

**A STUDY ON CONSEQUENCES OF WORK STRESS ON EMPLOYEE PERFORMANCE
DURING COVID-19.**

Submitted in partial fulfillment of the requirements for the award of

Master of Business Administration

by

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SCHOOL OF BUSINESS ADMINISTRATION

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE
Jeppiaar Nagar, RAJIV GANDHI SALAI, CHENNAI - 600 119**

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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of SHWETHA.S(39410200) who have done the Project work entitled "**A study on consequences of work stress on employee performance during covid-19**" under my supervision from January 2021 to March 2021.

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ABSTRACT

The study analysis to find out the consequences of work stress on the employees performance during covid-19 pandemic . The project report is about stress level of employees which is an important part of any organization, which is considered as a necessary asset of a company. In fact, stress management gives a home ground to the organization acumen that is needed for proper functioning of the organization. It's a method through which candidate's stress level can be reduced in order to increase productivity of the employee.

A sample size of 120 is taken for the purpose of analysis the project through convenience sampling. Out of the total sample most of the respondents are between the employees all the respondents are satisfied with the physical and psychological working condition of the organization, and only fewer respondents are dissatisfied with the psychological working condition of the organization. The opinion about the training programs conducted by the organization is almost better, according to majority of the respondents. Respondents main opinion is to be safe and secure from covid-19 virus and they take all safety measures while they are in work .

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CHAPTER-1

1. INTRODUCTION

1.1 INTRODUCTION ABOUT THE STUDY :

Workplace Stress, also known as Occupational Stress is the stress that one gets from working at his job. Chief causes are unrealistic short-term goals, unexpected responsibility -sharing, and high expectations. Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Job stress can lead to poor health and even injury.

In today's business environment, there exist a lot of competition among companies. Employees' performance becomes a major and essential element for a company's success. This performance is significantly hindered by excessive stress encountered in the working environment and this has aroused the attention of many employers. Knowing the factors leading to work stress and its impact on employee performance is vital for any organization to ensure its success and smooth functioning.

Stress Management has become a most important and valuable technique to boost the employee morale and the company's productivity in all companies. All the organizations have understood that the employees play a key role and they should be out of stress to give a high performance atmosphere. There are varieties of techniques to manage stress in organizations. High stress jobs refer to work, which involves hectic schedule and complex job responsibilities that result into imbalance between personal and work life. Overwork may affect physical health of individual resulting into ineffective work and dissatisfaction among employees leading to imbalance in family or personal life also.

Due to improper job role assignment, improper working conditions, under utilization of skills and organizational politics the employees could be stressed. There are lots of

individual stressors like role ambiguity, psychological hardness, and type of personality that affect the morale of the employees as a whole. Effective stress management should overcome the stressors and it is obvious that no technique can completely remove stress but only can minimize it to negligible level. And the organizations are trying to minimize and cope up with the stress factors by implementing various trends and techniques in minimizing stress.

Stressors

Stress can start from the daily hassles of family to the work place or from the work place for family. Those who are even living single, they are also facing stress. There are various sources which produced stress, where some are acute and some others are still chronic. The greatest number of people faced stress due to the death of a spouse, divorce and marital separation as comparable to the change of residence, vacation and violation of law, etc. When a person is under stress, he/she may experience and passes through these specific stages. However, one may or may not pass through all stages of stress, depending on the events that triggered the occurrence.

Sources of Stress

Some stress is of high frequency in nature where as some are of low frequency. Some high frequency stresses like the hassles of daily life are less severe than the low frequency stress like sudden work load in the workplace, support in social life. In this context it can be stated that stress is always with the human being and it comes from every setup of human life, maybe from marital life, daily hassles of family life, and dissatisfaction in marital life, low academic performance, job dissatisfaction, disturbed love affairs etc. One thing cannot be disregarded that the sources of stress vary from person to person.

Stages of Stress

Stress may be ranged from mild to severe forms. That stress passes through four major stages. In first stage, the stimuli from the sense organs are sent into the brain. In second stage an interpretation took place inside the brain. And then the brain perceives

it either threat or no threat. If the brain regarded it as no threat, then the stress is at normal level. Otherwise it leads to the third stage, where the body stays activated, aroused until the threat is over. In the fourth and last stage the body returns to the homeostatic state, which results in the physical and mental calmness. It proposed that the first stage of stress is the alarm stage, where the body prepares itself for immediate action, aroused by the sympathetic nervous system and released the hormone which alert the organism to meet the danger. If the stress is prolonged, the second stage is the resistance stage, where the arousal become slowdowns compare to the first stage. If the stresses continue for a long period then it entered into the third or the exhaustion stage, which produced both psychological and physical illness. The following it describes that, if there is the effective coping strategy in alarm stage it will lead to the normal stage. If the effective coping strategies will be followed in the resistance stage and exhaustion stage respectively it will also lead to the normal stage.

Alarm Stage: The Alarm stage marks the first contact with the stressor. The individual's nervous system immediately sends an emergency signal to brain. Stress leads to increased adrenaline to the blood stream. This in turn causes breathing to speed up. Blood flow to the brain and muscles increases; digestion slows; vision improves, blood pressure goes up, palm and our mouth gets dry. Adrenaline activates the "fight or flight response," which is the body's initial response to stress. This phase is characteristic of the fight-or-flight reaction described by Cannon (1932) and Taylor et.al (2000). The "fight or flight" reaction prepares us to meet the stressors head on (fight) or run from it (flight).

Resistance Stage: Resistance stage occurs when one is unable to successfully deal with a stressor during the alarm stage body adapts to the presence of the stressor. Since the body is still fighting the stressor, the individual may become irritable, tired, and less capable to handle the demanding situations. Resistance is a form of adjustment that lasts until the stressor stops. If the stressful situation continues, the body continues the changes that started in the first stage. Once the stressful situation is over, the body returns to a pre-alarm state.

Exhaustion Stage: Exhaustion stage comes when the body can no longer keep up with the demands of the stressor. Exhaustion only occurs if a stressor continues for

long periods of time- weeks, months, or even years. When stress continues beyond the second stage and you do not adhere to remedial measures, the final stress stage of exhaustion settles in. The individuals at this stage are totally tired and drained out of all energy.

Stress Management

The intensity of stress and the perception of stress are different from person to person, time to time and situation to situation, like this, the coping abilities, and coping strategies also differ from person to person, time to time and situation to situation. Although there is difference of coping strategies, there are some common coping strategies to live a healthy and prosperous life. So here one question may be raised, what are the coping strategies?

“Coping is the process where the individual constantly changed his/her cognitive and behavioral efforts to manage specific external and internal demands that are appraised as taxing or exceeding the resources of the person”. As the causes of stress related with the cognitive and behavioral process of the individual, for its intervention the cognitive and behavioral functions are plays a vital role. Coping strategies are mostly depends on the cognitive and behavioral of the person to manage his/her stressful condition or associated emotional distress”.

1.2: INDUSTRY PROFILE :

Information Technology (IT) is the utilization of PCs to store, recover, communicate, and control data or data. IT is regularly utilized inside the setting of business activities instead of individual or diversion technologies. IT is viewed as a subset of data and interchanges innovation (ICT). A data innovation framework (IT framework) is by and large a data framework, a correspondences framework, or, all the more explicitly, a PC framework including all equipment, programming, and fringe hardware worked by a restricted gathering of clients.

The IT industry is a broad, sweeping term that covers many information technology oriented organizations. If you think about it, no organization (whether corporate or government or non-profit) can survive without IT.

Therefore, when we speak about the IT industry we include all organizations or departments within organizations which develop, maintain or operate the Information Technology systems.

Broadly, we can come up with the following segments for IT organizations. Many organizations will have a presence in multiple segments.

Today, cutting-edge technologies such as computers, software and artificial intelligence, fiber optics, networks, and standards have an immense impact on information technologies. Among the many applications of information technologies, three of particular importance are traditional telephony, mobile cellular telephony, and data processing and communication. Information technologies, in turn, affect many industries and society as a whole

The significant weaknesses the IT industry is facing now is due to the fall in the economy, as a lot of companies are forced to ask their employees to work from home (remotely) keeping in the account of the public health concerns. Due to this, there is a massive loss in opportunity for many companies who have international dealers. For example, Apple Inc. is estimated to have at least 10%

fall in its shares because of the lack of availability of iPhones in the market. The parts that are required to build the iPhones are supposed to come from China, and it is facing a major lockdown.

The spread of this deadly virus has caused a lot of tech conferences to get cancelled, which could have been a great partnership opportunity for many companies to expand their horizons. A few of the meetings were shifted to teleconferences, but this won't have the same reach, and the conference attendees will not be able to have the networking opportunity as they would be attending the actual conference.

With Corona Virus Disease 2019 (COVID-19), the world is fighting a health pandemic as well as an economic pandemic, almost impacting trillions of dollars of revenues.

We bring to you high level sector insights as well as very deep insights relevant to 40 promising markets. The insights will cover: Rapid shifts in top 100 companies in each sector and Growth and decline in each sector due to COVID-19

Worldwide business leaders are creating war rooms to keep the 'lights on' to fight the COVID-19 impact. The 1000+ analysts at Market and Markets are constantly engaging with its 7500+ clients regarding the revenue impact of COVID-19 on their businesses, and their resulting shift in priorities and pivot to short-term strategies.

Coronavirus has disrupted the demand and supply chain across the country and with this disruption, it can be seen that the tourism, hospitality, and aviation sectors are among the worst affected sectors that are facing the maximum impact of the current crisis. Closing of cinema theatres and declining footfall in shopping complexes has affected the retail sector by impacting the consumption of both essential and discretionary items. As the consumption of any product or services goes down, it leads to an impact on the workforce. In the current scenario, with all the retailers closing down their services, the jobs of the employees are at a huge risk.

