Work Stress during COVID-19: Responses from Select IT-ITEs and KPOs

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Abstract - The Corona virus Disease 2019 (COVID-19) has deeply altered social and working environments in several ways. Due to the rapid outbreak of the pandemic, almost every Organisation was responsible for strategic planning to continue further their functional unit by combining the remote and on-site working modes. To proceed with the business transactions in a smooth and speedy manner, remote working culture was introduced in the workplace as a mode of practicing social distancing policy. The new Business Policy i.e., Remote or Hybrid culture is an example of the transformation of business which was applied on multiple levels. The new model of business operation was like a Renaissance for every business function as all individuals were able to adopt the new system in a strategic manner. The Organisation also tried to engage its members with the new ecosystem to deliver the best economic value to the end-users. Restrictions, Social Distancing policies, mandatory lockdown, quarantine period, the anxiety of falling sick and social isolation along with the fear of uncertain layoff and suspension order for job loss generated the fear of missing out (FOMO) which also influences the mental health of the professionals. Workplace facets can play a critical act in controlling or decaying the insane well-being of the population applique this universal sketch. The reason for this paper survey look out and recognize the specialist recognition of work push taking after the scourge rise of COVID-19 and address any diminishing issues like Social Separation and charm that influence useful efficiency and Work-Life-Adjust and the starting of a stretch at the institution. The paper again aims to label the part encumber that developed in the turmoil of the Circadian Rhythm of the operator all the while the ownership of Work from Home (WFH). The size of stress varies on the vital type of the assigned work. The question of stress not only influences the manufacturing but again the strength of the members and the social interactions of their kins. It is individual of surprisingly wonderful meaningful widespread hurdles to the active atmosphere that developed in the emotional disorder of the experts inside the active fixes.
Keywords: COVID-19, Stress, Stressors, Work Culture, Circadian Rhythm, Occupational discomfort, Social Isolation, Psychological Detachment, Burnout, Work from Home (WFH), Work-Life Balance (WLB), Job Autonomy, Task Performance, Adaptive Performance, Conceptual Performance, Digital Burnout

I. INTRODUCTION

The COVID-19 outbreak has forced every Organisation to reassess its priorities in different functional areas. As organizations begin to reopen and prepare for a new normal, there will be compliance and ethical challenges to address. The changing workflow and worker viewpoints caused by COVID-19 widespread are highlighting the significance of having a solid and feasible work culture. Task i.e., the functional role of an individual is a major focused area in the discussion on the ease of COVID-19 pandemic, whose consequences impair the capabilities of the employees at all aspects of the Organisation and impose unexpected challenges on Managers.

During the tenure of lockdown, the employees of almost every sector were forced to set up their virtual workplaces at their homes. Initially, it was quite a satisfactory proposal, as it would reduce the conveyance time, employees especially females could spend more time with their family and could focus more on household duties at the same time but later on it was really a concern to maintain the Work-life-balance. Productivity of workers suffered all the while the COVID-19 universal due to self-rule issues and questions with science. Although employee output and abilities faced honest contest during whole from Home, it also influences upholding the Work-Life Balance (WLB).

Working at home admits persons to give more opportunities to accompany their children and the extreme task independence and organizing adaptability can help underrate work-offspring conflict. Flexi work schedule in deciding the 'Log-in and Log out' organize and directing the job blames revised the output of workers that processed from home on account of the outbreak of disease or condition. Zoom calls, Microsoft Office convergences, Role encumber, Lifestyle choices, and Occupational (Professional) discomfort were essential predictors of heated distress all along the confinement in isolation. Work stress considerably influences an Employee's Task act again developed in the observable or cognitive image of an individual and in the rule of adjusting efficiency.

A. The Rationality(s) of the Study are Stated Below

1. Current Socio-Economic conditions influence the mental health of working professionals.
2. Excessive usage of the digital platform causes Digital burnout.

3. Remote Work culture results in the social isolation process of an employee which lowered task delight and output of the individual.
4. The study will analyze the stressors which lead to Occupational stress during the Pandemic and post Pandemic eras.
5. The Research Paper will also highlight the coping strategies to be adopted by organizations to reduce the level of stress.

