



A Study on Workplace Wellness Interventions and Lifestyle Changes among Employees in Service Sector Organizations in Chennai

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ABSTRACT

Workplace wellness interventions have gained increasing importance in service sector organizations due to rising lifestyle-related health concerns among employees. The present study examines the impact of workplace wellness interventions on lifestyle changes among employees working in service sector organizations in Chennai. A descriptive research design was adopted for the study, and primary data were collected from 110 employees using a structured questionnaire. The study focuses on key wellness interventions such as physical wellness programs, mental wellness initiatives, and health awareness activities, and their influence on lifestyle dimensions including physical activity, stress management, and work–life balance. The data were analysed using percentage analysis, mean score analysis, correlation, and regression techniques with the help of SPSS software. The findings reveal a significant and positive relationship between workplace wellness interventions and lifestyle changes among employees. The results further indicate that wellness interventions have a substantial impact on improving employees' work–life balance and stress management. The study concludes that well-structured and organizationally supported workplace wellness initiatives play a crucial role in promoting positive lifestyle behaviour among service sector employees. The findings offer practical implications for managers and human resource professionals in designing effective wellness strategies to enhance employee wellbeing and organizational performance.

Keywords: Workplace wellness, Lifestyle changes, Service sector, Employee wellbeing, Chennai

INTRODUCTION

Workplace wellness has emerged as a critical area of focus for organizations, as employee health and lifestyle behaviours are increasingly linked to productivity, job satisfaction, and overall organizational effectiveness (Goetzel & Ozminkowski, 2008; World Health Organization [WHO], 2010). The contemporary service sector work environment is often characterized by extended working hours, sedentary job roles, high performance expectations, and continuous engagement with digital technologies. These conditions have contributed to unhealthy lifestyle practices among employees, including physical inactivity, increased stress levels, irregular sleep patterns, and poor work–life balance (Proper et al., 2003; Malik et al., 2020). As a result, organizations are adopting structured workplace wellness interventions to promote healthier lifestyles and improve employee wellbeing.

The service sector plays a dominant role in the economic growth of metropolitan cities such as Chennai, encompassing industries including information technology, banking, healthcare, education, hospitality, and professional services. Employees in these sectors are frequently exposed



to cognitive overload, emotional labour, tight deadlines, and performance pressures, which significantly influence their physical and psychological health (Cooper & Dewe, 2008). Studies have shown that such occupational demands increase vulnerability to lifestyle-related health problems such as obesity, hypertension, anxiety, fatigue, and burnout (Ganster & Rosen, 2013). These health concerns not only affect employees at an individual level but also pose organizational challenges such as absenteeism, presenteeism, reduced engagement, and higher employee turnover (Grawitch et al., 2006).

Workplace wellness interventions refer to systematic initiatives undertaken by organizations to enhance employees' physical, mental, and social wellbeing (WHO, 2010). These interventions typically include fitness and exercise programs, health screening and awareness campaigns, stress management workshops, counselling services, ergonomic workplace design, and policies that encourage work-life balance (Goetzel et al., 2014). An integrated approach to workplace wellness emphasizes that sustainable lifestyle change is influenced not only by individual behaviour but also by organizational culture, leadership support, and the availability of supportive resources within the workplace (Grawitch et al., 2006; Nielsen & Randall, 2012).

Lifestyle changes among employees represent a key outcome of effective workplace wellness initiatives. Positive lifestyle modifications include increased physical activity, healthier dietary habits, improved stress management, better sleep quality, and enhanced psychological wellbeing (Proper et al., 2003). In service sector organizations, where work is predominantly sedentary and mentally demanding, promoting healthy lifestyle behaviours is particularly important for maintaining long-term employee health and work performance (Malik et al., 2020). Consequently, organizations are increasingly viewing wellness initiatives not merely as employee benefits but as strategic investments that contribute to human capital development and organizational sustainability (Goetzel & Ozminkowski, 2008).

Despite the growing adoption of workplace wellness programs, their effectiveness varies considerably due to differences in program design, employee participation, and organizational commitment (Nielsen & Randall, 2012). In the Indian context, empirical studies examining the direct impact of workplace wellness interventions on employees' lifestyle changes remain limited, particularly within service sector organizations (Kumar & Preetha, 2012). Chennai, being a major service-sector hub, offers an appropriate setting to examine how workplace wellness initiatives influence employee lifestyle behaviour in an urban Indian context.

