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**MENTAL HEALTH AND WORK ATTITUDE OF PEOPLE IN
THE IT SECTOR AFTER THE FIRST WAVE OF COVID-19 IN
BANGALORE**

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I hereby declare that I have compiled the thesis independently and all works, important standpoints and data by other authors have been properly referenced, and the same paper has not been previously presented for grading.

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ABSTRACT

The aim of the present investigation is "To identify how psychosocial attributes influence the work attitude of Information Technology employees after the first wave of COVID-19." A study on the IT sector in Bangalore. The COVID-19 develops the impact on mental health as well as the work attributes of staff members. In conducting the present investigation, a literature review has been conducted by considering secondary sources. There has been studied about the psychosocial attributes associated with employees' mental health concerning the Information Technology sector in the literature review. In this, positivism research philosophy and deductive research approach have been used. There has been a quantitative research method considered that provided the proper facts and figures regarding how psychosocial attributes influence the work attitude of Information Technology employees after the first wave of COVID-19. There has been the primary method of data collection for collecting information by using the questionnaire. This questionnaire has been developed to collect the information from many respondents as it is time and cost-saving. The discussion has been based on a literature review in which research objectives are linked. The main results were that psychosocial attributes are associated with employees' mental health concerning the Information Technology sector. The working environment is one of the main factors affecting the job satisfaction level of staff members. At last, the conclusion has been developed as it was based on the entire investigation information. It stated that depression is the main psychosocial attribute that impacts the working attitude of staff members after the first wave of the COVID-19 pandemic.

Keywords: Mental health, work attitude, psychosocial attributes, Covid-19, Information Technology

INTRODUCTION

The unprecedented outbreak of COVID-19 Disease 2019 caused an economic downturn and enhanced the unemployment rate. From these issues, staff members face health as well as socio-economic stressors. The pandemic of COVID-19 means that several people stay at their home and do minimum activities in context to exercise and social interactions, which can negatively impact mental and physical health. Loss of income, bereavement, and isolation are triggering the mental health situation. Several people may face an enhanced level of drug use, anxiety, and alcohol—stress and anxiety impact staff members' attitudes towards management (Aduloju and Adedoyin 2020). In regards to this, COVID-19 pandemic mitigation needs coordinated and mass behavioural change to succeed. People returned to their offices, adapted to social distance, and worked from home to bring new concerns. The unconscious reactions to the conditions seemed normal and harmless. Significance of the business contribution by pandemic situation makes this incumbent on managers to reshape the workplace to make the employees feel more comfortable and do jobs effectively. The managers have prioritised the wellness of staff members consisting the mental health. Several managers are initiating the workplace assessment to determine where the physical changes can assist the mitigate germs. If the people go one step to evaluate issues from the user perspective-taking COVID-19 account concerned with behavioural and attitude shifts, they will develop a powerful support tool for worker morale (Anastasiou and Duquenne 2019).

Bangalore accounted for more than half of the office space that surrounded top property markets during the first half of 2020. IT sector minimised space take-up in the city by 65% from the last year (Brown 2017). From arisen the issue of COVID-19, IT firms in Bangalore have been extended their policy related to work from home to prevent the spread of the COVID-19 pandemic situation. Other than this, the continuing crisis of the COVID-19 pandemic situation has changed lives, imposing requirements for different changes for the company and people to deal up in this time. Impact of the COVID-19 on the behaviour of the people and also unravelled the psychological impact. Stress is known to harm the performance level of staff members, satisfaction, and productivity level. It may make individuals susceptible to vulnerable pandemic virus infection; it must tackle urgent occupational health-related issues (Anjum and *et al.* 2020).

The present investigation is related to determining how psychosocial attributes influence Information Technology employees' attitudes after the first wave of COVID-19. The pandemic - COVID-19 - has forced several staff members to face distress psychologically. Optimism and psychological strengths are necessary for staff members; they should motivate each person to develop resources to adapt to change and demanding circumstances. The reason to conduct a present investigation is all about determining the issue. In COVID-19, companies do not allow the employee to come to the office; they all provide work from home. For the COVID-19, employees cannot perform better, and this investigation is all about identifying the issues that impact the working attitude of employees in the IT sector. The present investigation is mainly conducted in the professional and personal context. In the personal context, understanding of learner about the influence of COVID-19 on the employees' psychological attributes and work attitude in the IT sector (Ashcroft and *et al.* 2019). Other than this, in a professional context, the research and the analytical skills of an investigator can be improved as it is effective in providing detailed information to conduct an investigation. With this investigation's help, the learner can determine the issues employees in the IT sector faced in the COVID-19 situation. By conducting this investigation, the researcher can conduct similar research in the future and focus on getting positive research outcomes within a given period.

The study aim is “To identify how psychosocial attributes influence the work attitude of Information Technology employees after the first wave of COVID-19.” The study on the IT sector in Bangalore.

Following the research objectives:

- To find out the psychosocial attributes associate with the mental health of employees concerning the Information Technology sector.
- To find out the relationship between psychosocial attributes and the work attitude of employees.
- To identify the impact of psychosocial attributes on the work attitude of employees.

After considering those mentioned above, **the main research question** that arises in the present investigation is “How much impact does psychosocial attributes on the work attitude of Information Technology employees after the first wave of COVID-19”?

The dissertation is a long piece of academic writing based on the original investigation. The chapter structure in the dissertation provides an overview of all the necessary chapters required

to complete the dissertation (Banerjee, Nair 2020). The different chapters include in the dissertation mention below:

Introduction- The introductory chapter of an investigation consists of an investigation, background, rationale, research aim, research objectives, and research questions; this explains the existing investigation on the topic and shows the relevance of work to a broader issue. It is necessary to ensure that research questions should be clear and specific.

Literature review- It is the second dissertation chapter. It reviews what has been written already in the area of the research topic. It should support the theoretical argument that is being demonstrated that the author has a grasp of the main finds and ideas that pertain to the research topic. The primary purpose of conducting the literature review is to attain the research objectives using secondary methods. The secondary method consists of books, scholars, journals, internet sources, and others (Bathmaker 2021).

Methodology- It provides sufficient detail regarding the methodology used that study could be simulated. It explains how to conduct an investigation and allowing the reader to assess validity. The research methodology section provides consists of the research onion. The research onion includes different layers, for instance, research philosophy, research approaches, research strategy, research choices, data collection methods, sampling, data analysis, and time horizons.

Results- It is the fourth chapter in this dissertation. It presents the results of the analysis by using research questions. The results should be presented without any interpretations and reserved for the discussion chapter (Bell 2020).

This was the first chapter in the research project as this consists background of the research, rationale behind choosing the research area, research aim, objectives, questions and the chapter structure. The present research is about people's mental health and works attitude after the first wave of COVID-19 in Bangalore. The rationale stated how psychosocial attributes associate with employees' mental health concerning the Information Technology sector. This research aim "To identify how psychosocial attributes influence the work attitude of Information Technology employees after the first wave of COVID-19." Objectives have been developed on the basis of research aim and attained in the next chapter, i.e. literature review, by considering the secondary sources.

1. LITERATURE REVIEW

A literature review is related to discussing and analysing the published information in a specific subject area, which has an organisational pattern that combines synthesis and summary, giving a new interpretation of the old material or combining with the old interpretations. A literature review may be examining sources and advise the reader to provide the relevant information. The focus of the academic research paper is to support own argument. The main focus of the literature review is to summarise another idea. A literature review is mainly designed to give an overview of the relevant sources explored as many approaches could adapt based on the type of analysis underpinning the study (Boomaars, Yorks, and Shetty 2018). The literature review's primary focus is to attain the set objectives based on the research subject area, i.e. mental health and work attitude of people after the first wave of COVID-19 in Bangalore's IT sector. The secondary sources used to attain the research objectives consist of articles, internet sources, scholars, and others. This helps provide the relevant information and get positive research outcomes.

1.1. Psychosocial attributes associate with the mental health of employees concerning the Information Technology sector

According to the viewpoint of Nur Pratiwi Noviati (2021) psychosocial support is essential in the workplace, because, from the perspective of the information technology sector, employees are enthusiastic about their work. It shows how much they are dedicated to their profession. To start any work, people have to develop a mindset for that particular work in an organisation where subordinates, supervisors support employees, psychological and mental health concerns and respond modifier as needed. For some companies, psychological support may be essential to protest against traumatic stressors at work (Buheji, Buheji 2020). In psychiatric care environments, there is a lot of concern about the work environment and the well-being of the workers. The psychosocial work environment and its components have been defined in a variety of ways and often involve a variety of factors for instance organizational environment and culture, job demands, work regulation, leadership motivation, support and co-worker support. The organisation must support employees in psychological aspects because they are committed

to their job attachment, involvement, positive works moods, and desire to remain with the company—organisation citizenship behaviours of personal choice that benefit the organisation and job performance. If individuals do not have a good mindset, they cannot do work, and lacking happens such as with drawl behaviours, enhanced absenteeism, conflict, greater risk of accidents, incidents and injuries, increased cost, loss of productivity, and turnover. These all things give a disadvantage to the organisation if employees are not psychologically fit. At some time, the organisation also responsible for maintaining the culture, a workplace characterised by trust, honesty, and fairness (Buheji and Buheji 2020). This is the basic assumption held by a particular group. There is a combination of values, beliefs, meanings, and expectations, that group members are held in similar and that they use as cues to what is considered acceptable behaviour and how to cope with the difficulties and challenges. It is essential for company trust for any positive and productive social processes in any workplace. By varying between "organisational level" interventions, which seek to change the psychosocial environment, and "person level" interventions, that concentrate on how people act and manage in the environment, occupational psychosocial interventions may be more effective. Since organizational approaches discussed the roots of unsafe workplace conditions, they were preferred as preventative steps. Workplace psychosocial stressors and job environments are often long-standing, either they arise regularly or as a result of a series of events from time to time. In several ways people are prepared to deal with these circumstances, the pressures placed on them continue to grow may outstrip human resources, leaving them unable to deal or in the worst-case circumstance, in the long run, it will lead to new issues.

Let us move forward to another aspect that is important to discuss concerning the employee psychological aspect. COVID-19, this pandemic destroys all the social and working environment in different ways (Fernández-Ballesteros and Sánchez-Izquierdo 2021). In context to Wipro, Bangalore, there were few rules and regulations countries had to follow, such as social distancing policies, mandatory lockdowns, isolation periods, the anxiety of getting sick, along with the suspension of productive activity, loss of income, and fear of the future and jointly influence the mental health of citizens and workers. Due to this, people faced many challenges because all things would be closed organisation did not have monetary value to give their employees. The company has decided to lay off, termination activity for the employees that cause the big issue in a human psychological factor. People have their loans, install EMI's that have to pay, and do not have money. Youths have experienced several pandemic-related consequences, such as universities' closure (Fernández-Ballesteros and Sánchez-Izquierdo 2021).