B. Research Objectives

1. To study the factors creating stress among the employees during the COVID-19 situation.
2. To study the impact of Work from Home to maintain the Work-Life Balance (WLB) during the pandemic.
3. To understand how the COVID-19 induced stressors significantly affect Employee Task Performance and generate Emotional Distress during the lockdown.
4. To recognize the effect of Remote Work Culture influencing the friendly seclusion process of an employee.
5. To study the role of the organization in minimizing stress among the employees and creating employee well-beingduring the COVID-19 situation.

II. LITERATURE REVIEW

The Work from Home tactics can manage smoothly for the occupied professional to create a better Work-Life Balance. Sound Work-Life Balance is likewise in consideration of devoting effort to something more output and less tiredness with the members. By executing remote work breeding, representatives can better accomplish their private show up a pliable period of time and Employers also devote effort to something the calculated conclusion for more progress and change. Lourdes Marie S. Tejero, Rosemary R. Seva, and Vivien Fe F. Fadrilan-Camacho (2021), have checked Job Analysis that is to say task or working factors, and Psychological that is to say comfort determinants of a worker, play an important duty in asserting Work-Life Balance. A total of 503 employees from 46 organizations solved the connected to the internet inquiry, 318 of whom join the additional tests. Paired t-tests and Structural Equation Modeling (SEM) accompanying multi group analysis were second-hand for the mathematical studies. Study players were picked and established the following additional tests: (i) used a calculating while occupied from home (ii) processed from home for not completely 2 months. Working from home blurs the barriers betwixt professional and individual time. Employees that are skilled to enact borderlines from work to non-work have weak Psychological Detachment (PD). PD is deliberate for not obey to work-accompanying issues all along personal occasion. Due to the composite work civilization, the staff members are busy with science.

Although shift work concedes the possibility of not applying to the population occupied from home, the division of schedule and occupied hours reaching as far as late after dark can further lead to weak sleep value. Sleep disorders and stress are very average work-accompanying energy questions. This Research Article aims to equate the Job related and Psychological determinants that stood all the while the WFH arrangement and by what method to design the determinants chief to Jobs in remote ideas to assert WLB and output. Working from home blurs the boundaries between professional and personal time. Employees that are not able to establish boundaries from work to non-work have poor Psychological Detachment (PD).

PD is thought-out for not obey to work-accompanying issues during the individual opportunity. Due to the composite work idea, the staff members are committed to telecommunications. Although shift work concedes the possibility does not relate to folk occupied from home, the turmoil of schedule and working hours reaching just before late after dark can further bring about weak sleep quality. Sleep disorders and stress are very average work-accompanying energy questions. This Research Article aims to equate the Job accompanying and Psychological factors that stood all along the WFH arrangement and in what way or manner to design the factors chief to Jobs in detached educations to uphold WLB and output.

Work-Life Balance was quite challenging for most employees, mainly the women employees under the Work-from-Home policy. Considering this fact, irrespective of whether they were in a nuclear family set up, or a joint family set up, they had to get involved in some household chores. Vani Haridasan, Kavitha Muthukumaran, and Yohita D. (2021), have published the paper entitled Work-Life Balance of Working Women from home during the lockdown- the Empirical Study.

The Researchers have done the primary survey with a sample size of 128 working female professionals from different functional domains and geographical locations, keeping the objective in mind to analyse the extent of the influence of the latent factors on the work-life balance of women employees. The factors are - Personal Challenges, Job Satisfaction, Personal Well Being, Job Performance, and Professional Life Challenges that emerged during the tough socio-economic condition.

During the era of the epidemic, almost every employee witnessed the stress related to their functional areas to having a fear of job loss or layoff. Due to the virtual workplace norms, women employees need to manage their professional responsibilities through telecommunication and maintain an equal balance to pay attention to every corner of household duties. The study observes the negative correlation between the factors associated with Job Satisfaction of Female employees and Work-Life Balance. Working Females can't balance their work and individual growth regardless of their sector, the group of the same status they are concerned, the number of youngsters they have, proceeds, and their takeover. The disquieting question to manage professional

responsibilities and kin trustworthiness arose all at once as the main sources of creating Emotional Distress.

