

The Impact of Employee Assistance Program on New Hire Well Being and Turnover

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Abstract : Employee well-being has been a major factor for an employee to deliver optimal performance in the workplace. During the COVID-19 pandemic, there has been a major concern for organizations to develop Employee Assistance Program as an approach to maintain employees' well-being. However, there is little published evidence assessing the effectiveness of Employee Assistance Program for the employee's well-being. The purpose of this paper is to advance theory and practice by understanding how the Employee Assistance Program (EAP) impacts to new hire well-being and turnover, especially in private organization. This paper provides an intervention framework used for new employees. The intervention program (onboarding and support group) is carried out to improve new hire well-being and to make them stay at the organization. The intervention is delivered to 36 new hire employees that were recruited from January 2021 to still ongoing 2022. The result of level 1 evaluation shows that new hire employees give a good rating to the intervention program. Next, the result of level 2 evaluation shows that the intervention has a significant difference in new hire well-being before and after the intervention program ($Z=-2,11$, $p<0.05$) and increases the percentage of recruitment quality index ($RQI = 10\%$).

Keywords : Employee Assistance Program, well-being, turnover, intervention program

Conference Title : ICAPBS 2022 : International Conference on Applied Psychology and Behavioral Sciences

Conference Location : Tokyo, Japan

Conference Dates : October 06-07, 2022