Contrary to this, Sharan Poovanna and Madhurima Nandy (2021) Organization faced the loss of income that may contribute to poor mental health. If the IT sectors discussed, the economy has got a downturn that shows job loss is associated with enhancement of depression, anxiety, distress, and low self-esteem; this thing direct to higher rates of substance use disorder or suicide that directly affect the human psychological aspect. Besides, this thing created higher rates of symptoms of mental illness, those who have without a job. Many essential workers faced numerous issues, including a greater risk of contracting the COVID than other workers. Compared to the non-essential workforce, they are majorly affected through depressive disorder, symptoms of anxiety, starting and enhancing substance use of and suicidal thoughts due to this pandemic. In context to Infosys, Bangalore, psychological factors cover the interaction between and among work environment, job content, organisational conditions and worker's capacities, need culture, personal extra job consideration that may, by the prospective and previous aspect that influence health, work performance, and job satisfaction (Gedro and *et al.* 2020).

A workplace required psychological competencies and requirements; there is a good fit between employees' interpersonal and emotional competencies, their job quality, and the designation they hold. The excellent fit defines an employee familiar with technical skills and knowing a particular position and the psychological and emotional intelligence skills that include self-awareness, impulse control, persistence, self-motivation, empathy, and social deftness to perform the job well. A good fit is essential, and it is associated with fewer health complaints, lower level of depression, greater self-esteem, a more positive self-concept, increased performance, employee retention, and job satisfaction. If an employee is not mentally fit, it can affect social life and personal life, which stops growth and development. In an organisation, employees are received encouragement to support and develop interpersonal, job, and emotional skills, which provides internal or external opportunities for the employee to improve their repertoire of competencies. It assists human resources with their current jobs as well as prepares them for future positions. As per the growth and development perspective, it is mandatory to do because it increases goal commitment, organisational commitment, and job satisfaction. This thing keeps motivated or happy to the employee. It also gives skill acquisition on career development directly increase employee well-being (Gill 2020). It assures that opportunities go beyond learning specific technical skills and involve opportunities to seek personal and interpersonal skills critical to caring for oneself and relating to others.

Psychological attributes encompass the mental, emotional, social, and spiritual dimensions that support the employee in every aspect. If organisations give appraisals and keep motivated to them, they feel happy and encourage towards their work. In the IT sector, there is much competition because it is a vast and wide corporate sector so, employees have to be mentally fit to cope with various kinds of difficulties to manage or give their best result to the organisation (Fernández-Ballesteros and Sánchez-Izquierdo 2021). Suppose they are mentally weak they are unable to survive. In another aspect, there is continuous work in front of monitor and laptop screens in the IT sector. This thing creates pressure on the mind, and it will affect human psychology, such as anxiety, palpitation, or various issues which is not suitable for health. This thing will have a harmful impact like overthinking issues, lack of happiness that push toward the negativity (Hill, Bennett, and Hunter 2021).

1.2. Relationship between psychosocial attributes and work attitude of employees.

As per the Salima Hamouche (2020) viewpoint, psychosocial factors at employees' work can be defined as the relationship between and among job specification, workplace environment, company's conditions, worker's capacities, needs, and culture. Through perceptions and experience of employee's influences health, work performance, and job contentment (Jakovljevic and *et al.* 2020). There are some psychosocial risk factors in the workplace. It includes Psychological support, company culture, clear leadership & expectations, growth & development, recognition & reward, engagement, balance, workload management, involvement & safety protection of physical safety (Gill, R. 2020). On the other hand, it's essential to understand whether employee attitudes influence organizational engagement. In most situations, a positive attitude leads to positive habits and a negative attitude leads to negative behaviours. Employees who trust the company's products are more likely to communicate directly with consumers. (Meyers, G.L., Jacobsen, M. and Henderson, E. 2018).

Under psychological support, supervisors and co-workers positively support the employee not to create psychological pressure on the organisation's employees. Due to psychological support, employees have greater job attachment, job commitment and can give their best performance to the company. Concerning the company's culture, it should be trustworthy, honest, and fair. It is imperative to have organisational trust within any work to achieve any favourable and social processes. Clear leadership also clarifies the employees what they need to do and how their work

contributes to the organisation. In the case of growth & development, employees receive encouragement and support in developing their interpersonal and job skills in an organisation. This type of company helps the employee in providing internal and external opportunities for building their competencies. In context to Accenture, Bangalore, recognition & reward also positively build the work attitude (Kang and *et al.* 2020). A workplace where proper acknowledgement and appreciation has been given to the employee in a timely and fair manner. Employees always remain in a motivated phase, have a desire to excel, build self-esteem, and enhance team success (Yu and *et al.* 2018). When employees are engaged or connected to their work, they feel committed, relate to their work, and see overall success. Engagement with work increases the company's profitability; greater customer satisfaction, enhanced task performance, and more excellent morale are also there.

Staff members carry a range of variations at work. They have a multitude of traits, beliefs and attitudes. Their constant or transient traits influence how they interact and function as they enter organizations. Furthermore, employers require employees to possess specific talents, expertise, capacities, attitudes, and beliefs. While working in an organisation, an employee has to play multiple roles: parents, employees, partners. So employee has to balance in every relationship. These multiple roles help the employee realise individual strengths and responsibilities, but conflicting responsibilities can lead to role conflict or overload. Having balance in perspective then leads to employee's happiness both at work and at home, reduces stress, and allows staff to maintain their concentration. Under workload management, it is about the amount of work and the extent to which employees have the resources to do the work well (Kaye-Kauderer and *et al.* 2021). A workplace where employees discuss how their work is done and how important decisions are made. Then opportunities of involvement of employees' job specification, activities of team or department have been increased. When employees feel that they are giving meaningful input to their work, they start making an extra effort in their work, leading to higher morale and taking pride in their organisation. Under the protection of physical safety factor, it includes the work environment itself. Examples include policies, training, and a demonstrated concern for employee's physical safety. All these measures taken by the organisation can positively impact employees' work attitude (Yadav 2020).

As contrary to this, Sharan Poovanna (2021) in context to Capgemini, Bangalore, the work environment is so good that it comes up with every aspect of psychosocial factors of employees, due to which the employees work attitude towards their organisation is in a positive and effective

manner. The company provides team spirit, friendly but disciplined environment, which is necessary for its growth. It provides an environment for personal growth, sharing their ideas, and learning activities. Continuous learning programs are also vital for employees and the company's growth. The company's culture is charming in that they celebrate different festivals, which will reduce employees' stress level and give a break from their work duration. In context to Cognizant, Bangalore, this kind of celebration helps enhance employees' hidden skills and gives a chance to build a healthy relationship among employees in the organisation (Kim, Lee, and Cho 2020). Due to the COVID-19 situation, all the IT companies and their employees have to face psychosocial factors that will somehow impact employees' work attitudes. Due to this challenging situation, employees have to start their work from home, impacting their working hours and working patterns. Through digitalisation, they are consistently connected with their online platforms, video calls, phone calls. By doing work from their home, employees lost their social connection and social life, due to which stress has increased to some extent. COVID-19 situation has made a difficult situation for everyone because they cannot hang out with their colleagues during lunch hours.

Moreover, now employees have to spend most of the hours with their family. Work from home also becomes difficult for some people because they do not have their professional environment; some disturbances were always there (Update and *et al.* 2020). Due to these reasons, the percentage of employees' work attitude remaining positive has decreased, and employees cannot give their full potential into their work. When work from home has started due to this COVID-19 situation, there were no fixed working hours for employees. The companies have extended work and working hours to fulfil their targets because this problematic situation has given the challenge to every company for sustaining in the market. In this way, pressure has been increased on the employees, and it affects their mental health. COVID-19 situation has also swallowed the jobs of the employees of many sectors, which has impacted many people's social and psychological health. Organisational psychology has a long controversial history related to the study and understanding of employee attitudes and job satisfaction. The relationship between employee attitudes and psychosocial factors will assist HR professionals as they strive to enhance the essential people side of the business in a highly competitive area (Levin, Benish-Weisman, and Savaya 2020).

1.3. Impact of psychosocial attributes on the work attitude of employees.

According to the opinion of Indulekha Aravind (2021) The concept of psychosocial factors refers to the interplay between and among job requirements, work content, organisational conditions, and worker's capacities, needs, culture, personal extra-job contemplation that may, through intelligence and experience, influence health, work performance, and job satisfaction. Workers' response depends on their abilities, requirements, expectations, culture, and private life. A negative interaction between job-related conditions and human factors may lead to emotional disturbances, behavioural problems, and added risks of mental and physical problems. Emotional disorders, psychological issues and metabolic and neurohormonal changes can result from a negative interaction between workplace conditions and human factors, increasing the risk of mental and physical disease. It's also possible that negative impacts on worker satisfaction and success may occur. When given an excessive workload, people can alter their behaviour by ignoring minor issues and focusing solely on the main task. The ability to implement a given technique to control overload and minimize tension in the organizational environment, as well as the worker's skills, determines its efficacy. A proper balance between occupational conditions and human factors would positively influence the worker's psychological situation (Luca and *et al.* 2020). It can be stated that work should respect workers, health, and lives and leave them free time for relaxation and convenience and give a chance to serve society and self-fulfilment by developing their capabilities. The job design should be in such a manner that it impacts the employees' psychosocial factors. In context to TCS, Bangalore, it includes the employee should be able to learn the things and continue its learning process. The job should be demanding in nature, and the job should comprise so that he or she can take his or her decision on the workplace, there should be social support and recognition also be given on their best performance. The employee should feel that they have a bright future that the worker should relate to social life. In numerous studies, various negative potentially health-related psychosocial factors have been identified in the working environment. In context to Oracle, Bangalore, this includes the underutilisation of abilities, lack of control, work overload, role conflict, and lack of job security, inequity of pay, shift work, physical danger, and problems in relationships at work (McGuire, Germain, and Reynolds 2020). Through surveys, it comes to the notice that workers often complain about noise and temperature. The most harmful perceived stressors include vibration and chemical exposures. Numerous studies also confirm that physical health is also affected by the dehumanising combination of mental and physical hazards in the work environment. For example, work in the factories where continuously machines are running due

to which a minimum amount of social interaction can happen between the workers. There is some occupation that has been identified under high risk in terms of physical danger. If the employee feels adequately trained and has some expertise in dealing with emergencies, then they feel less stress in their risky jobs. The majority of the workforce can be seen in IT companies where the hygienic conditions are also not good, and chances of exposure to accidents and disease are higher cause a constant threat to health (Nair, Banerjee 2021).

Contrary to this, Rajashekara S (2021) Work overload can be characterised as qualitative and quantitative. Various types of behavioural breakdown and distinguished symptoms have been related to job overload. Due to excessive workload, workers start doing smoking and drinking, leading to their degradation of health. Workload also tends to shift their behavioural pattern, including that they do not have high motivation power towards their work, enthusiasm, and lowered self-esteem. The analysis also suggests that qualitative and quantitative workload produces different psychological and physical stress (Nicholas, Michael, and Anandan 2020). In context to IBM, Bangalore, this stress leads to job dissatisfaction in employees, job tension, feelings of threat and embarrassment, high cholesterol levels, an increased rate of heart problems. The same repetitive work pattern in the organisation also increases stress for workers because those patterns become old to achieve the company's target. Also, everyone cannot cope up with those patterns.