The financial market has experienced uncertainty about the future course and repercussions of COVID-19. An estimated Rs 10 lakh crore of market cap was reportedly wiped off due to the fall of sensex in the second week of March 2020. The fall has continued till date as investors resorted to relentless selling amid rising cases of coronavirus.

The supply-side impact of shutting down of factories resulted in a delay in supply of goods from China which has affected a huge number of manufacturing sectors which source their intermediate and final product requirements from China. Some sectors like automobiles, pharmaceuticals, electronics, chemical products etc were impacted big time.

According to a survey by the Federation of Indian Chambers of Commerce & Industry (FICCI), the immediate impact of COVID-19 reveals that besides the direct impact on demand and supply of goods and services, businesses are also facing reduced cash flows due to slowing economic activity which in turn is having an impact on all payments including to those for employees, interest, loan repayments and taxes.

For some of the sectors, the work-from-home proposition is posing implementation challenges as it has a direct bearing on the business operations. This is particularly true for manufacturing units where workers are required to be physically present at the production sites, and services sectors like banking and IT where a lot of confidential data is used and remote working can enhance security threats. Hence, companies operating in these sectors are finding it difficult to implement work-from-home facilities without compromising on their day to day operations.

1.3 NEED OF THE STUDY :

- * The quality of the methodology varied substantially among studies.
- * To produce changes on these types of measures, stress interventions will need to alter or modify the source of stress in the work environment.
- * The purpose of the study is to understand that, the stress management in work setting can be effective in enhancing worker physical and psychological health.
- * The choice of which stress-management techniques to use should be based on the specific health outcome that are targeted for change.

1.4 SCOPE OF THE STUDY :

- * To know the inverse relation between stress and job performance where rise in the level of stress decreases the job performance of employees.
- * Gain knowledge to follow tactics to get relief from stress level during work hours.
- * To get an idea to keep the employee satisfaction and motivated by lowering the stress level.

1.5 OBJECTIVES OF THE STUDY :

PRIMARY OBJECTIVES:

To Study on consequences of work stress on employee performance during covid-19 pandemic .

SECONDARY OBJECTIVES:

- 1) To measure the work pressure of employees who are working from home .
- 2) To identify the impact of covid -19 on the mindset of employees towards their work.
- 3).To identify prevention of work stress is effective for employee performance .

1.6 LIMITATIONS OF THE STUDY:

- 1)The research was carried out in a short span of time, where the researcher could not widen the study.
- 2)The study could not be generated due to the fact that research adapted personal interview method.
- 3)The employees hesitate disclosing the true facts in order to secure their jobs.
- 4)These is no measure to check out whether the information provided by the employees is correct or not.

CHAPTER: 2

2.REVIEW OF LITERATURE

The literature review examines the studies related to factors affecting of job stress, productivity. Stress management at different segments and the influence of job stress on the employees' productivity and their performance in the organization is observed.

Donald, Taylor (2005) Drew a large sample of 16001 employees across 15 organizations in UK. ASSET questionnaire is used to collect the data on employee stress perceptions, health and organization commitment. The sub scales measured by ASSET consists of work relationships, work life balance, overload, job security, resources and communication, pay and benefits, organization commitment and health.. No direct relationship between stressors and productivity was found except for resources.

Fernando, (2011) Examine a model focusing on two workplace stressors- interpersonal conflict and work overload. The study finds the relationship with role stress, emotional exhaustion, job attitude, working smart, job performance and turnover intentions. A model is tested using responses of sales employees working for four financial institutions in South Africa. Their findings indicate the work overload and interpersonal conflict mediate the impact of role stress on emotional exhaustion, job attitudes and behavior.

Shilpa, (2010) Studies about organizational role stress of employees of public and private bank employees. Their study concludes that there is significant difference between the role stress of public and private bank employees. The private bank employees experienced higher organizational role stress than the public bank employees. But there is no difference in certain aspects like role expectation conflict, role isolation, personal inadequacy and role ambiguity.

Ronald (2002) Emphasizes on the study about the relationship of several work stressors like physical demands, job insecurity, hazards, work family conflict with measures of satisfaction and well-being in a large sample of employed women. These findings extended the understanding of job demands and women's health by including considerable numbers of women in low occupational status jobs and introducing work stressors that assessed aspects of the physical environment as well as physical demands present in these jobs.

Van, (2013) Aims to investigate the relations among negative emotional reactions and behavioral reactions to job insecurity. Convenience sampling of employees working in a private hospital in Gauteng, South Africa is selected for the study. The results showed that job insecurity was associated with job related stress. Experiences of effective job insecurity, job stress and low organizational commitment were associated with use of avoidance coping strategies.

Zahid, (2011) Explores the issue of gender discrimination in workplace and its impact on the satisfaction and motivation, commitment and enthusiasm and stress level of employees. Their findings show that females are discriminated more than males in private sector than in public sector. The results show that gender discrimination decreases satisfaction, motivation, commitment and enthusiasm level of employees and increases the stress level of employees.

Gbolahan and Catherine, (2012) Examines the relationships between perceived stress and performance appraisal discomfort with core self-evaluations and gender as moderating variables. Neither core self-evaluations nor gender significantly moderated the relationship between performance appraisal discomfort and perceived stress. Women earned less income and their perceived stress was significantly higher than men's. The findings suggest that HR practitioners need to consider individual characteristics more than organizational policy in effective implementation of performance appraisals and stress reduction strategies and as a consequence worker-related interventions may be particularly pertinent.

Cryer, (2003) Say that too much stress can affect health, relationships and productivity at work. The effective ways to manage stress for physical well-being is discussed.

Jin-Feng Uen, (2009) Explore the relationship between young managers' interpersonal stress and various management development practices. Practices in different aspects of their work include workflow planning, team work, interpersonal communication etc.

Shree Raja and Murali (2015) In their paper critically reviewed major factors affecting labour productivity, grouping of factors and methods to evaluate it. The major factors that affect the labour productivity were supervision, skill of labour, change of job, absenteeism, tools and equipment and financial constraints. The grouping of factors were done and named as technological group and administrative group. Based on the relative ranking it was observed that human group and management group have high impact on labour productivity in countries like UK, India and Spain. In India and Gaza the group such as project technology, motivational, quality and safety have adverse impact on labour productivity. In this sector inefficient management of construction resources can result in low productivity.

Karuna and Viswanadham, (2011) Discuss about stress among educators. The main findings revealed the major stressful factors were overcrowded class rooms, working for more hours and high expectations from parents. Lack of resources, students lack of goal were also found challenging by the educators.

William and Christophe (2010) Study the impact of time congruity on sales persons role stress. Time congruity a form of person-job fit, is said to exist when there is a match between the temporal requirements of a particular job (job time personality) and temporal requirements of the person holding the job (individual time personality). The model helps to understand the relationship between time congruity, role stress and work outcomes. The paper shows how salespeople's individual time personalities, their job time personalities and the person-job fit concept can be used to create time congruity and enhance an organizations' recruiting strategies.

George and Dimitrios (2012) Conducted a study by using a random sample of 425 employees in the private and public sector. They investigated the effects of stress and job satisfaction on the functioning of a company. The factors that affect stress and job satisfaction are work hours, good relations between management and employees, good function of the group and work related to employees' area of education. Tests

like factor analysis, correlation and logistic regression is done. Their studies revealed that increased stress leads to reduced productivity and increased satisfaction leads to increased productivity.

Manjari (2011) Conducted an exploratory study mentions the relationship between certain independent variables like personal values of executives, work values of organization and dependent variables are positive job outcome (satisfaction) and negative job outcome (stress and anxiety) was studied. Demanding job conditions have negative impact on professionals as it leads to perception of stress, anxiety and dissatisfaction among professionals. The study also suggests that organizations need to help their employees by setting realistic demands and by training them for stress coping strategies.

Ming Chu Yu (2009) Explores employees' perception of organizational change among employees from Taiwanese governmental departments undergoing change. The results showed that organizational change had a significant negative influence on employees trust and job involvement. Stress management workshops are suggested to provide strategies for stress relief and to improve employees' organizational identification and job involvement.

Abdullah, Faridahwati, (2013) Studied the effect of job stress and organizational support on the relationship between job demand-resources and job performance among nurses. The model was based on job demand and resources on performance. Job stress and organizational support are considered to have mediating effect. The study confirms partially the significance of organizational support in mitigating the effect of stress on job performance.

Nagesh, (2008) Says that IT call centers employees in Mysore city are stressed mainly due to non-regular sleep/working hours affects physical and psychological health. Also employees are stressed due to time pressure, monotonous work, night shifts, and safety for women employees and public view about call center employees. They suggest that employees' awareness about stress management will help in higher productivity and help in employee retention.

Curtis, (2006) Found that the result of out-of-balance life leads to stress. The changes in sleeping habits, eating habits, relationships, physical and mental health gives a clue to out-ofbalance and if this is not checked properly leads to stress. Exercises, Set business hours, effectively handling people are some ways to control stress.

Major findings from literature review

Following are the major findings after reviewing the literature, An extensive study has been conducted on various causes of stress have been identified in different sectors from research scholars and experts. Their studies have thrown light on the importance of employees' health to overcome the negative influence.

Theoretical Framework Parameters for Job Stress on Employee performance

The present study attempts to describe about stressors on employees' through researchers in the subject area and current existing practices. The study prepares an exclusive frame work to identify the various gaps and develop the research model in a more systematic manner.

Workload: Hart and Staveland (1988) describe workload as the perceived relationship between the amount of mental processing capability or resources and the amount required by the task. According to Wickens (1984), the main objective of assessing and predicting workload is to achieve evenly distributed, manageable workload and to avoid overload or underload.

Role Ambiguity: Srivastav, A. K. (2010) opines that Role Ambiguity arises when the role occupant is not clear about expectations from his/her role.

Job Security: is the probability that an individual will keep their job; a job with a high level of job security is such that a person with the job would have a small chance of becoming unemployed.

