

# **ServiceNow Women Code to Win 2023 - India**

Future of Workplace

## **MIND WAVES**

**Team Name -**

Gru Sisters

**Team Members -**

Ishika Paliwal

Kashish Ahuja

Drakshi Chopra

**Institution -**

International Institute Of Professional Studies,  
Devi Ahilya Vishwavidyalaya University,  
Indore, Madhya Pradesh.

# **MIND WAVES**

## **Future of Workplace**

**- Gru Sisters**

### **INTRODUCTION**

In the 21st century, we are living a fast-paced lifestyle that can have a significant impact on our mental health.

Many people who work in technology-driven environments experience high levels of stress, burnout, and work-related anxiety. The "always-on" culture can lead to feelings of overwhelm and the inability to disconnect, leading to burnout and decreased mental well-being.

Additionally, the use of technology has made it more challenging for individuals to disconnect from work, leading to a lack of work-life balance and an increase in burnout. The pandemic has also exacerbated this issue, with remote work becoming more prevalent and blurring the boundaries between work and personal life.

This brings us closer to our idea of creating an application that supports employees' overall health.

## BRIEF ABOUT THE IDEA

The core idea behind creating a mental health application for the workplace is to address the growing concerns around stress, anxiety, and mental health in the modern workplace. The [Mind Waves](#) project aims to keep a check and improve employees' Mental Health and overall well-being.



## Features :

- **Track Your Goals**

A user-friendly dashboard equipped with a health tracker lets you monitor your overall wellness effortlessly. You can easily **track your daily steps, heart health points, calories burned, water consumption, meditation, exercise duration, mood**, and much more to stay on top of your health goals.

The application provides users with the ability to track their progress through **daily, weekly, and monthly statistics**. This allows users to **monitor their performance over time** and make adjustments to achieve their goals. The daily stats show progress on a daily basis, while the current week stats provide a snapshot of progress over the past seven days. The current month stats give users a longer-term view of their progress, making it easier to track progress towards longer-term goals.

- **Employee Assistance Program (EAP)**

The app will allow users to **connect with mental health care providers**, including **licensed therapists and counselors** according to their availability. Users have the **flexibility to choose the timing and duration** of their therapy sessions based on their schedule and necessity instead of necessarily spending an hour every session. Additionally, users can access online therapists **24/7 for immediate support** during sudden emotional challenges, breakdowns, or urgent therapy requirements.

- **Mental Health Questionnaire**

At break time, employees are asked to answer a daily workplace mental health questionnaire **aimed at assisting them to evaluate and maintain their mental health**.

The questionnaire includes new questions each day, such as "Select an emoji to reflect your current mood" to get a sense of the employee's current emotional state.

- **Engaging Activities**

Take a moment to unwind and relax during your break with the activity of your choice. Whether you prefer **listening to music, reading, viewing short videos, chuckling at memes, participating in quick physical exercises, or practicing meditation**, we have got it all covered for you to make the most of your break.

- **Daily Self-care**

Stay on **track with your daily goals** of staying hydrated, getting physical exercise, and practicing meditation using our activity-tracking and reminding feature.

- **View Achievements**

**Receive various badges** by accomplishing different monthly objectives such as Water intake goal completion badge, Step count goal completion badge, Meditation badge and many more.

- **Leaderboard**

**Tracks progress, promotes support and accountability** for mental health among employees. **Promoting friendly competition** among colleagues to monitor their progress can additionally contribute to improving their health.

- **Educational Resources**

Get educational **resources and tools to manage stress and improve their mental health**, such as mindfulness exercises and stress-management techniques.