Young minds always come with their new ideas and innovation, and they do not get the direct chance of contributing to the company's growth, due to which stress has been increased. Workers cannot explore themselves in the manner they have expected from the organisation and follow the same old working patterns. During the outbreak of COVID-19, the working patterns all over the world have been changed (Hill, Bennett and Hunter 2021). Most of the sectors have to shift towards the digitalisation process due to a considerable scale; the change in attitude towards work among employees has been observed in psychological and social factors. Through data collection, it has been observed that 51% of people left home to work at the office, and 25% worked alternately at home or office (Spagnoli and Molinaro 2020). Due to the COVID-19 situation, the stress level has been increased at a breakneck pace worldwide; because most people lost their jobs, some facing pay cuts from their salaries, some people were fired from their jobs due to the workforce's reduction from their organisations (Rudolph et al. 2020).

Due to less social interaction, effects can be seen in the performance of workers. The main reason of happening such type of scenario is all because of psychosocial stress on them. Unemployment was a significant risk for anxiety, depression, and insomnia. They are unemployed mean that there has been no source of income and no security, due to which mental pressure has been continuously increasing on the people. All the research, findings, and analysis shed light on the need for organisation administrators to be aware of the status and factors related to mental health and work attitudes among people returning to work during the COVID-19 pandemic. People worldwide have been affected to some extent and their work attitude changes due to this COVID-19 situation. Now people are satisfied with their job and less focused on turnover intention, they realised that their psychosocial health should be their top priority. Because when they are mentally healthy, then they can give their best performance to the organisation. Results show that they were not so engaged in work as compared to their pre-COVID-19 situation. Worrying about unemployment is significant risk factors for mental health and work attitudes, but resilience, positive attitude, optimism are the main protective factors (Shevchuk, Strebkov, and Davis 2018).

As contrary to this, T. I. J. van den Berg and S. M. Alavinia (2021) stated that the psychological attributes directly develops a negative impact on the attitude of staff members. Employees engage with their job environments in ways that are dictated by both the work environment and human capabilities and needs. The mission, the physical and social work environment, management activities and working opportunities are all essential job considerations in this relationship. Job ability of employees in the IT sector was closely linked to workplace psychosocial factors such as teamwork, tension management and self-development, difficult life experiences, lack of physical exercise and obesity, to a lesser degree. When it comes to job capacity, the impact of an unhealthy lifestyle seems to be more significant for older employees than for their younger counterparts (Spagnoli, Molinaro 2020). Many employees are more vulnerable to economic instability and workplace insecurity, which may have adverse effects on their mental health or well being. People with disabilities and young people are among those who are still experiencing higher levels of absenteeism and joblessness.

2. RESEARCH METHODOLOGY

This is the most imperative aspect of an investigation as it is defined as the procedure or tool which is implemented to identify, select, process, and evaluate the information concerning a specified subject area. Within the context of an investigation, the methodology mainly contributes to providing an allowance to the reader to analyse a study's overall reliability and validity critically.

In this present investigation work based on identifying how psychosocial attributes influence Information Technology employees' work attitude after the first wave of COVID-19, research methodology plays an imperative role in assisting the right direction to the investigation to aid relevant results (Naepi 2019). In this specific research, for appropriately aiding the research, the researcher considers research onion as it effectively assists the researcher in the right direction to aid valuable outcome. The investigation onion was established by Saunders *et al.* (2007) regarding describing the stages via that the investigator must pass when articulating an effective investigation methodology. Thus, the suitable methodologies that are commanding in this specific area are associated as under:

2.1. Research Philosophy

This is the most crucial aspect of research methodology as it is mainly defined as the set of beliefs and opinions concerning the nature of the reality analysed in a study area. Therefore, it is an underling the description of the nature of idea and knowledge. This section of research methodology mainly encompasses two aspects, i.e. positivism and interpretivism research philosophy. The positivism philosophy mainly adheres to the view that is mainly based on fact full knowledge and is attained explicitly via observation involving measurement, trustworthiness. In contrast, interpretivism research is recognised as a framework and practice within social science investigation devoted to thoughtful social reality's philosophical and methodological manner (Haydon and van der Riet 2017).

Justification: In this present investigation work, the researcher implemented positivism research philosophy as it is effective in providing descriptive evaluation as this philosophy is imperative in rendering factual knowledge and ideas that are concerning with identifying how psychosocial attributes influence the work attitude of Information Technology employees after the first wave of COVID-19. Therefore, another reason behind selecting positivism philosophy is that it effectively executes quantitative analysis, and the study into consideration is based on quantitative aspects.

Table 1. Advantages and disadvantages of using positivism research philosophy

Advantages	Disadvantages
<ul style="list-style-type: none"> • The benefit of using positivism philosophy is that it relies on quantitative data and gives objective information. • This follows the well-explained structure at the time of discussion. 	<ul style="list-style-type: none"> • This philosophy is inflexible. • The positivism research philosophy encourages investigators to disregard human behaviour.

Source: Prepared by the author

2.2. Research approach

The investigation approach is mainly defined as the plan and process, consisting of broad assumptions, detailed information accumulation tools, evaluation, and interpretation. The investigation approach is mainly categorised among two approaches like deductive and inductive research approach. Inductive research mainly begins through observation, and theories are implemented in the direction to the end of the investigation as an observation outcome. On the contrary, the deductive approach to investigation is an individual mainly associated with scientific research (Lübbecke 2018).

Justification: About the chosen investigation area, the deductive research approach has been implemented by the researcher as it is effective in explaining the causal interconnection among the concepts and variables, which are relay over the aspect regarding psychosocial attributes that influence the work attitude of Information Technology employees after the first wave of COVID-19. Another reason behind choosing the deductive approach is that it needs testing the

hypothesis on the basis of the specific area. Therefore, these influential theories and concepts and associated with enhancing knowledge regarding a similar subject. The deductive approach is also imperative in executing quantitative analysis as it is well suited to effectively executing quantitative analysis. Another reason for executing the deductive approach is that it is less time-consuming than the inductive approach, and it mainly begins with the appearance of a rule and is followed through examples in that the rule is applied (Sovacool, Del Rio, and Griffiths 2020).

Table 2. Advantages and disadvantages of using a deductive research approach

Advantages	Disadvantages
<ul style="list-style-type: none"> • These research objectives provide a clear explanation of the issue. • It takes less time to complete study. 	<ul style="list-style-type: none"> • In this approach, there is less scarcity of the sources. • It is accused of making assumptions related to the research area.

Source: Prepared by the author

2.3. Research design

Research design is explained as an overall strategy used to carry out the investigation that explains the logical plane to tackle research questions. The method incorporated in the design of an investigation study will have based on an investigator's standpoint over beliefs like knowledge. There are different types of research design, for instance, exploratory, experimental and descriptive. The experimental research design is related to constructing an investigation that is high casual validity. The descriptive research purpose is to systematically and accurately define the situation and population. The exploratory research design is mainly used to investigate an issue that is not clearly defined, mainly conducted to understand the current issue in a better manner but will not give conclusive outcomes (Budianto 2020).

Justification: In conducting the present investigation, there has been a descriptive research design used. The main focus of using the descriptive research design is to explain people's mental health and work attitude after the first wave of COVID-19 in Bangalore's IT sector, including a collection of quantitative information that can tabulate along a continuum in the numerical form.

2.4. Research choice

The investigation's choices mainly outlined in the research methodology involve the mono method, the mixed method, and the multi-method. Consequently, these are the three imperative grounds on which the entire investigation is based. Therefore, the mono method includes applying one investigation approach for the study, whereas the mixed method needs two or more tools as in this qualitative and quantitative investigations are executed. On the other hand, multi-method is based on the broader selection of methods (Halaweh 2018).

Justification: In the context of this present investigation area based on identifying how psychosocial attributes influence the work attitude of Information Technology employees after the first wave of COVID-19. The researcher has implemented the mono method as this quantitative study considered, and it is imperative in conducting descriptive evaluation and renders detailed analysis within actual observation and fact complete data. However, in the quantitative analysis, information mainly relies on statistical aspects and figures that rely on the chosen study area.

2.5. Research strategy

It is explaining as the action plan that provides the direction to efforts and thoughts. It helps in conducting an investigation systematically and schedules to develop quality outcomes. The research strategies are survey, action research, interview, observation, and others (Whicher, Philbin, and Aronson 2018).

Justification: In this present investigation, there has been a survey research strategy considered. Using this research strategy provides a clear understanding of the research area and collects information from many respondents; the main benefit of using the survey method is that it is convenient for collecting the data at minimum costs and several ways based on research objectives.

2.6. Data collection tools

It is recognised as the imperative aspect of research methodology as the entire execution based on the data accumulated over a specified area. This section of investigation mainly relays over two aspects, i.e. primary and secondary sources of data collection. Primary study is imperative in gathering first-hand information specific to a study area; this information mainly gathers through survey, questionnaire, observation, case study, and focus group. On the other hand, the second study is mainly derived from other investigators' work or opinions or the study areas. Since, in secondary analysis, information is mainly accumulated through books, journals, articles, and others (Deb, Dey, and Balas 2018).

Justification: In the context of this present investigation work, evaluating how psychosocial attributes influence the work attitude of Information Technology employees after the first wave of COVID-19, both primary and secondary sources of data collection are implemented by the researcher. The primary research is implemented to gather specific information about the chosen study area; hence, the researcher has used the survey with a questionnaire's assistance which is the most suitable approach to execute a detailed analysis. A questionnaire is constructed specifically for this research project following the data requirements and aim, and objectives of this study. On the contrary, the secondary investigation is imperative in enhancing theoretical understanding concerning the chosen subject as here information must be gathered via evaluating the books, journals, articles, and past investigations related to the chosen subject. Consequently, secondary sources support executing a literature review which aids value in enhancing personal understanding about the chosen subject area. The sources to collect secondary information are books, articles, journals and scholars. The copy of the research instrument (questionnaire) is given in Appendix 1.

2.7. Data sampling tool

Data sampling is the most effective and widely considered area of investigation as the sample selection is based on the original population. The sample size mainly represents the number of selected participants through the overall population, which is implemented in an investigation. In addition, sampling is mainly defined as the procedure implemented in statistical evaluation, in which a predetermined observation is taken by a vast population (Brown 2017). This section is mainly relaying over two aspects, i.e. probabilistic and non-probabilistic data sampling. Probabilistic sampling is mainly recognised as a sampling tool in which the investigator chooses

samples through a wider population implements a method that encompasses probability theory. The sample mainly selects using simple Random sampling tools, Systematic sampling, Stratified sampling, and Cluster sampling tools. On the other side, non-probabilistic sampling mainly refers to the tool in which the investigator selects samples that encompass the subjective argument of the investigator rather than random selection of the population. The sample mainly selects Convenience sampling, Consecutive sampling, Quota sampling, Snowball sampling, and others.

