



“A STUDY ON IMPACT OF COVID-19 EMPLOYEE’S WORK PERFORMANCE AND BEHAVIOUR at BDR PHARMACEUTICALS INTL.PVT.LTD., VADODARA.”

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ABSTRACT

As we are finding employees work performance and behaviour due to COVID-19 what is the impact of it We could find it out through the Google forms which could give reviews of each employee from the organisation we have selected a pharmaceutical organization to know how was the impact of COVID-19 on their performance and how did they tackle with the obstacles during COVID-19 as pharmaceutical industry was working during that situation as well. We also visited the organisation and interacted with employees to know their reviews and their opinions regarding the work they performed during COVID-19 and what changes they observed during covid-19 and after covid-19. As for pharmaceutical organizations there were many challenges

which were very sudden and by default, they had to face it and confidently be there to face all the challenges. Though there were many uncertain changes which were not easy to face but still they had to be there with following all the protocols of covid-19 strictly. Where all were facing this being home, they were facing it working and along with doctors they also supported well. So, to know about the impact of their working performance and behaviour due to covid-19 we did this research.

KEY WORDS

COVID-19, Work Performance, Employee Behaviour, Managing stress, Pharmaceuticals, Growth, Challenges.

INTRODUCTION

The COVID-19 pandemic has had a profound impact on employees and how they work. The sudden shift to remote work, health concerns, and economic uncertainty are creating major shifts in employee behaviour and job performance. These changes include increased levels of stress and anxiety, decreased productivity and the need for more flexible work arrangements. Employers must adapt to these changes to support their employees and ensure the success of their companies. To know the impact on employee behaviour, we started this research paper to explore it. The COVID-19 pandemic has rocked the world of work in unprecedented ways. The sudden shift to remote work, health concerns, and economic uncertainty are forcing employees to take on new challenges and break new ground. The pandemic has not only changed the physical work environment, but has also had a significant impact on employee behaviour and performance. The pandemic has resulted in increased levels of stress and anxiety, shifts in motivation and engagement, and a shift toward more flexible work-life balance. These changes are having both positive and negative impacts on employee productivity, morale and overall job satisfaction. To effectively respond to these changes and support their employees, employers must proactively understand and adapt to the new work landscape. Working for a pharmaceutical company during the COVID-19 pandemic has been challenging and rewarding. Faced with surging demand

for medical supplies and treatments, those in the pharmaceutical industry have worked tirelessly to develop and market life-saving products. As a result, they have had to work longer hours, under higher pressure, and often in dangerous conditions. But the pandemic has also created opportunities for innovation and growth. Pharmaceutical companies have been able to ramp up manufacturing and research efforts to develop vaccines, treatments and diagnostic tests to combat the virus. The industry has also seen increased investment and cooperation as governments and private companies work together to help him fight COVID-19. To ensure the health and safety of their employees, many pharmaceutical companies have implemented strict protocols such as remote work, increased hygiene measures and social distancing guidelines. Additionally, businesses needed to be creative to find new ways to collaborate and communicate effectively while working from home. Overall, working for a pharmaceutical company during the COVID-19 pandemic was a test of resilience and determination, but also an opportunity to positively impact the world and move the industry forward in new and exciting ways bottom.

OBJECTIVE OF THE STUDY

1. To know about the behaviour of employees.
2. To study the WLB of employees during COVID-19.
3. To know the strength between the work performance before and during COVID-19.

4. To analyse about the employee's lifecycle during COVID-19

SCOPE OF STUDY

- To study about the factors impacting upon employee's behaviour and work performance also to know about before and after behaviour of employee's life cycle during COVID-19.
- Through this research we identify the problems they tackled with and the obstacles they faced.

LITERATURE REVIEW

1. (Parul Kumar, 2021) Title: - Working in Lockdown: Relationships Caused by COVID-19

Job stressors, job performance, stress, life satisfaction - COVID-19 is disrupting everyone's daily lives and everything: businesses, schools, the economy. The pressure of work must be restrained, tasks, work and family affect employees, families and organizations. It is often said that work and home literature were problematic and led to conflict. Resource conservation (COR) forms a theoretical model The COR model is composed of several stress theories and is one of the most influential stress theories. This model recommends several burdens that a person acquires and receives for resources. Stress can be a reaction to an environment in which someone experiences threat or actually loses resources.