Against this background, the present study seeks to examine workplace wellness interventions and their impact on lifestyle changes among employees working in service sector organizations in Chennai. By analysing employees' perceptions of wellness initiatives and their associated lifestyle outcomes, the study aims to provide empirical evidence that can assist organizations in designing effective and sustainable wellness strategies. The findings are expected to contribute to the existing literature on workplace wellness and offer practical insights for managers and human resource professionals seeking to enhance employee wellbeing and organizational performance.

OBJECTIVES OF THE STUDY

The present study has the following three objectives:

1. To examine the workplace wellness interventions adopted by service sector organizations in Chennai.
2. To assess the lifestyle changes among employees working in service sector organizations.
3. To analyse the impact of workplace wellness interventions on lifestyle changes among employees.

HYPOTHESES OF THE STUDY

The following hypotheses have been formulated for the study:

H1: Workplace wellness interventions have a significant impact on lifestyle changes among employees.

H2: Physical and mental wellness interventions significantly influence employees' health-related lifestyle behaviours.

H3: Organizational support significantly enhances the effectiveness of workplace wellness interventions.

REVIEW OF LITERATURE

Workplace wellness interventions have received growing scholarly attention in recent years due to increasing concerns about employee lifestyle-related health issues and their implications for organizational performance. Contemporary research highlights that sedentary work patterns, high job demands, and work-related stress—particularly in service sector organizations—have contributed to unhealthy lifestyle behaviours among employees, including physical inactivity, poor dietary habits, and mental fatigue (Malik et al., 2020; Ganster & Rosen, 2013). As a result, organizations are increasingly adopting structured wellness interventions aimed at improving employees' overall lifestyle and wellbeing.

Recent systematic reviews have emphasized the effectiveness of integrated workplace wellness programs in influencing employee lifestyle behaviour. Proper et al. (2003) and Goetzel et al. (2014) demonstrated that multicomponent wellness interventions combining physical activity, health education, and stress management are more effective than single-focus programs. More recent evidence confirms that workplace health promotion initiatives can lead to positive changes in physical activity levels, stress reduction, and health awareness when implemented consistently and supported by organizational policies (Bennett et al., 2021).

Physical wellness interventions, particularly those promoting physical activity and healthy routines, have shown positive associations with employee lifestyle changes. A recent review by Cancelliere et al. (2022) reported that workplace physical activity programs significantly improved employees' physical activity levels and reduced sedentary behaviour. Similarly, Malik et al. (2020) observed that employees participating in structured wellness programs reported better lifestyle practices, including improved exercise habits and sleep quality. These findings suggest that physical



wellness initiatives play a critical role in promoting healthier lifestyles among service sector employees.

Mental health and stress management interventions have also been widely examined in recent literature. Service sector employees often experience emotional labour and cognitive overload, increasing their risk of stress and burnout (Cooper & Dewe, 2008). Recent studies indicate that workplace interventions such as mindfulness training, counselling services, and stress management workshops contribute to improved psychological wellbeing and better stress coping mechanisms (Richardson & Rothstein, 2008; Karanika-Murray & Biron, 2020). However, scholars emphasize that the effectiveness of such interventions depends largely on organizational support and employee participation.

The role of organizational support has been identified as a key determinant in the success of workplace wellness interventions. Grawitch et al. (2006) argued that wellness programs are more effective when supported by management commitment, employee involvement, and a positive organizational culture. Recent empirical studies reinforce this view, indicating that leadership support and flexible workplace policies significantly enhance employee engagement in wellness programs and facilitate sustainable lifestyle changes (Nielsen & Randall, 2012; Bennett et al., 2021).

In the Indian context, empirical research on workplace wellness interventions remains limited, particularly in service sector organizations. Kumar and Preetha (2012) noted that while Indian organizations have begun adopting wellness initiatives, systematic evaluation of their impact on employee lifestyle behaviour is still insufficient. More recent studies conducted in urban service-sector settings indicate positive employee perceptions of wellness programs; however, variations in lifestyle outcomes highlight the need for region-specific and sector-focused research (Malik et al., 2020).

