Logos Universality Mentality Education Novelty: Economics and Administrative Sciences
ISSN: 2284-5984 | e-ISSN: 2501-0425
Covered in: ERIH PLUS, CEEOL, Index Copernicus, CrossRef, CrossCheck, J-Gate, Google Scholar, Ideas RePeC, Econpapers, Socionet, KVK, WorldCat.

2022, Volume 7, Issue 1, pages: 19-38 | https://doi.org/10.18662/lumeneas/7.1/33

Occupational Stress and Employee Performance: How Covid-19 Revolutionized All We Thought We Knew

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Abstract: Despite the ongoing spread of the new COVID-19 pandemic, only a few studies have been conducted on the stress induced by this epidemic. Many businesses find it difficult to maintain acceptable levels of staff performance in the face of uncertain situations like the COVID-19. This study provides important insights into the impact of epidemics on employee performance by examining the characteristics of reported epidemic fears. The investigation can identify the issues from a broad perspective and more clearly outline the issues of concern after acquiring basic data. For business, job stress has become a major concern since it may lead to lower productivity, higher absences from the workplace, and other issues for workers. COVID-19's global proliferation has resulted in a number of severe and unwelcome consequences for human health. Through a review of existing literature and employing qualitative methodologies, we want to shed light on how employees who work from their offices or work remotely in risky environments, such as those affected by the COVID-19 virus, might better deal with the stress that comes from these intense situations. Employees and employers alike face new challenges and opportunities as a result of companies being forced to make difficult decisions about whether or not to keep, send home, or allow remote work. We decided to conduct this research since it is a novel and complicated problem, and because stress at work may occur anywhere which, among others, were the motivator factors. Occupational health has risen in importance over the last few decades, and this research aimed to demonstrate just how essential it has become. Stress is a constant and inescapable threat to organizational and personnel productivity in today's world. Employers and workers alike may benefit from stress-reduction strategies, which include methods for preventing, combating, and managing excessive and unnecessary stress.

Keywords: *work stress; occupational stress; remote working; employee performance; COVID-19.*

How to cite: Stanca, P.I., & Tarbujaru, T. (2022). Occupational Stress and Employee Performance: How Covid-19 Revolutionized All We Thought We Knew. *Logos Universality Mentality Education Novelty: Economics and Administrative Sciences,* 7(1), 19-38. https://doi.org/10.18662/lumeneas/7.1/33

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Introduction

The COVID-19 pandemic has brought out numerous changes in every aspect of life in modern times and throughout the world. These changes include modifications to the work structure and the incorporation of new technology into work, both of which have contributed to increased levels of stress among employees as they attempt to adapt to these modifications while simultaneously avoiding infection.

Since the beginning of 2020, the pandemic produced by the COVID-19 virus has developed into a global crisis. The effects of this crisis have reached all aspects of life and forced significant and unprecedented changes in the way things are done. As a response to this crisis, businesses and governments were forced to make adjustments to their activities in order to control the growth of the problem while also maintaining their capacity for functionality and productivity. As a direct consequence of this, workers and people of various nations experienced varying degrees of impact. These negative impacts have been made even worse by the newly discovered COVID-19. This pandemic has had secondary impacts such as emotions of being trapped, particularly for people who have lost their jobs as a direct result of the outbreak. Retained employees have reported an increase in occupational stress due to the adjustments that were implemented to guarantee higher safety and productivity at their new workplaces. Most of the occupational stress and employee performance may be linked to the feature of working remotely, which is one of the existing strategies to the COVID-19 challenge. Further, occupational stress and employee performance result from employees attempting to find a balance between their personal life and professional life where the pandemic offsets the balance. It is worth noting that occupational stress affects employee performance which means that occupational stress is directly proportional to employee performance.

Occupational stress, often known as job stress, is the emotional and mental strain experienced by workers as a result of issues directly or indirectly related to their jobs. It is common for employees to suffer stress when the demands and expectations placed on them do not correspond with the resources at their disposal, such as their level of knowledge, skill, or ability. Further, the fluctuating nature of society, cultural environments, and lifestyles all have an impact on employee performance and disrupt the delicate balance between work and personal life. This influence of

professional stress may be seen in every country, in every profession, on every category of employee, and on families and society in general.

