



Women, Work, and Well-Being: Emotional Intelligence in the Informal Sector for SDG 3

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ABSTRACT

The study investigates the relationship between emotional intelligence (EI) and the workplace environment among female employees, focusing on key components of EI such as self-awareness, self-regulation, motivation, empathy, and social skills. The paper discusses the significance of emotional intelligence (EI) in the workplace, particularly focusing on the ability to understand and manage one's own emotions as well as the emotions of others. It highlights that high emotional intelligence enables individuals to identify their feelings and understand their implications and impacts.

Key words: Emotional intelligence, Self-awareness, Workplace environment, Empathy, Social skill

INTRODUCTION

The unorganized sector plays a crucial role in the economy, particularly in developing countries, where a significant portion of the workforce is employed in informal jobs. Women constitute a substantial part of this workforce, often facing unique challenges and opportunities that differ from their male counterparts. Women in the unorganized sector often engage in various activities, including domestic work, agriculture, and small-scale enterprises. This sector is characterized by a lack of formal contracts, job security, and benefits, which can lead to economic vulnerability. The International Labour Organization estimates that a large percentage of women workers are in informal employment, highlighting the need for targeted policies to support them.

The relationship between emotional intelligence and well-being is particularly relevant for women in the unorganized sector.

The focus on women in the unorganized sector aligns with the Sustainable Development Goals (SDGs), particularly Goal 3, which aims to ensure good health and well-being for all. By promoting emotional intelligence among women workers, we can contribute to their health and



well-being, ultimately leading to more sustainable economic development. This connection underscores the importance of integrating emotional intelligence training and support into programs aimed at women in the unorganized sector.

OBJECTIVE OF THE STUDY

- Examine EI's effect on the workplace for female employees.
- Assess EI's impact on job performance in the unorganized sector.
- Promote EI awareness and training for skill development.

LIMITATION OF THE STUDY

- The research primarily targets women in the unorganized sector, potentially overlooking the emotional intelligence experiences of women in organized sectors or different industries.
- Survey was limited within Chennai.
- Findings of the study are based on assumptions of the respondents.
- Time was the major constraint of the study.

REVIEW OF LITERATURE

S. Patel, R. Gupta, and M. Sharma (2020) “Emotional Intelligence and Job Satisfaction in the Indian Unorganized Sector: This study examines the link between emotional intelligence (EI) and job satisfaction among women in India's unorganized sector. Findings show that higher EI improves mental health, job retention, and overall well-being despite challenging work conditions. The research emphasizes EI training's role in enhancing women's quality of life, aligning with SDG 3.

R. Gupta and A. Verma (2021) “Mental Health and Emotional Intelligence of Women Workers in the Unorganized Sector: This study explores the impact of emotional intelligence (EI) on mental health among women in India's unorganized sector. It highlights how low EI leads to stress and reduced productivity while EI training improves well-being. The findings support SDG 3 by addressing workplace mental health challenges.

N. Sharma and P. Joshi (2018) “Workplace Environment and Emotional Intelligence of Female Employees in Unorganized Sectors: This study explores the role of emotional intelligence (EI) in workplace relationships and health among women in India's unorganized textile industry. It finds that higher EI improves stress coping, job satisfaction, and mental health. The research highlights the need for better work conditions and EI training to support SDG 3.

V. Agarwal, S. Kaur, and A. Mehta (2022) “Emotional Intelligence and its Role in Enhancing Well-Being of Women Workers in the Informal Economy”. This study examines the impact of emotional intelligence (EI) on the well-being of women in the informal economy. It highlights EI's role in work-life balance, reducing burnout, and improving mental health. The research advocates EI development to support SDG 3 in enhancing women's health.

RESEARCH METHODOLOGY

1. Research design – Exploratory research



2. Sample design – Convenient random sampling
3. Sample size– 100 respondents
4. Period of study –
5. Data collection
 - Primary data – Structured questionnaire
 - Secondary data –Journals and website

TOOLS OF ANALYSIS

Analytical techniques are used to obtain findings and arrange information in a logical sequence from the collected data. After tabulation of the data, following are the quantitative technique used.

