Chapter 10
Measuring Workplace Wellbeing:
Metrics and Tools for Organizations

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ABSTRACT

This chapter explores current practices and future trends in wellbeing measurement, highlighting the importance of a comprehensive approach that includes physical, mental, emotional, social, and financial dimensions. Advanced technologies such as AI, machine learning, and biometric wearables are transforming how organizations collect and analyze wellbeing data, enabling real-time monitoring and personalized interventions. The chapter also addresses challenges such as defining wellbeing, data privacy, and the integration of metrics with business performance. Future trends include adapting measurement strategies to remote and hybrid work environments and incorporating diversity, equity, and inclusion (DEI) considerations. Recommendations emphasize adopting a holistic approach, leveraging technology, ensuring data privacy, and continuously evaluating wellbeing programs. This approach helps organizations foster a supportive work environment that enhances overall employee satisfaction and organizational performance.

INTRODUCTION TO WORKPLACE WELLBEING

Workplace wellbeing is a multivariate concept applied across a wide set of dimensions to employees' physical, mental, and emotional health and wellbeing and their job satisfaction and engagement with the work environment. This is reflective of the quality of life one has in the workplace and, therefore, highly underpinned as something important for organizational success. In the present effort of organizations to

establish an enabling work environment, attention has been directed more at well-being. More and more factors have been brought in for consideration beyond the normal health and safety aspects to bring into consideration aspects that influence employee satisfaction, productivity, and retention (Hallam et al., 2018).

Workplace wellbeing matters to both individual employees and the organization for the simple reason that it has consequences on their various dimensions. Supported, motivated, and engaged staff are more productive; their productivity, in turn, enhances the overall organizational performance and profitability. Besides, such a focus is likely to reduce absenteeism, lower turnover, and improve the overall work culture, leading to resilience and adaptability (Fischer et al., 2020).

The notion of workplace wellbeing has developed over time, from the general perspective of physical health and safety in the workplace to the new bigger perspectives of mental and emotional health, work-life balance, social connections, and career development (Herpen et al., 2021). These represent reflections on the holistic views of increasing attention, research into importance and acceptance in the literature, and diversity of factors influencing wellbeing. As the work environments keep on morphing and employee expectations change with them, measuring and improving workplace wellbeing have continued to drive many organizations' strategic priority actions. This underpins the development of sustainable, supportive workplaces for the future (O'Connor, 2023).

THE DIMENSIONS OF WORKPLACE WELLBEING

The concept of workplace wellbeing is holistic and multi-dimensional, each of which contributes uniquely to the employees' total perception of health and satisfaction related to work. These dimensions need to be identified by organizations to frame wellbeing initiatives specific to the varied needs of their employees (O'Connor, 2023). Among these dimensions, the most prominent are physical, psychological, social, financial, and career wellbeing.

Physical Wellbeing refers to the health and safety of employees at work. This includes the building of environments that minimize risks to health and foster healthy behaviors. Of course, this would include proper workspace ergonomics; opportunities for regular physical activity; access to healthy food; and prevention, like vaccinations and wellness screenings (Farid et al., 2022). Emphasizing physical wellbeing reduces absenteeism caused by sickness or injury while creating a more energetic and livelier atmosphere.

Psychological Wellbeing refers to the conditions regarding the mental and emotional health of the employees. In modern times, it becomes very crucial in fast-paced work environments as it eminently affects performance and job satisfaction. It would involve stress management, mental health resources, enabling work-life balance, and providing an enabling environment where employees can safely share their concerns and look for help. The potential business advantages of having a psychologically healthy workforce include gain in morale, decreased turnover, and a strong culture that enables the business to withstand and manage continuous change effectively (Loi & Ng, 2021).

Social Wellbeing refers to the quality of relationships and social connections in the workplace. It encompasses the feeling that there is a community and a sense of connectedness with others that individuals work with and throughout the rest of the company. Social Wellbeing is determined by how well a team works together, the culture of the workplace, inclusivity, and the features of the workplace that make social connection possible. Strong social connections at work are associated with high levels of engagement and collaboration. Possible activities to boost social wellbeing in an organization include

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