Several organizations have been put in the position where they must decide whether to keep their employees, send them home, or allow them to work from home. This situation presents challenges as well as opportunities for both employees and businesses. The fact that this problem is brand new and multifaceted, as well as the fact that stress at work may be found anywhere, served as the motivation for the conduct of this empirical investigation. The field of occupational health has seen substantial expansion over the past several decades, and the purpose of the present study was to shed light on the expanding significance of the field. Because of the nature of contemporary life, stress is a pervasive and widespread impediment to organizational and personnel effectiveness. This is a fact of life in the present living reality. Both employers and workers can benefit from the strategies that we offer for avoiding, overcoming, and managing stress that is uncontrolled and unneeded. What should be a concern for employees today in the wake of a COVID-19 pandemic is a stress problem where employees are unable to function efficiently in the workplace due to government plans to carry out regional quarantine and social distance. This should be a cause for alarm. The question that arises now is how companies might reduce the detrimental effect that the COVID-19 stress has on the performance of their workforce. It will become a significant issue for both the organization and the employees if the stress is not managed and addressed by the workforce. An employee's life, their mental state, and the quality of their job can all suffer if they are under excessive stress. These aspects necessitate investigating how COVID-19 revolutionized all we thought we knew.

The overall objective of this study is to investigate the relationship between stress at work and performance during the COVID-19 pandemic by determining the relevant elements of the pandemic that led to the development of this stress. This will be accomplished by identifying the specific aspects of the pandemic that contributed to the development of this stress. In addition, we're interested in learning how the COVID-19 epidemic has affected workers' wellbeing and productivity, as well as the psychological and physiological effects of workplace stress.

Literature Review

Multiple shifts have been documented in the literature as a result of the COVID-19 pandemic and numerous changes in every aspect of life were introduced, including changes in work structure and incorporation of new technology into work which has created stress among employees as they

attempt to cope with these changes while concomitantly avoiding infection. There is evidence available from other research on the relationship between work stress and employee performance by examining stress's mental and psychological issues. The mental and psychological issues arise from the need for institutions to survive and sustain themselves in uncertain circumstances, such as the COVID-19 outbreak (Saleem et al., 2021). Traditional occupational stress, brought on by unfavorable working conditions, is one source of workplace stress (Herlam et al., 2022).When an employee perceives that they are not receiving as much support from their supervisors, authorities, and coworkers as they should, they are more likely to experience stress in the workplace (Poor, 2014). However, it is important to note that employees in different businesses experience distinct levels of stress since the everyday activities that are performed in these industries are not the same as one another. Available literature differentiates employee performance and employee job performance where employee performance is shown to be the financial and non-financial results of workers, and they can directly mirror the success and performance of an institution (Pradoto et al., 2022). On the other hand, employee job performance is expressed as the level of activity an individual needs to successfully complete the task.

The pressure caused by the newly discovered coronavirus has been felt across a wide range of businesses. The results of studies that explored occupational stress in restaurants showed that there were higher levels of stressors as well as raised levels of stress during typical work hours (Chen & Eyoun, 2021; Lippert et al., 2021). The agriculture industry was also negatively impacted. Both Prasad &Vaidya (2020) and Balezentis (2021) reported on the influence of Covid-19 and occupational stress factors on employee performance, providing more evidence of the effects of the COVID-19 pandemic on agricultural workers. Although many studies have looked at the effects of stress on the health and well-being of medical professionals, less attention has been paid to the stress experienced by the personnel working on the front lines of the tourist and hospitality industries (Kang et al., 2021). The tourism and hospitality sector was among the industries most impacted, and businesses in both of these sectors were fighting to remain open (Gossling et al., 2020). Therefore, it should not come as a surprise that many who work in the tourist and hospitality industries are dealing with high levels of stress, worry, and instability. When interacting with consumers during a pandemic, front-line workers are subjected to an extra source of stress (Hartman & Nickerson, 2020).

COVID-19 impacts have been felt across every sector globally, and the result has been increased stress among employees in different sectors.