2. (Alonazi, 2020) Title: - The Impact of Emotional Intelligence on Job Performance During COVID-19 Crisis: A Cross-Sectional Analysis

During crises, practices fluctuate and individual interests are usually at odds with collective interests. The concept of emotional intelligence (EI) is often associated with practice, especially in the field of nursing, reflecting the traumatic impact of various professional experiences. EI is now widely

believed to be an important measure that influences job performance. This is because EI represents an individual's ability to manage emotions along with cognitive processes as a method of self-motivation related to distal and proximal goals. The effective practice of EI to manage and deal with one's emotions can be taught, and Goldman argues that this should be a major part of professional development initiatives. This study found clear evidence of a strong association between a nurse's her EI level and her reported JP. In general, a nurse has her EI high, especially among medically oriented critical care professionals. Results should be interpreted with caution. These findings suggest that creating an empathetic environment among healthcare providers may have significant benefits in the form of improved staff performance and increased operational best practices in patient-centered settings. EI should be treated as a valuable asset among nurses and should be incorporated into health practice guidelines and performance assessments.

3. (Ion Popa, 2021) Title: - Modelling the COVID-19 Pandemic Effects on Employees' Health and Performance: A PLS-SEM Mediation Approach

The purpose of this paper is to examine how the impacts of the COVID-19 pandemic felt by 4,444 employees impacted their physical and mental well-being and how these impacts impacted their ultimate job performance. was to see how it affected the This study considered the impact of her COVID-19 pandemic felt by an employee and its association with mental and physical health, and also examined the consequences mediated by health and work-related stressors, and examined the We also considered relevance. The impact of the COVID-19 pandemic on his 4,444 employees and their overall performance.

4. (ERRER, 2021) Impact of Covid-19 Fear on Employee Performance

Attainment is the employment performance of an employee that relates to the employee's competence and is adequate at a prescribed level. In other words, Performance can be a concept that indicates quantitatively and qualitatively what an Employee wants to achieve in line with her planned Goals. An

employee's individual performance in their working life is the most important performance criterion for a company. Because companies are as successful as their employees are.

PROBLEM STATEMENT

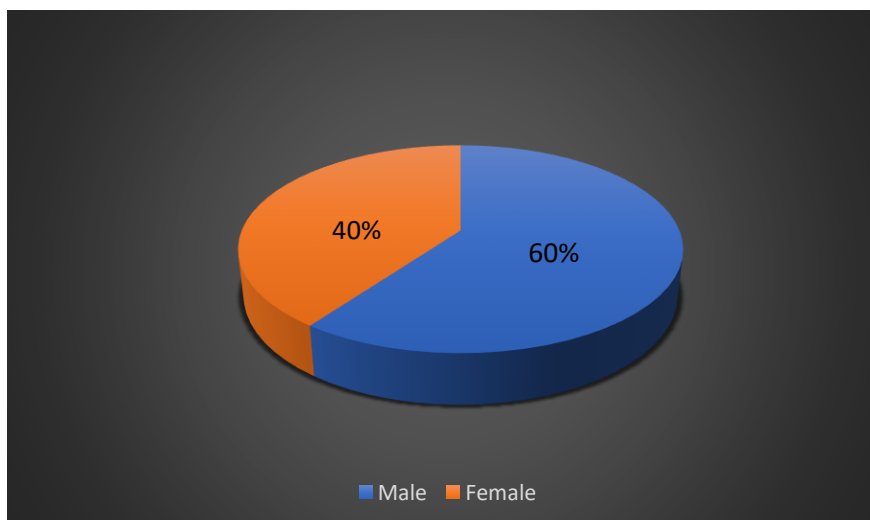
The impact of the COVID-19 pandemic on employee work behaviour refers to how the pandemic has affected the way employees work, including changes in job responsibilities, working arrangements and work-life balance. The COVID-19 pandemic has increased remote work, altered work hours and schedules, increased workloads and job demands, and created a need for employees to adapt to new technologies and communication methods. The pandemic has also created new challenges for employees when it comes to maintaining work-life balance, managing stress, and coping with the effects of isolation and uncertainty. Exploring the impact of COVID-19 on workers' work behaviour aims to understand these changes and their implications for workers, employers and organizations at large.

RESEARCH METHODOLOGY

The research method used in the study is a descriptive research design. Includes various surveys and surveys. The primary focus of descriptive research designs as they currently exist. The main feature of this approach is that the study has no control over the variables, we can only report what happened or is happening.