Gender Discrimination: Siva Kumar M (2008) describes that Gender discrimination is not biologically determined but it is determined by socially and the discrimination can be changed by the proper and perpetuate efforts. Denial of equality, rights and opportunity and suppression in any form on the basis of gender is gender

discrimination. Gender is a common term whereas gender discrimination is meant only for women, because females are the only victims of gender discrimination.

Interpersonal Relationship: Degree of support from colleagues, peers and managers. The interpersonal relationship among employees in the organization will help them to maintain good team dynamics, improved communication, work/knowledge sharing etc.,

Change of Job: George and Dimitrios (2012) state that Change of work areas, if the initial design was not correct or if the introduction of changes and re-classifications leads to a recasting of the work area (e.g. the company used to have two employees in the accounts department, but due to development the same space must now accommodate four people).

Resource Constraints: Srivastav, (2010) defines resource constraints as the results when the role occupant encounters inadequacy of the available resources, equipment and tools for performing his/her role.

Role Fit: Work-role fit is defined as the perceived fit between an individual's self concept and his or her role.

Job Satisfaction: Job satisfaction is defined as the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs" (Spector, 1997, p. 2). This definition suggests job satisfaction is a general or global affective reaction that individuals hold about their job. While researchers and practitioners most often measure global job satisfaction, there is also interest in measuring different "facets" or "dimensions" of satisfaction. Examination of these facet conditions is often useful for a more careful examination of employee satisfaction with critical job factors. Traditional job satisfaction facets include: co-workers, pay, job conditions, supervision, nature of the work and benefits. (Williams).

Organizational Commitment: Extent to which the employee feels committed to the organization and also the extent to which the employee feels wanted by the organization. It is the extent to which an employee identifies with the nature and goals of a particular organization and wishes to maintain membership in the organization.

Job Involvement: Blau (1986) and Blau and Boal (1987, 1989) defines job involvement as the extent to which an individual identifies psychologically with his/ her job.

Organizational Support: is the degree to which employees believe that their organization values their contributions and cares about their well-being and fulfills socioemotional needs.

Work life balance: Extent to which the demands of work interfere with personal life.

Timings: It is the fixed work by the employee at organization. It includes the extra time the employee spends in the organization to accomplish the tasks.

Competence of Supervisors: Competency refers to skills, abilities and knowledge of a person. Competency refers to behavior, differentiating success from merely doing the job. It includes team with classified supervisors. Supervisors with known team members and the competency in supervisor change.

Compensation: Compensation is defined as the total amount of the monetary and non-monetary pay provided to an employee by an employer in return for work performed as required. It is a combination of the value of the pay, vacation, bonuses, health insurance and any other perks.

Systems and Procedure: a set of principles or procedures according to which something is done; an organized scheme or method. It includes the instructions available. The system and procedures are followed to maintain specific quality. It is the requirement to perform a particular task.

Group Dynamics: refers to the study of human behavioural in group. It is a system of behaviours and psychological processes occurs within a social group or between social groups. It tells about groups with all skilled members, groups with mix of skilled and unskilled members, groups with unskilled members.

Absenteeism: Robbins (2003) defines Absenteeism as the failure to report to work. It can be classified as voluntary and involuntary absence. Involuntary absence is due to factors beyond the control of the individuals. Voluntary absence reflects a conscious choice by the employee not to attend work because of reasons that are within his or her control.

CHAPTER-3

3.RESEARCH METHODOLOGY

3.1 RESEARCH DESIGN :

Descriptive research is a methodology that is not exclusive to market researchers but one that can apply to a variety of research methods used in healthcare, psychology, and education. At its core, descriptive research seeks to describe the characteristics or behavior of an audience. While it's not grounded in statistics, and usually leans towards more qualitative methods, it can include quantifiable data as well.

3.2 SAMPLING TECHNIQUE :

Convenience sampling is defined as a method adopted by researchers where they collect market research data from a conveniently available pool of respondents. It is the most commonly used sampling technique as it's incredibly prompt, uncomplicated, and economical.

3.3 SOURCE OF DATA :

Primary Data :

The primary data is the first hand information collected from respondents with the help of questionnaire .In this project a structured questionnaire is prepared and data of 120 respondents is collected tabulated and analyzed.

Secondary Data :

Secondary data is information collected from already exists somewhere and has been collected for the for reference purpose. In this secondary data was collected from related websites and other references.

3.4 STRUCTURE OF QUESTIONNAIRE :

A Questionnaire consist of number of questionnaire printed or typed in a definite order on a form .The respondents have to answer their question on their own .

3.5 SAMPLE SIZE:

Sample is a group of project that are selected from the targeted population and are considered as the representative of real population. 120 sample size of employees who worked on covid-19 pandemic .

3.6 PERIOD OF STUDY :

The period of study is 3 months .

3.7 ANALYTICAL TOOLS:

- CORRELATION
- ANNOVA
- T-TEST

CHAPTER-4

4. DATA ANALYSIS & INTERPRETATION

4.1 PERCENTAGE ANALYSIS :

TABLE 4.1.1: Classification of Respondents according to “age”.

<u>CLASSIFICATION</u>	<u>NO .OF. RESPONDENTS</u>	<u>PERCENTAGE</u>
20-30 YEARS	89	74.2%
31-40 YEARS	26	21.7%
41-50 YEARS	5	4.2%
ABOVE 51 YEARS	-	-
TOTAL	120	100%

Source: Primary data

INTERPRETATION :

The above table represents the details of respondents based classification of age . Out of 120 respondents the highest number of members between 20 to 30 years and the lowest are the people among 41 to 50 years .

Age Group
120 responses

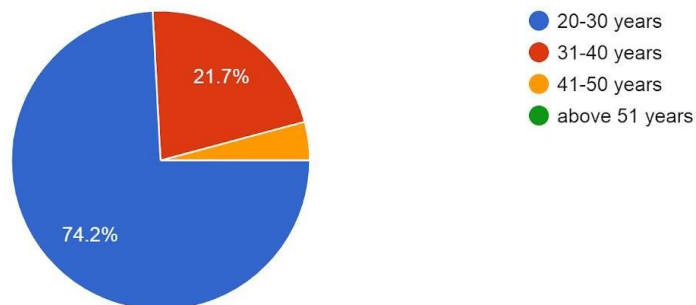


CHART 4.1.1: Classification of Respondents according to “age”.

TABLE 4.1.2 Classification of respondents according to gender :

CLASSIFICATION	NO OF RESPONDENTS	PERCENTAGE
MALE	61	50.8%
FEMALE	59	49.2%
TOTAL	120	100%

Source: Primary data

INTERPRETATION:

The above table shows the classification of respondents according to gender , were there are just minor differences between male and female ,where male leads with 50.8% and followed by female of 49.2%.

Gender
120 responses

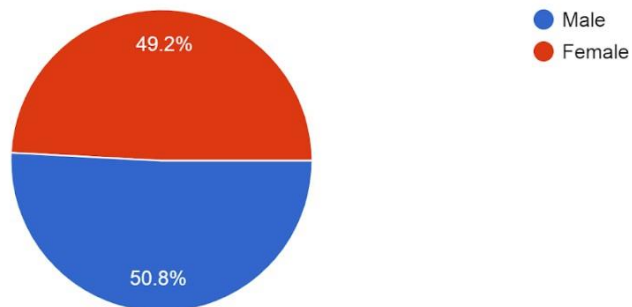


CHART 4.1.2 Classification of respondents according to gender

TABLE 4.1.3: Classification of respondents according to work experience

<u>CLASSIFICATION</u>	<u>NO .OF. RESPONDENTS</u>	<u>PERCENTAGE</u>
LESS THAN 2 YEARS	52	43.3%
2 -5 YEARS	40	33.3%
6-10 YEARS	19	15.8%
ABOVE 10 YEARS	9	7.5%
TOTAL	120	100%

Source: Primary data

INTERPRETATION :

The above table shows the respondents according to the classification of work experience were the majority is the people who have work experience less than 2 years and minority category goes to the people who have work experience above 10 years .

work experience
120 responses

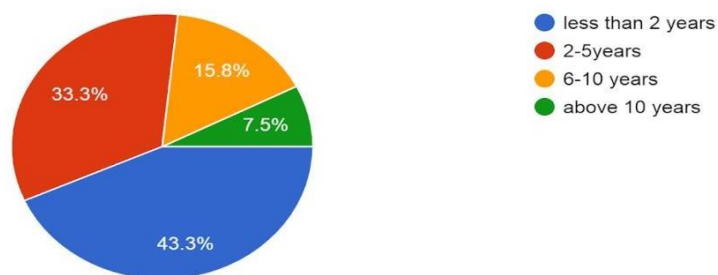


CHART 4.1.3: Classification of respondents according to work experience

TABLE 4.1.4: Classification of respondents according to educational qualification :

CLASSIFICATION	NO.OF.RESPONDENTS	PERCENTAGE
HIGH SCHOOL GRADUATE	2	1.7%
DIPLOMA	10	8.3%
UG(UNDER GRADUATE)	38	58.3%
PG (POST GRADUATE)	70	31.7%
TOTAL	120	100%

Source: Primary data

INTERPRETATION

The above table shows the classification of respondents according to their work experience where the majority belongs to under graduate and the lowest belong to high school graduate to the percentage (1.7%).

Educational qualification
120 responses

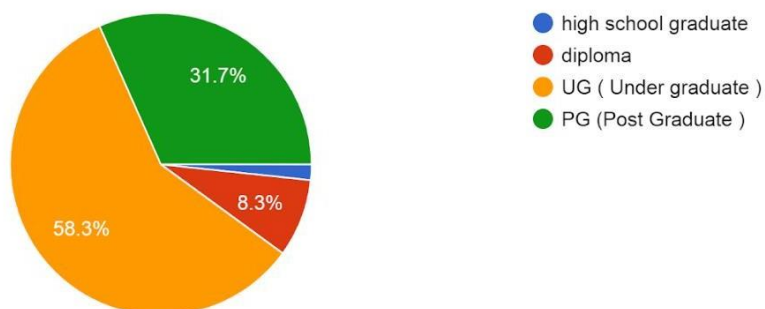


CHART 4.1.4: classification of respondents according to educational qualification

Table 4.1.5: Classification of respondents according to their monthly salary.