However, the studies that have been conducted about this increasing stress as a result of the ongoing epidemic reveal that the effects of the pandemic may inflict tremendous harm to the physical and mental health of employees. This damage can be caused by the pandemic itself. Employees in the service industries have been shown to experience extreme stress due to the nature of their work, considering that they come into direct contact with diverse people (Jongsik et al., 2021). This also implies that they are at a greater risk of becoming infected with the virus, and the stress that they are under may manifest in a number of different ways in this employee (Prasad et al., 2020). In addition, other researches continue to support the hypothesis that the COVID-19 epidemic has a negative and unanticipated impact on the health of individuals, specifically with regard to occupational stress and job performance. These studies found that job stress has a negative influence on employee performance and that the working environment contributes to job stress (Herlam et al., 2022). Moreover, there is a direct correlation between the work environment and employee performance, where a conducive working environment leads to increased employee performance and vice versa.

Some studies contribute to the topic of this discourse by examining working from home and looking at the subject from the lens of job satisfaction, work-life balance, and job performance. Working from home is a concept that began in the 1970's and was known as telework or telecommuting, which was a proposed alternative to conduct activities from different locations with the aid of technology. Remote working is considered a double-edged sword, and studies maintain that it has pros and cons (Irawanto et al., 2021). It has been demonstrated that working from home can improve an employee's job performance and job satisfaction while also lowering their stress levels. On the other hand, working from home can have a negative impact on the work-life balance of an employee and can cause them to experience a higher level of stress, unless the employee is working under a flexible timetable. A different body indicates that working from home creates an environment for occupational stress to thrive and ultimately poor job performance due to the instant shift in working policy (Kumar et al., 2021). The main elements that were significant in creating occupational stress and affecting job performance are identified as distress, occupational distress, and family disturbance. Maintaining a healthy balance between work and personal life may have a beneficial or negative impact on employee performance. The inability of a person to strike a healthy balance between their professional and personal lives can have a negative effect on the

individual's overall efficiency and success for a business (Konrad &Mangel, 2000).

In a study conducted by Brooks et al.(2020), people who have been quarantined because of the COVID-19 virus showed symptoms of stress, tension, and even rage. Disrupted work processes are the result of workplace stressors such as role confusion, role conflict, and role overload. Under the present COVID-19 conditions, it is obvious that job stress and its more severe manifestations are becoming more common. Employees who are under a great deal of stress are more likely to have poor levels of commitment and contentment at work, which makes it difficult for them to focus on their primary responsibilities and reduces their productivity. Workers' performance may be affected by a mix of stressors such as the demands of their employer and interpersonal disputes. Stress may be caused by a lack of job abilities and a discrepancy between the amount of effort put in and the amount of compensation obtained. As Vindegaard and Benros (2020) found in a recent systematic review on the pandemic and mental health, COVID-19 has produced an increase in sadness, anxiety, and a poor quality of sleep in the general population, as well as an influence on the workplace.

Available literature also maintains that by examining work stress and performance, employee performance can be negatively impacted by COVID-19 stress, thus it's important to find ways to mitigate such impacts. According to a number of studies, one strategy for reducing the effects of occupational stress is to improve communication, particularly in situations where remote work is involved (Galanti et al., 2021,Toscano & Zappalà, 2020). Stress and the arrival of COVID-19 were linked at the outset of the pandemic outbreak, providing early evidence of the virus's effect on the workplace. Through his research, Madero Gomez et al. (2020) argued for employees' self - improvement toward the goal of achieving complete workplace wellbeing; his idea to make remote work a successful approach led to improved working conditions. Previous studies have shown that working remotely can help employees better balance their personal and professional lives, which in turn reduces their levels of stress (Raghuram & Wiesenfeld, 2004).It is critical to maintain open lines of communication with family members due to the fact that family members are in a position to offer support, which in turn may improve both employee performance and motivation (Wolor et al., 2020). The importance of communication in the context of a working environment is in the maintenance of personal connections, care, and the continuous development and strengthening of close bonds. In addition, studies recommend scheduling as a potential

solution to the problem of sustaining a healthy work-life balance. Under this approach, workers would plan their days so that they would have time to spend with their families. The use of a schedule has the ability to both maximize productivity at work and prevent arguments within the family, so lowering overall levels of stress (Bieńkowska et al., 2022). Other suggestions include ensuring employee safety by providing them with personal protection equipment to promote a safe working environment without compromising their comfort. To alleviate the stress brought on by misinformation and to get the process of fighting the pandemic along more quickly, it is vital to comply with the restrictions set forth by the government.