Unpleasant development positions to a degree episode of malady or condition can have critical negative affiliations for the crazy wellness and cognitive working of a person. Push, stress, crazy disarray, open requirements, and loss of hope are models of these mental and subjective issues (Yildirim and Arslan, 2020). Brooks and others (2020) back that those disconnected happenings due to COVID-19 bring almost push, fear, and disillusionment in things. Essentially, changeableness on account of COVID-19 is as well related to important changes in our day-to-day acts that can increment push, concavity, and pressure (Arslan *et al.,* 2020; Talaee and others, 2020; Mergel and Schützwohl, 2021).

Ritu Atheya and Dr. Renu Arora (2020), proposed that, Stress and Burnout effects Employee Work-Life Balance (WLB). The paper emphasized, how Organisational Policies - Procedure (Exogeneous) and Individual factors (Endogenous) are the main determinants for maintaining the Work-Life Balance and are also considered Stressors. The Researcher also proposed the model framework to combat the Work-Stress and the way to achieve the factors of Work-Life Balance. The framework i.e., A-C-E (Awareness, Choice, and Energy) is considered the popular framework to minimize Task Related stress in the Organisation. The A-C-E model explained individual awareness, the exercise of the power of choice, and reclaiming energy during the tough period. Each and every member from the different functional units of the Organisation, like the Manager, Peer group, Subordinate, Trade Union even the individual Employees are considered as the key factor in maintaining the WLB.

The paper aims to authenticate that Social Support (SS) supported by offspring appendages and rulers, nevertheless, fades the effect of stress and promotes the status of a work existence. Employees with sustainable support from classification and peer groups are again smart to show extreme levels of output. Social support of overseers and associates minimizes the strain on employees cause it cushions the effect of work-offspring conflict. Work from home agents all along the COVID-19 universal named SS by way of overcoming and impressions of seclusion. It is guide task satisfaction, and work-kin advancement and mediates the friendship betwixt stress and task vindication. Low inspector and co-employee support had happened to guide exhaustion and dormant difficulties.

Parul Kumar, Neha Kumar, Priti Aggarwal & Jasmine A.L. Yeap dated (2021), have published the paper entitled Working in lockdown: the relationship between COVID-19 induced work stressors, job performance, distress, and life satisfaction. The Research item checked overdone workload; behavior selections were not deliberate the important predictors of creating stress all the while the lockdown. Apart from that classification pressure and private maturities and responsibilities, pertaining to work discomfort was important to increase distress levels and lowered task efficiency. The

basic dossier was composed of 433 specialists of Public and Private both from the Delhi NCR domain. Due to brisk mechanics progress, and financial progress our lifestyle has existed changed.

Excessive task blames, pressure for gathering the time limit, attending Zoom Call, and consistent attendance in MS Team -can generate pertaining to work discomfort. The stress on account of utilization reasons of course influences the Employee's accomplishment. The work stress and professional discomfort forever disheartened the working representative to meet the deadline and further made stress and worry. The Research too projected that part encumbers resulted in the turmoil of the Circadian Rhythm of the staff member all the while the administration of Work from Home (WFH).

Yidong Tu, Diwan Liand Hai-Jiang Wang (2021) published the article based on Cov- Stress related to the Hospitality sector entitled COVID-19-induced layoff, survivors' COVID-19-related stress, and performance in the Hospitality industry: The moderating role of social support. Social Support plays an essential role to reduce the negative effect of COV-Layoff. The decision to laying-off of the working staff during lockdown also leads to an increase in the COV stress among the employees which subsequently reduces the professional commitment (both in-role and extra-role) of an employee. In-role performance means accomplishing the delegated tasks according to the Job Description. Extra-role performance refers to the accomplishment of work beyond formal requirements, which is beneficial for co-workers and organizations (Williams and Anderson, 1991).

Two different categories of Social Support are Perceived Organisational Support (POS against COVID-19) and Perceived Family Support (PFS against COVID-19). Both POS-Cov and PFS-Cov are essential to attenuate the impact of COV-layoff on survivors' COV stress and job performance. The Social Exchange Theory (SET) by Cook and others. (2013) gives a standard understanding of in what way or manner laborers are inclined to respond when their emotional states are transformed on account of work pressures emanating from the atmosphere inside that they work. The Stressors were recognized by Farida Saleem, Muhammad Imran Mallick, and Saiga Saddiga Qureshi, (2020) and written in the paper "Work Stress restricting Employee Performance all along COVID-19: Is security sophistication wanted? The Researchers likewise support that the isolated happenings on account of COVID-19 influence stress, fear, and disappointment in things. The fear, worry, and doubts that stood all along the universal more produced meaningful changes to our routine. Employee Performance may be associated with Task Performance (TP), Contextual Performance (CP), and Adaptive Performance (AP) (Koopmans and others, 2011).