Justification: In the context of this present investigation work, based on the aspect of evaluating how psychosocial attributes influence the work attitude of Information Technology employees after the first wave of COVID-19, probabilistic sampling is being implemented by the researcher and in this sample are randomly picked as it is effective in avoiding biases and provide equal opportunity to an individual to take participation in the research. The sample size for this analysis is 384, in which employees from the IT sector are considered. The chosen respondents for collect information are employees of Mindtree company in Bangalore. The results are drawn using an accumulation of two methodologies. Firstly, secondary sources of information established an outline for theoretical frameworks for this report. Based on data collected from the 384 employees, specific primary data is collected, as mentioned earlier, using a questionnaire. The collected primary data is then represented using a frequency distribution table and relevant graphs to enhance the results' overall reliability. The selection is relayed over the IT sector employees because they have a good idea about their situations after the first wave of COVID-19. (Lattanzio *et al.* 2019).

2.8. Ethical consideration

An investigator must collect the information and data by using authentic sources, and ethical consideration can be more specified as an essential part of an investigation. The researcher should follow all the ethical considerations and principles while performing the research; the ethical principle consists of confidentiality, anonymity, informed consent, and respect for privacy. The research participants should not harm in any way. In regards to this, respect for the research participants' dignity should be on a priority basis. The consent should be appropriately obtained from chosen respondents before the study. It is necessary that respondents' information be confidential or not leak information without their permission (Meyers, Jacobsen, and Henderson 2018).

3. RESULTS

3.1. On a primary basis

The primary data collection method has been considered as it consists of the questionnaire related to people's mental health and work attitude after the first wave of COVID-19 in Bangalore's IT sector. It provides new and relevant information linked to a specific subject area. A thematic analysis method is used to analyse the data as it is more effective to develop themes, tables, graphs, and make interpretations. All of the 100% Stacked Bar chart data is taken from the frequency table, Appendix 2.

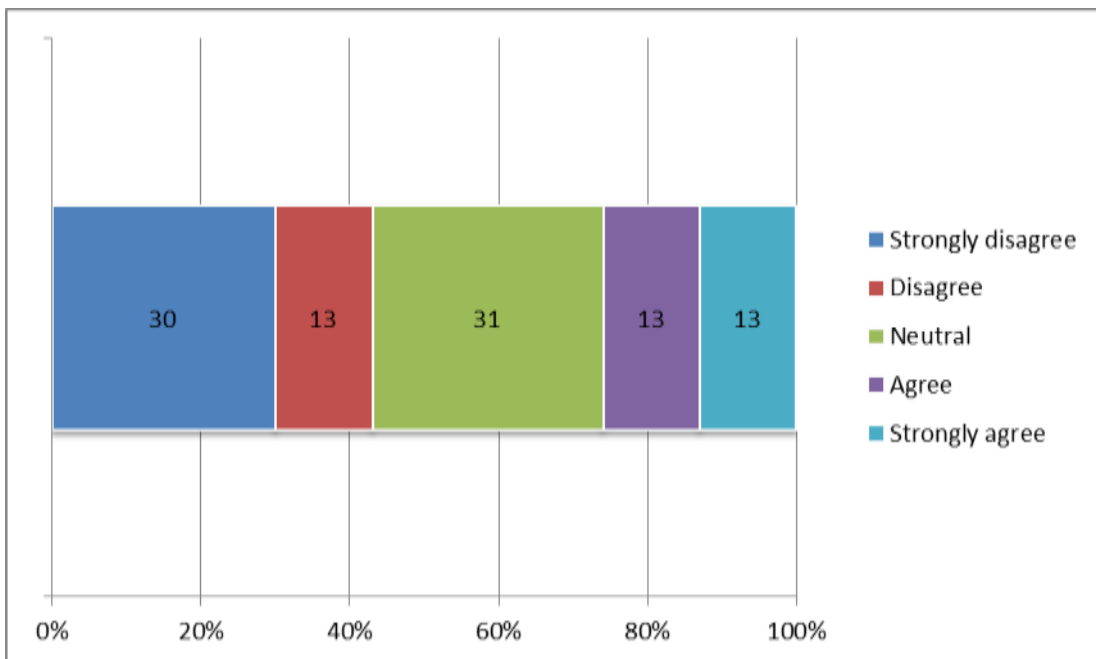


Figure 1. The issue associated due to the pandemic of COVID-19
Source: Author's calculations based on data from Appendix 2

Interpretation: It has been interpreted from above mention graph that there have 50 (13%) respondents who strongly agreeing; they are aware of the issue associated with the pandemic of COVID-19. According to them, COVID-19 develops a negative impact on the health of people. Fifty (13%) respondents agree and said that COVID-19 raises the issue of fever, cold, and other health-related problems. Based on their opinion that COVID-19 are a large family of viruses that can cause diseases ranging from the common cold to much more dangerous illnesses. Daily hand

washing, covering mouth and nose while coughing or sneezing, and correctly cooking meat and eggs are all of the standard guidelines for preventing infection transmission. Avoid physical contact with someone who is coughing or sneezing and has respiratory problems. The response of 120 (31%) respondents is neutral. Fifty (13%) respondents disagree, and according to them, they are not aware of the pandemic of COVID-19. There are 114 (30%) remaining participants, and they vehemently disagree with the given statement.

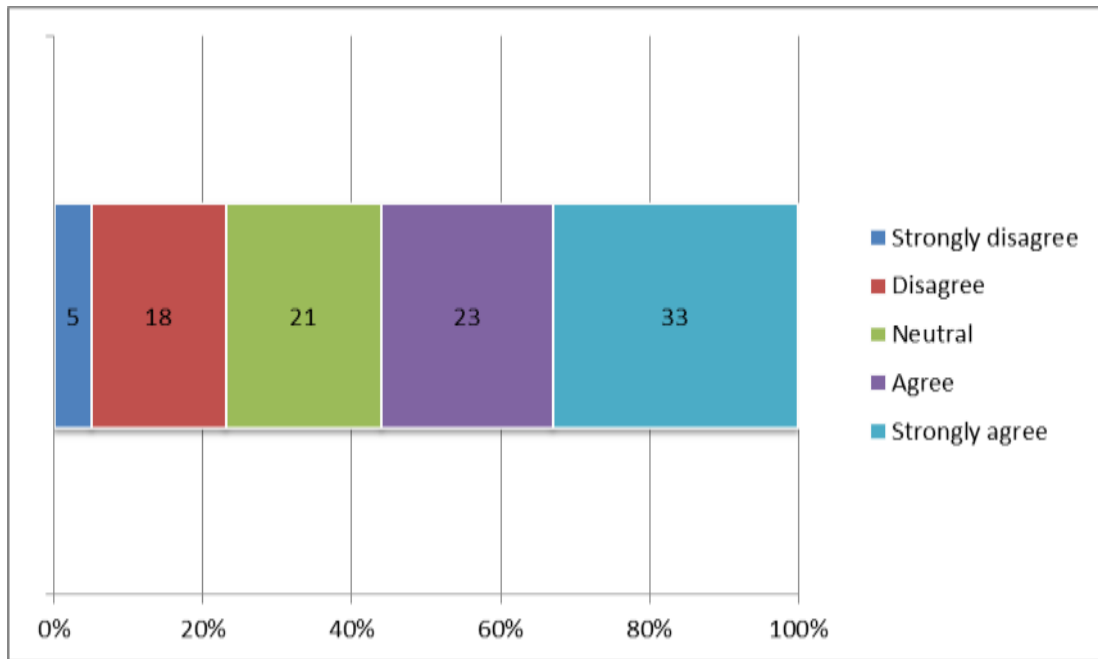


Figure 2. COVID-19 has affected the psychosocial attributes of individual working
Source: Author's calculations based on data from Appendix 2

Interpretation: Based on the viewpoint of 125 (33%) respondents that COVID-19 has affected the psychosocial attributes of individuals working within an organisation. As per their perspective, that employee and their coworkers are likely to have been under pressure. In the present situation, it's completely understandable to be feeling this way. Stress and the emotions it causes are in no way an indication that they are incapable of doing their job. Managing emotional and psychosocial well-being is almost as critical as managing physical wellbeing and working attitude during this period. Ninety (23%) respondents are agreed and said that COVID-19 develops a psychological impact on the working of an individual at the workplace. The response of 80 (21%) respondents is neutral. Seventy (18%) respondents disagree with the statement. On the basis of their opinion that it is not necessary that psychosocial attributes develop the impact on working of people. There are 19 (5%) remaining participants, and they

said that there are strongly disagree with the given statement and said that COVID-19 had not affected the psychosocial attributes of individual working within an organisation.

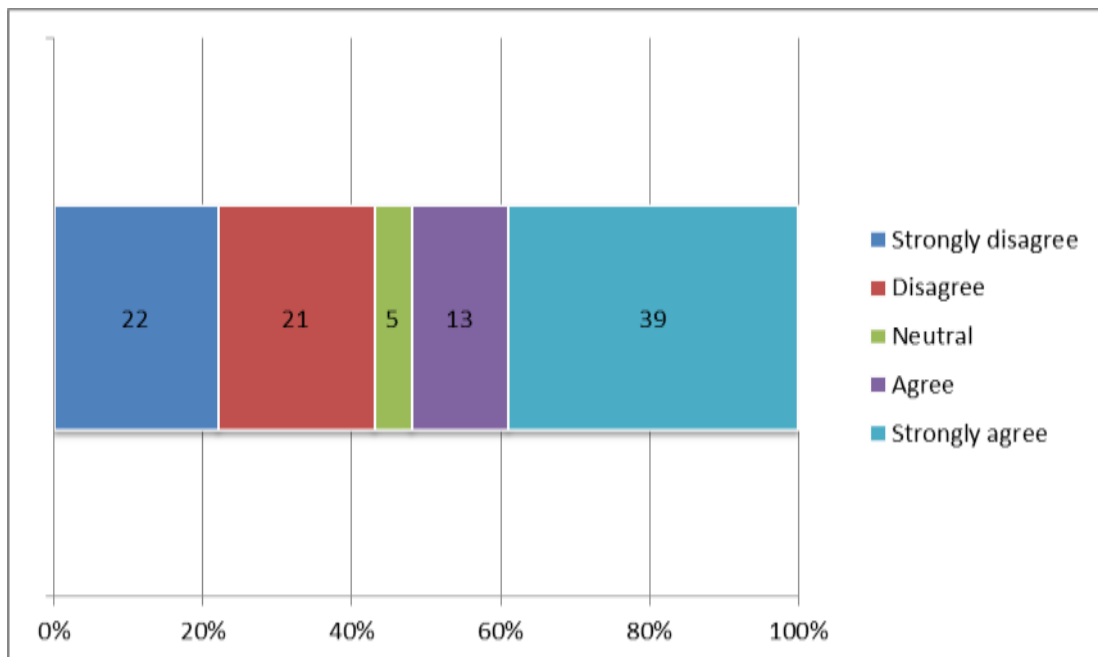


Figure 3. The pandemic situation affects the mental stability of people who are working
Source: Author's calculations

Interpretation: 150 (39%) respondents strongly agreed and said that the pandemic situation affects people's mental stability working within the IT sector. It harms employees' sensible ability because some employees are unemployed and some do not get their salary. It has affected the mental health of the global population, causing harmful psychosocial impacts that may contribute to psychological crises. During the pandemic, quarantine workers have faced not only elevated workloads but high psychological pressure relating to workplace instability, the chance of exposure. Fifty (13%) respondents agree with the statement, and it impacts the mental stability of the people. As per their opinion that the COVID-19 pandemic had has a meaningful impression on social and working conditions in several ways. Workplace factors will have a significant impact on whether people's mental health improves or deteriorates of the pandemic. Employers must make mental health support a vital part of their corporate continuity plans across COVID-19 or face a drastic effect on employee health and productivity. The response of the 20 (5%) respondents is neutral. The acknowledgement of 80 (21%) respondents disagree. According to them, a pandemic situation negatively impacts respondents' job role. There are remaining 84 (22%) respondents, and they strongly disagreed with the given statement.

