

PSYCHOLOGICAL SAFETY IN THE WORKPLACE WITH REFERENCE TO THE KOSO INDIA PRIVATE LIMITED, KANJIKODE

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ABSTRACT

Psychological safety in the workplace is crucial for fostering open communication, trust, and collaboration among employees. It enables individuals to express ideas, take risks, and seek feedback without fear of negative consequences. This study examines the role of psychological safety in employee productivity, job satisfaction, and workplace innovation, with a specific focus on KOSO India Private Limited, Kanjikode. A descriptive research design was employed, using a sample of 120 employees selected through simple random sampling. Data collection was conducted via questionnaires, and statistical analysis was performed using Pearson correlation and Chi-square tests. Findings indicate that psychological safety significantly influences workplace engagement, innovation, and employee well-being. Organizations should promote inclusivity, constructive feedback, and empathetic leadership to enhance psychological safety. Implementing clear policies and training programs can further strengthen a culture of trust and collaboration, leading to improved employee retention and overall organizational success.

Key Words: Psychological Safety, Workplace Environment, Employee Well-being, Employee Engagement.

INTRODUCTION

In the contemporary business world, organizations are increasingly requiring their employees to contribute to the continuous improvement of organizational processes and practices through behaviors that enable learning to occur. While such activities may potentially benefit the organization, they carry certain risks for the individual. In addition, experimentation with new approaches in the workplace might ultimately be unsuccessful, viewed as a failure, and lead the individuals involved to be seen in a negative light (Van Dyne & LePine, 1998). As a result, there is growing evidence to indicate that such risks may lead employees not to contribute to learning processes, and thereby inhibit both individual and

organizational learning (Detert & Burris, 2007). The provision of a psychologically safe work environment (i.e., one in which employees feel safe to voice ideas, willingly seek feedback, provide honest feedback, collaborate, take risks and experiment, is one way to overcome such threats to individual and organizational learning; Edmondson, 1999). Given the importance of psychologically-safe work environments to organizations, their employees and their customers, the present article reviews prior scholarship on psychological safety.

Psychological safety in the workplace refers to an environment where employees feel comfortable expressing their thoughts, ideas, and concerns without fear of embarrassment, rejection, or punishment. It fosters open communication, trust, and collaboration, allowing individuals to take risks, share feedback, and admit mistakes without negative consequences. Leaders play a crucial role in creating psychological safety by encouraging inclusivity, active listening, and respectful discussions. When employees feel psychologically safe, they are more engaged, innovative, and productive, leading to a healthier and more effective work culture. Organizations that prioritize psychological safety also experience lower stress levels, improved teamwork, and higher job satisfaction among employees.

KEY ASPECTS OF PSYCHOLOGICAL SAFETY

- **Respect and Inclusion** – Employees feel valued and included in discussions, regardless of their background or role.
- **Encouragement to Speak Up** – Leaders and managers foster an environment where feedback and dialogue are welcomed.
- **Support for Learning and Growth** – Mistakes are seen as learning opportunities rather than failures.
- **Trust in Leadership** – Employees trust that their leaders will listen and act fairly.

IMPORTANCE OF PSYCHOLOGICAL SAFETY IN THE WORKPLACE

1. **Encourages Open Communication** – Employees feel safe to express their ideas, concerns, and feedback without fear of negative consequences.
2. **Boosts Innovation and Creativity** – A supportive environment allows employees to take risks, share new ideas, and contribute to problem-solving.
3. **Enhances Employee Well-being** – Reduces stress, anxiety, and burnout, leading to better mental health and overall job satisfaction.

4. **Improves Team Collaboration** – Fosters trust and mutual respect among team members, enhancing teamwork and productivity.
5. **Reduces Workplace Conflicts** – Encourages constructive discussions and conflict resolution, preventing misunderstandings and toxic work culture.
6. **Increases Employee Retention and Engagement** – Employees who feel psychologically safe are more likely to stay motivated, committed, and loyal to the organization.

REVIEW OF LITERATURE

- “A comprehensive review by **Saxena (2024)** highlights the unique challenges faced by Indian employees, such as long working hours, job insecurity, and limited access to mental health support services. The study emphasizes the necessity of culturally sensitive mental health campaigns to reduce stigma and promote help-seeking behaviors. Saxena advocates for a multi-layered approach involving policy makers, employers, and mental health professionals to enhance occupational mental health in India.
- **Suryakant Sharma and Sunita Mehta (2023)** Psychological Safety and Creativity in Teams: A Mediated Moderation Model of Shared Leadership and Team Diversity. This study examines how psychological safety influences team creativity, with shared leadership mediating this relationship and team diversity acting as a moderator. Data from R&D teams in India's electronics industry support the proposed model.