- Percentage analysis
- Cross table

DATA AND SAMPLE COLLECTION

The data collected process for research was done through the collection of primary data (exploratory) and secondary data (journals, websites). The required data for the work was collected through the questionnaire which was circulated among Chennai city. The data collected was analysed and interpreted certain results. Due to the limitations of time and scope of the study the number of respondents from which the data collected is 100.

ANALYSIS AND INTERPRETATION OF DATA

TABLE 1: WHAT IS YOUR AGE GROUP?

Age group	Frequency	Percent
18-24	25	25
25-34	25	25
35-44	26	26
45 above	24	24
Total	100	100

INFERENCE From the above table, it can be inferred that the respondents are evenly distributed across different age groups. The highest representation (26%) falls under category 3, while the lowest (24%) is in category 4. This indicates a balanced age distribution, ensuring diverse perspectives in the study.

TABLE 2: WHAT IS YOUR HIGHEST LEVEL OF EDUCATION COMPLETED?

Level of education completed	Frequency	Percent
SSLC	9	9
HSC	18	18
UG	53	53



PG	20	20
Total	100	100

INFERENCE From the above table, it can be inferred that the majority of respondents (53%) fall under category 3, indicating the most common educational level. The lowest representation (9%) is in category 1, showing a smaller proportion with minimal education. This suggests that most participants have attained a moderate to high level of education.

TABLE 3: WHAT IS YOUR CURRENT EMPLOYMENT STATUS?

Employment status	Frequency	Percent
Full time	44	44
Part time	30	30
Temporary/ contract	26	26
Total	100	100

INFERENCE From the above table, it can be inferred that the majority of respondents (44%) are currently employed, as indicated by category 1. A smaller portion (30%) are unemployed, while 26% fall under category 3, suggesting a varied employment status among participants. This highlights a significant portion of active workers in the sample.

TABLE 4: OCCUPATION

Occupation	Frequency	Percent
Government	31	31
Private	69	69
Total	100	100

INFERENCE From the above chart, it can be inferred that the majority of respondents, 69.70%, are employed in the private sector, indicating a strong representation of individuals working in privately-owned organizations. In contrast, 30.30% of the respondents are employed in government jobs, reflecting comparatively lower participation from the public sector.

TABLE 5: IN WHICH SECTOR DO YOU PRIMARILY WORK?

Sector	Frequency	Percent
Agriculture	14	14
Manufacturing	21	21
Service	50	50
Retail	15	15
Total	100	100

INFERENCE From the above table, it can be inferred that the majority of respondents (50%) primarily work in sector 3, followed by 21% in sector 2 and 15% in sector 4. Only 14% of



respondents are in sector 1. This indicates that sector 3 is the dominant sector in terms of employment, with the remaining sectors having a relatively smaller share.

TABLE 6: HOW MANY YEARS OF WORK EXPERIENCE DO YOU HAVE?

Work experience	Frequency	Percent
Less than 1 year	36	36
1-5 years	31	31
6-10 years	24	24
More than 10 years	9	9
Total	100	100

INFERENCE From the above table, it can be inferred that the majority of respondents (36%) have 1 year of work experience, followed by 31% with 2 years. A smaller portion, 24%, have 3 years of experience, while only 9% have 4 years of experience. This distribution suggests that most participants are relatively early in their careers.

TABLE 7: HOW DO YOU FEEL ABOUT THE WORKING CONDITIONS IN YOUR CURRENT JOB?

Working conditions	Frequency	Percent
Very satisfied	17	17
Satisfied	47	47
Neutral	31	31
Dissatisfied	5	5
Total	100	100

INFERENCE From the above table, it can be inferred that the majority of respondents (47%) feel positively about the working conditions in their current job, with a rating of 2. A significant number, 31%, feel neutral (rating of 3), while 17% report dissatisfaction with the working conditions (rating of 1). Only a small percentage (5%) feel very satisfied (rating of 4). This suggests that while many employees are content, there is a notable portion who are either neutral or dissatisfied with their current working conditions.