With the coronavirus outbreak, stress in the workplace has been amplified due to the inclusion of additional pandemic-related stresses. While information is limited at the moment, trends suggest that the public's mental health has declined since the outbreak began (Sonderskov et al., 2020).Moreover, mental disorders like depression can be caused or made worse by stress (Moudon, 2009). Employees with COVID-19 were also discovered to have an increased risk of depression (Zhang et al., 2020).Workplace pressures such as job uncertainty, intense workload, strict deadlines, unsuitable workplace, and financial difficulties have been exacerbated by the epidemic of coronavirus (Kniffin et al., 2021). In the face of economic restrictions imposed by the coronavirus, several firms have implemented salary cutbacks, layoffs, and organizational modifications.

Methodology

This study is an in-depth analysis that makes use of a systematic approach and adheres to all of the recommended stages and research methods. By definition, a systematic review is the analysis of the evidence on a question that has been clearly prepared and utilizes systematic and clear methods to locate, select, and seriously evaluate relevant primary data from the studies that are encompassed in the review. Since systematic reviews are utilized so that relevant research findings may be incorporated, the facts that are presented are both balanced and comprehensive. The steps involved in conducting a systematic review include: preparing research questions, conducting a systematic literature review, finding and selecting relevant research articles, conducting analysis and synthesis of qualitative and quantitative findings, and preparing final suggestions and conclusions. This study applies a qualitative method to frame, examine and provide comprehensive insights concerning occupational stress and work balance in the COVID-19context. Further, this study has synthesized various scientific

articles obtained from credible sources such as google scholar to aid in building the most prominent factors in portraying the impacts of COVID-19 on employees' wellbeing and performance. These sources were also important in providing different critical perspectives as published by various authors.

Results and discussions

There are a number of different definitions of stress, each with a unique emphasis and level of severity. According to certain studies, what may be a life-threatening situation for one individual may just cause moderate distress for another. All of these definitions agree on one thing: that stress is often a transitory experience in which a person has what may be described as "abnormal" emotions. A definition that most studies have agreed on refers to stress as a perception held by an individual of social/psychological needs that they are tasked with which they cannot achieve (Chitra, 2020). This inability eventually leads to stress, which impacts individuals in a variety of unique ways across their mental, physical, and emotional states. People, especially employees, were put under a significant amount of stress as a result of the epidemic caused by COVID-19 and the subsequent lockdown scenario. From this time period up till the present day, working from home has been an increasingly common practice. This is because governments have adopted the strategy of physically isolating themselves from infected individuals in an effort to reduce the spread of the virus. Before the development and deployment of the virus, there was panic and a sense of ambivalence in every aspect of life (Wong et al., 2021). When researching the relationship between occupational stress and work performance, various factors come to light in connection to these ideas. These factors include job satisfaction, productivity, and the ability to maintain a healthy work-life balance (Cheng & Kao, 2022). These elements are associated with occupational stress and work performance differently, and the pandemic affected them differently.

Organizations have taken measures to protect their employees' health and well-being in view of the uncertainties caused by the COVID-19 pandemic. According to our findings, there is a wide range in how COVID-19 has affected the requirements and resources associated with specific jobs throughout the economy. However, findings indicate a general decline in working conditions for the majority of employees, particularly for those in the healthcare industry (Kane, 2009; Lin et al., 2014;Magnavita, 2021a,b; Said et al., 2021; Sun et al., 2021;Wu et al., 2020). COVID-19 has significantly

contributed to the higher likelihood of employees experiencing job burnout, a chronic stress condition, including persistent weariness and a distant perspective toward work. Employees will need resources in order to handle pandemic-specific and generically unclear work requirements. Bottom-up interventions can be used to effectively solve this issue by taking care of individual health and well-being with the aim of restoring balance between job stressors. To begin, organizations and their leaders must learn effective sense-making and provide immediate tangible resources, such as information, employee benefits, access to counseling, therapy, and training and psychological resources like feedback, assistance, and encouragement through daily communication with their employees to maintain well-being and performance. COVID-19's systemic shock will benefit from research analyzing and identifying which variations are most effective.