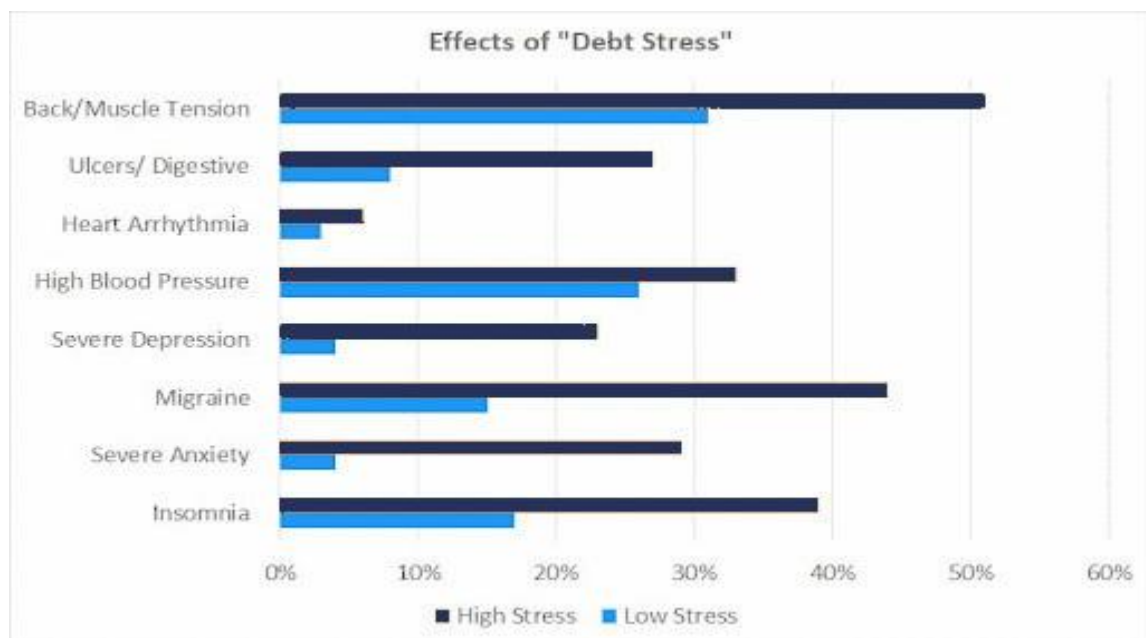
## PROBLEM STATEMENT

The problem that our team is trying to solve is: **What steps can we take to enhance employee experience, support mental health, and foster overall well-being?**

Mental health is a crucial aspect of overall well-being, yet it is often neglected or not given the proper attention it deserves. Despite the high levels of stress, burnout, and anxiety that employees experience, many organizations struggle to provide adequate resources or support to address these mental health challenges.

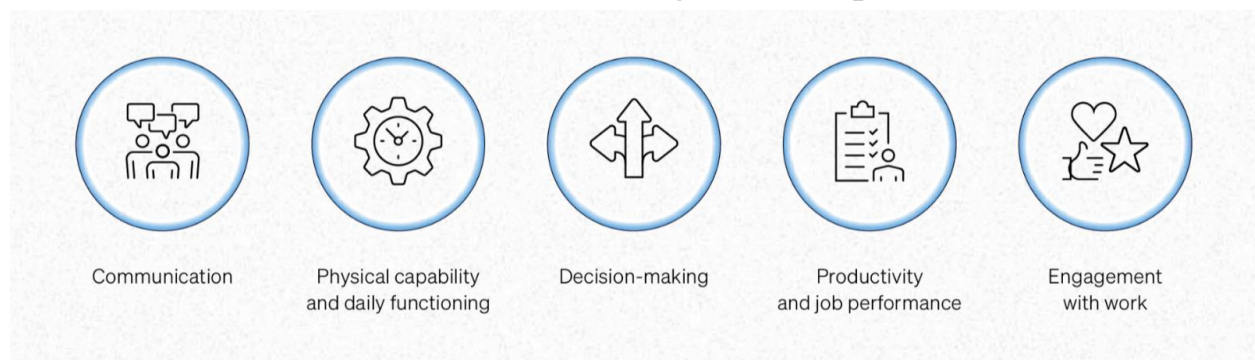
Reports show that **84% of millennials experienced burnout in their current job**. Burnout among employees leads to emotional and physical withdrawal from work and can negatively impact work.

The physical health of a human is directly impacted by the effects of high-level stress.



Also, mental health issues are the leading cause of absenteeism. **Poor mental health amongst employees costs Indian employers around \$14 billion per year due to absenteeism, presenteeism, and attrition.** Poor mental health can have a profound impact on employees and organizations, leading to decreased morale, increased absenteeism, reduced productivity and performance, and increased healthcare costs. **Globally, an estimated 12 billion working days are lost every year to depression and anxiety at a cost of US\$ 1 trillion per year in lost productivity.**

### Mental health challenges in workplace



The aim of a mental health application for the workplace and provide employees with a convenient, accessible, and confidential way to manage their mental health. The objective of the mental health checker application is to address this gap and assist organizations in enhancing their support for the psychological well-being and overall health of their staff.