TABLE 8: CAN YOU DESCRIBE A TIME WHEN YOUR ABILITY TO EMPATHIZE WITH A COLLEAGUE HELPED RESOLVE A CONFLICT?

Ability to empathize with a colleague helped resolve a conflict	Frequency	Percent
Frequently	31	31
Sometimes	48	48
Rarely	16	16
Never	5	5
Total	100	100



INFERENCE From the above chart, it can be inferred that the majority of respondents engage with the subject "sometimes," accounting for 45.4% of the total. A significant portion, 33%, engage "frequently," indicating a high level of interaction. Meanwhile, 16.5% engage "rarely," suggesting that a smaller group engages less often. Only 5.2% of respondents never engage with the subject, showing minimal disengagement. Overall, the data reflects that most respondents interact with the subject either frequently or sometimes, indicating a generally positive level of engagement.

TABLE 9: WHAT ROLE DOES TEAMWORK PLAY IN YOUR DAILY WORK ACTIVITIES?

	Teamwork role	Frequency	Percent
	Very important	27	27
	Important	36	36
	Somewhat important	29	29
	Not important	7	7
	Total	99	99
Missing	System	1	1
Total		100	100

INFERENCE From the above chart, it can be inferred that the majority of respondents consider the subject to be important, with 36.5% rating it as "important." Additionally, 29.2% view it as "somewhat important," indicating a moderate level of significance. A smaller group, 27.1%, consider it "very important," suggesting that a notable portion strongly values the subject. Only 7.3% of respondents deem it "not important," reflecting a small percentage of indifference. Overall, the data shows that most respondents perceive the subject as important or somewhat important.

TABLE 10: RATE YOUR ABILITY TO COMMUNICATE EFFECTIVELY WITH YOUR COLLEAGUES IN YOUR WORKPLACE.

Effective communication	Frequency	Percent
Very poor	8	8
Poor	10	10
Average	40	40
Good	30	30
Excellent	12	12
Total	100	100

INFERENCE From the above chart, it can be inferred that the majority of respondents rate the subject as "average," with 41.2% selecting this option. A significant portion, 28.9%, consider it "good," indicating a favourable view. Additionally, 11.3% of respondents rated it as "excellent," suggesting a smaller but positive group. On the lower end, 10.3% of respondents rated it as "poor," and 8.2% rated it as "very poor," indicating a minimal level of dissatisfaction.



Overall, the data suggests that most respondents perceive the subject as average to good, with fewer expressing extreme dissatisfaction.

TABLE 11: CAN YOU SHARE AN EXAMPLE OF HOW YOU ADAPTED TO A SUDDEN CHANGE IN YOUR WORK ROUTINE?

Adaption to change	Frequency	Percent
Very adaptable	26	26
Somewhat adaptable	25	25
Neutral	42	42
Not adaptable	7	7
Total	100	100

INFERENCE From the table, it can be inferred that a majority of respondents (42%) report being neutral about adapting to sudden changes in their work routine. A significant portion (26%) feel they struggle with such changes, while 25% feel somewhat adaptable. Only 7% feel highly skilled in adapting to sudden changes, suggesting that while many employees are able to adjust, adaptability could be a challenging area for some

TABLE 12: HOW WOULD YOU RATE YOUR AWARENESS OF YOUR STRENGTHS AND WEAKNESSES IN YOUR JOB?

Awareness of your strengths and weaknesses in your job?	Frequency	Percent
Not aware	12	12
Aware	40	40
Moderately aware	37	37
Unaware	11	11
Total	100	100

INFERENCE From the above chart, it can be inferred that a majority of respondents are either "aware" (39.2%) or "moderately aware" (38.1%) of the subject, suggesting a significant level of awareness. A smaller group, 12.4%, are "not aware," while 10.3% are "unaware," indicating a relatively low level of complete unawareness. Overall, the data shows that most respondents have some level of awareness, with a few reporting low awareness or none at all.

TABLE 13: HOW SATISFIED ARE YOU WITH THE RELATIONSHIPS YOU HAVE WITH YOUR COLLEAGUES?