TP is expounded to operating essentials pertaining to work tasks. Similarly, CP is regarded as an action that goes further than the correctly named work goals. Social facilitation and

job commitment are the most characteristics of CP (Van Scotter, 2000). In today's era Organisation is additionally considered a Learning Hub. The capacity of an employee to find out and explore new things is termed Adaptive Performance (AP). Individual task adaptability is the degree of measurement that how employees react to and support the change management policy that affects their position within the workplace. Banking sector employees were considered because the Research Population because the sector is taken into account the emergency service and each employee associated with Banking operations had to come back to the office during the National Lockdown no matter fear of pandemic. Regular attendance within the workplace that too during the alarming announcement of the spreading of the virus was also a main stressor for the Banking Professionals. The study also established that Safety cultures like maintaining WHO Protocols and other advantages providing perks could reduce the strain and have an excellent impact on Employee Performance. Decreasing work stress by abiding by the protection Culture is important to boost the Task Performance of an employee.

The EP is operating the pertaining to work maturities intently (Bartol, 1999; Briscoe and Claus, 2008). According to Atatsi and others. (2019), it is the degree at which point representatives fulfill the demands of the task appointed in a well-trained habit inside the likely possessions. Employee Performance is a combination of Task Performance (TP), Contextual Performance (CP), and Adaptive Performance (AP) (Koopmans and others, 2011). TP has had a connection with operating essentials pertaining to work tasks. Motowidlo (2000) views TP aa s connection in managing appointed tasks by arranging. Furthermore, it refers to a person's participation in accomplishing ministrative effectiveness by operating exercises that are few the official repayment plan, what detail the specifications as emphasized in the task writings.

TP is had connection with the labourer conduct that is in an official manner arbitrary in the task description and is judged for one administration. Johnson and O'Leary-Kelly (2003) registered that a labourer's level of TP is contingent upon their mental skill alternatively their sociability. Similarly, CP is believed a behavior that goes further than the formally detailed work goals. Social help and task obligation are the main traits of CP (Van Scotter, 2000). AP is about employees' knowledge of new belongings in their business. Individual task changeability is the quality at which point society handle, responds to, and/or supports changes that affect their positions as a peasant. It is troubled by mechanics novelty, work augmentation, and changes in methods, so needing peasants to modify their business conduct.

Stress is eminent to have a negative effect on the mental, concerned with the manner of behaving, and physiologic rank of the things (Musyoka and others, 2012). It harms the motivation, self-esteem, and depiction of operators in the business. Moreover, it has a negative connection accompanying task vindication that interferes accompanying

one's energy to work and results in lower acting levels (Ram and others, 2011). The emphasized workers are confronted with accompanying distressing energy environments in addition to bearing bad work happenings in the institution. This further decreases their strength to apply themselves to their work and accordingly their efficiencies decrease. The negative belongings of work stress on the psychological and tangible states of representatives can warn their fitness and influence broken intelligent processes, temporary memory deficit, and, in harsh cases, impeded recall of information and absent-minded consideration of the whole appointed (Al-Hawajreh, 2011).

Ruta Clair, Maya Gordon, Matthew Kroon & Carolyn Reilly (2021), have projected that Perceived friendly isolation can have a meaningful effect on strength and health. Specifically, this study documented the predominance of public seclusion all the while the COVID-19 pandemic in addition to the miscellaneous determinants that contribute to things of all ages impression approximately isolated while they are necessary to claim tangible outpacing. Social isolation is a multi-spatial assemble that may be defined as the incompetent bulk and/or characteristic of interactions accompanying different societies, containing those interactions that happen at the individual, group, and/or society level.

Social Isolation further focuses on External isolation which refers to the limits to communicating with additional appendages. Various measures devote effort to something within or perceived public seclusion that refers to the person's perceptions of isolation, trust, and delight accompanying their relationships. The approximate pattern in this place research is that raised friendly isolation guides declined history satisfaction, larger levels of the cavity, and lower levels of cognitive well-being. Individuals, the ones happening to have extreme levels of social seclusion can undertake self-securing thinking that can lead to a negative perspective jolting the habit of individuals communicating the accompanying remainder of something (Cacioppo and Cacioppo, 2014).