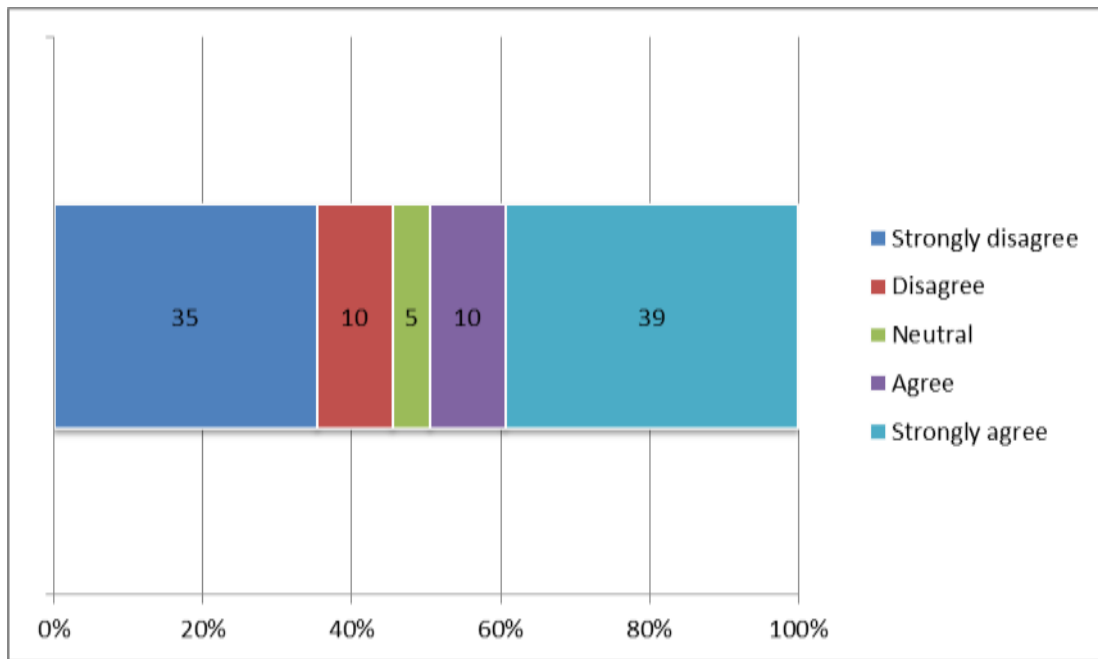


Figure 4. COVID-19 situation influences the psychosocial attributes in the manner of treating depression

Source: Author's calculations

Interpretation: 150 (39%) respondents strongly agreed and said that the COVID-19 pandemic situation impacts the psychosocial attributes in such a manner to develop anxiety, extraversion, mental stress, and others. Employees suffer from anxiety and depression that is linked to physical disability and work impairment. Forty (10%) respondents agree with the respondents. They stated that depression is essential because it may worsen symptoms and incapacitating consequences of physical condition, but this is treatable. Successful treatment of depression can be the only way for those people with a chronic physical health condition can increase their health-related quality of life. Twenty (5%) respondents said that they are not much aware of the COVID-19 situation. The response of the 40 (10%) respondents who are denying, replied that the COVID-19 condition does not influence psychosocial attributes in the manner of treating depression, anxiety, mental stress, Emotional Instability, Extraversion, Rosenberg Self-Esteem Scale. There are remaining 134 (35%) respondents who are not agreed with the given statement.

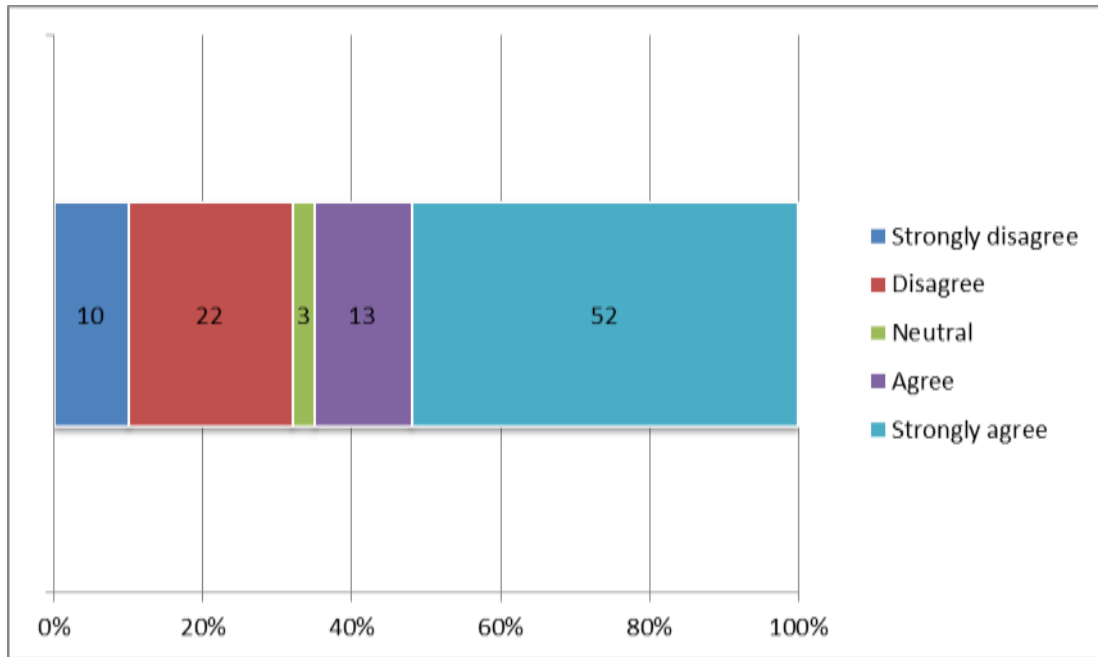


Figure 5. There is no difference between the situation of the post and pre-COVID-19 concerning the working of the IT sector
 Source: Author's calculations

Interpretation: 200 (52%) respondents are strongly agreed and said that there is any difference between the post and pre COVID- 19 concerning the working of the IT sector. Based on their viewpoint, the COVID-19 pandemic has wreaked havoc on people's emotions. The lack of appropriate drugs and vaccinations for this infection heightens the fear of becoming infected or infecting others. Negative feelings are normal and linked to transition, but they also lead to anxiety, depression and post-traumatic stress syndrome in the long run. The 50 (13%) respondents are agreeing, and according to them, some changes arise in the working of employees in pre and after the first wave of COVID-19. The response of the ten (3%) chosen participants is neutral. There are 84 (22%) respondents, and they said that they disagree with the given statement and said that there is no difference in the situation of the pre and after the first wave of COVID-19 as it develops the negative impact on the working of people within the IT sector. Forty (10%) remaining respondents strongly disagree with the given statement.

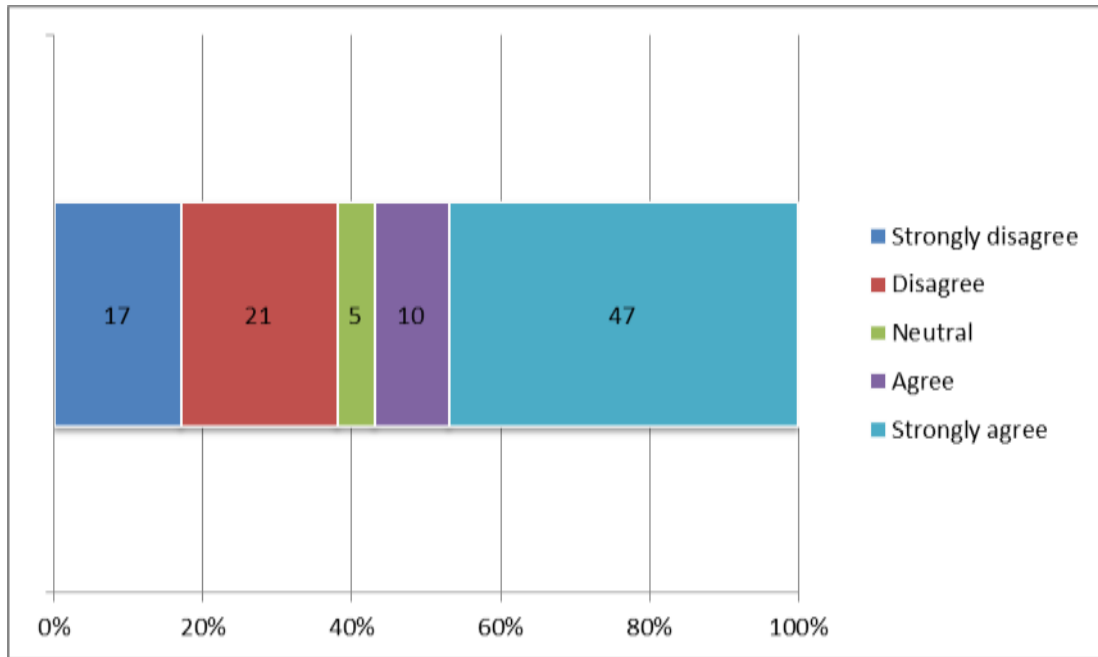


Figure 6. Experienced any issues related to mental health during the pandemic of COVID-19
 Source: Author's calculations

Interpretation: From the mention graph, it has been examined that there are 180 (47%) respondents, which are firmly agreed and said that they experienced the issues related to mental health during the pandemic of COVID-19. This pandemic has harmed both physical and mental health. In the context of an influenza pandemic, health services all over the world must strengthen their preparedness. In the framework of such quickly spreading infectious disease mental health interventions that can serve as a guide for such situation. Forty (10%) respondents were agreeing and said that employees face mental health-related issues in COVID-19. The response of the 20 (5%) respondents is neutral as they are not able to give their opinion and viewpoint regarding the given statement. Eighty (21%) respondents disagreed and said that employees never experienced any mental health issues during the pandemic of COVID-19. There are remaining 64 (17%) respondents who strongly disagree with the given statement. According to them, there are not experienced issues related to mental health during the pandemic of COVID-19.