The application will provide employees with a convenient, accessible, and confidential way to assess and manage their mental well-being, and it will help to reduce the stigma and barriers associated with seeking help for mental health concerns.

The application will offer a platform for users to track their valuable data and insights about their mental health, educational resources, tools, and contact with mental health professionals, enabling them to develop targeted interventions and support programs.

The goal of the project is to create a tool that will empower organizations to prioritize the mental health of their employees and foster a culture of openness and support for mental health in the workplace.



## **CONSUMERS AND END USERS OF THE PRODUCT**

The consumers and end users of mental health applications in the workplace can include a diverse range of individuals and organizations.

### **Employees**

- Individual employees who are struggling with stress, anxiety, depression, or other mental health issues may use the application to manage their symptoms and improve their overall well-being.
- Employees who aim to better their mental health and overall wellness, as well as establish positive habits, may utilize the application as a means to attain their objectives.

### **Employers/ Organizations**

- Employers may use the application to provide their staff with a comprehensive solution to reduce work stress, manage their mental health and well-being, and promote a positive work-life balance.
- Employers can also use it to improve job satisfaction, reduce absenteeism, and increase overall workforce productivity.
- Non-profit organizations, government entities, and similar groups may utilize the app to foster their employees' wellness and cultivate a conducive work atmosphere.

### **Individuals**

- Individuals who aim to better their mental health and overall wellness, as well as establish positive habits, may utilize MindWaves as a means to attain their objectives.

The ultimate target audience for this application is anyone and everyone seeking to enhance their mental health, decrease stress and anxiety, and raise their overall productivity and well-being.

## IMPORTANT BENEFITS

Our application is designed to enhance the overall well-being of the user. The top 3 benefits any consumer will have from our solution are

- **Improved mental health**

The Mind Waves includes various features which can improve the mental health of the user.

1. Self-assessment tools like questionnaires through which users can evaluate their mental health.
2. Under the employee assistance program, the application provides consumers with access to mental health resources and support providers, including licensed therapists and counselors, anytime, anywhere, to consistently work on any particular issue the user is facing.

- **Prevents Burnout**

The application encourages users to prioritize their mental health and achieve a balanced work-life by incorporating features such as personalized reminders and prompts for breaks.

The activities provided within the app are engaging and offer users the opportunity to choose their preferred method of relaxation during breaks, including options like music, reading, meditation, and more.

By taking breaks and participating in these calming activities, the user can avoid burnout and maintain a peaceful state of mind.

- **Achieve health goals and track progress**

The application facilitates target change strategies for users to increase their self-awareness and work towards improving their mental health through features such as daily self-care goals and reminders, as well as an interactive dashboard to monitor the progress of their health goals.

- **Encourages healthy competition**

The leaderboard is an effective way to track progress, set goals and promote a culture of support and accountability for employees' mental health. It encourages healthy competition and motivates individuals to improve their mental health and well-being, leading to a more productive and positive work environment.

- **Increases Self-Awareness**

By monitoring their own behaviors, individuals can become more self-aware and take control of their health. This includes tracking daily, weekly, and monthly stats to identify negative trends and make changes to improve their health. With this information, individuals are empowered to seek medical attention when needed, and can work with healthcare professionals to develop a personalized plan for optimal health.

- **Increased access to mental health resources**

Our application is dedicated to enhancing mental health by providing increased access to valuable resources. We recognize that navigating mental health challenges can be daunting, and that's why we strive to make it easier for individuals to access support when they need it most. It offers a diverse range of mental health resources, including self-help tools, articles, guided meditations, and more, that can be accessed anytime and anywhere.

In conclusion, our application nudges focus on mental exercises, stress management, screen breaks, and hydration. These interactive techniques are proven to lead to higher levels of well-being and mind peace over time.

It can benefit the company by promoting healthy habits at work along with positive behavioral change, improved health, motivation, and increased productivity, by boosting overall company morale and wellness.

From a consumer perspective, individuals can monitor their own behaviors, be more self-aware, and be empowered to seek medical attention as they see negative trends.