Grace Gao and Linna Sai (2020) wrote the item that is to say Towards an 'in essence' world: Social seclusion and struggles all the while the COVID-19 universal. The study aims to evolve the idea that in essence or detached workstations can underrate the rapid opening of COVID but increases the rate of friendly seclusion with the active specialists. Though Zoom Call, Videoconferencing is a basic constituent daily commission standard for the representatives of some arranging but is absent the tangible interaction with the associates and the Managers. Eric B. Elbogen *et al.,* (2022), have explored how Digital Fatigue has increased due to remote work culture. Zoom fatigue or Digital fatigue has been caused due to virtual workplace setup and lack of physical interactions within the Organisation. The Research identified that excessive usage of the internet and technology throughout the day, causes Digital Burnout and hampers the mental health of an individual.

III. RESEARCH QUESTIONS / RESEARCH HYPOTHESES

H1: Does working from home influence the productivity of the employees?

H2: Is there any cause-and-effect relationship between Work culture and Work ethics due to changes in work modes?

H3: Does remote work culture result in the social isolation process of an employee?

H4: What are the factors affecting employee engagement practices and their perception of changing dynamics of the work environment?

IV. METHODOLOGY

The present study emphasizes the concept of changing dynamics of work culture adopted by different sectors like IT/ITES and KPO (Knowledge Process Organisation) and also aims to assess the employee perception of the modes of work culture in pandemic conditions. As a Research Scholar, my focus areas for this study are to identify the concept of social isolation of employees in the Organisation from the viewpoint of working remotely and to analyze varied perceptions of the changing dynamics of work culture during a pandemic.

A. Data Sources: A basic dossier beginning is an original data beginning, that is to say, individual at which point the data are composed earliest apiece analyst for a distinguishing research purpose or project. Primary data may be composed of various habits. However, the ultimate common methods are self-executed surveys, interviews, field attention, and experiments. Here, the structured inquiry is designed for the operators from IT/ITES and KPO Sector and flowed the survey form via Google Form to accumulate their concerning feelings and intuition views.

B. Research Approaches/Method: Primary Date Survey through Questionnaire Method and Telephonic conversation with the employees.

C. Contact Method: The Contact method for my study will be the first approach to the employees of leading MNCs like PWC, TCS, Wipro, M-Junction, Quatrro, Accenture, Deloitte, Halliburton, and Oracle India to collect the responses from the employees.

D. Research Instrument: Since the Research paper is based on the current socio-economic condition, so valuable responses are collected through Primary Research i.e., Questionnaire Survey and Telephonic Interviews with the individual. The instrument that was chosen to conduct the survey was a "structured questionnaire" and a telephone interview. This has been done because data obtained in structured studies are easier to tabulate and interpret than data gathered in other ways.

E. Population: As a part of the Research Survey, the online questionnaire has been circulated only to the employees who are from IT/ITES and KPOs. The prime motives specific to these sectors are IT employees have already faced the virtual work environment and remote work culture as a part of the WFH Policy.

1. Sampling Frame: The individual responses are collected from a few reputed MNCs like PWC, TCS, Wipro, M-Junction, Quatrro, Accenture, Deloitte and Halliburton, and Oracle India.

2. Sampling Unit: To understand the employee perception of the changing dynamics of work culture and to assess the mindset of the employees for remote work culture and work ethics, the questionnaire was circulated only to the employees of IT/ITES and KPOs who have already started WFH due to this COVID-19 pandemic.

