

# Chapter 19

## Employee Wellbeing English Language Proficiency a Key to Knowledge Sharing and Social Interaction

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### ABSTRACT

*This chapter discusses the significance of employee wellbeing at the workplace and self-perceived English language proficiency as a predictor variable. The importance of employee wellbeing has been recognized all around the world. To generalize the findings of previous literature this study has examined the proposed model in the context of telecom MNCs in Pakistan. This chapter starts with what is wellbeing at the workplace? And moves towards its significance in the context of developed and underdeveloped countries. Further, this chapter explains the empirical findings of the proposed model. The results revealed a strong correlation between self-perceived English language proficiency and dimensions of employee wellbeing at the workplace. This is a very important chapter for both researchers and managers.*

### INTRODUCTION

The key objective in this chapter is highlighting the challenges of employee wellbeing at workplace in telecom MNCs in Pakistan. In the same time will also explore how human capital able affect MNCs to be successful in international business with the international market's environment, there is full of uncertainty impact that may affect the telecom sector's international performance, with comparing with example from other country. The last part of this chapter will be able to have clear idea how to handle human capital and outcome all challenges. The chapter enable manager and student to discover more

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about Pakistani culture, value and firm behaviour. Over the last few decades, many changes have been taken place in the working environment. However, the most fundamental development is the increased psychological work load. The growing international competition and globalization that organizations are facing now days have compelled them to increase their interest in core elements of the organizational success such as human resource. That is why employees are the most valuable assets for their organizations. Employees who are not satisfied from their work or lives tend to decrease their job performance, job commitment, and devotion to their work and family. Numbers of studies have connected employees' well-being with: decline in turnover; high performance and improved physical health. Low level of employees' well-being adversely affects worker and their organizations; a clear identification of workers well-being predictors is needed in order to frame an effective theoretical framework for understanding employees' well-being at workplace. Constantly growing competition in the telecommunication industry in Pakistan has compelled the companies to focus on every aspect that contributes in the success of the company. For instance, human capital plays important role for the organizations. Therefore, it is important for the telecom MNCs operating in Pakistan to be aware of the psychological demands of their human capital. This chapter tries to extend the knowledge on employee wellbeing and English language proficiency by including empirical studies from telecom sector of Pakistan.

## **BACKGROUND: EMPLOYEE WELLBEING AT WORKPLACE**

Employees' well-being is also an important constituent for an employee to make decision for his future in the organization. Thus, there is extensive amount of evidence to point out the correlation between employees' well-being and performance. Meanwhile, importance of employees' well-being is also noticed by the policy makers in Pakistan. They have highlighted the importance of employees' well-being by ensuring the welfare of the worker, job security and good working conditions as key element in the Fifth Labor Policy, 2010. It is argued that environments should be created in a way, in which employees and employers are dedicated in enhancing the labor productivity (Fifth Labor Policy, 2010).

### **Definition**

The term employee well-being refers to "*the mental and physical health of the workers*" (Currie, 2001; Eatough, 2013). Which means that employee should be working in such environment where he feels safe both physically and mentally. Mental health refers to the presence of wellness rather than the absence of illness. Well-being is a broader topic that covers so many organizational and workplace factors. Page and Vella-Brodrick (2009) operationalizes employee wellbeing and covers all the aspects of employee's wellbeing including psychological wellbeing, subjective wellbeing and wellbeing at workplace. Figure below explains the idea of Page and Vella-Brodrick. As shown in Figure 1.

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