Classification	No.of.Respondents	Percentage
Below 10,000	19	15.8%
10,001-20,000	43	35.8%
20,001-30,000	41	34.3%
Above 30,001	17	14.2%
TOTAL	120	100%

Source: Primary data

INTERPRETATION:

The above table are the classification of respondents according to their monthly salary of employees were the category of 10,001 to 20,000 are the majority and the category above 30,001 are the lowest category employees with the percentage of 14.2 %.

Monthly Salary
120 responses

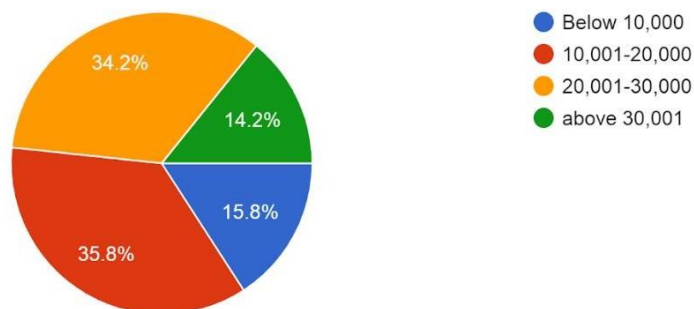


Chart 4.1.5: classification of respondents according to their monthly salary.

TABLE 4.1.6 Classification of respondents according to their marital status

<u>CLASSIFICATION</u>	<u>NO.OF.RESPONDENTS</u>	<u>PERCENTAGE</u>
MARRIED	31	24.8%
UNMARRIED	89	74.2%
TOTAL	120	100%

Source: Primary data

INTERPRETATION :

The above table represents the details on the classification of the respondents based on their marital status ,most of the respondents are unmarried rest of the 25.8% are the employees who are married.

Marital Status
120 responses

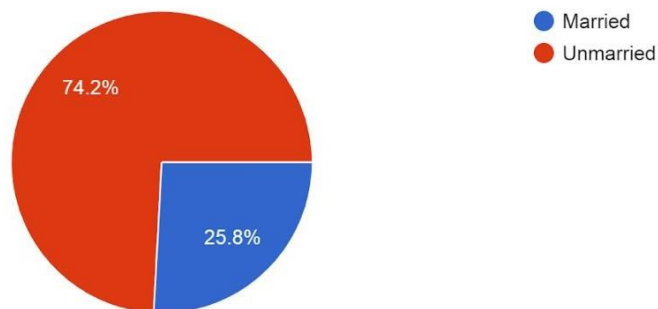


CHART 4.1.6 Classification of respondents according to their marital status

TABLE 4.1.7 : Classification of respondents according to their occupation

<u>CLASSIFICATION</u>	<u>NO.OF.RESPONDENTS</u>	<u>PERCENTAGE</u>
PROGRAMMER	34	29.1%
ANALYST	25	21.4%
SENIOR ANALYST	27	23.1%
TEAM LEADER AND ABOVE	13	11.1%
OTHERS	21	15.3%
TOTAL	120	100%

Source: Primary data

INTERPRETATION:

The above table represents the details on the classification of respondents based on occupation different types of employees have different occupation but majority goes to the occupation called programmer, followed by team leaders and above

Occupation
117 responses

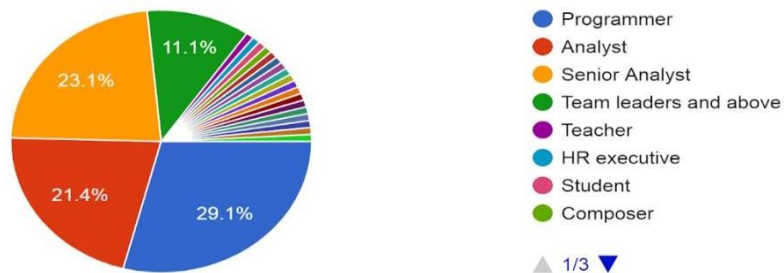


CHART 4.1.7 : Classification of respondents according to their occupation

TABLE 4.1.8:Classification of respondents according who feel their . physical working condition of organization is better than working from home

Classification	No.of.Respondents	Percentage
Strongly agree	26	21.7%
Agree	58	41.3%
Neutral	20	16.7%
Disagree	14	11.7%
Strongly disagree	2	1.7%
TOTAL	120	100%

Source: Primary data

INTERPRETATION :

The above table are the response from the employees who feel their physical working condition of organization than working from home which the highest majority goes to the option Agree (48.3%) and the lowest option goes to strongly disagree .

I feel my physical working condition of organization is better than working from home
120 responses

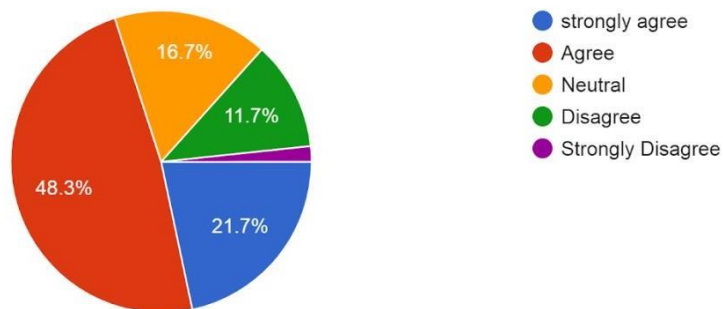


CHART 4.1.8:Classification of respondents according who feel their physical working condition of organization is better than working from home

Table 4.1.9: classification of respondents who feel no time for relaxation and recreation during work from home:

<u>Classification</u>	<u>No.of.Respondents</u>	<u>Percentage</u>
Strongly agree	25	20.8%
Agree	49	40.8%
Neutral	32	29.2%
Disagree	9	7.5%
Strongly disagree	2	1.7%
TOTAL	120	100%

Source: Primary data

INTERPRETATION:

The above data are the results from the respondents who feel there is no time for relaxation or recreation and the majority of the respondents have chose the options agree to 40.8% and the least response to the option strongly disagree

During work from home ,I fell no time for relaxation or recreation
120 responses

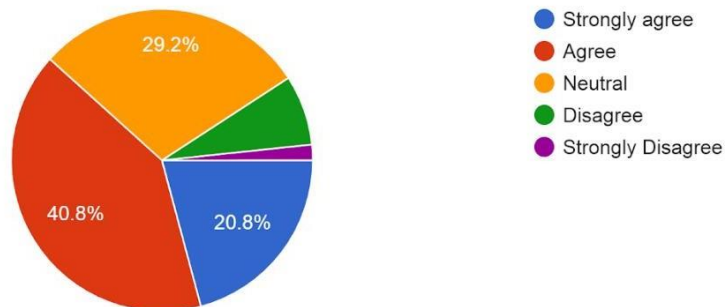


Chart 4.1.9: Classification of respondents who feel no time for relaxation and recreation during work from home

Table 4.1.10 : Classification of respondents who feel stress arises out of their extra work:

Classification	No.of.Respondents	Percentage
Strongly agree	30	25%
Agree	49	40.8%
Neutral	25	20.8%
Disagree	14	11.7%
Strongly disagree	2	1.7%
Total	120	100

Source: Primary data

Interpretation :

The above data is response for the employees who feel stress arises out of extra where majority of employees agree to 49.8% and strongly disagree to 1.7%.

I feel stress arises out of my extra work
120 responses

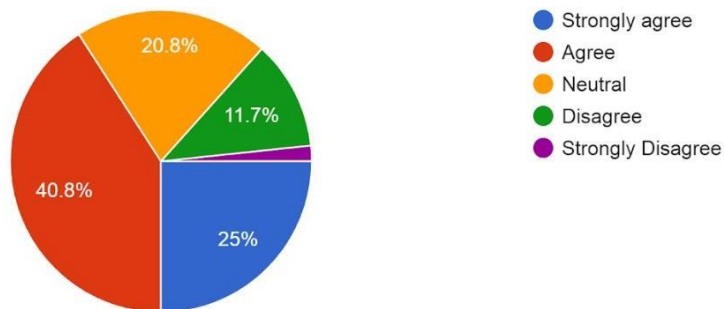


Chart 4.1.10 : classification of respondents who feel stress arises out of their extra work

TABLE 4.1.11 Classification of Respondents who suffer from stress related disease like hypertension, obesity, diabetes, frequent headaches, etc.

Classification	No.of. respondents	Percentage
Yes	47	39.2%
No	35	29.2%
Maybe	38	31.7%
Total	120	100%

Source: Primary data

INTERPRETATION:

The above table is the response from the respondents who suffer from stress diseases are 39.2 % yes and majority of people aren't aware they are affected by stress diseases

I suffer from stress related disease like hypertension, obesity, diabetes, frequent headaches, etc
120 responses

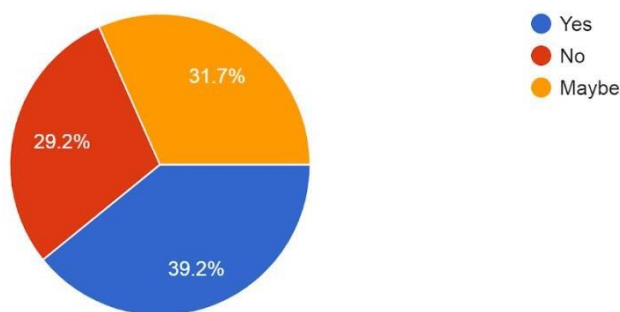


CHART 4.1.11 Classification of Respondents who suffer from stress related disease like hypertension, obesity, diabetes, frequent headaches, etc.