3. Size: 74 Sample size precisely.

V. DATA ANALYSIS

Q1. Degree of Satisfaction Towards the Change to Move Your Trained Workers to Remote Work Culture
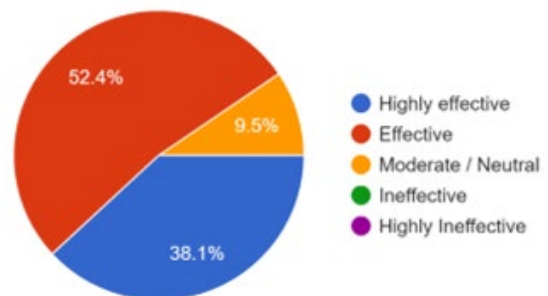*Response:*

Fig. 1 Degree of Satisfaction

Q2. The Effectiveness of Implementation Some New Sciences or Tools for Remote Work Culture
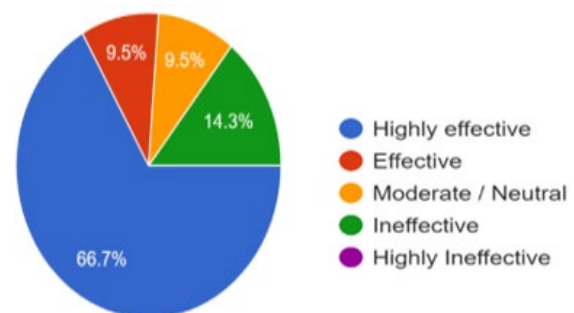*Response:*

Fig. 2 Effectiveness of Implementation of New Tools

Q3. Was the EDP (Employee Development Programme)/ Training Effective for your New Work Party in Someone's Home Atmosphere?
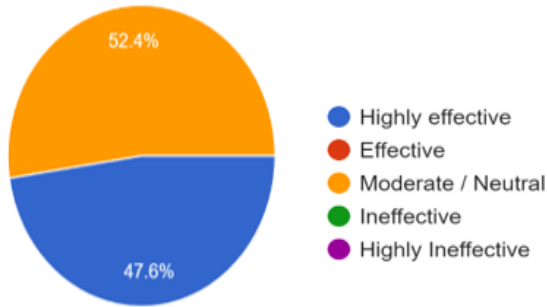*Response:*

Fig. 3 Effectiveness of EDP

Q4. Your Perception PF Employee Wellbeing during Remote Work Culture.
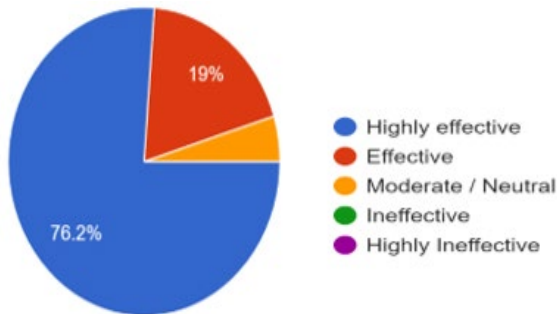*Response:*

Fig. 4 Perception towards Employee Wellbeing

Q5. Do you feel effective (Productive) during Work from Home Environment?
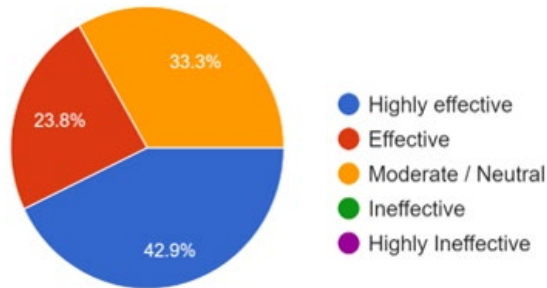*Response:*

Fig. 5 Effectiveness of Productivity

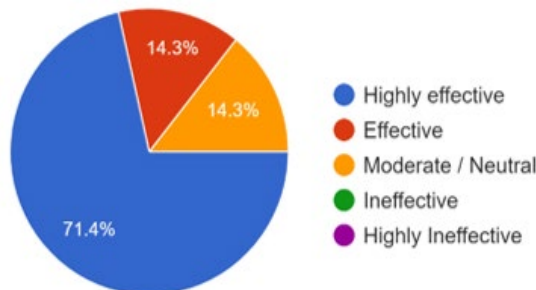*Q6. Does the WFH Policy Effective to Maintain a Sound Work Routine?*
Response:

Fig. 6 Perception towards Sound Work Routine

Q7. Does the Broadcast Tool (like Google Meet, Microsoft Teams, Skype, Webex, GoToMeeting) Effective to Communicate with Team from Home?
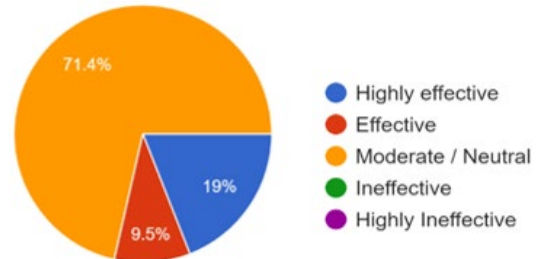*Response:*