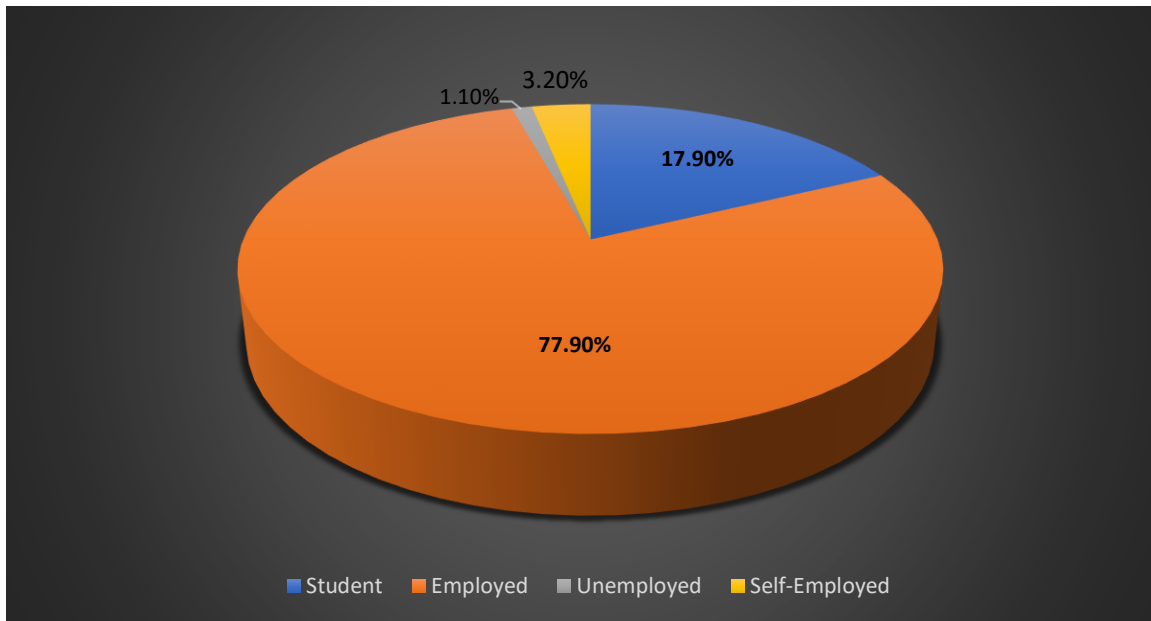
DATA INTERPRETATION

Q1. Gender



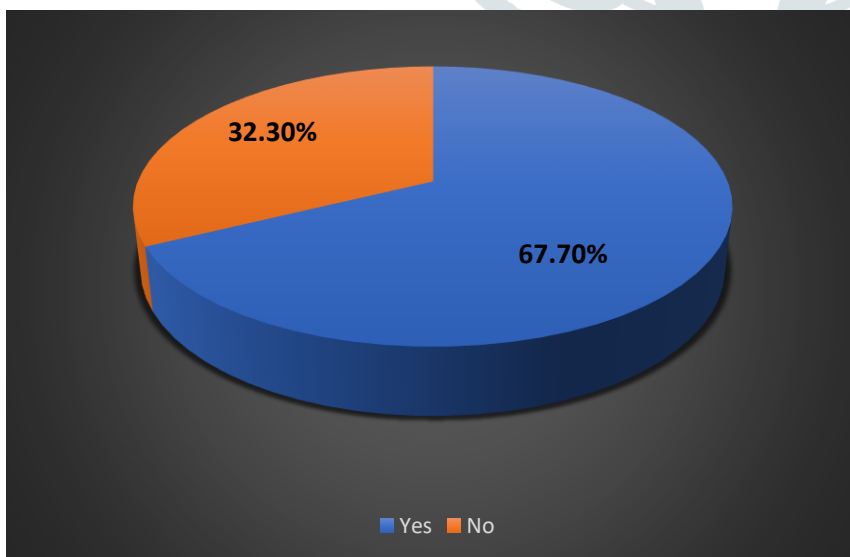
Interpretation: The questioner circulated is filled by 60% Male and 40% Female respondents.