TABLE 4.1.12 :Classification of respondents who feel tired and depressed at the end of the day:

Classification	No.of. respondents	Percentage
Yes	50	41.7%
No	27	22.5%
Maybe	23	35.8%
TOTAL	120	100

Source: Primary data

INTERPRETATION:

The above data are the response from the respondents who feel depressed at the end of the day where the majority of response say yes to 41.7% and minority of response goes to no 22.5 %.

Usually feel tired and depressed at the end of the day
120 responses

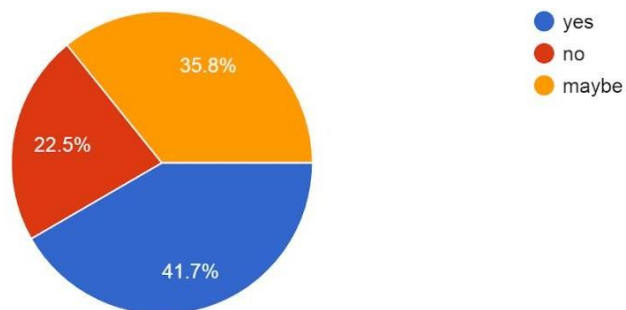


Chart 4.1.12: Classification of respondents who feel tired and depressed at the end of the day

TABLE 4.1.13 Classification of respondents according to their organization goals :

No of respondents (percentage)					
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
unable to maintain a good balance between work life and family life	26 (21.67%)	32 (26.67%)	25(20.83%)	24 (20%)	3 (3.6%)
work load is scheduled effectively	14 (16.8%)	36 (30%)	53 (37.9%)	14(11.67%)	3 (3.6%)
he training programs conducted in the organization is effective.	22 (18.33%)	48 (50.77%)	29(5.8%)	18 (21.6%)	3(3.6%)
supervisor helps in solving work related problems	26(25.2%)	33 (13.6%)	24(28.8%)	21(25.2%)	6(7.2%)
feel my performance is lagging behind my supervisor's expectations	16 (19.2%)	25 (30%)	46 (11.2%)	27 (30%)	6 (7.2%)
no matching of the individual and the organizational goals	23 (27.6%)	30 (36%)	46 (11.2%)	16 (19.2%)	5 (6 %)
organization take steps to mitigate work stress	22 (2.64%)	30 (36%)	35 (29.2%)	26(25.2%)	9 (10.8%)

Source: Primary data

INTERPRETATION:

The above data are the response from respondents according to their organization goals ,there are 7 questions under organizational goals they are ,

unable to maintain a good balance between work life and family life: 34

respondents have selected neutral option which is the highest and 3 respondents have select disagree option which is the lowest .

work load is scheduled effectively: : 53 respondents have selected neutral option which is the highest and 3 respondents have select disagree option which is the lowest

feel the training programs conducted in the organization is effective : 49

respondents have selected agree option which is the highest and 3 respondents have select disagree option which is the lowest.

Supervisor helps in solving work related problems: 33 respondents have selected neutral option which is the highest and 6 respondents have select disagree option which is the lowest.

feel their performance is lagging behind my supervisor's expectations: : 46

respondents have selected neutral option which is the highest and 6 respondents have select disagree option which is the lowest.

feel here no matching of the individual and the organizational goals: : 46

respondents have selected neutral option which is the highest and 5 respondents have select disagree option which is the lowest.

organization take steps to mitigate work stress : 36 respondents have selected neutral option which is the highest and 7 respondents have select disagree option which is the lowest.

Organisation Goals :

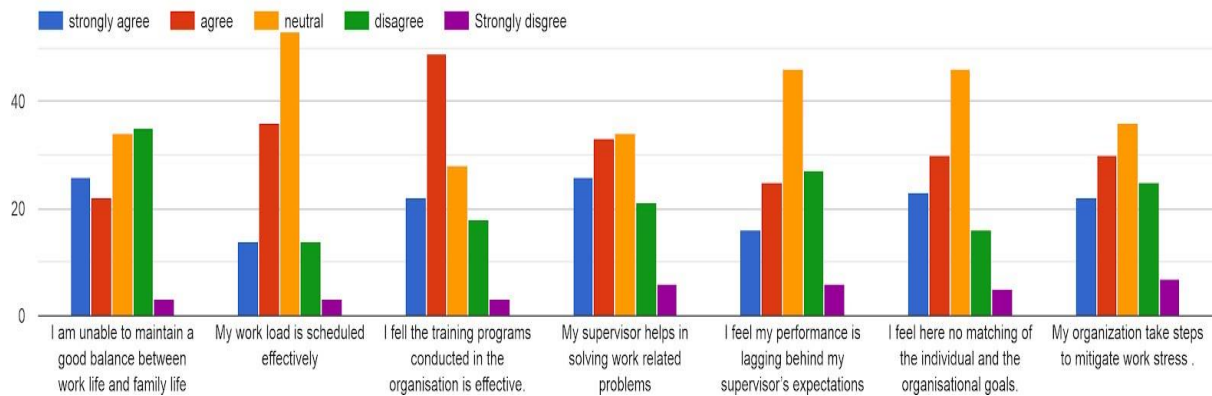


CHART 4.1.13 Classification of respondents according to their organization goals

TABLE 4.1.14 : Classification of respondents according to maintaining stress level :

NO .OF . RESPONDENTS (PERCENTAGE)					
	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
think here should be a specific effort to reduce or prevent stress	38(45.6%)	38(1.6%)	25(30%)	19(22.8%)	
company takes initiatives to manage stress level	15(18%)	42(50.4%)	43(7.6%)	20(24%)	
maintaining stress level and control helps to increase productivity of the organization	38(45.6%)	44(9.3%)	20(24%)	17(19.9%)	1(1.2%)

Source: Primary data

INTERPRETATION :

The above data are the response from the respondents according to manage their stress level ,there are 3 subdivided question as follows :

- **Respondents Think here should be a specific effort to reduce or prevent stress:** 38 respondents have selected the response strongly agree and agree option 19 respondents have selected strongly disagree option where no respondents have selected strongly disagree option.
- **Respondents company takes initiatives to manage stress level :**43 respondents have selected the option neutral which is the highest and 20 respondents have selected the option agree which is the lowest .
- **Respondents feel that maintaining stress level and control helps to increase productivity of the organization:** 44 respondents have selected the option neutral which is the highest and 1 respondents have selected the option strongly disagree which is the lowest .

Maintaining Stress level and control



Chart 4.1.14 : Classification of respondents according to maintaining stress level

TABLE 4.1.15 Classification of respondents who feel personal works influence a lot while working from home

Classification	No.of.Respondents	Percentage
Strongly agree	19	15.8%
Agree	58	48.3%
Neutral	30	25%
Disagree	10	8.3%
Strongly disagree	3	2.5%
TOTAL	120	100%

Source: Primary data

INTERPRETATION

The above data are the response from respondents who feel personal works influence a lot while working from home were the highest response goes to agree (48.3%) and the lowest response goes to strongly disagree (2.5%).

personal works influence a lot while working from home
120 responses

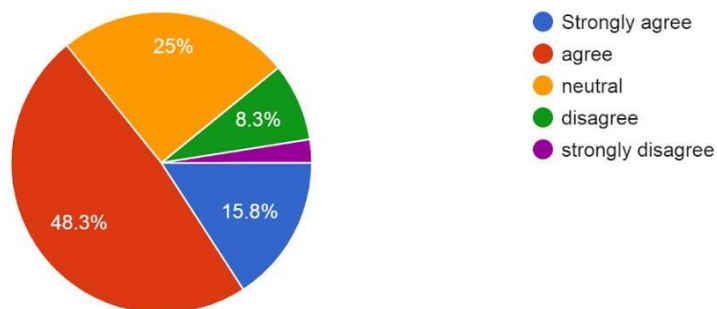


CHART 4.1.15 Classification of respondents who feel personal works influence a lot while working from home

TABLE 4.1.16 Classification of respondents who say the fear of covid-19 virus influences your occupational and personal work_

Classification	No.of.Respondents	Percentage
Strongly agree	20	16.7%
Agree	47	39.2%
Neutral	29	24.2%
Disagree	17	14.2%
Strongly disagree	7	5.8 %
TOTAL	120	100%

Source: Primary data

INTERPRETATION:

The above data are the response from the respondents who fear of covid 19 virus influences their occupational and personal work were the highest number of respondents have clicked option agree (39.2%) and the lowest number of respondents have clicked strongly disagree (5.8%).

The fear of covid-19 virus influences your occupational and personal work .
120 responses

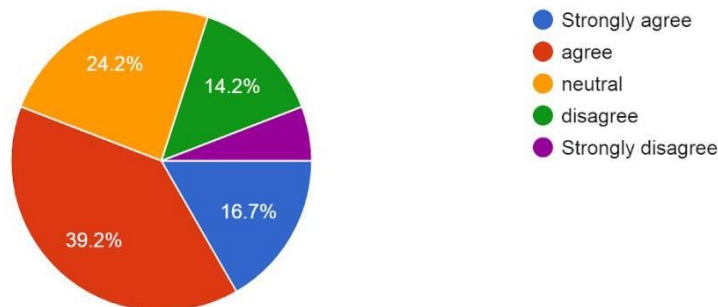


CHART 4.1.16 Classification of respondents who say the fear of covid-19 virus influences your occupational and personal work

TABLE 4.1.17 : Classification of respondents who say Incase of any emergency during this pandemic ,does your organization understand their situation or they are forcing you to complete the daily task

Classification	No.of. respondents	Percentage
Yes	48	40%
No	38	31.7%
Maybe	34	28.3%
TOTAL	120	100%

Source: Primary data

INTERPRETATION:

The above data are the response from the respondents who says their organization understand their situation or they are forcing to complete their daily task in this covid 19 ,the majority of respondents day yes (40%) and lowest goes to the option may be (20.3%).