Fig. 7 Effectiveness of e-Communication

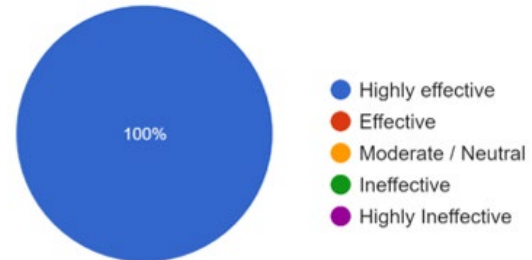*Q8. Is it Effective to be in Normal Trade with your Team and Controller?*
Response:

Fig. 8 Perception towards Team coordination

Q9. Your Perception Towards the Adaptive Leadership Style brought in your Business during the Tough Time.
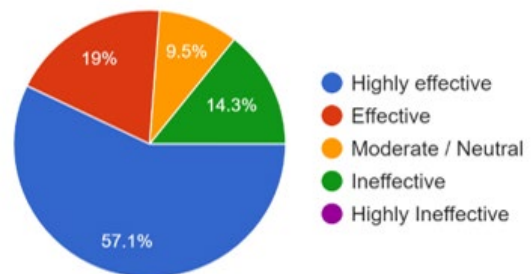*Response:*

Fig. 9 Perception towards Adaptive Leadership

Q10. Do you Feel Effective to Maintain Sound Team Cohesiveness during Remote Work Culture?
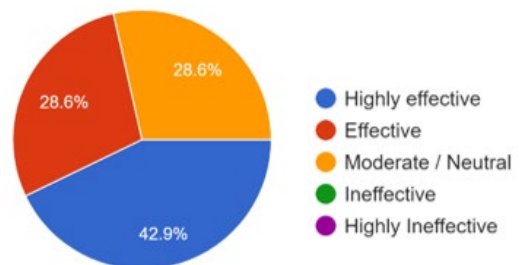*Response:*

Fig. 10 Effectiveness of maintaining Team Cohesiveness

Q11. Do you Feel More Effective in Face-To-Face Communication as Compared to Digital Communication?
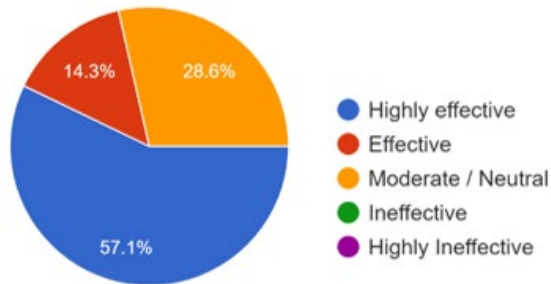*Response:*

Fig. 11 Perception towards Digital Communication

Q12. Do you think the Remote Work Culture is Effective for Generating Social Detachment?
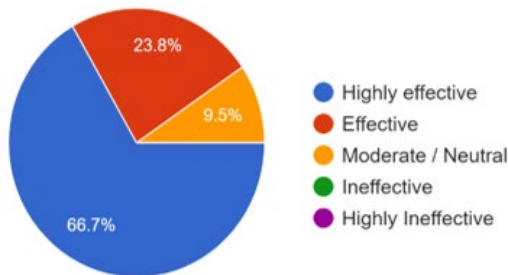*Response:*

Fig. 12 Perception towards Social Detachment

VI. RESEARCH FINDINGS AND OBSERVATIONS

From the collected responses from the Questionnaire Survey and Telephonic Interview, the research findings are stated below:

1. Almost every Organisation were ready to cope up with the new work culture and they implemented the effective Organisational Policy to transit their workforce to a work-at-home environment the Organisation has implemented new electronics or forms to make occupied at home more productive/effective. Like
a. The digital workplace: Think, share, do
b. Artificial Intelligence & Automation Platform
c. Internet of things by.

2. Though the IT Firms have successfully implemented new technologies to manage the remote work culture employees are not satisfied with the EDP (Employee Development Programme)/Training to help the new work party in someone's home surroundings.