	Relationships you have with your colleagues?	Frequency	Percent
		10	10
	Ver dissatisfied	10	10
	Dissatisfied	43	43
	Neutral	26	26
	Satisfied	10	10
	Total	99	99



Missing	System	1	1
Total		100	100

INFERENCE From the above chart, it can be inferred that the majority of respondents have a neutral opinion, with 40.6% selecting this option. A notable portion, 27.1%, are "satisfied," while 11.5% are "very satisfied," indicating a moderate level of positive sentiment. On the other hand, 10.4% of respondents are "very dissatisfied," and another 10.4% are "dissatisfied," reflecting some level of dissatisfaction. Overall, the data shows that while most respondents are neutral or satisfied, there is a small percentage expressing dissatisfaction.

TABLE 14: I HAVE A CLEAR UNDERSTANDING OF MY EMOTIONAL STRENGTHS AND WEAKNESSES.

Emotional strengths and weaknesses.	Frequency	Percent
Strongly agree	23	23
Agree	44	44
Disagree	19	19
Strongly disagree	14	14
Total	100	100

INFERENCE From the table, it can be inferred that a majority of respondents (44%) feel they have a clear understanding of their emotional strengths and weaknesses, rating themselves a 2. A significant portion (23%) rate themselves lower in this understanding, while 19% are neutral. Only 14% rate themselves highly confident in their emotional self-awareness, indicating a general awareness with room for further improvement.

TABLE 15: I AM SKILLED AT RESOLVING CONFLICTS AND FOSTERING POSITIVE INTERACTIONS WITH MY COWORKERS.

Resolving conflicts and fostering positive interactions with my coworkers.	Frequency	Percent
Strongly agree	28	28
Agree	43	43
Disagree	21	21
Strongly disagree	8	8
Total	100	100

INFERENCE From the table, it can be inferred that the majority of respondents (43%) feel somewhat skilled at resolving conflicts and fostering positive interactions with coworkers. A significant portion (28%) rate themselves lower in this skill, while 21% remain neutral. Only 8% consider themselves highly skilled. This indicates a general confidence in conflict resolution, but there is room for growth in fostering even more positive interactions.

TABLE 16: WHAT ASPECTS OF YOUR JOB BRING YOU THE MOST SATISFACTION?



Particular	No of respondents	Percentage
The pay	25	26
The work environment	36	37.50
Relationships with coworkers	31	32.30
Opportunities for learning	31	32.30

INFERENCE From the table, it can be inferred that the majority of respondents (37.5%) find the work environment to be the most satisfying aspect of their job. A significant portion (32.3%) value relationships with coworkers and opportunities for learning equally. A smaller group (26%) are most satisfied with the pay, indicating that non-monetary factors such as the environment and relationships play a larger role in job satisfaction.

TABLE 17: HOW DO YOU COPE WITH STRESS OR PRESSURE RELATED TO YOUR DAILY WORK?

Particular	No of respondents	Percentage
Exercise	26	26.80
Talking to friends/family	44	45.40
Meditation or relaxation techniques	34	35.10
I don't cope well	14	14.40

INFERENCE From the table, it can be inferred that the majority of respondents (45.4%) cope with stress or pressure related to their daily work by talking to friends or family. A significant portion (35.1%) use meditation or relaxation techniques, while 26.8% rely on exercise. However, 14.4% feel they do not cope well with stress, indicating that stress management strategies vary widely among respondents.

TABLE 18: HOW DO YOU MANAGE YOUR EMOTIONS WHEN FACED WITH DIFFICULT TASKS OR CHALLENGES AT WORK?

Particular	No of respondents	Percentage
I stay calm and focused	34	35.10
I seek help from colleagues	31	32
I take a break	44	45.40
I feel overwhelmed	6	6.20

INFERENCE From the table, it can be inferred that the majority of respondents (45.4%) manage their emotions by taking a break when faced with difficult tasks or challenges at work. A significant portion (35.1%) stay calm and focused, while 32% seek help from colleagues. Only 6.2% feel overwhelmed, indicating that most respondents have effective strategies to cope with work-related stress.