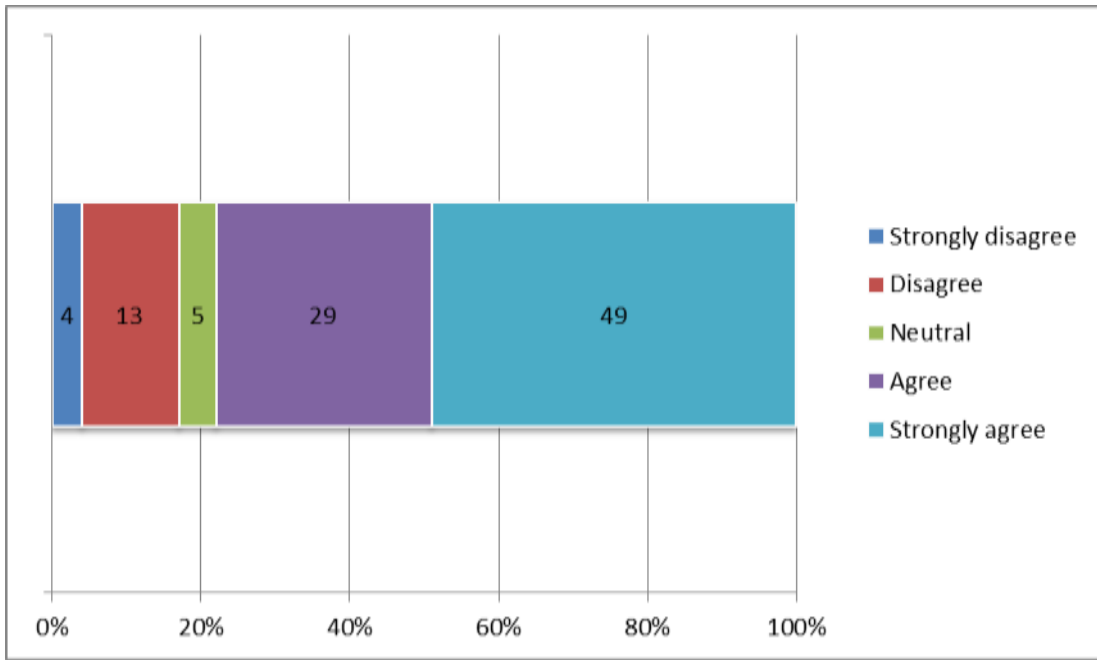


Figure 7. There are norms communicate by the businesses during the pandemic of COVID- 19
 Source: Author’s calculations

Interpretation: Based on 190 (49%) respondents, they strongly agreed and said that businesses' norms during the pandemic of COVID-19 help them work with more efficiency and enhance their performance. Many things have changed as a result of the pandemic, but work-from-home is probably the most profound effect this had on IT professional work careers individually because it is expected to continue long after the COVID-19 scare has passed. One hundred ten (29%) respondents agreed and said that they agree and according to the norms, agree with communicating through businesses during the pandemic of COVID-19 helps the employees work with more efficiency and enhance their performance. Businesses from almost every sector are communicating with consumers about business operations including notices about upgrading hygiene, temporarily shutting offices, changing sick leave plans, cutting hours and more. The response of the 20 (5%) respondents is neutral. Fifty (13%) respondents said that they disagree and said that norms do not help the staff members to work effectively during the COVID-19 pandemic. Fourteen (4%) respondents strongly disagree with the given statement. Some of the offices do not communicate the norms by the businesses during the pandemic of COVID- 19.

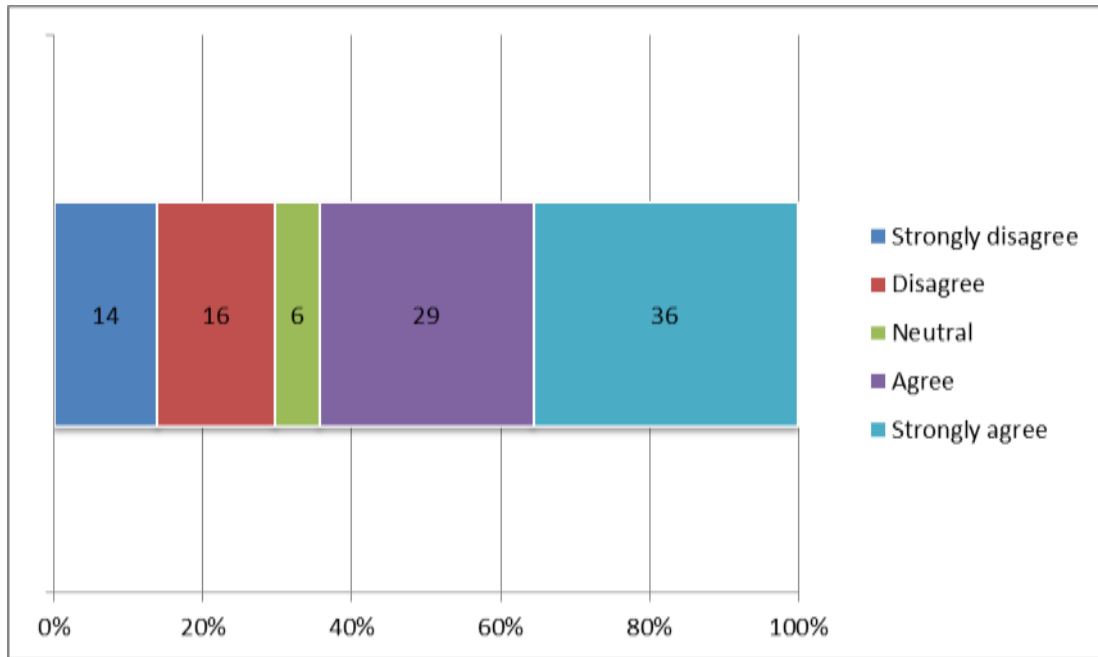


Figure 8. The pandemic of COVID-19 impact on employee's career, specifically within the IT sector

Source: Author's calculations

Interpretation: From the above mention graph, it has been stated that there are 140 (36%) respondents, and they are agreeing with the statement and say that pandemic develops an impact on employee's career, specifically within the IT sector. During the COVID-19 crisis, when several sectors are facing the bleak possibility of permanent unemployment, many workers working in technology are not only employed but also in high demand. The response of the 110 (29%) participants agrees that the pandemic harms the career of employees in the IT sector as some of the staff members lost their job and some could not get their full salary. In the pandemic era, career and professional development may have gone by the wayside to the numerous pressures and crises that organizations face. During the COVID-19, when the IT sector is facing the daunting prospect of permanent unemployment most of the employees working in technology are not only employed but in high demand. The response of the 22 (6%) participants is neutral. They do not have an understanding of the pandemic of COVID-19 impact on employee's career, specifically within the IT sector. Sixty (16%) respondents disagree with the statement. Based on their response, the pandemic of COVID-19 does not impact an employee's career, specifically within the IT sector, but somewhere it impacts the mental abilities of employees because they think about the loss of job and unemployment issues. There are remaining 52 (14%) respondents who said they strongly disagree and said that the pandemic of COVID-19 does not impact an employee's career, specifically within the IT sector.

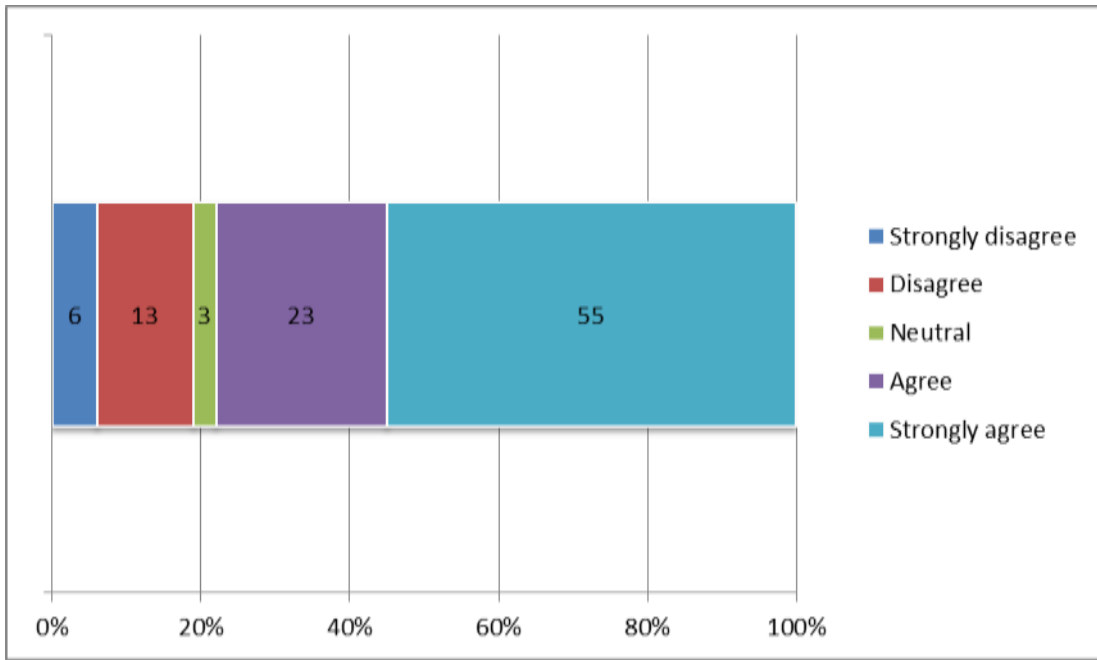


Figure 9. COVID-19 brings changes in employee’s psychosocial attributes
 Source: Author’s calculations

Interpretation: Based on 210 (55%) respondents who said they strongly agree that COVID-19 brings changes in employees' psychosocial attributes within a workplace. Based on the opinion that COVID-19 disease pandemic of 2019 (COVID-19) is wreaking havoc on all facets of civilization namely mental and physical health. COVID-19's psychological, societal and neuroscientific consequences as well as the immediate and long-term strategies. Ninety (23%) respondents agreed and said that COVID-19 brings some of the changes in the workplace's psychological attributes. It develops a negative impact on the health of people. Concerning this, employees can achieve their professional growth goals become candidates for advancement and success in their careers by forming a mentorship with the more senior employee. The response of the 10 (3%) participants is neutral. Fifty (13%) respondents disagree and said that COVID-19 does not bring changes in employee's psychosocial attributes within a workplace. There are remaining 24 (6%) respondents, and they are strongly disagree said that COVID-19 develops a negative impact on the psychological attributes and the mental ability of the staff members.

