



A Literature Review on Impact of COVID-19 Pandemic on Growing Mental Health Issues of Employees at Workplace in Service-based Industries.

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Abstract

With the arrival of COVID-19 Pandemic, we have witnessed the top most global challenge in a generation. The full extent of the mental health impact is, as yet, unknown, but is anticipated to be severe and enduring. In this special issue devoted to mental health and COVID-19 pandemic, we aim to lay the foundation for a bettered understanding of how COVID-19 is affecting mental health services in India. This study is related to the factors of growing mental health issues of employees at workplace in service-based industries.

Keywords: COVID-19, mental health, service-based industries.

Introduction

The COVID-19 pandemic has brought the greatest global challenge in a generation. The extent and ultimate impact of this pandemic on global health, world economies, societal cohesion and daily life is as yet unknown. The unpredictable nature of the spread of this virus has brought great uncertainty within societies as our knowledge develops about the nature of this virus and its interplay with societal responses (Atchison et al. 2020; Verity et al. 2020).

Globally, an estimated 264 million people suffers from depression, one of the leading causes of disability, with many of these people also suffering from symptoms of anxiety. A recent WHO- led study estimates that depression and anxiety disorders cost the global economy US\$ 1 trillion each year in lost productivity. Unemployment is well-recognized risk factors for mental health problem, while returning to, or getting work is protective. A negative working environment may lead to physical and mental health problems, harmful use of substances or alcohol, absenteeism and lost productivity. Workplaces that promote mental health and support people and support people with mental disorders are more likely to reduce absenteeism, increase productivity and benefit from associated economic gains.

Mental health refers to cognitive, behavioral and emotional well-being. It is all about how people think, feel and behave. People sometimes use the term “mental health” to mean the absence of a mental disorder.

“Mental Health is a state of well-being in which an individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively, and is able to make a contribution to his or her community”.

There are many risk factors for mental health that may be present in the working environment. Most risks relate to interactions between type of work, the organizational and managerial environment, the skills and competencies of employees, and the support available for employees to carry out their work. For example, a person may have the skills to complete tasks, they may have too few resources to do what is required, or there may be unsupportive managerial or organizational practices.

Mental health effects of COVID-19

It is assumed, based on extant data from previous pandemics, together with emerging data from this pandemic, that psychological morbidity will inevitably rise (Maunder et al. 2008; The Academy of Medical Sciences, 2020). The rapidly evolving situation has drastically altered people's lives, as well as multiple aspects of the global, public, and private economy. Declines in tourism, aviation, agriculture, and the finance industry owing to the COVID-19 outbreak are reported as massive reductions in both supply and demand aspects of the economy were mandated by governments internationally (Nicola et al., 2020). The uncertainties and fears associated with the virus outbreak, along with mass lockdowns and economic recession are predicted to lead to increases in suicide as well as mental disorders associated with suicide.

The psychological reaction of the population during any outbreak of an infectious disease has a decisive role to play in shaping its spread and occurrence of both emotional distress and social disorders following outbreaks. Despite this fact, sufficient resources are typically not provided to manage or attenuate pandemics' effects on mental health and wellbeing. Although it can be understood during an acute outbreak, in any phase of pandemic management the psychological and mental health needs should not be overlooked if healthcare systems place a high priority on testing, reducing transmission and critical care for patients. This trend is seen in several perspective pieces in this edition where it is described that the early phases of the epidemic didn't inescapably herald an increase in mental health donations. It's clear, still, that adaptation to the new conditions assessed by COVID-19 has increased workloads on the frontline of mental health. Likewise, the anticipated increase in mental illness, with eventually also for increased suicidality, is supposed most probably in the medial- and post-pandemic phase, as profitable compression, constrained mental healthcare coffers, individual vulnerabilities and the stark reality of dramatically altered cultures coalesce.

Service-based Industries

The global community have concerned about Corona virus disease 2019 (COVID-19) and its long-term consequences. And tried to focus out its impact on various spheres of life such as the economy, industries, global market, agriculture, human health, health care, etc. The increasingly good mental health in the workplace is an issue being raised. Job stresses are being recognized as affecting work performance and also an individual's over-all well-being. A healthy workplace can be described as one where workers and managers actively contribute to the working environment by promoting the health, safety and well-being of all employees, but due to pandemic situation all has come to the stage of suffering. Vaibhav Jain studied how the events industry in India is tackling the impact of COVID-19? In May, 2020. He analyzed that a total of \$1000 industry has been directly impacted by COVID-19. This industry incurred a loss of \$666 million in mid-march in the world. K&L Gates LLP studied on the COVID-19: Impacts on Transportation & Logistics in 2020. They found that Cruise Lines International Association announced that all member companies were suspending cruise ship operations from U.S. ports of call for 30 days. The central government also provide permission to commercial vehicles for transporting essential goods. Charnjit S Attra studied on COVID-19: How the pandemic is impacting the BFSI sector in India in April, 2020. He followed the Indian GAAP & Indian Accounting Standards. He said that the government and RBI introduced many economic and fiscal measures to tide over the pandemic crisis but it unprecedented time for BFSI. I.e. liquidity risk and credit risk. KPMG's experts also studied on impact of COVID-19 on financial services in their financial report. They said that the worst affected the estimates of accounting, lease accounting, revenue recognition, employee benefits, audit process, and claim for the insurance.

The ideal of this paper is to show how the service based industries employees mental health is affected in COVID-19 epidemic extremity. It is also aimed at relating to which services poorly affected in amid corona virus. The work is grounded on qualitative data taken from e-newspaper, exploration papers, journals, magazines, websites, print media, and other references.

Conclusion

We unfeignedly hope that this Special Issue devoted to mental health in COVID-19 provides an original step towards understanding the mental health requirements at this extraordinary time in India. While it is heartening to witness the adaptability demonstrated by those working at the frontline in mental health, it is now essential that there's acceptable post pandemic resourcing of mental health to give care effectively.

This Issue highlights that through adversity we can achieve change and that by working together we can ameliorate population mental health in the months and times ahead.

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