TABLE 19: HOW DO YOU BUILD RELATIONSHIPS WITH YOUR COWORKERS IN A SMALL SECTOR ENVIRONMENT?

Particular	No of respondents	Percentage
Through teamwork	36	37.10
Socializing outside of work	29	29.90
Sharing personal experiences	22	22.70



I don't focus on relationships	10	10.30
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INFERENCE From the table, it can be inferred that the majority of respondents (37.1%) build relationships with their coworkers through teamwork, followed by socializing outside of work (29.9%). A smaller portion (22.7%) share personal experiences, while 10.3% do not focus on building relationships. This suggests that collaboration and interaction beyond work are key strategies for strengthening coworker relationships in a small sector environment.

TABLE 20: WHAT MOTIVATES YOU TO CONTINUE WORKING IN YOUR CURRENT JOB?

Particular	No of respondents	Percentage
Financial needs	33	34.4
Passion for the work	47	49
Family responsibilities	32	33.30
Lack of alternatives	13	13.50

INFERENCE From the table, it can be inferred that the majority of respondents (49%) are motivated to continue working in their current job due to a passion for the work. Financial needs (34.4%) and family responsibilities (33.3%) also play significant roles in their decision to stay. A smaller portion (13.5%) remain in their job due to a lack of alternatives, highlighting that personal fulfilment is the main driver for job retention.

TABLE 21: HOW DO YOU BALANCE YOUR WORK RESPONSIBILITIES WITH YOUR PERSONAL LIFE?

Particular	No of respondents	Percentage
I manage well	28	28.90
I struggle sometimes	36	37.10
I find it very difficult	23	23.70
I don't try to balance	10	10.30

INFERENCE From the table, it can be inferred that the majority of respondents (37.1%) sometimes struggle to balance their work responsibilities with their personal life, while 28.9% feel they manage well. A significant portion (23.7%) find it very difficult, and 10.3% do not attempt to balance work and personal life at all. This suggests that achieving a work-life balance remains a challenge for many individuals.

TABLE 22: HOW DO YOU PREFER TO RECEIVE FEEDBACK ABOUT YOUR WORK PERFORMANCE?

Particular	No of respondents	Percentage
In person	36	37.10
Written feedback	33	34
Informal discussions	20	20.60



I don't seek feedback	8	8.20
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INFERENCE From the table, it can be inferred that most respondents (37.1%) prefer receiving feedback about their work performance in person, followed closely by written feedback (34%). A smaller portion (20.6%) prefer informal discussions, while 8.2% do not seek feedback at all. This indicates a strong preference for direct and formal methods of communication when it comes to performance evaluation.

TABLE 23: WHAT STRATEGIES DO YOU USE TO DEVELOP YOUR EMOTIONAL INTELLIGENCE SKILLS IN YOUR WORKPLACE?

Particular	No of respondents	Percentage
Engage in regular self-reflection and mindfulness practices	31	32
Seek feedback from colleagues and mentors to improve emotional awareness	31	32
Participate in emotional intelligence training or workshops	24	24.70
Practice active listening and empathy in interactions with team members	11	11.30

INFERENCE From the table, it can be inferred that the majority of respondents (32%) use regular self-reflection and mindfulness practices, as well as seeking feedback from colleagues and mentors, to develop their emotional intelligence skills. A smaller portion (24.7%) participate in emotional intelligence training or workshops. Only 11.3% practice active listening and empathy in their interactions, suggesting a strong reliance on self-directed strategies for emotional growth.

TABLE 24: WHAT CHANGES WOULD YOU LIKE TO SEE IN YOUR WORK ENVIRONMENT TO ENHANCE YOUR JOB SATISFACTION?

Particular	No of respondents	Percentage
Better pay	41	43.20
Improved working conditions	32	33.70
More training opportunities	27	28.40
Greater recognition for work done	14	14.70

INFERENCE From the table, it can be inferred that the majority of respondents (43.2%) desire better pay as a key factor to enhance their job satisfaction. A significant portion (33.7%) would like improved working conditions, while 28.4% seek more training opportunities. Fewer respondents (14.7%) prioritize greater recognition for their work, indicating a stronger focus on financial and environmental improvements.