3. Almost 76% of responses taken that guest drew or simplified the conversations concerning clerk well-being all the while the transition to work-social gathering surroundings.

4. To analyze the productivity level of the employees, the perception received that 42%of the respondents felt they became more productive during this remote work environment as they could reduce transportation timing, but 34% shared the view that nothing had changed actually and 24% negative perception has received.

5. To maintain the QWL (Quality of work-life) and Work-Life balance are important for these challenging work environments. The majority of the respondents agreed that they could manage a sound work routine. But to measure the degree of satisfaction towards the healthy work and life balance, only 24% of positive responses had been received. The major responses were not in favour of a healthy work-life balance.

6. Almost every Organisation has successfully implemented the virtual meeting through Webex, Microsoft Team Meeting, and other digital platforms daily and regular interactions happened between the Managers and the Team. Though employees are happy with the vertical communication to sort out any emergency that arrived in the daily course of action they were missing the Office culture like face-to-face interactions with their peer groups.

7. The companies established a business continuity emergency response team due to the COVID-19/Coronavirus global pandemic.

8. Only 57% of respondents were aware of the Adaptive Leadership style introduced in their workplace during the changing work culture. Through telephonic conversation, I received the data, that Companies successfully executed the Adaptive Leadership strategy through 4As like Anticipation, Articulation, Adaption, and Accountability.

9. Only 43% agreed about the remote work culture has also impacted work ethics but the rest of the respondents were in a dilemma about the relationship between these two variables.

10. Almost every respondent felt that the remote work culture has resulted in social isolation although you are more virtually connected than before.

VII. DISCUSSION

1. A positive correlation exists between Task Related and Psychological factors and Work-Life Balance and Employee productivity. Job Autonomy and other Task-related factors like Job Analysis, Functional performance, and legal compliances are getting disrupted during Lockdown.
2. Due to the virtual work culture, social isolation is one of the major causes of Stress. Social Support is beneficial to maintaining the WLB among the working personnel.
3. Sleeping disorder, as well as disruption of Circadian rhythm, is also considered a stressor during the COVID-19 outbreak.
4. Employee Task Performance, Conceptual and Adaptive Performance are also distracted due to remote work

culture policy. Safety Culture is important to maintain the flow of Task Performance.

5. Social Exchange Theory (SET) seems to be effective in terms of developing Conceptual and Adaptive Performance among Employees.
6. Though Virtual connection has increased, Social Isolation has rapidly grown. The Remote Work culture policy has generated the Social Isolation process as a stressor and Emotional Distress has increased among young adults during the pandemic.
7. The friendship betwixt lifestyle choice and history delight is sequentially and absolutely interceded by distress and task performance and function encumber and life v indications are eventually and unfavourably mediated by distress and task conduct.
8. Excessive usage of the digital platform causes Digital burnout, one of the main sources of generating stress among working professionals.

VIII. RESEARCH GAP

1. The study is limited only to the IT-ITES and KPO Sectors.
2. Individual managing policies are not particularized.
3. Statistical Analysis has not existed accomplished.

IX. CONCLUSION

As a research scientist, I establish this affair is quite appropriate in these place tough socio-business-related conditions led to for one COVID-19 universal. Although during mixture work idea, the clerks are well belonging to their crew and managers still they are absent the office surroundings and unlimited ideas accompanying their peer groups. Apart from that, agreements on Work-existence balance are a concern, the employees are still in a tight spot. This study too investigates the impact that kin-work conflict, friendly seclusion, confusing environment, task independence, and self-guidance have belongings on members' output, work engagement, and work stress knowing when WFH all the while the universal. So, my further research and study are to select a few service sector organizations within West Bengal. In that case, for designing the sample size, all the employees from West Bengal would be considered. For example, if I take the private and public sectors both and then do a comparison through a proper research study about the employee perceptions towards occupational stress during and post COVID-19, the stressors can be easily identified. Due to rising trends of dynamic work culture, the nature of employment and the concept of Shift Workers have also changed. Disruption of circadian rhythm and its effect on leading Occupational stress would be another scope of research. My other scope of research will be to list out the different coping behaviour among employees to minimize stress evaluated by the different Service Sector Organisations and to study the role of the organization in minimizing stress among the employees and creating employee well-being during the COVID 19 situation and post COVID situation.

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