The existing literature establishes that workplace wellness interventions have the potential to influence employees' lifestyle behaviours positively, especially when they adopt an integrated approach and receive strong organizational support. Nevertheless, there is a clear research gap concerning empirical studies focused on service sector employees in metropolitan Indian cities such as Chennai. Addressing this gap, the present study seeks to examine the impact of workplace wellness interventions on lifestyle changes among service sector employees in Chennai, thereby contributing to both academic literature and managerial practice.

RESEARCH METHODOLOGY

The study followed a descriptive research design to examine workplace wellness interventions and lifestyle changes among employees in service sector organizations in Chennai. This design was chosen to understand the existing wellness practices and their influence on employees' lifestyle behaviour.

The study was conducted among employees working in different service sector organizations in Chennai. A total of 110 employees were selected as the sample for the study using convenience sampling. This method was adopted due to the easy availability of respondents from service sector organizations.

Primary data were collected using a structured questionnaire. The questionnaire included questions related to workplace wellness interventions such as physical and mental wellness programs and questions measuring lifestyle changes like physical activity, stress management, and

work–life balance. A five-point Likert scale was used to record the responses. Secondary data were collected from journals, books, and online sources to support the study.

The collected data were analysed using simple statistical tools. Percentage analysis and mean score analysis were used to describe the data, while correlation and regression analysis were applied to examine the relationship and impact between workplace wellness interventions and lifestyle changes. The analysis was carried out using SPSS software.

CONCEPTUAL FRAMEWORK

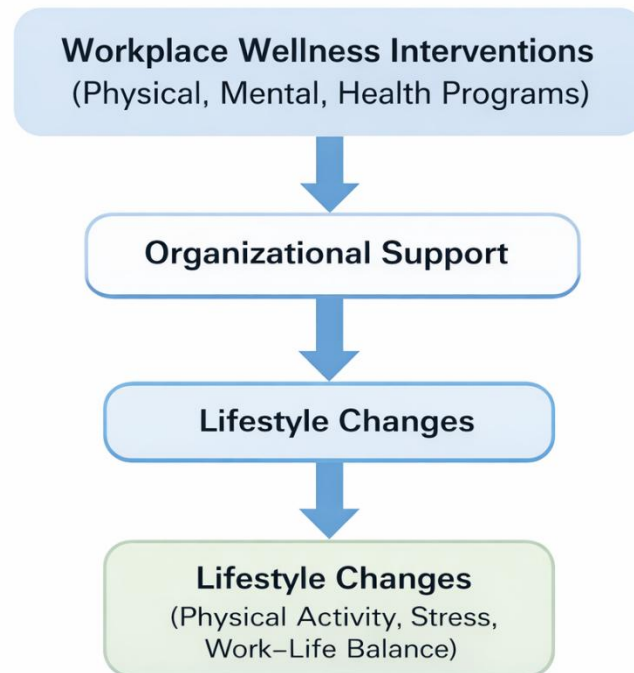


Figure 1: Conceptual Framework of the Study

The conceptual framework of the present study explains the relationship between workplace wellness interventions and lifestyle changes among employees working in service sector organizations in Chennai. The framework is developed based on existing literature on workplace health promotion, employee wellbeing, and lifestyle behaviour, and it identifies the key variables influencing employee lifestyle outcomes.

In this study, **workplace wellness interventions** are considered the **independent variable**. These interventions represent the structured efforts made by organizations to promote employee health and wellbeing. Workplace wellness interventions include physical wellness initiatives such as fitness programs, exercise sessions, ergonomic support, and health check-ups; mental wellness initiatives such as stress management programs, counselling services, and mindfulness activities; and health awareness initiatives such as nutrition education, wellness campaigns, and lifestyle awareness sessions. These interventions are expected to create awareness and encourage employees to adopt healthier lifestyle practices.

Organizational support plays a crucial role in strengthening the effectiveness of workplace wellness interventions and acts as a supporting or facilitating factor in the framework. Organizational support refers to management encouragement, positive workplace culture, flexible work policies, and the availability of resources that enable employees to participate in wellness

programs. When organizations actively support wellness initiatives, employees are more likely to engage with these programs and sustain positive lifestyle behaviours. Thus, organizational support enhances the impact of wellness interventions on employee lifestyle changes.