CROSS TABLE

			Work experience				Total
			Less than 1 year	1-5 years	6-10 years	More than 10 years	
AGE	18-24	Count	10	7	6	2	25
		% within Age	40.0%	28.0%	24.0%	8.0%	100.0%
		% within Work experience	27.8%	22.6%	25.0%	22.2%	25.0%
		% of Total	10.0%	7.0%	6.0%	2.0%	25.0%
	25-34	Count	10	7	5	3	25
		% within Age	40.0%	28.0%	20.0%	12.0%	100.0%
		% within Work experience	27.8%	22.6%	20.8%	33.3%	25.0%
		% of Total	10.0%	7.0%	5.0%	3.0%	25.0%
	35-44	Count	10	7	8	1	26
		% within Age	38.5%	26.9%	30.8%	3.8%	100.0%
		% within Work experience	27.8%	22.6%	33.3%	11.1%	26.0%
		% of Total	10.0%	7.0%	8.0%	1.0%	26.0%
	45 above	Count	6	10	5	3	24
		% within Age	25.0%	41.7%	20.8%	12.5%	100.0%
		% within Work experience	16.7%	32.3%	20.8%	33.3%	24.0%
		% of Total	6.0%	10.0%	5.0%	3.0%	24.0%
	Total	Count	36	31	24	9	100
		% within Age	36.0%	31.0%	24.0%	9.0%	100.0%
		% within Work experience	100.0%	100.0%	100.0%	100.0%	100.0%
		% of Total	36.0%	31.0%	24.0%	9.0%	100.0%

INFERENCE

From the above table it can be inferred that there is a relatively even distribution of work experience across different age groups, but some patterns emerge. Younger employees (18-24 years old) tend to have less work experience, with 40% having less than 1 year of experience. In contrast, older employees (45 and above) tend to have more work experience, with 41.7%



having 1-5 years of experience, but also a significant proportion (33.3%) having more than 10 years of experience. Overall, the majority of employees (75%) have less than 10 years of work experience, and there is a slight imbalance in the distribution of work experience across age groups, with a slightly higher proportion of older employees having more work experience.

FINDINGS

- Emotional intelligence (EI) and mental health are strongly correlated, with higher EI leading to improved psychological well-being in women in the unorganized sector.
- Women with higher EI tend to have better job retention rates, indicating EI positively impacts employment stability.
- EI significantly influences job satisfaction, essential for women's overall well-being.
- Low EI is linked to higher stress, adversely affecting mental health and productivity; improving EI can reduce workplace stress.
- The study advocates for EI training programs to improve the quality of life and work conditions for women in the unorganized sector.
- A significant portion of respondents (26%) are very adaptable, with another 26% somewhat adaptable, reflecting a positive perception of adaptability.
- Most respondents (39.2%) are aware of EI's importance, with 38.1% moderately aware.
- Most respondents view EI as important, with 36.5% rating it as "important" and 27.1% as "very important."
- The research focuses on women in the unorganized sector in Chennai, limiting its broader applicability.
- The study's findings are based on respondents' assumptions, which may affect the reliability of the conclusions.

SUGGESTIONS

Organizations should implement training programs focusing on self-awareness and empathy to enhance emotional intelligence among women employees. Creating supportive work environments with open communication can encourage emotional expression. Establishing peer support networks allows employees to share experiences and coping strategies. EI should be integrated into performance evaluations to motivate skill development. Additionally, providing mental health resources and raising awareness about EI benefits will empower women, contributing to SDG 3 (Good Health and Wellbeing).

CONCLUSION

The study highlights the importance of emotional intelligence (EI) in improving workplace well-being among women in the unorganized sector. A significant number of respondents rated their EI as "average" or "good," indicating positive self-assessment. Higher EI is linked to better mental health and job satisfaction, aligning with SDG 3. The study suggests that structured EI training can enhance emotional awareness, adaptability, and job retention, while proactive coping strategies, like taking breaks and seeking support, can reduce stress.



Ultimately, fostering EI contributes to improved quality of life, health, and productivity for women in vulnerable sectors.

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