Incase of any emergency during this pandemic ,does your organization understand your situation or they are forcing you to complete the daily task.

120 responses

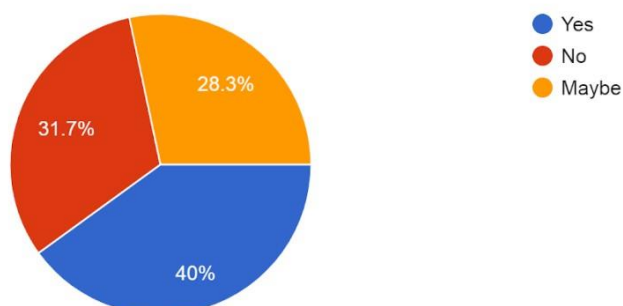


CHART 4.1.17 : Classification of respondents who say Incase of any emergency during this pandemic ,does your organization understand their situation or they are forcing you to complete the daily task

TABLE 4.1.18 : Classification of respondents according to which work shift brings more stress

Classification	No.of. respondents	Percentage
Day shift	31	16.1%
Night shift	36	35.5%
Rotational shift	53	48.4%
TOTAL	120	100%

Source: Primary data

INTERPRETATION:

The above data are the response from the respondents who says which work shift brings more stress ,the highest numbers of response have selected rotational shift and lowest number of response have said day shift (16.1%).

What type of shift brings you more stress
62 responses

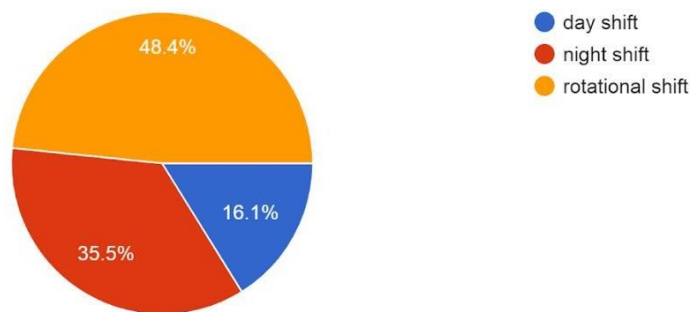


CHART 4.1.18 : Classification of respondents according to which work shift brings more stress

TABLE 4.1.19: Classification of respondents who feel often stressed from family responsibilities, they have hard time concentrating on my job

Classification (rank)	No.of. respondents	Percentage
1	12	3.2%
2	19	12.9%
3	30	33.9%
4	36	35.5%
5	23	25.5%
TOTAL	120	100%

Source: Primary data

INTERPRETATION:

The above data are the response from the respondents who often get stressed due to their family responsibilities who have hard time concentrating on their job ,the highest respondents have chose rank 4 (35.5%) that means the highest respondents feel stressed and the lowest goes to rank 1(3.2%).

I am often stressed from family responsibilities, I have hard time concentrating on my job (rank according to your priorities)
62 responses

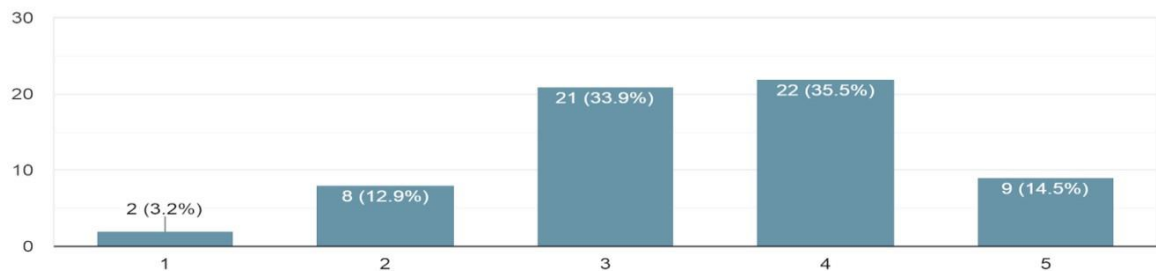


CHART 4.1.19: Classification of respondents who feel often stressed from family responsibilities, they have hard time concentrating on my job

TABLE 4.1.20: Classification of respondents according to which stress they are related in workplace :

Classification	No.of respondents	Percentage
Work environment	26	21%
Supervision	39	38.7%
Work group	33	29%
Social injustice	22	11.3%
TOTAL	120	100

Source: Primary data

INTERPRETATION:

The above data are the response from respondents who say of which group their stress is related to ,the highest respondents have selected supervision(38.7%) who feel their supervisors create more stress and the lowest option is social injustice (11.3%).

Most of your stress are related to
62 responses

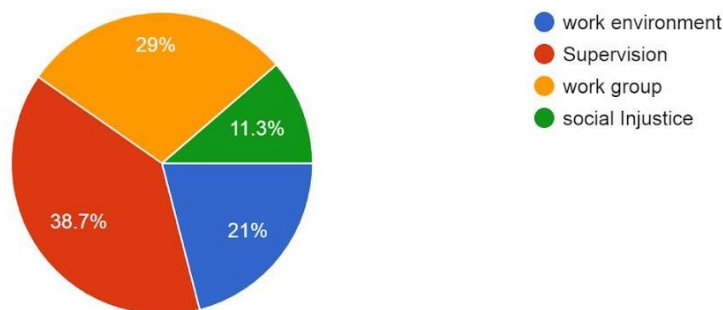


CHART 4.1.20: Classification of respondents according to which stress they are related in workplace

TABLE 4.1.21: Classification of respondents who are you ready to go their organization during post lockdown without having the fear of covid-19 virus .

Classification	No.of.respondents	Percentage
Yes	76	63.3%
No	44	36.7%
TOTAL	120	100%

Source: Primary data

INTERPRETATION:

The above data are the response from the respondents who are ready to go to their respective organization after post lockdown of covid -19 pandemic where the highest respondents are ready to go to their workplace who have selected option yes (63.3%) and 36.7% respondents are still in fear of covid virus and not ready to go to their workplace .

Are you ready to go your organization during post lockdown without having the fear of covid-19 virus .
120 responses

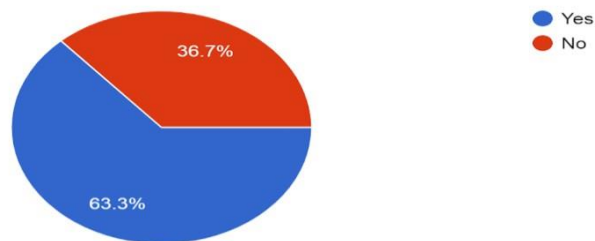


CHART 4.1.21: Classification of respondents who are you ready to go their organization during post lockdown without having the fear of covid-19 virus .

4.2 ANNOVA

A one –way ANNOVA has been carried out to determine whether or not there is any significance difference between age of respondent regard to impact of covid-19 in occupational work

4.2.1 HYPOTHESIS

Ho: There is no significant difference between age of a respondent regard to impact of covid-19 virus in occupational work .

H1: . There is significant difference between age of a respondent regard to impact of covid-19 virus in occupational work

4.2.2 TEST RESULTS :

ANOVA					
Age					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.473	4	.368	1.256	.292
Within Groups	33.727	115	.293		
Total	35.200	119			

4.2.3 INTERPRETATION:

From the above test results, the significant value 0.292 is lesser than 0.05. Therefore, Ho can be rejected and it can be conclude that there is significant relationship between age of a respondent and fear of covid-19 virus in occupational work .The Mindset of people regarding corona virus is majorly influencing the people and creating an impact according to their age .

4.3 T-TEST :

A T-Test has been carried out statistically analyze whether or not there is any relationship between the gender of a respondent and his /her work stress during covid-19.

4.3.1 HYPOTHESIS

Ho: There is no significant difference between gender of a respondent regard to his /her work stress during covid-19.

H1: There is significant difference between gender of a respondent regard to his /her work stress during covid-19

4.3.2 TEST RESULTS :

Group Statistics					
	Gender	N	Mean	Std. Deviation	Std. Error Mean
Usually feels tierd and deperressed while WFH.	Male	60	2.33	.968	.125
	Female	60	2.28	.976	.126

Independent sample t-test					
		F	Sig.	T	Df
Usually feel tired and depressed while WFH	Variances assumed	.293	.589	.282	.118
	Variances not assumed			.282	117.993

4.3.3 INTERPRETATION:

From the above test results the significant value is 0.589 is greater than 0.05. Therefore H_0 can be accepted .Thus, There is no significant relationship between gender of a respondent and his /her work stress during their work in covid -19 . By a close difference female acquire more stress while they work from home during this covid -19 due to other distractions like household work ,taking children etc .

4.4.A CORRELATION :

A Correlation test has been carried out statistically analyze whether or not there is any relationship between company takes initiatives to control stress and work stress during work from home .

4.4.1 A HYPOTHESIS:

H_0 : There is no significance relationship between company taking steps to control stress with regard to stress which arises during work from home.

H_1 : There is no significance relationship between company taking steps to control stress with regard to stress which arises during work from home.

4.4.2 A TEST RESULTS :

Correlations			
		Usually feels tierd and deperressed while WFH.	company takes initiatives to manage stress
Usually feels tierd and deperressed while WFH.	Pearson Correlation	1	-.104
	Sig. (2-tailed)		.258
	N	120	120
company takes initiatives to manage stress	Pearson Correlation	-.104	1
	Sig. (2-tailed)	.258	
	N	120	120

4.4.3 A: INTERPRETATION:

From the above test results the significant value is 0.258 is greater than 0.05 .Ho is accepted .There is no significance relationship between company taking initiative to control stress with regard to stress arising during work from home .Because stress which is arising in home due to personal work which cannot be handled by the organization .

4.4.B CORRELATION :

A Correlation test has been carried out statistically analyze whether or not there is any relationship where the respondents who cannot balance between work life and personal life with regard to their work which is scheduled effectively .