RESEARCH METHODOLOGY

STATEMENT OF PROBLEM

Psychological safety in the workplace is essential for employee well-being, performance, and organizational success, yet many Indian employees experience workplace stress, fear of speaking up, and a lack of inclusivity, which hinders innovation and collaboration. Despite increasing awareness of mental health and employee engagement, psychological safety remains under-researched and inadequately implemented in Indian organizations. There is a need to assess its prevalence, the factors influencing it, and its impact on productivity, job satisfaction, and workplace culture. Additionally, understanding the role of leadership, HR policies, and organizational support in fostering psychological safety is crucial for

creating work environments where employees feel valued, respected, and empowered to contribute without fear of judgment or punishment.

TITLE OF THE RESEARCH

PSYCHOLOGICAL SAFETY IN THE WORKPLACE WITH REFERENCE TO THE KOSO INDIA PRIVATE LIMITED, KANJIKODE

OBJECTIVE OF THE STUDY

- To know about the socio-economic background of the respondents.
- To Examine the factors influencing psychological safety in the workplace.
- To find the effectiveness of psychological safety in the workplace.
- To analysis the relationship related to psychological safety in the workplace
- To provide suggestion to improve the workplace environment.

RESEARCH DESIGN

A research design is the set of methods and procedures used in collecting and analyzing measures of the variables specified in the problem research. The design of a study defines the study type descriptive. A research design is a frame work that has been created to find answers to research questions. The researcher adopted descriptive research design for conducting the study.

UNIVERSE

The universe of the study is 620 employees working at KOSO India Private Limited, Kanjikode.

SAMPLING METHOD

The researcher selected 120 samples out of the universe of the employees in the organization by using Simple random sampling method.

SAMPLING SIZE

The researcher conducted the study with 120 respondents at employee's division.

TOOLS OF DATA COLLECTION

The researcher adopted questionnaire for collecting data from the respondents. The questionnaire consists of two parts namely

- Part – I: Personal profile of the respondents
- Part – II: Psychological safety in workplace

STATISTICAL ANALYSIS

Pearson correlation is a statistical method used to measure the strength and direction of the relationship between two continuous variables. And Chi-square (X²) statistic is a test that measures how expectations compare to actual observed data. The data used in calculating a chi-square statistic must be random, raw, mutually exclusive, drawn from independent variables and drawn from a large enough space. X² is a statistical measure used in the contexts of sampling analysis for comparing between theoretical population and actual data when categories are used. By comparing a calculated value with the table value of X² is less than the value, the null hypothesis is accepted, but if the calculated value is equal or greater than table value the hypothesis is rejected.

FINDINGS

- The age distribution of the respondents shows that the majority fall within the 31-40 years age group, comprising 41.7% of the total participants.
- The gender distribution of the respondents shows that the majority, 73.3%, are male.
- The marital status distribution of the respondents shows that the majority, 78.3%, are married, followed by 15% who are single.
- The education level distribution of the respondents shows that the majority, 66.7%, have a Bachelor's degree.
- The employment status distribution of the respondents shows that the majority, 76.7%, are salaried employees.
- The occupation distribution shows that 81.7% of respondents are skilled workers.

- There is significant relation between occupation and improving the workplace environment shows p-value is 0.017, which is less than the standard significance level of 0.05, indicating that the relationship is statistically significant.
- There is no significant relation between employment status and improving the workplace environment shows the p-value is 0.290, which is greater than the standard significance level of 0.05, indicating that the relationship is not statistically significant
- The correlation between current employment and the effectiveness of psychological safety in the workplace shows a moderate positive relationship (Pearson's $r = 0.320$). The p-value is 0.014, which is less than the standard significance level of 0.05, indicating that the relationship is statistically significant.

SUGGESTIONS

To enhance workplace psychological safety, organizations should foster open communication, build trust, and promote inclusivity, ensuring employees feel valued and heard. Providing constructive feedback, empowering employees, and leading with empathy create a supportive work culture. Addressing conflicts positively, recognizing contributions, and implementing clear policies further strengthen psychological safety. Investing in training on communication, teamwork, and emotional intelligence helps sustain a safe and inclusive workplace environment.

CONCLUSION

In conclusion, workplace psychological safety is essential for fostering a positive and productive work environment. By encouraging open communication, trust, inclusivity, and supportive leadership, organizations can create spaces where employees feel valued, empowered, and unafraid to express themselves. Addressing conflicts constructively, recognizing contributions, and implementing clear policies further strengthen this culture. Investing in continuous learning and development ensures long-term success in maintaining psychological safety, leading to increased employee engagement, innovation, and overall organizational growth.

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