Q.2 Occupation



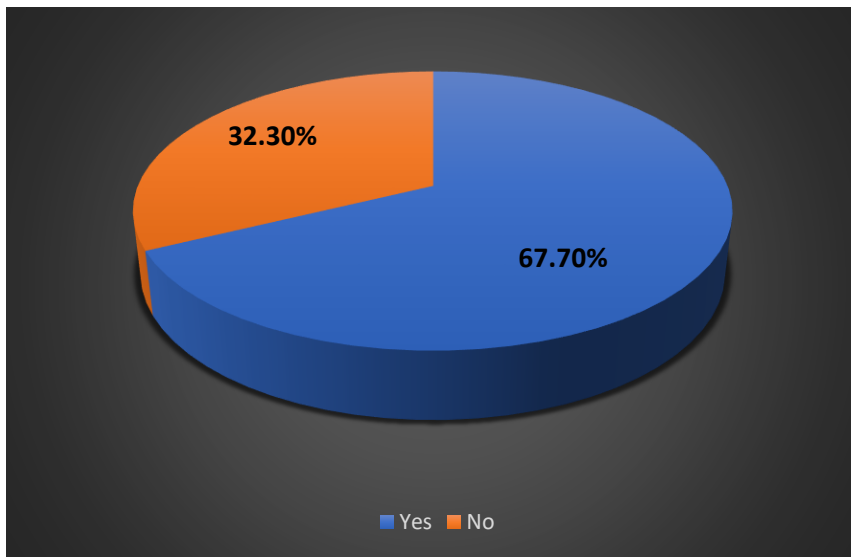
Interpretation: This graph shows percentage of respondents from 4 different categories students, employed, unemployed, self-employed.

Q3. Did COVID-19 Impact your work performance?



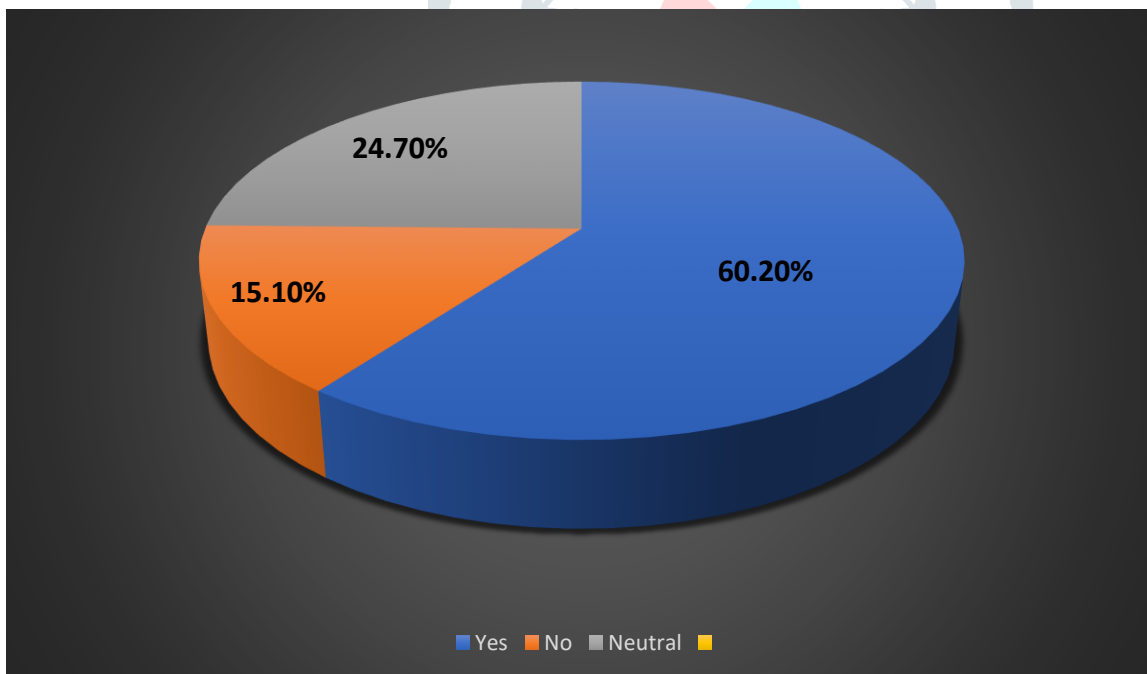
Interpretation: 67.70% of the respondents found COVID-19 to impact their work performance on the other hand 32.30% didn't faced any impact from it.

Q4. Were you able to manage your work life during COVID-19?