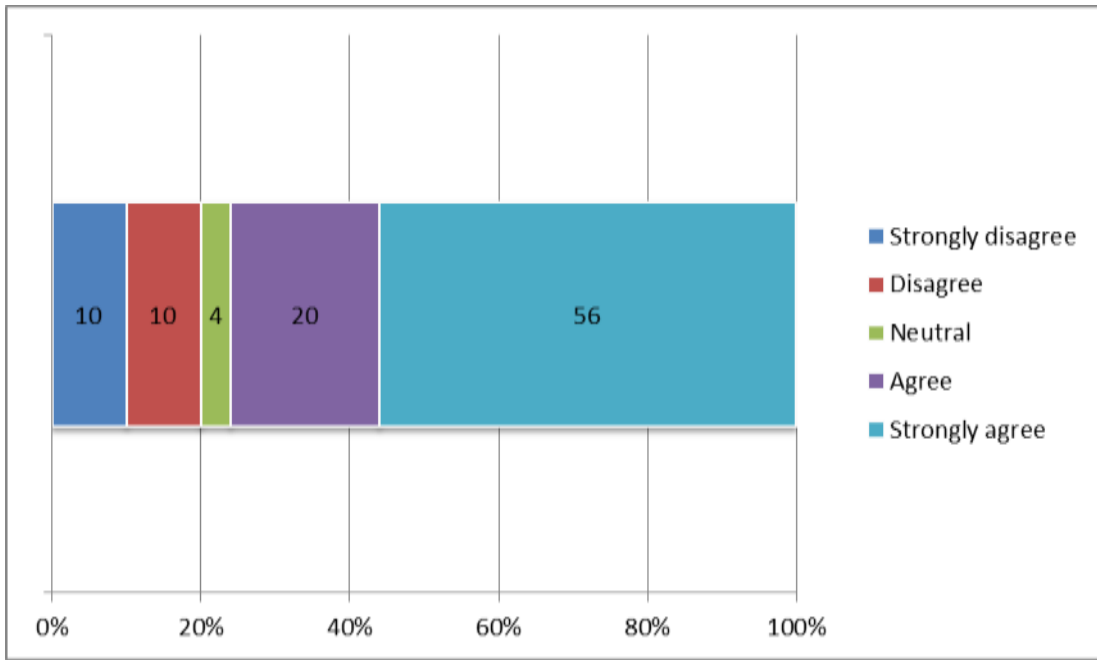


Figure 10. Psychosocial attributes negative impact on work attitude of Information Technology employees

Source: Author's calculations

Interpretation: The graph has been examined that 215 (56%) respondents strongly agree and said that psychosocial attributes negatively impact the work attitude of Information technology employees after the first wave of COVID-19 pandemic situation. Due to the extreme nature of their job, goal, milestones, night shift and overwork load, tech professionals experience much stress. Staff members in the IT sector are more likely to experience a variety of health issues as a result of the constant physical and emotional pressures of their employment. Stress may cause, maintain or intensify diseases. Seventy-five (20%) respondents agree and said that after the first wave of COVID-19, psychosocial develops a negative impact on the mental ability and the work attitude of the staff members. The response of the 15 (4%) participants is neutral. There are 40 (10%) respondents, and as per their opinion, they disagree and said that psychosocial attributes do not develop a negative impact on the work attitude of Information technology employee's after the first wave of COVID-19 as it develops the impact on the mental health of the employees. There are remaining 39 (10%) respondents who strongly disagree with the given statement. Based on their opinion, which impacts on the working attitude of staff members in the IT sector.

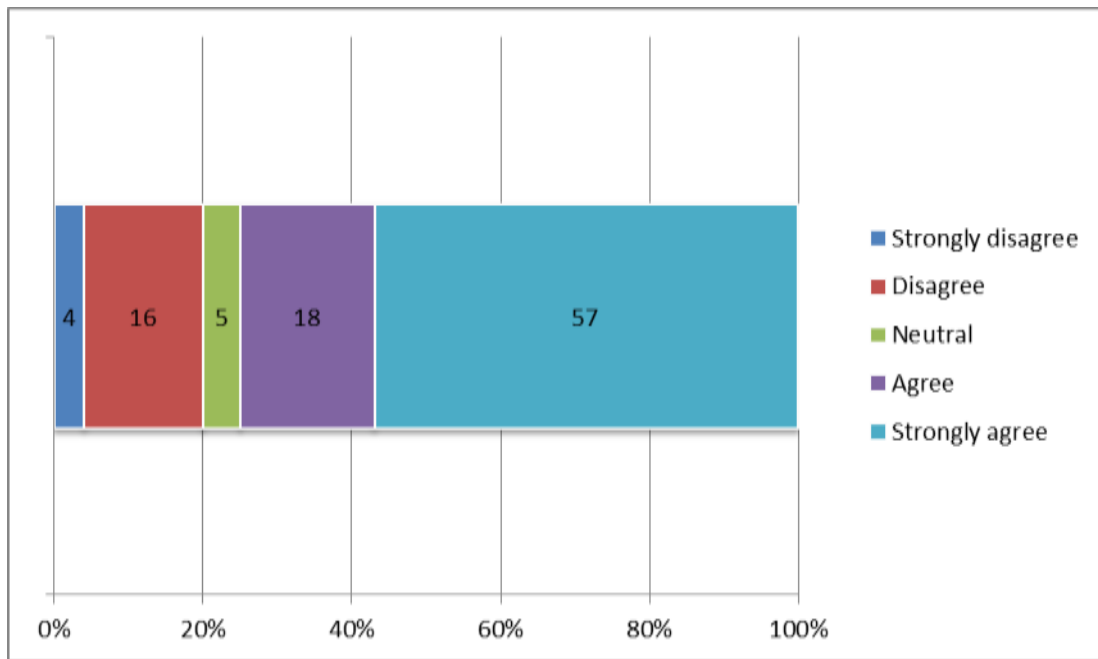


Figure 11. The Information Technology sector in Bangalore follows all the safety measures after the first wave of COVID-19

Source: Author's calculations

Interpretation: From the above mention graph, it has been stated that 220 (57%) respondents, which are strongly agreed with the mentioned statement that the IT sector in Bangalore follows all safety measures on after the first wave of COVID-19. According to them, employees should be reminded to cough and sneeze at a distance of two meters through posters, meetings and the intranet. Coughing should be performed with a paper towel or into the elbow. To dispose of them, have closed (pedal) containers. Seventy (18%) respondents agreed and said that the Information technology sector in Bangalore follows all the safety measures after the first wave of COVID-19. Staff members should go to the WHO website to get the most up-to-date information on COVID-19 dispersion. They should be reminded that they should strictly adhere to local authority directives. In any situation, don't send staff above the age of 50 or others who have asthma, cardiac problems or respiratory problems to high-risk areas. They said that employees returning from the COVID-19 place must check for corona signs and check their temperature twice per day for 14 days. They should stay at their home, quarantine themselves and notify the emergency services of their symptoms or travel itinerary if they have a minor cough or fever (> 37.3°C). Their primary focus is on following the proper safety guidelines and safety measurements, for instance, masks, sanitisers, and the 20 (5%) respondents are neutral. According to the Information technology sector in Bangalore, Sixty (16%) respondents strongly

disagree and 14 (4%) disagree, and do not follow all the safety measures after the first wave of COVID-19. The IT focus on providing work from home to staff members.

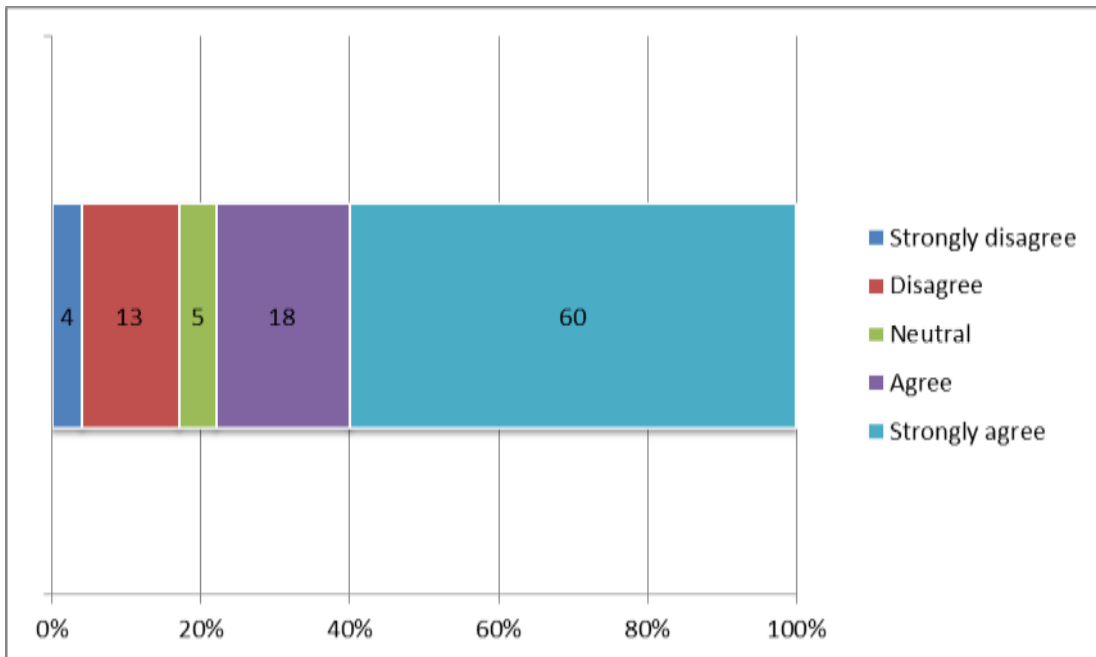


Figure 12. Psychosocial attributes associate with the mental health of employees concerning the Information Technology sector

Source: Author's calculations

Interpretation: According to the viewpoint of 230 (60%) respondents, they strongly agree and said that psychosocial attributes are related to employees' mental health concerning the Information Technology sector. Seventy (18%) respondents agreed and stated that psychosocial attributes are related to people's mental ability. Twenty (5%) respondents have a neutral response. Fifty (13%) respondents said they disagree with the given statement. Fourteen (4%) respondents strongly disagree and said that psychosocial attributes are related to staff members' mental ability as it develops a negative impact on the employee's performance level.

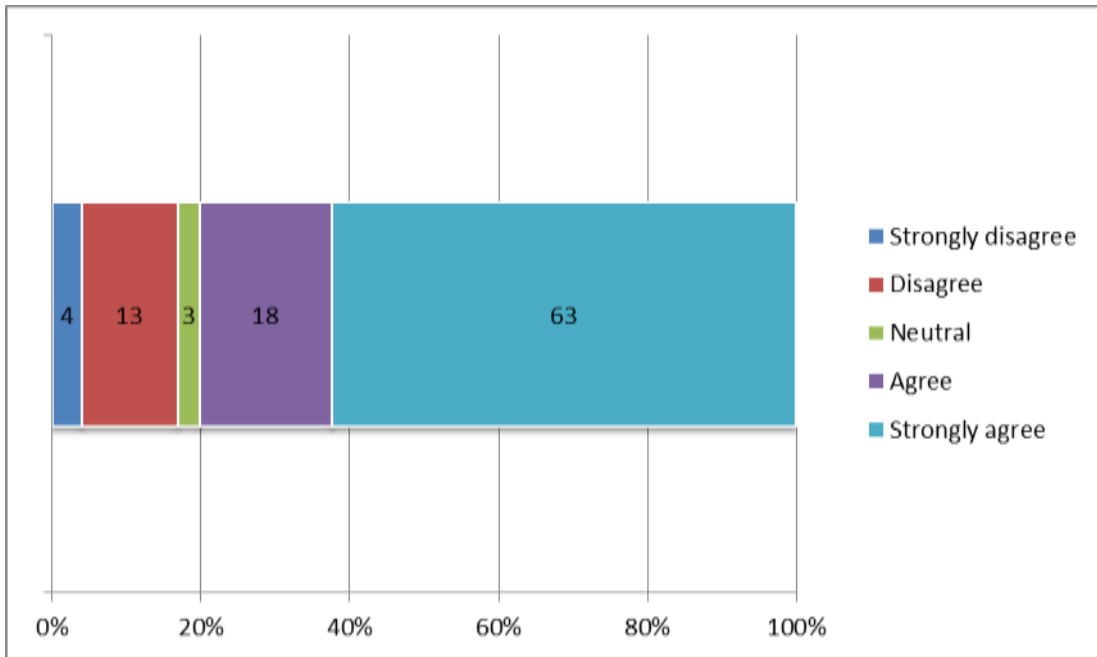


Figure 13. Positive relationship among psychosocial attributes and work attitude of employees
 Source: Author's calculations

Interpretation: From the mention graph, it has been stated that there are 240 (63%) respondents, and according to them, they strongly agree on the positive relationship between psychosocial attributes and the work attitude of employees. If the staff members' thinking and mindset are impacted, it will negatively impact the working attitude of employees. Seventy (18%) respondents agree with the statement. Ten (3%) respondents have a neutral response. On the other hand, fifty(13%) respondents disagree and said a negative relationship between psychosocial attributes and employees' work attitude. Fourteen (4%) respondents strongly disagree with the given statement.