Employee performance is one of the most crucial factors that determine an organization's overall level of success, which is why employees are such invaluable resources. Having said that, researchers suggest that the issue of mental health was always present; the COVID-19 epidemic just amplified it. There are a number of factors that might lead to occupational stress in the workplace, such as unclear roles and an unreasonable amount of work. The term "role ambiguity" refers to situations in which individuals have expectations that are difficult to fulfill because they lack clarity on what is needed from them (Kumar et al., 2021). Studies have linked a unfavorable relationship between role ambiguity and performance resulting from tasks with the absence of direction. Work overload is when employees have superfluous duties to complete or functions that are beyond what employees can handle (Rahman et al., 2020). This fact became apparent during the COVID-19 epidemic, which occurred at a time when the number of people working from home was at an all-time high and rapidly increasing. The ability to work remotely and the ease with which more hours might be added to a workweek contributed to a positive image of workplace flexibility (Elsafty & Shafik, 2022). The combination of these factors results in an increase in work overload, which in turn causes emotional distress and has a negative impact on job performance. Because of the increased risk and infectious nature of the COVID-19 virus and the current circumstances, businesses would be advisable to recommend adaptability strategies, such as remote work. This is because businesses have successfully implemented similar strategies in the past, and some employees may feel that working from home is the best option right now (Chung, 2018). Evidence produced over the past several years highlights the positive impact that workforce

mobility methods like telecommuting, one of the most utilized strategies by businesses in the COVID-19 circumstance (Burrel, 2018).

More stressors are associated with the COVID-19 pandemic, according to the research. Distractions from family members and the confusion of working in an unfamiliar environment are just two of the difficulties that might arise while you're trying to get work done while at home. Employees who must juggle home duties, family commitments, contribute to domestic responsibilities and work-related tasks often feel overwhelmed and stressed as a result of family distractions. It usually has an impact on job, but on occasion it can also have an impact on family life. Furthermore, being unable to prioritize work and family responsibilities and the inability to handle both work and family at the same time because they are being overly committed to one position, both lead to many distractions from the other role. Stress increases from these distractions as one is psychologically active in one part and physically involved in the different roles (Zanabazar et al., 2022). In addition, working from home can result in operational confusion, which is especially problematic for those who have limited resources and a lack of assistance to successfully transition to their new environment. Employees who suffered the most are those whose companies had no working from home policy in place and created one due to the lockdowns (Kumar et al., 2021). These employees were expected to deliver results like they were in the office regardless of the necessary factors to achieve that. As a result, these workers end up with high levels of stress as they struggle to adjust and deliver results, and their productivity decreases which are mirrored in their performance.

The COVID-19 virus compelled businesses to restructure their procedures in order to make it possible for employees to work from home. This resulted in a dramatic shift in both the way work was seen and how performance was evaluated. As a consequence of this, workers who work from home face a variety of difficulties associated with the arrangement, such as the necessity to train their staff, the transitioning of business relations to the internet, and the navigation of virtual reality (Piao et al., 2022). The pandemic caused by COVID-19 will very certainly have a significant effect on the mental health of workers, leading to elevated levels of stress for the vast majority of those workers and, as a consequence, a decrease in their productivity. Since educational institutions fall within the broader category of service businesses, they were also affected. The present health issue and the shutdown of schools may be traced back to the COVID-19 epidemic that was directly responsible. The continued high levels of stress and burnout among teachers are a direct result of the great

amount of pressure they have been under to perform their jobs (Chitra, 2020;Kotowski et al., 2022).The transformation of educational institutions into online schools was done so that students could continue to receive an education and to ensure continuous learning. What this means is that outcomes are driven by technology in these institutions, and interactions with stakeholders also happen via technology (Shoaib et al., 2022). The performance of the academic staff was impacted by a number of factors, one of which was the amount of stress they had while adjusting to the new circumstances brought about by the COVID-19 epidemic (Shen & Slater, 2021).

