

MENTAL HEALTH AND ACCIDENTS

ANURAG MISHRA,
DIRECTOR (OPER. & COMM)
KONKAN RAILWAY
INDIA

INDIAN RAILWAYS

- Largest and busiest Railway network in the world.
- Route km of **63940** kilometer.
- Owns **216717** wagons, **40,000** coaches, **7400** locomotives.
- Runs **14400** trains daily including 8000 passenger trains.
- Transports **five** billion passengers > **650 million** tonnes of freight annually.
- World's largest commercial employer with **1.6 million** employees on role.

- 150 years of legacy.
- Limitations of communication, safety and signaling equipment.
- Colonial-era bridges.
- Old tracks.
- Diffident and difficult terrain.
- > 250 accidents per year is a great cause of concern.

Compound the stress of employee.

- Automation of train running.
- Modernization of Signal and Electrical systems.
- Application of fruition of advances Telecommunication and Information Technology in Railway working.
- Periodic review of laws and by-laws on safety.
- Human element – Single most important factor in safe running system.
- Human error is the primary cause blamed for mishap on Indian Railways (Commissioner of Railway Safety).

HUMAN RESOURCE

- Critical and founding pillars of any organization.
- High level of positive physical and mental health increase the quantity of output at the cutting edge.
- “The burden of mental illness on health and productivity in United States and throughout the world has long been profoundly under estimated”.
- Mental illness ranks second in the burden of disease in established market.
- Not encouraging signs in developing economy.

- Study by Harvard University & WHO

- Mental illness or distress is a major cause of sickness absence from work, reduced productivity and staff turnover.
- Loss of 91 million working days in UK.
- 2.56 million man-days loss in IR.
- About 1% in KR.
- Estimated loss approximately \$4 billion annually (ILO).

MENTAL HEALTH AND MENTAL ILLNESS

- Points on a continuum.
- Mental health – state of successful performance of mental function, resulting in productive activities, fulfilling relationships with other people, ability to adopt to change and to cope with adversity.
- Indispensable to personal well-being, family and inter-personal relationships contribution to community or society.

Stress is any internal or External Challenge



EUSTRESS → DISTRESS

★ GAS LEVEL

(General Adaptation Syndrome)

$$\text{GAS LEVEL} = \text{Physical}_c \times \text{Mental}_c \times \text{Eco}_c \times \text{Social}_c \\ \times \text{Emotional}_c \times \text{spiritual}_c$$

C = Capacity

POSSIBLE EFFECTS:

1. Physical disorder
2. Psychomatic disorder
3. Psychoneurotic disorder
4. Behavioural changes
5. Performance – Absenteeism, low productive
performance
6. Early Retirement Increased staff turnover

ROLE OF ORGANISATION

- Value and Respect Human Resource
- Management - Process bound rather than target oriented

Participating rather than Assertive and inferential

According to confederation of British Industry (CBI)

98% of respondents in a survey

- Mental health should be a company concern and should be part of company policy
- Only 1 in 10 of the Companies Surveyed had official policy on mental health

CREATING HEALTHY WORKPLACE

- Policies and procedures to ensure tangible results.
- A specific policy relating to physical and mental health.
- Staff : Free to be open about problems in the knowledge that they would be helped and supported.
- Open communication channels within the organisation.
- Regular increments, promotion and rewards.
- Actively discourage late working, taking work home and competitive behaviors.
- Education, Management Strategies to assist individuals experiencing stress

- Involve Human Resource : Decision making process.
- Sense of Pride & Ownership.
 - innovations.

CHAITANYA (SANSKRIT)

.....awakening, awareness

1st of a kind Project in IR

Addresses:

- Issues of stress at workplace
- Provides the employee an opportunity to understand and eliminate stress he or she would face in bringing up children in a nuclear family.
- Journey of togetherness in enlightened parenthood

Relived of stress from family

and at workplace  Increased productivity

- Project in Three phases
- Two phases completed
- The workshop involves participation of employee, spouse and children.
 - Occupational Stress Indicators (OSI)
 - Self Rating Questionnaire (SRQ)
 - Index of Parental Attitude (IPA)

Measure job satisfaction, Mental & Physical Health, identify and assess source and levels of stress, parent child equations ,coping and support strategies

Accordingly strategies and measures are tailored as per the requirements of an individual

3820 employees participated.