The **dependent variable** in the study is **lifestyle changes among employees**. Lifestyle changes reflect the behavioural outcomes resulting from participation in workplace wellness interventions. In the present framework, lifestyle changes are measured through improvements in physical activity, better stress management, and enhanced work–life balance. These lifestyle dimensions are particularly relevant for service sector employees, whose work is often sedentary and mentally demanding.

The framework assumes a direct relationship between workplace wellness interventions and lifestyle changes, indicating that effective wellness initiatives lead to positive behavioural changes among employees. It also suggests that the presence of strong organizational support increases the effectiveness of these interventions, leading to greater and more sustained lifestyle improvements. Therefore, the framework highlights the importance of both individual-level interventions and organizational-level support in promoting healthy lifestyle behaviour among employees.

The conceptual framework provides a clear structure for understanding how workplace wellness interventions influence employee lifestyle changes in service sector organizations. It guides the formulation of objectives, hypotheses, and data analysis in the present study and helps in interpreting the empirical findings within a systematic and logical structure.

DATA ANALYSIS AND INTERPRETATION

The data collected from 110 employees working in service sector organizations in Chennai were analysed using appropriate statistical tools. The analysis focuses on understanding the demographic characteristics of the respondents, the extent of workplace wellness interventions, the level of lifestyle changes, and the relationship between wellness interventions and lifestyle behaviour.

Table 1

Demographic Profile of the Respondents (n = 110)

Particulars	Category	Frequency	Percentage
Gender	Male	62	56.4
	Female	48	43.6
Age (Years)	Below 30	34	30.9
	31–40	46	41.8
	Above 40	30	27.3
Work Experience	Below 5 years	38	34.5
	5–10 years	44	40.0
	Above 10 years	28	25.5

The demographic profile indicates that the respondents are fairly distributed across gender, age groups, and work experience categories. A majority of the respondents fall within the age group of 31–40 years and have 5–10 years of work experience, suggesting that most participants are at a stable stage in their professional careers. This demographic composition is appropriate for examining workplace wellness interventions, as these employees are actively engaged in organizational life and are likely to experience work-related lifestyle challenges.

Table 2

Mean Score Analysis of Workplace Wellness Interventions

Workplace Wellness Interventions	Mean	SD
Physical wellness programs	3.82	0.71
Mental wellness programs	3.75	0.68
Health awareness initiatives	3.91	0.65
Overall Wellness Interventions	3.83	—

The mean score analysis reveals that employees generally perceive the presence of workplace wellness interventions in their organizations. Among the different types of interventions, health awareness initiatives recorded the highest mean score, indicating that organizations place strong emphasis on educating employees about health and wellbeing. Physical and mental wellness programs also show relatively high mean values, suggesting that organizations are making consistent efforts to support employee health through structured wellness activities.

Table 3

Mean Score Analysis of Lifestyle Changes

Lifestyle Change Dimensions	Mean	SD
Physical activity	3.68	0.74
Stress management	3.72	0.70
Work–life balance	3.79	0.69
Overall Lifestyle Changes	3.73	—

The results indicate that employees have experienced moderate to high levels of lifestyle improvement. Work–life balance has the highest mean score, suggesting that wellness interventions and organizational practices have helped employees better manage their work and personal responsibilities. Improvements in stress management and physical activity also indicate that wellness initiatives contribute positively to healthier lifestyle behaviour among service sector employees.

Table 4

Correlation between Workplace Wellness Interventions and Lifestyle Changes

Variables	Correlation (r)	Sig.
Wellness Interventions & Lifestyle Changes	0.58	0.000

The correlation analysis shows a moderate and positive relationship between workplace wellness interventions and lifestyle changes among employees. The statistically significant correlation value indicates that employees who perceive stronger wellness initiatives are more likely to report positive lifestyle changes. This result supports the assumption that wellness programs are associated with healthier employee behaviour.