Studies have identified job insecurity as a potential source of stress, and this kind of stress has been connected to a significant negative influence on employee productivity and wellbeing. Further, the teaching staff faced the challenges, similar to that encountered by employees in other industries, of navigating the technology-based manner of doing things, which the majority of them were unfamiliar with. The topic of stress management was brought up in our debate while we were discussing occupational stress and how it affects performance on the job. According to the findings of recent studies, there are a number of strategies that leaders, employees, and managers may use to effectively manage the stress that is being caused by the COVID-19 epidemic. Recent studies suggest that the best way to mitigate the negative effects of the current COVID-19 pandemic is to shift away from time-honored techniques and instead adopt more cutting-edge methods of human resource management (Sasaki et al., 2020). The ability to perform at one's best and to deal well with unpredictable circumstances both need effective management of stress. Studies indicate that one approach to stress management is training to cope with stress, where this training focuses on increasing resilience, mindfulness and relaxation, and, ultimately, performance (Pradoto et al., 2022). In addition, people that work from home may benefit from receiving this training online as it may also be delivered over the internet. Furthermore, training may be offered to workers so that they are better prepared to deal with the changes to their working environment. It may be necessary to implement strategies such as flexible working hours and the provision of alternative employment opportunities or part-time positions in order to reduce the stress that is caused by job insecurity. In times of crisis, as the COVID-19 outbreak, it has been shown that this provides employees with a sense of job stability, which in turn improves both their performance and their wellbeing. Furthermore, positive attitudes and actions among workers are linked to employees' perceptions of their own well-being (Kooji et al., 2013). The findings of Sadovyy et al.

(2021) are taken into consideration, emotional intelligence may be a fundamental overall quality that is required to preserve work performance in a scenario in which preserving the strength of it is a genuine problem for ensuring continued high-quality performance on the job.

Leaders play a significant role in shaping the outcomes of an organization, which in turn affect continuous improvement. Because of the severity of the situation and the stakes involved, this is especially true at times of crisis. It is comforting to know that effective leadership can be conducted from distance, even in the middle of the COVID-19 crisis. In the context of COVID-19, one of the more specific leader-subordinate acts that must be taken into consideration is the functioning of assessment and appraisal systems. A change to results-focused evaluation, which earlier research has found to be usually beneficial, may occur as a result of not being able to monitor subordinates in the manner that office environments allow. Longer periods of time spent working remotely may lessen subordinates' access to feedback from supervisors, which may lead to a decrease in organizational commitment and a rise in employee attrition (Vandenberghe et al., 2019). To make sure that newcomers aren't left behind because of a lack of direct contact with their leaders, future studies should look at how trust may be developed online.

The ability to effectively communicate is another key component of effectively managing stress and influencing performance. Communication is essential in the house for those family members who are working from home, just as it is for the company to maintain relationships with its workers who are working remotely. It has been demonstrated that communication has the capacity to reduce employees' resistance to taking on new responsibilities and acquiring new skills, which is necessary by the changes brought on by the COVID-19 (Wolor et al., 2020).Uncertainty, distress, and other unpleasant emotions that may impede effective job performance or overall job satisfaction can be decreased when employees are informed about the future of the organization. It is essential to have open lines of communication with one's family members, particularly one's children, in order to guarantee that they comprehend the idea of working from home as well as the motivations behind it (Shoaib et al., 2022). When this occurs, employees who work from home have the option to receive support from their families regarding their job, which results in a reduction in stress and an increase in productivity.

Anxiety is apparent among workers in these extraordinary times. Work flexibility is more important than ever for employees. In these uncertain times, it may be difficult for some employees to maintain a 8

hour work schedule. Hybrid work patterns may be preferred by certain workers who are concerned about exposing themselves to possibly infected persons or surfaces outside of the workplace, such as on public transit or in corridors. This, coupled with the fact that many parents will be caring for children at home while schools are closed, necessitates a greater need for workers to be more flexible in their schedules. Determine which duties don't necessitate a physical presence on-site and provide those workers the option to work from home. Business owners may provide shorter or fewer workdays to employees who need to be on-site.

