | Neutral        | 7         | 15.6    | 15.6          | 17.8               |
|       | Agree          | 19        | 42.2    | 42.2          | 60.0               |
|       | Strongly Agree | 18        | 40.0    | 40.0          | 100.0              |
|       | Total          | 45        | 100.0   | 100.0         |                    |

**Question 6**

**Do you think you have adequate support from your colleagues and seniors to handle workloads?**

|       |                | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Disagree       | 7         | 15.6    | 15.6          | 15.6               |
|       | Neutral        | 15        | 33.3    | 33.3          | 48.9               |
|       | Agree          | 17        | 37.8    | 37.8          | 86.7               |
|       | Strongly Agree | 6         | 13.3    | 13.3          | 100.0              |
|       | Total          | 45        | 100.0   | 100.0         |                    |

**Question 7**

**Do your organization have a healthy work-life balance culture?**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Disagree | 5         | 11.1    | 11.1          | 11.1               |
|       | Disagree          | 10        | 22.2    | 22.2          | 33.3               |
|       | Neutral           | 9         | 20.0    | 20.0          | 53.3               |
|       | Agree             | 14        | 31.1    | 31.1          | 84.4               |
|       | Strongly Agree    | 7         | 15.6    | 15.6          | 100.0              |
|       | Total             | 45        | 100.0   | 100.0         |                    |

**Question 8**

**Do you feel recognition and appreciation for your contribution to the company?**

|       |                | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Disagree       | 4         | 8.9     | 8.9           | 8.9                |
|       | Neutral        | 12        | 26.7    | 26.7          | 35.6               |
|       | Agree          | 21        | 46.7    | 46.7          | 82.2               |
|       | Strongly Agree | 8         | 17.8    | 17.8          | 100.0              |
|       | Total          | 45        | 100.0   | 100.0         |                    |

**Question 9**

**Do you believe your company's leadership foster a supportive work environment for everyone?**

|       |                | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Disagree       | 4         | 8.9     | 8.9           | 8.9                |
|       | Neutral        | 16        | 35.6    | 35.6          | 44.4               |
|       | Agree          | 15        | 33.3    | 33.3          | 77.8               |
|       | Strongly Agree | 10        | 22.2    | 22.2          | 100.0              |
|       | Total          | 45        | 100.0   | 100.0         |                    |

**Question 10**

**Are you satisfied with the given workload and opportunities to manage job performance?**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Disagree | 3         | 6.7     | 6.7           | 6.7                |
|       | Disagree          | 9         | 20.0    | 20.0          | 26.7               |
|       | Neutral           | 10        | 22.2    | 22.2          | 48.9               |
|       | Agree             | 15        | 33.3    | 33.3          | 82.2               |
|       | Strongly Agree    | 8         | 17.8    | 17.8          | 100.0              |
|       | Total             | 45        | 100.0   | 100.0         |                    |

**Question 11**

**Are you pleased with your company's given opportunities for your career growth and advancement?**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Disagree | 4         | 8.9     | 8.9           | 8.9                |
|       | Disagree          | 5         | 11.1    | 11.1          | 20.0               |
|       | Neutral           | 6         | 13.3    | 13.3          | 33.3               |

|                |    |       |       |       |
|----------------|----|-------|-------|-------|
| Agree          | 19 | 42.2  | 42.2  | 75.6  |
| Strongly Agree | 11 | 24.4  | 24.4  | 100.0 |
| Total          | 45 | 100.0 | 100.0 |       |

### Question 12

**Do you receive constructive feedback to improve your job performance?**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Disagree | 1         | 2.2     | 2.2           | 2.2                |
|       | Disagree          | 7         | 15.6    | 15.6          | 17.8               |
|       | Neutral           | 8         | 17.8    | 17.8          | 35.6               |
|       | Agree             | 21        | 46.7    | 46.7          | 82.2               |
|       | Strongly Agree    | 8         | 17.8    | 17.8          | 100.0              |
|       | Total             | 45        | 100.0   | 100.0         |                    |

### Question 13

**Do you have accessed enough training and development opportunities for your given job responsibilities?**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Disagree | 3         | 6.7     | 6.7           | 6.7                |
|       | Disagree          | 4         | 8.9     | 8.9           | 15.6               |
|       | Neutral           | 10        | 22.2    | 22.2          | 37.8               |
|       | Agree             | 15        | 33.3    | 33.3          | 71.1               |
|       | Strongly Agree    | 13        | 28.9    | 28.9          | 100.0              |
|       | Total             | 45        | 100.0   | 100.0         |                    |

**Question 14****Do you feel that your personal values are align with the organization values?**

|       |                | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Disagree       | 7         | 15.6    | 15.6          | 15.6               |
|       | Neutral        | 12        | 26.7    | 26.7          | 42.2               |
|       | Agree          | 18        | 40.0    | 40.0          | 82.2               |
|       | Strongly Agree | 8         | 17.8    | 17.8          | 100.0              |
|       | Total          | 45        | 100.0   | 100.0         |                    |

**Question 15****Do your work environment inspire to do your best?**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Disagree | 1         | 2.2     | 2.2           | 2.2                |
|       | Disagree          | 4         | 8.9     | 8.9           | 11.1               |
|       | Neutral           | 15        | 33.3    | 33.3          | 44.4               |
|       | Agree             | 15        | 33.3    | 33.3          | 77.8               |
|       | Strongly Agree    | 10        | 22.2    | 22.2          | 100.0              |
|       | Total             | 45        | 100.0   | 100.0         |                    |