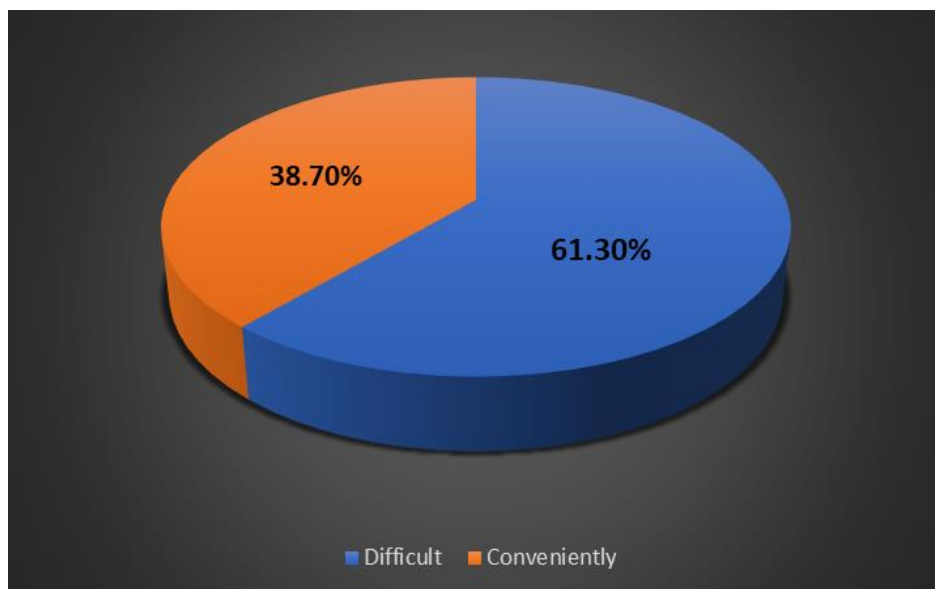
Interpretation: Here there were two option listed yes or no out of which 67.70% were able to manage their work life while 32.30% found it hard to do so.

Q5. If you were working remotely, did it impact your daily routine?



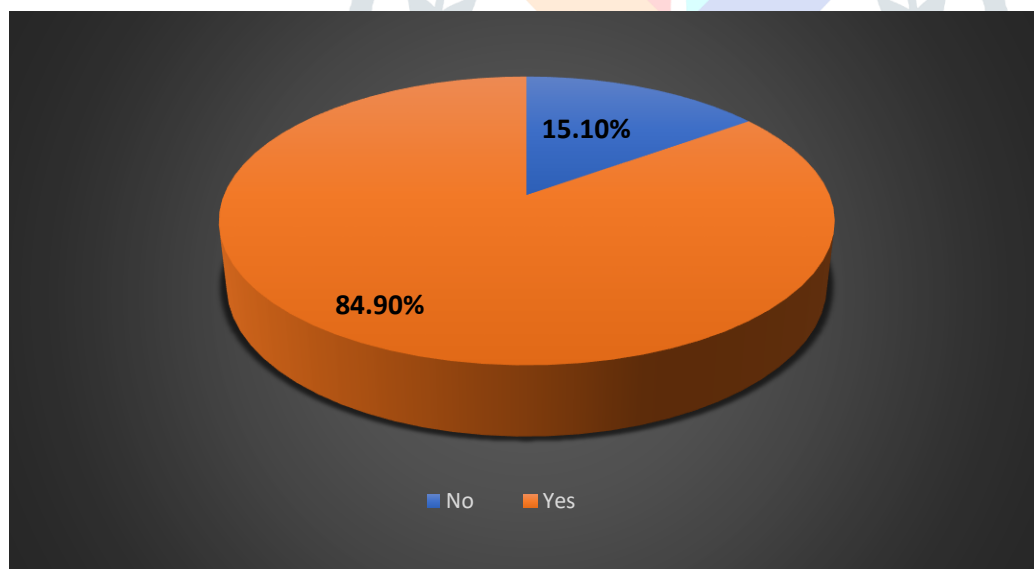
Interpretation: - It was difficult for 60.20% of them to travel while 15.10% were not fazed by it and 24.70% didn't found any change.

Q6. How was travelling to office during COVID-19 for pharma Industry?



Interpretation:- For Pharma Industry 61.30% found it difficult to travel on the other hand 38.70% were conveniently able to travel.

Q7. Did company provide you all the safety measure and protocols during COVID-19?



Interpretation:- 84.90% respondents found their company following protocols but 15.10% didn't found their company using any safety measures.

CONCLUSIONS & SUGGESTION

In summary, the COVID-19 pandemic has had a significant impact on pharmaceutical company employees. Soaring demand for medical supplies forced employees to work longer hours and increased stress, but also created opportunities for innovation and growth. Companies are adapting to remote work, new ways of communicating, and taking new measures to keep employees safe at work.

Overall, the pandemic has tested the resilience and determination of pharmaceutical industry workers, but it has also highlighted the importance of their work and the positive impact it can have on society. Looking ahead, it is critical that pharmaceutical companies continue to support their employees and embrace new opportunities for growth and advancement while meeting the challenges of the pandemic.

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