# TECHNICAL AND FUNCTIONAL ASPECTS

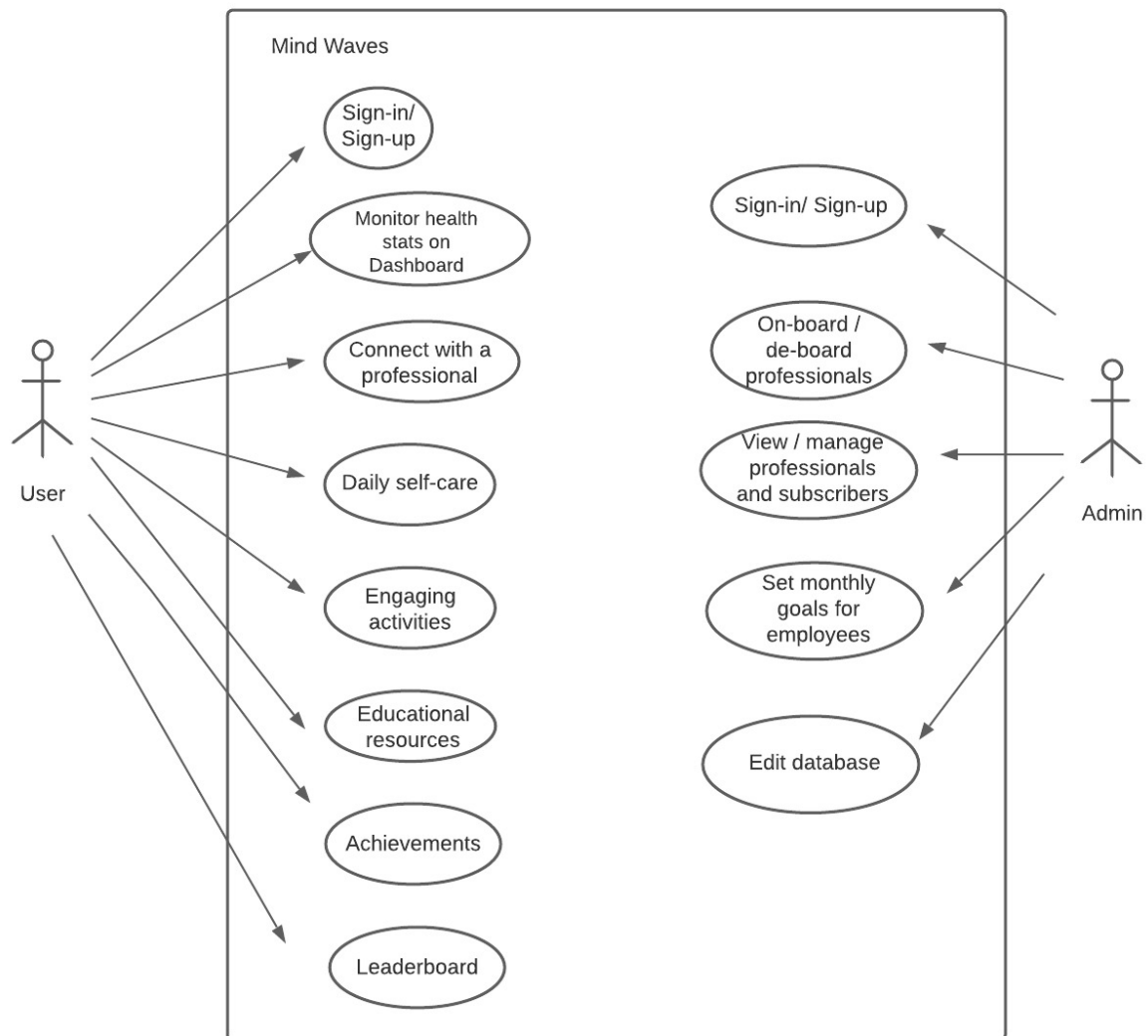
## Requirement Specification

- **Hardware Requirements**
  - a. A PC with Windows/Linux OS
  - b. Processor with 1.7-2.4GHz speed
  - c. Minimum of 4GB RAM
  - d. 2GB Graphic card
- **Software Requirements**
  - a. Text Editor (VS-code)

