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Coping with Job Stress and Build Resilience during the COVID-19 among frontline employees

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Abstract

For the frontline employees who work directly with the customers this COVID – 19 pandemics is a challenging force for their performance. Fear and anxiety about the disease can increase their stress level which leads to their low performance. This study focuses on the symptoms of stress the frontline employees experience and to know the common work – related factors that add stress during this pandemic. This study helps to find the suggestive measures to build resilience and manage job stress. Factor analysis was performed in order to find the work – related factors which add stress during this pandemic. Descriptive analysis was done to know the demographic profile of frontline employees

Keywords: Ease of Use, Mobile Banking, Perceived Usefulness, Trust, Usage

Objectives

- To know the stress symptoms of frontline employees
- To know the common work – related factors that add stress to the frontline employees
- To find the suggestive measures to build resilience and manage job stress among frontline employees.

Research Methodology:

- Descriptive research design was adopted. The sampling method adopted for the study was convenient random sampling method. Both primary and secondary data collection method was used in the study. Sample size is 50.

Analysis and Results:

Demographic Analysis:

Platform the employees work:

Sl.No.	Platform	Percentage
1	Business Units	56%
2	Marketing	16%
3	Customer Service	12%
4	Sales	12%
5	Consultants	4%

From the above table it is referred that about 56% of the respondents work in business units.

Age of the respondents:

Sl.No.	Age	Percentage
1	15 – 20 yrs	28%
2	21 – 25 yrs	8%
3	26 – 30 yrs	4%
4	31 – 35 yrs	60%

From the above table it is inferred that about 60% of the respondents are in the age group 31 – 35 yrs.

Education Qualification of the respondents:

Sl.No.	Education	Percentage
1	12^{th} STD	20%
2	UG	76%
3	PG	4%

From the above table it is inferred that about 76% respondent's education qualification is UG.

Income of the respondents:

Sl.No.	Income	Percentage
1	Rs.6000 – Rs.15000	32%
2	Rs.16000 – Rs.25000	24%
3	Rs.26000 – Rs.35000	24%
4	Rs.36000 – Rs.45000	20%

From the above table it is inferred that about 32% respondents income are between Rs. 6000 – Rs.15000.

Gender of the respondents:

Sl.No.	Gender	Percentage
1	Male	68%
2	Female	32%

From the above table it is inferred that majority of the respondents are male.

Stress Symptoms of frontline employees:

Sl.No.	**Stress Symptoms**	**Mean Value**
1	Feeling annoyance	2.52
2	Unclear, anxious	2.6
3	Requiring motivation	2.28
4	Feeling sleepy and overwhelmed	2.36
5	Feeling sad	2.52
6	Trouble in getting sleep	2.28
7	Trouble in concentrating	2.44

From the about table it is inferred that feeling annoyance, nervous or anxious contributes to be the first symptom among frontline employees.

Common work – related factors that add stress to the frontline employees:

Sl.No.	Factors	Mean Value
1	Having risk of exposing to virus	2.84
2	Concern about taking care of family and health issues.	3.6
3	Handling a different workload	3.2
4	Lack of technology in handling tools and equipment's needed for the job	2.88
5	Having guilty on not contributing for organization growth	2.6
6	Unclear about the future and the employment opportunity	2.52
7	Difficulty in learning new tools and its application in work	3.36
8	Adapting to new work area	3.12

From the above table it is inferred that taking care of personal and family needs while working was the first factor that add stress to the frontline employees.

Stress Symptoms:

a. Dependent variable: Stress Symptoms

b. Design: Intercept + AGE + Income + AGE * Income

H01 – Age doesn't influence the stress symptoms of the respondents

H02 – Income doesn't influence the stress symptoms of the respondents

H03 – Influence level of age is same as income level on stress symptoms of the respondents

(TWO WAY ANOVA)

Test between effects

Dependent Variable: Stress Symptoms

Source	Type III Sum of Squares	df	Mean Square	F	Sig.	Partial Eta Squared
Corrected Model	2963.635[a]	17	174.331	5.802	.000	.334
Intercept	30497.294	1	30497.294	1015.001	.000	.837
AGE	330.756	4	82.689	2.752	.029	.053
Income	442.679	3	147.560	4.911	.003	.070
AGE * Income	738.263	10	73.826	2.457	.009	.111
Error	5919.174	197	30.047			
Total	112240.000	215				
Corrected Total	8882.809	214				

a. R Squared = .334 (Adjusted R Squared = .276)

Interpretation:

From the above table it is inferred that two-way analysis of variance is performed to known whether stress symptoms is influenced by the age, income of the respondents or not. The independent variable age has p value is 0.029 which is more than or equal to 0.001 and less than 0.05. hence the null hypothesis is rejected. And the other independent variable income has p value 0.009 which is less than 0.05 hence null hypothesis is rejected. It concludes that the income level is same as age influenced by stress symptoms.

Common factors influencing stress:

Dependent variable: Common Factors

Design: Intercept + AGE + Income + AGE * Income

H01 – Age doesn't influence the stress factors of the respondents

H02 – Income doesn't influence the stress factors of the respondents

H03 – Influence level of age is same as income level on stress factors of the respondents

Tests of Between-Subjects Effects

Dependent Variable: Common Factors

Source	Type III Sum of Squares	df	Mean Square	F	Sig.	Partial Eta Squared
Corrected Model	1945.799[a]	17	114.459	4.155	.000	.264
Intercept	51906.316	1	51906.316	1884.256	.000	.905
AGE	1233.797	4	308.449	11.197	.000	.185
Income	163.033	3	54.344	1.973	.119	.029
AGE * Income	296.755	10	29.676	1.077	.381	.052
Error	5426.833	197	27.547			
Total	157536.000	215				
Corrected Total	7372.633	214				

a. R Squared = .264 (Adjusted R Squared = .200)

Interpretation:

From the above table it is inferred that two-way analysis of variance is performed to known whether common stress factors is influenced by the age, income of the respondents or not. The independent variable age has p value is 0.000 which is more than or equal to 0.001 and less than 0.05. hence the null hypothesis is rejected. And the other independent variable income has p value .119 which is more than 0.05 hence null hypothesis is accepted. It concludes that the age level is influenced by stress factors and income level is not influenced by stress factors. Based on the reliability statistics the Cronbach's alpha value is 0.708 shows the factors are highly reliable.

Conclusion:

From the above study it is concluded that age and income have significant influence over the stress symptoms among the frontline employees. Similarly, income do not have any influence over the common factors influencing stress

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