92% have experienced positive change attitude and behaviour

Project very well received and showed positive and encouraging trend with tangible results.

Chaitanya is a wonderful concept which has helped me in looking at life and my involvement and role both at workplace and in family in a new perspective.

..... ShyamSunder

Regional Railway Manager

“Chaitanya Project has given me an opportunity to introspect and has provided a platform for me to view life with confidence and composure.

.....S.S.Raut

Multi purpose utility man

Yoga – A Lifestyle for ALL

- A science of ‘right living’ that work on all aspects of the person: the physical, vital, mental, emotional, psychic & spiritual
- A means of balancing and harmonising the body, mind and emotions
- A practice of ‘8’ limbs of Yoga recommended –
 - Yamas (Moral Commandments)
 - Niyamas (Observances of Conduct)
 - Asanas (Postures),
 - Pranayams (Breathing techniques),
 - Pratyahara (Withdrawal of the senses)
 - Dharana (Concentration)
 - Dhyana (Meditation)
 - Samadhi (The settled mind or total absorption)

Yoga - Effects

- Yamas, Niyamas & Pratyahara controls the 'senses' and the 'mind' that 'de-stresses' the nervous system. 'Dissipation' of energy is also controlled, leading to a rise in the energy levels available to the Executive
- Asanas 'remove' physical discomfort accumulated during a day at the office sitting in a chair, hunched over a desk
- Pranayams helps in 'calming' of mind and 'controlling' of thought processes
- Dharana, Dhyana & Samadhi are 'psycho-spiritual' processes which bring about 'steadiness of mind' as well as 'subtlety' and 'refinement' of 'consciousness'.

Yoga – For Maintaining a Good Health

- Busy, hyperactive executive can maintain ‘hygiene’ of ‘inner’ organs through practising of Yoga that ‘releases the tensions’ of work and engender a much needed state of ‘composure and serenity’ that ultimately stops ‘deterioration’ of health
- Yoga creates a state of mind that does not wish for the objects that have not arrived but rather gives enjoyment of those that have arrived spontaneously
- Yoga enables introspection of one’s thoughts and deeds that would help the Executives to stand in good stead on many occasions

Yoga – For Curing the Diseases

- A means of maintaining health & well-being by reducing the stress levels
- Relaxation techniques of Yoga help maximize the ‘effectiveness’ of ever diminishing ‘time-off’
- An alternative form of therapy in diseases such as **asthma, diabetes, blood pressure, arthritis, digestive disorders** and other **ailments of a chronic & constitutional nature** that modern science isn’t able to cure fully



2005 3 27



Outcome Indicators

Sr. no.	Description	2005-06	2002-03	Remarks
1	Man Day loss	1%	1.8%	Reduced
2	Injured on Duty	08	36	Reduced
3	Participation of employees in various Health programs and projects	3800	1260	Improved involvement
4	Employees not found conforming to the Health standards on periodic health check up	02	11	Reduced
5	Employees not found following the Rules of train operations	00	03	Reduced
6	Accidents in Konkan Railway	00	03	

Conclusion

- ✓ Human Resource is a critical factor in an Organisation
- ✓ Mental health Mental illness or distress is a major cause of sickness absence from work, reduced productivity and staff turnover with serious effect on individual and community
- ✓ Proactive Organisation Promotes positive physical and mental health
- ✓ Policies and innovative Strategies , continuous education, open channel of communication, involving HR in decision making process introduction of modern technologies yield improved quantitative and qualitative output by HR

Thus

- ✓ **Human error** as a cause of accident is addressed to a large extent