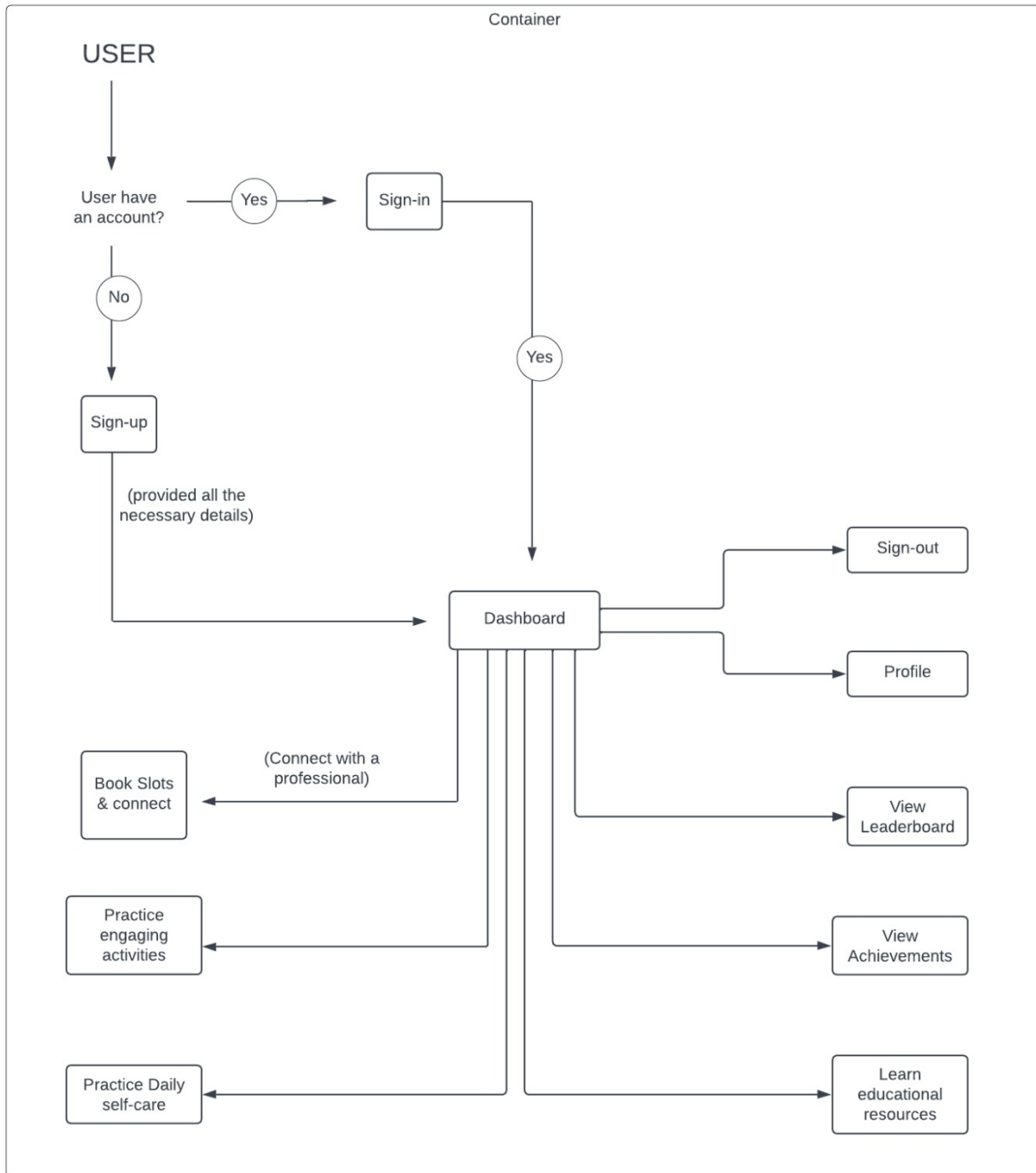
## Tools and Technologies

- **Tech Stack and Software requirements**
  1. Frontend: HTML5, CSS3, JavaScript, MaterialUI, React.js
  2. Backend: Node.js
  3. Database: MongoDB Atlas
  4. IDE: Visual Studio Code
  5. Version Control: Git
  6. Deployment: AWS
- **Third-Party Integration Requirements**
  1. Google Fit
  2. Calendly
  3. Google Authentication