Another strategy for risk reduction that may be utilized with workers whose jobs do not permit them to do their duties from home is to emphasize the importance of safety. The purpose of safety measures is to make employment conditions less stressful for employees by providing an atmosphere in which they need not to be concerned about contracting an illness (Bieńkowska et al., 2022). Providing safety gear and up-to-date operating procedures are two ways to accomplish this goal. When organizations accomplish this, they will be able to preserve the health of their employees, which will, in turn, sustain their productivity and performance. Safety is especially critical for employees who are needed to work in rounds during the COVID-19 epidemic. Businesses must ensure that their workers have access to the most up-to-date medical procedures, equipment, and other perks while they are on the job. During the pandemic outbreak, it is good for employees to be healthy so that they may remain productive in the workplace and assemble with family especially with the social distance regulation. Employers should assist their employees cope with stress by providing them with resources and tools. These may be online yoga lessons, mindfulness movies, or webinars with health professionals. An employee stress management policy might also be put in place by employers, which defines the measures that workers can take when they are feeling the symptoms of workplace stress.

For those who have been laid off or are working from home, the effects of COVID-19 will be less severe; yet, several studies have shown that preserving one's mental and physical health necessitates participating in meaningful social activities (Mogilner et al., 2018).The compulsion to work from home, as well as initiatives to compact offices in favor of physical separation, will almost certainly have negative consequences for people's mental and physical health (Brooks et al., 2020). Changes to our everyday patterns, like those shown in COVID-19, can cause tension, grief, and worry in us. Stress is the most detrimental element affecting an employee's ability to work at their best. The management of business continuity or

organizational resilience (Elliot et al., 2010) is one approach that may be taken to address this problem. These terms refer to a collection of activities that are centered on minimizing the impact that an organization has on its important actors and ensuring their safety. Evidence suggests that stress is harmful to a person's mental, behavioral, and physical health. Workers' morale, motivation, and productivity are negatively impacted. Furthermore, it has a detrimental impact on job satisfaction, reducing one's motivation to work and ultimately lowering one's productivity. Extreme stress in the workplace has negative effects on both the physical and mental health of workers. Therefore, they become less able to focus on the task at hand, and their performance suffers as a result. Worker's health and well-being can be jeopardized by the negative psychological and physical impacts of job stress, which can impair mental processes and leads to less concentration on the tasks at hand.

Conclusions

In conclusion, the pandemic caused by the COVID-19 virus abruptly altered every aspect of daily life, which led to a great deal of societal upheaval. In order to comply with the preventative step that governments all over the world have put into place in an effort to stop the spread of the virus, organizations were forced to take quick and decisive action. Employees in every sector of the economy were affected by these developments, and they were required to make appropriate adjustments. The vast majority of these employees were from the service industry. This unpredictable event exacerbated conditions that were previously there but were not yet in a critical state thereby. The vast majority of workers were laid off as organizations went out of business, and those employees who were able to keep their jobs were forced to do their duties either at home or at the location where they had previously been employed. Both scenarios presented their own distinct set of difficulties, but both eventually resulted in settings that led to stress and significantly impacted the individuals' ability to perform. The idea of employees doing their jobs at their own homes is not novel; nevertheless, at the time of the pandemic, the majority of companies were not prepared to make the move successfully, and as a result, employees had difficulty doing so. Further, the change of the working environment led to a scenario in which handling personal responsibilities and professional commitments had to be managed virtually simultaneously, which resulted in disruptions. Those who were required to continue working in their normal

places of employment were under a continual state of tension and worry due to the possibility of becoming infected with the virus.

There is a need for further research to be carried out to investigate the effects of stress on employees' health and wellbeing. There has been an extraordinary amount of stress triggered by the coronavirus outbreak. Today's workforce is subjected to higher amounts of stress than ever before. In the workplace, returning to work can be stressful because of the uncertainty of employment, the potential of exposure to COVID-19, and the difficulties of managing work and family life. As a result, employers have a duty to ensure that their employees are able to cope with the global health crisis in a stress-free workplace.

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