4.4.1 B HYPOTHESIS :

Ho: There is no significance relationship between who cannot maintain good balance in work life and personal life in regard to their work load scheduled effectively .

H1: There is significance relationship between who cannot maintain good balance in work life and personal life in regard to their work load scheduled effectively

4.4.2 .B TEST RESULTS :

Correlations			
		unable to maintain good balance between work life and family life .	work load is scheduled effectively
unable to maintain good balance between work life and family life .	Pearson Correlation	1	.224*
	Sig. (2-tailed)		.014
	N	120	120
work load is scheduled effectively	Pearson Correlation	.224*	1
	Sig. (2-tailed)	.014	
	N	120	120

4.4.3 B INTERPRETATION:

From the above results the significant value 0.014 is lesser than 0.05 ,therefore we reject Ho and accept H1,that is , there is significance relationship between who cannot maintain good balance in work life and personal life in regard to their work load scheduled effectively.

CHAPTER -5

5. FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS:

- The study shows that majority of respondents are aged between 20-30 years (74.2%) 89 members .
- From the results we found that majority of respondent are male 50.8% (61 members).
- From the study we found that majority of respondent work experience was less than 2 years (43.3%) 52 persons .
- From the study the most of the respondents are under graduate students (58.3%) .
- From the study the majority of respondents monthly salary is 10,001-20,000(43 persons).
- From the study ,the majority of respondents are unmarried (74.2%).
- Through survey we found that majority of respondent occupation is analyst (29.1%).
- From the study the majority respondents agree(48.3%) who feel their physical working condition are better than working from home.
-) who feel there is no time for relaxation and recreation during work from h Through the survey the majority of respondents agree (40.8%ome .
- The study shows that the majority of respondents agree (40.8%) who feel stress arises out of extra work given by their supervisor .
- According to survey the majority of people say yes (39.2%) that they suffer from stress diseases like hypertension ,depression etc.
- From the study the majority of people say yes (41.7%), that they feel tierd or depressed at the end of the day .
- From the study the majority of respondents disagree (35 members) that they unable to balance personal life and work life .

- According to the survey ,the majority of respondents are in neutral state (53 members) who feel their work load is scheduled effectively.
- Through the survey the majority of respondents agree (49 members)who feel the training programs conducted in the organization is effective.
- According to the survey ,the majority of respondents are in neutral state (34 members)supervisor helps in solving work related problems.
- According to the survey ,the majority of respondents are in neutral state (46 members)feel my performance is lagging behind my supervisor's expectations.
- According to the survey ,the majority of respondents are in neutral state (46 members)feel here no matching of the individual and the organizational goals.
- According to the survey ,the majority of respondents are in neutral state (36 members)organization take steps to mitigate work stress .
- From the survey the majority of respondents (38 persons) strongly agree and think here should be a specific effort to reduce or prevent stress.
- According to the survey ,the majority of respondents are in neutral state (43 members)company takes initiatives to manage stress level.
- According to the survey ,the majority of respondents are in neutral state (44 members) feel that maintaining stress level and control helps to increase productivity of the organization
- From the study the majority respondents agree 58 persons (48.3%) who feel personal works influence a lot while working from home .
- From the study the majority respondents agree 58 persons (39.2%) The fear of covid-19 virus influences your occupational and personal work.
- From the study the majority of people say yes (40%) during this pandemic ,does your organization understand your situation or they are forcing you to complete the daily task.
- From the study the majority of people say yes (40%) Are you ready to go your organization during post lockdown without having the fear of covid-19 virus .
- From the survey ,the majority of the respondents find rotational shift (48.4%) brings more stress .

- Through the survey the majority of respondents clicked rank 4 (35.5%) who are often stressed from family responsibilities, I have hard time concentrating on my job.
- Through the survey most of the respondents feel that supervision (38.7%) brings more stress than comparing to other categories .
- Through the result of ANNOVA ,It says that there is significant relationship between age of a respondent and fear of covid-19 virus in occupational work
- Through the result of t-test , There is no significant relationship between gender of a respondent and his /her work stress during their work in covid -19
- Through the result of correlation , There is no significance relationship between company taking initiative to control stress with regard to stress arising during work from home.
- From the result of correlation , there is significance relationship between who cannot maintain good balance in work life and personal life in regard to their work load scheduled effectively.

5.2 SUGGESTIONS:

- Organizations should provide facilities like yoga, library etc. to relieve the stress.
- Employee should be given awareness about healthy food habits and also seen they are acceptable to healthy food in the organisation round the clock
- Employees should have positive attitude about work, about life, and forget the stress.
- Employees should be provided training in time management techniques so as to void last minute rush in accomplishing the given targets which induces stress.
- Many tasks can be delegated to subordinates with losing effectiveness so that we can reduce the over load of work.

- Giving well professional counselling to the employees when they face problems, because counselling is the discussion of a problem that usually has emotional content with an employee in order to help the employee cope with betterness.
- During this pandemic period ,organizations should understand the problem of them employees because of the virus spread among is not known to employees .
- Incase if employees are arriving to office after lockdown ,proper sanitization ,temperature check and mask should be provided daily in order to be safe during this pandemic .

5.3: CONCLUSIONS:

The study concludes that the COVID-19 Pandemic has certainly created a panic and fear among people including the high level of stress and challenges while working from home (WFH). This has disturbed the mental wellbeing and calls for attention of practitioners and managers. The findings of the study support the notion that there is a dire need for psycho-social support, community support, managerial support and an effective system of organizational support. Since, very few studies have contributed on the impact of Covid-19 on remote employees working from home, the findings of this study are valuable and have urgent policy implications. Year of 2020 is the year that has redefined the way we work. How organizations learn and evolve from this experience will define the future for many organizations. The need of the hour is to be more agile and flexible to foster creativity and innovation among the team members.

The result of the study states that there are many valid inferences stating that work from home during corona pandemic has equal advantages and disadvantages . In order to be safe, secure and earn an income in a very big economic crisis was a great advantage .

The impact of corona virus fear have been a major disadvantage because the spread of the virus was increasing day by day . From what a majority of the respondents have expressed, it is seen that work from home has had a relatively positive as well as negative impact on the mindset of the IT employees towards their work

As far as the impact of corona virus with regards to age of respondents is concerned ,people who are more than 40 have huge impact where they even have a fear to step out from their house in for their emergency purposes due to spread of virus might attack them while the age group of 20 to 30 years really wanted to survive in the economic crisis ,comparatively they focus on work a little bit more in spite of covid-19 fear.

The majority of respondents prefer going back to work after the pandemic situation ceases rather than continuation of WFH. Now again, this opinion may be due to various underlying factors that are probably specific to each respondent. However, a majority of them express that Work From Home exploits their entire day without proper start and end times for work as well as adequate breaks

By comparing the gender with regards to work stress in covid-19 ,female undergo lot of pressure because they have to take care of household works ,taking care of children and family ,lot of interruptions are faced by female which results they undergo lot of stress while comparing to male respondents .

Overall respondents feel night shifts creates a lot of stress and pressure ,they feel supervisor pressure are the drawback while working due to lack of communication with their supervisors. Respondents have mention that they don't find time relaxation and recreation . The data and suggestions put forth by this study can be successfully used by companies ,researchers, to revise their employee policies.

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APPENDIX -1(QUESSTIONNAIRE)

1. NAME: _____

2. Age group :

- 20-30 years
- 31-40 years
- 41-50 years
- above 51 years

3. Gender

- male
- female

4. Work experience

- less than 2 years
- 2-5 years
- 6-10 years
- above 10 years

5. Educational qualification :

- high school graduate
- diploma
- ug(under graduate)
- pg (post graduate)
- other :

6. Monthly salary :

- below 10,000
- 10,001-20,000
- 20,001-30,000
- above 30.001

7. Marital status :

- married
- unmarried

8. Occupation :

- programmer
- analyst
- senior analyst
- team leader
- other :

9. I feel my physical working condition of organization is better than working from home

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree.

10. I feel no time for relaxation or recreation

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

11. I feel stress arises out of my extra work

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree.

12. I suffer from stress related disease like hypertension, obesity, diabetes, frequent headaches, etc

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

13. Usually feel tired and depressed at the end of the day

- Yes
- No
- Maybe

14. organization goals :

14 a). I am unable to maintain a good balance between work life and family life

- Strongly agree

- Agree
- Neutral
- Disagree
- Strongly disagree

14 b). My work load is scheduled effectively

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

14 c) I feel the training programs conducted in the organisation is effective.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

14 d) My supervisor helps in solving work related problems

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

14 e) I feel my performance is lagging behind my supervisor's expectations

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

14 f) I feel here no matching of the individual and the organisational goals.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

14 g) My organization take steps to mitigate work stress .

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

15 . Maintaining stress level

15 a) I think here should be a specific effort to reduce or prevent stress.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

15 b) My company takes initiatives to manage stress level

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

15 c) I feel that maintaining stress level and control helps to increase productivity of the organization:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

16. personal works influence a lot while working from home:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

17. The fear of covid-19 virus influences your occupational and personal work

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

18. Incase of any emergency during this pandemic ,does your organization understand your situation or they are forcing you to complete the dailytask.

- Yes
- No
- Maybe

19. Are you ready to go your organization during post lockdown without having the fear of covid-19 virus .

- Yes
- No

20. What type of shift brings you more stress

- Day shift
- Night shift
- Rotational shift

21. I am often stressed from family responsibilities, I have hard time concentrating on my job (rank according to your priorities)

- 1
- 2
- 3
- 4
- 5

22. Most of your stress are related to

- Work environment
- Supervision
- Work group
- Social injustice .

APPENDIX II

ARTICLE - FULL PAPER

A Study on the consequences of work stress on employee performance during covid-19 .