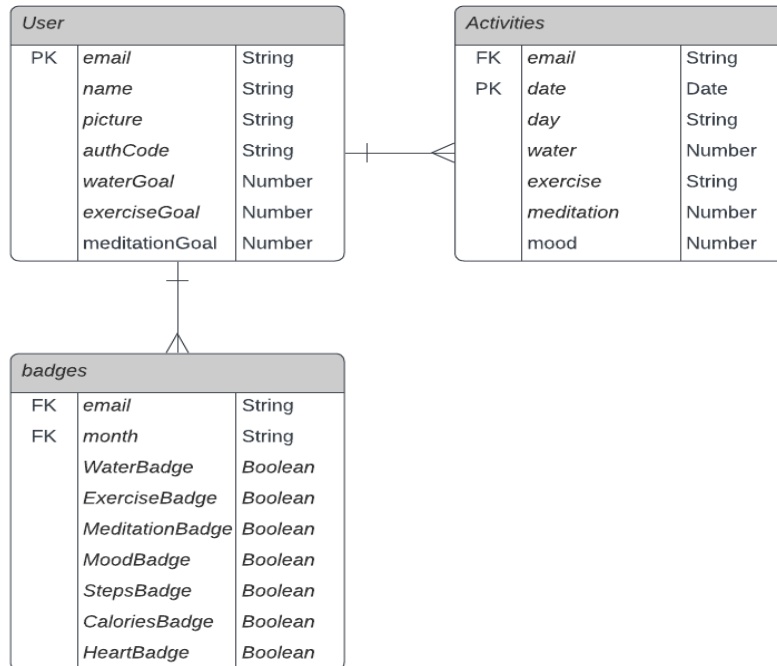
## Use Case Diagram



## Web Flow Diagram



## Entity - Relationship Model



## Relationships:

### 1. User and Activities:

- The User table has a primary key field called email, which is a String and must be unique.
- The ActivityModel table has a foreign key field called email, which is a String and references the User table's email field.
- A user can have multiple activity records in the ActivityModel table associated with their email.

### 2. User and Badges:

- The User table has a primary key field called email, which is a String and must be unique.



- The Badge table has a foreign key field called email, which is a String and references the User table's email field.
- A user can have multiple badge records in the Badge table associated with their email, one for each month.

### 3. Activities and Badges:

- The ActivityModel table has a primary key field called date, which is a Date.
- The Badge table has a foreign key field called month, which is a String and represents the month portion of the date field.
- An activity record in the ActivityModel table can be associated with a badge record in the Badge table if the activity record's date falls within the same month as the badge record.

## **Key features**

1. Sign-up and Sign-in functionality
2. Dashboard for tracking health
3. Professional support under the EAP program (book slots for therapy)
4. Daily stats, Weekly stats and Monthly stats
5. Break time
6. Mental health questionnaire
7. Leaderboard
8. Achievements
9. Engaging activities
10. Daily self-care goals
11. Educational resources

## **Other features**

1. User authentication
2. Completely responsive front end
3. Continuous deployment
4. Real-time updates
5. Data storage and retrieval

## **Future Goals**

- Create an Admin Panel to onboard employees and consultants & set goals.
- Give the option to set reminders for breaks and daily activities.
- Expand the scope of product by onboarding dieticians.
- Show stats for previous months.

- A questionnaire will be administered through an **automated chatbot**. The users can choose their comfort **fictional or cartoon characters** to ask questions. The objective is to enhance the user's mood as soon as they encounter their preferred character conducting the evaluation of their psychological well-being through questioning.
- Implement caching. This can help to improve the performance of the application and reduce the load on the server.
- Load balancing to distribute traffic across multiple servers. This can help improve the reliability and availability of your application.
- Deploying an Android application in APK format .

## CONCLUSION

The development of a mental health and overall well-being tracker application for the workplace represents a crucial step in promoting a healthy and productive work environment. By providing employees with accessible and convenient tools for tracking their well-being, the application has the potential to improve mental health, reduce stress, and increase job satisfaction.

The integration of this application within the workplace sends a message of support and value for employee well-being and can help to foster a culture of care within the organization. In today's fast-paced and demanding work environment, tools like this are more important than ever in promoting and preserving employee health and well-being. We hope that this project serves as a model for other organizations looking to invest in the mental health and overall well-being of their employees and we are confident that it will make a meaningful impact on the lives of those who use it.

## REFERENCES

- <https://www.forbes.com/sites/brettwhysel/2018/06/27/3-vicious-cycles/?sh=68ef3942540d>
- <https://www.betterup.com/blog/mental-health-in-the-workplace>
- <https://www.who.int/teams/mental-health-and-substance-use/promotion-prevention/mental-health-in-the-workplace#:~:text=Without%20effective%20support%2C%20mental%20disorders,to%20depression%20and%20anxiety%20alone>.
- <https://www.who.int/news-room/fact-sheets/detail/mental-health-at-work>