Table 5

Regression Analysis: Impact of Workplace Wellness Interventions on Lifestyle Changes

Predictor	Beta	t-value	Sig.
Workplace Wellness Interventions	0.61	7.84	0.000
$R^2 = 0.37$			



The regression analysis confirms that workplace wellness interventions have a significant impact on lifestyle changes among employees. The beta value indicates a strong positive influence of wellness interventions on lifestyle behaviour. The R^2 value shows that 37% of the variation in lifestyle changes is explained by workplace wellness interventions, highlighting the importance of wellness programs in shaping employee lifestyle outcomes.

FINDINGS AND RECOMMENDATIONS

The findings of the study indicate that workplace wellness interventions are increasingly adopted by service sector organizations in Chennai to support employee health and wellbeing. The analysis shows that employees are aware of various wellness initiatives such as physical wellness programs, mental wellness activities, and health awareness campaigns. Among these, health awareness initiatives are more commonly implemented, suggesting that organizations focus on educating employees about healthy lifestyle practices. The study also reveals that employees have experienced positive lifestyle changes due to these interventions, particularly in terms of improved work–life balance, better stress management, and increased physical activity.

The results further highlight a significant and positive relationship between workplace wellness interventions and lifestyle changes among employees. Employees who perceive higher levels of wellness support report better lifestyle behaviour. The regression analysis confirms that wellness interventions have a strong influence on employee lifestyle changes, demonstrating that effective wellness programs contribute meaningfully to healthier behavioural outcomes in service sector organizations. Overall, the findings emphasize the importance of structured and well-supported workplace wellness initiatives in promoting positive lifestyle changes among employees.

Based on these findings, the study recommends that service sector organizations strengthen their workplace wellness programs by adopting a more balanced and integrated approach. Organizations should give equal importance to physical, mental, and lifestyle-related wellness initiatives rather than focusing mainly on awareness programs. Greater management support and employee involvement should be encouraged to improve participation in wellness activities. Organizations may also consider introducing flexible work arrangements, regular wellness assessments, and employee feedback mechanisms to enhance the effectiveness of wellness interventions. Continuous evaluation of wellness programs is recommended to ensure that they meet employee needs and contribute to sustained lifestyle improvements.

CONCLUSION

The present study examined the role of workplace wellness interventions in influencing lifestyle changes among employees working in service sector organizations in Chennai. The findings of the study clearly indicate that workplace wellness initiatives play a significant role in promoting positive lifestyle behaviours among employees. Wellness interventions related to physical health, mental wellbeing, and health awareness have contributed to improvements in physical activity, stress management, and work–life balance.

The study also highlights that employees respond positively to wellness programs when they are supported by organizational commitment and a healthy work culture. The significant relationship between workplace wellness interventions and lifestyle changes emphasizes that structured and well-implemented wellness programs are effective in enhancing employee wellbeing. These initiatives not only benefit employees by improving their health and lifestyle but also support organizations by fostering a healthier and more productive workforce.



The study concludes that workplace wellness interventions should be considered a strategic investment rather than a supplementary activity in service sector organizations. By adopting a comprehensive and employee-centric approach to wellness, organizations in Chennai can promote sustainable lifestyle changes, improve employee satisfaction, and enhance long-term organizational effectiveness.

SCOPE FOR FUTURE RESEARCH

The present study provides valuable insights into the impact of workplace wellness interventions on lifestyle changes among service sector employees in Chennai. However, future research can expand this area of study in several ways. Similar studies may be conducted in other sectors such as manufacturing, healthcare, education, or public sector organizations to compare the effectiveness of workplace wellness interventions across different industries.

Future studies may also consider increasing the sample size and covering multiple cities or regions to enhance the generalizability of the findings. Longitudinal research designs can be adopted to examine the long-term impact of workplace wellness interventions on employee lifestyle behaviour over time. In addition, future research can include qualitative methods such as interviews or focus group discussions to gain deeper insights into employee perceptions and experiences related to wellness programs.

Further studies may also explore additional variables such as job satisfaction, employee engagement, organizational commitment, and productivity as outcomes of workplace wellness interventions. The role of digital wellness tools and technology-enabled health promotion initiatives can also be examined in future research to understand their influence on employee lifestyle and wellbeing. Such extended research would contribute to a more comprehensive understanding of workplace wellness and its implications for organizations and employees.

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