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ABSTRACT: The study analysis to find out the consequences of work stress on the employees performance during covid-19 pandemic . The project report is about stress level of employees which is an important part of any organization, which is considered as a necessary asset of a company. Respondents main opinion is to be safe and secure from covid-19 virus and they take all safety measures while they are in work A sample size of 120 is taken for the purpose of analysis the project through convenience sampling. Out of the total sample most of the respondents are between the employees all the respondents are satisfied with the physical and psychological working condition of the respondents are satisfied with the physical and psychological working condition of working condition of the organization.

Key words: Work stress ,covid-19 , employee performance , work from home .

I . INTRODUCTION :

Workplace Stress, also known as Occupational Stress is the stress that one gets from working at his job. Chief causes are unrealistic short-term goals, unexpected responsibility -sharing, and high expectations. Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Job stress can lead to poor health and even injury .In today's business environment, there exist a lot of competition among companies. Employees' performance becomes a major

and essential element for a company's success. This performance is significantly hindered by excessive stress encountered in the working environment and this has aroused the attention of many employers. Knowing the factors leading to work stress and its impact on employee performance is vital for any organization to ensure its success and smooth functioning.

Stress Management has become a most important and valuable technique to boost the employee morale and the company's productivity in all companies. All the organizations have understood that the employees play a key role and they should be out of stress to give a high performance atmosphere. There are varieties of techniques to manage stress in organizations. High stress jobs refer to work, which involves hectic schedule and complex job responsibilities that result into imbalance between personal and work life. Overwork may affect physical health of individual resulting into ineffective work and dissatisfaction among employees leading to imbalance in family or personal life also.

II. OBJECTIVES OF THE STUDY :

- The primary objective is to study on consequences of work stress on employee performance during covid-19 pandemic .
- To measure the work pressure of employees who are working from home .
- To identify the impact of covid -19 on the mindset of employees towards their work.
- To identify prevention of work stress is effective for employee performance .

III. REVIEW OF PAST STUDIES :

The literature review examines the studies related to factors affecting of job stress, productivity. Stress management at different segments and the influence of job stress on the employees' productivity and their performance in the organization is observed.

Past studies suggest that crisis affect individual work and psychological wellbeing to a large extent (Wright & Hobfull, 2004; Griffin & Clarke 2011; Bakker & Demerouti 2018).

Crisis can be defined as an emotionally stressful and disturbing event in person's life (Ünal-Karagüven 2009). The outbreak of COVID-19 in the current time has led to a crisis situation and

made a major switch in the regular working conditions worldwide correlated with high public uncertainty (Kanupriya 2020). In addition to the stress associated with Covid-19 disease, media speculation have caused this psychological disturbance more severe.

The current situation with lockdown and work from home (WFH) has become stressful for many of us. Past studies have found that high work load with unrealistic deadlines, work-family imbalance and job insecurity are the main stressors for employees (Krantz et al. 2005; Sullivan & Mainiero 2008; Sahni 2016).

Stress is known to have a negative influence on employees performance, productivity and overall satisfaction. Stress may make people more susceptible to the vulnerable COVID-19 virus infection (Anderson 2020).

This needs to be tackled as an urgent occupational health issue. Stress is a complex problem and misunderstood by many people (Defrank & Ivancevich 1998). The term ‘stress’ has generally a negative connotation in the form of threat and lack of resources.

Stress was first identified by Hans Selye as having both negative (distress) and positive (eustress) aspect to it (Selye 1976). He described stress as “the non- specific response of the body to any demand made upon it”. However, prolonged stress has been associated with many reasons of death like, heart attack ,cancer, suicide etc.

IV. METHODOLOGY

This study uses descriptive research design. Descriptive research consist of qualitative and quantitative research methodologies . The term descriptive research refers to the type of research question, design, and data analysis that will be applied to a given topic. Descriptive statistics tell what is, while inferential statistics try to determine cause and effect.

The population of study belongs to the people who are working from home during covid-19 pandemic situation . The sampling frame of this study includes all those IT employees in India whose jobs make it relevant for them to work from home. In this study , convenience sampling is used . Convenience sampling is a type of nonprobability sampling in which people are sampled simply because they are "convenient" sources of data for researchers. In probability

sampling, each element in the population has a known nonzero chance of being selected through the use of a random selection procedure .

The questionnaire was structured with open and closed – ended questions. It was designed with demographic factor questions, multiple choice questions and Likert scale questions and ranking questions . The questionnaire is designed to be simple and easy, with the proper length.

This study was done in span of 3 months from January 2021 to March 2021, where the respondents are the people who work from home during the covid-19 pandemic .

V. DISCUSSIONS

For more in depth analysis, analytical tools such as ANOVA, T-test and correlation have been used with the help of the SPSS software by IBM. The purpose of this is to find whether there are any statistical relationships between certain factors and to draw more apt conclusions from the study.

HYPOTHESIS 1:

Ho: There is no significant difference between age of a respondent regard to impact of covid-19 virus in occupational work .

H1: . There is significant difference between age of a respondent regard to impact of covid-19 virus in occupational work

TABLE 1: ANOVA FOR DIFFERENCE AMONG AGES OF RESPONDENTS IN REGARDS TO IMPACT OF COVID-19 VIRUS IN OCCUPATIONAL WORK .

Age					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	1.473	4	.368	1.256	.292
Within Groups	33.727	115	.293		
Total	35.200	119			

From the above test results, the significant value 0.292 is lesser than 0.05. Therefore, H_0 can be rejected and it can be concluded that there is a significant relationship between age of a respondent and fear of covid-19 virus in occupational work. The Mindset of people regarding corona virus is majorly influencing the people and creating an impact according to their age.

HYPOTHESIS 2:

H_0 : There is no significant difference between gender of a respondent regarding his /her work stress during covid-19.

H_1 : There is significant difference between gender of a respondent regarding his /her work stress during covid-19.

TABLE 2: T-TEST FOR DIFFERENCE AMONG GENDER OF RESPONDENTS WITH REGARDS TO THEIR WORK STRESS DURING COVID -19.

Independent sample t-test					
		F	Sig.	T	Df
Usually feel tired and depressed while WFH	Variances assumed	.293	.589	.282	.118
	Variances not assumed			.282	117.993

From the above test results the significant value is 0.589 is greater than 0.05. Therefore H_0 can be accepted. Thus, There is no significant relationship between gender of a respondent and his /her work stress during their work in covid-19. By a close difference female acquire more stress while they work from home during this covid-19 due to other distractions like household work, taking care of children etc.

HYPOTHESIS 3:

H_0 : There is no significance relationship between company taking steps to control stress with regard to stress which arises during work from home.

H1: There is no significance relationship between company taking steps to control stress with regard to stress which arises during work from home.

TABLE 3: CORRELATION BETWEEN THE RESPONDENTS WHI FEEL TIERD AND DEPRESSED WHILE WORKING FROM HOME AND THEIR COMPANY WHO TAKES STEPS TO MANAGE STRESS.

Correlations

		Usually feels tired and depressed while WFH.	company takes initiatives to manage stress
Usually feels tired and depressed while WFH.	Pearson Correlation	1	-.104
	Sig. (2-tailed)		.258
	N	120	120
company takes initiatives to manage stress	Pearson Correlation	-.104	1
	Sig. (2-tailed)	.258	
	N	120	120

From the above test results the significant value is 0.258 is greater than 0.05 .Ho is accepted .There is no significance relationship between company taking initiative to control stress with regard to stress arising during work from home .Because stress which is arising in home due to personal work which cannot be handled by the organization .

HYPOTHESIS 4:

Ho: There is no significance relationship between who can not maintain good balance in work life and personal life in regard to their work load scheduled effectively .

H1: There is significance relationship between who can not maintain good balance in work life and personal life in regard to their work load scheduled effectively

TABLE 4: CORRELATION BETWEEN THE RESPONDENTS WHO CANNOT MAINTAIN BALANCE IN WORK AND FAMILY LIFE WITH REGARDS TO THEIR WORK WHICH IS SCHEDULED EFFECTIVELY .

Correlations

		unable to maintain good balance between work life and family life .	work load is scheduled effectively
unable to maintain good balance between work life and family life .	Pearson Correlation	1	.224*
	Sig. (2-tailed)		.014
	N	120	120
work load is scheduled effectively	Pearson Correlation	.224*	1
	Sig. (2-tailed)	.014	
	N	120	120

From the above results the significant value 0.014 is lesser than 0.05 ,therefore we reject Ho and accept H1,that is , there is significance relationship between who can not maintain good balance in work life and personal life in regard to their work load scheduled effectively.

VI. CONCLUSION:

The result of the study states that there are many valid inferences stating that work from home during corona pandemic has equal advantages and disadvantages . In order to be safe, secure and earn an income in a very big economic crisis was a great advantage .

The impact of corona virus fear have been a major disadvantage because the spread of the virus was increasing day by day . From what a majority of the respondents have expressed, it is seen that work from home has had a relatively positive as well as negative impact on the mindset of the IT employees towards their work

As far as the impact of corona virus with regards to age of respondents is concerned ,people who are more than 40 have huge impact where they even have a fear to step out from their house in for their emergency purposes due to spread of virus might attack them while the age group of 20 to 30 years really wanted to survive in the economic crisis ,comparatively they focus on work a little bit more in spite of covid-19 fear.

The majority of respondents prefer going back to work after the pandemic situation ceases rather than continuation of WFH. Now again, this opinion may be due to various underlying factors that are probably specific to each respondent. However, a majority of them express that Work From Home exploits their entire day without proper start and end times for work as well as adequate breaks

By comparing the gender with regards to work stress in covid-19 ,female undergo lot of pressure because they have to take care of household works ,taking care of children and family ,lot of interruptions are faced by female which results they undergo lot of stress while comparing to male respondents .

Overall respondents feel night shifts creates a lot of stress and pressure ,they feel supervisor pressure are the drawback while working due to lack of communication with their supervisors. Respondents have mention that they don't find time relaxation and recreation . The data and suggestions put forth by this study can be successfully used by companies ,researchers, to revise their employee policies.

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