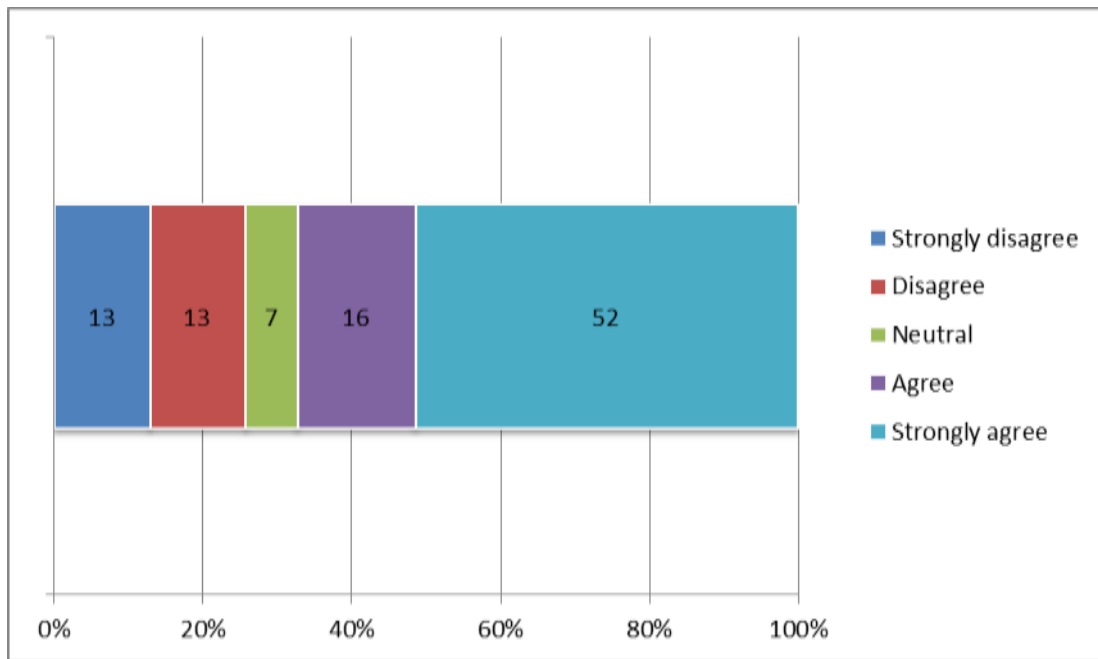


Figure 14. The working environment is one of the main factors affecting job satisfaction level
 Source: Author's calculations

Interpretation: From the above mention graph, this has been stated that there are 200 (52%) respondents, which are firmly agreed and said that working environment is one of the main factor affecting job satisfaction level of staff members. If the working environment will be positive, this helps motivate staff members and sustain them. Successful managers understand that their workers need appreciation and acknowledgement for their contributions and achievements. Sixty (16%) respondents agreed and said that a positive working environment enhances staff members' performance level to focus on attaining the set aim and objectives. Since workers spend many times at work each week, this is essential for businesses to aim for developing working conditions. Workplaces that are open rather than crowded, have ample lighting and convenient workstations all lead to a positive work environment. Providing management mechanisms like improved information systems, to assist workers in completing tasks more quickly. The response of the 25 (7%) participants is neutral. Fifty (13%) respondents disagree, and according to them, the working environment does not need to be the factor that impacts employee job satisfaction. The remaining 49 (13%) participants are strongly disagreeing, and according to them, other than the working environment, inappropriate communication negatively impacts employee job satisfaction.

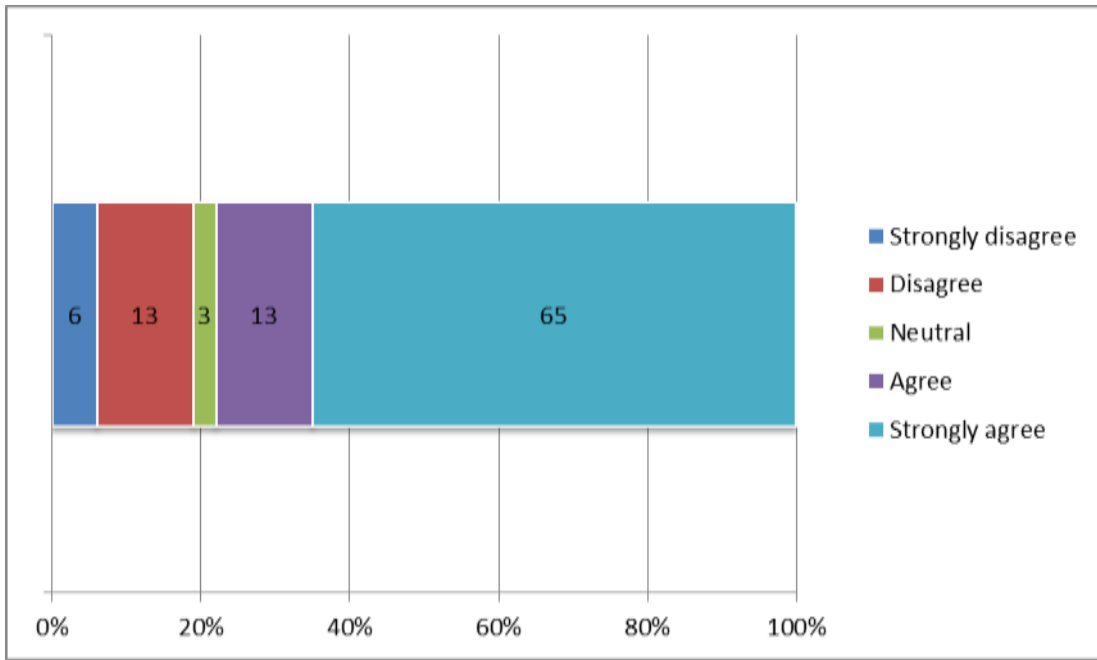


Figure 15. Depression is the main psychosocial attributes that impact the working attitude
 Source: Author’s calculations

Interpretation: 250 (65%) respondents are strongly agreed and said that depression is the main psychosocial attribute that impacts the working attitude of staff member’s after the first wave of COVID-19 pandemic. Managers should be informed of any physical illness that can interfere with an employee's ability to work, as well as an employee's mental health. Since the mental disorder is difficult to detect and most people deem it a private matter, it sometimes goes unnoticed. Fifty (13%) respondents agree with the given statement. The response of the ten (3%) respondents is neutral. Fifty (13%) respondents disagree and said that depression is not a psychosocial attribute that impacts the working attitude of staff member’s after the first wave of COVID-19 pandemic. Twenty-four (6%) remaining respondents strongly disagree with the given statement.

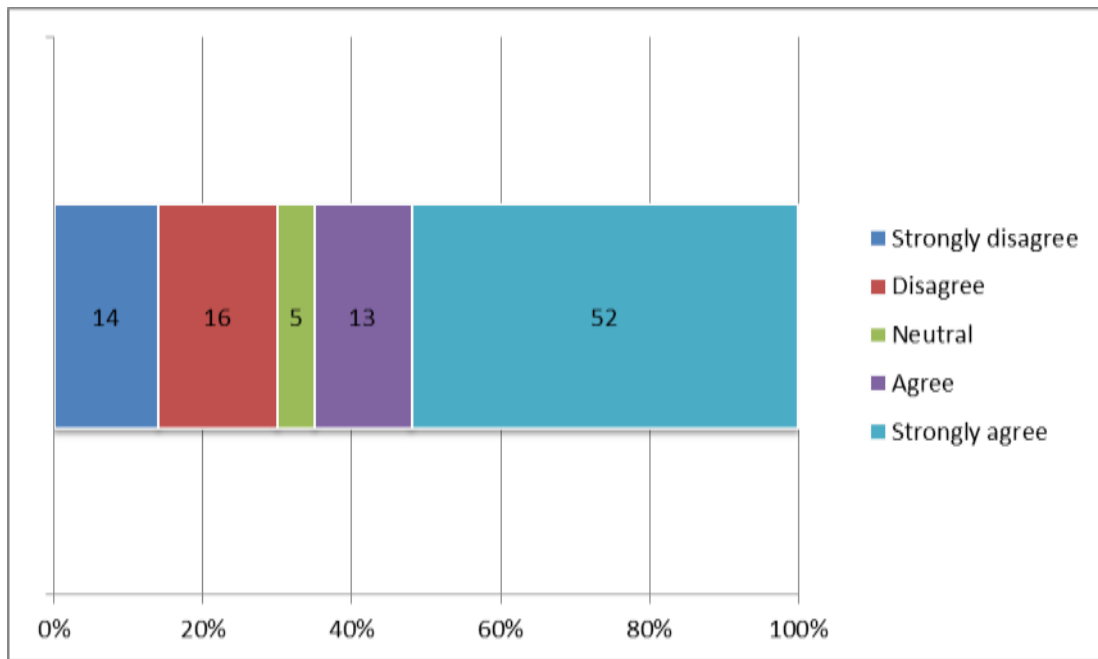


Figure 16. The Information Technology sector in Bangalore needs to make changes in the working environment

Source: Author's calculations

Interpretation: 200 (52%) respondents strongly agree, and according to them, there is a need for the Information technology sector in Bangalore to make changes in a working environment on after the first wave of COVID-19. In the post-COVID period, managers would have to accommodate shifts in job patterns. Although some workers would be liked having in-person social interactions at work, they are becoming used to the versatility that remote work provides. This is easy to assume that workers can operate effectively from home if they have the right technical resources like chatting software and video cameras. As per their opinion, fifty (13%) respondents agree that it is necessary to take all safety measures at the workplace. So, the employees from the COVID-19 can be prevented. There are 20 (5%) respondents whose response is neutral. Sixty (16%) respondents disagree with the given statement. There are remaining 54 (14%) respondents, and they are strongly disagreeing and said that the Information technology sector in Bangalore does not need to make changes in the working environment.

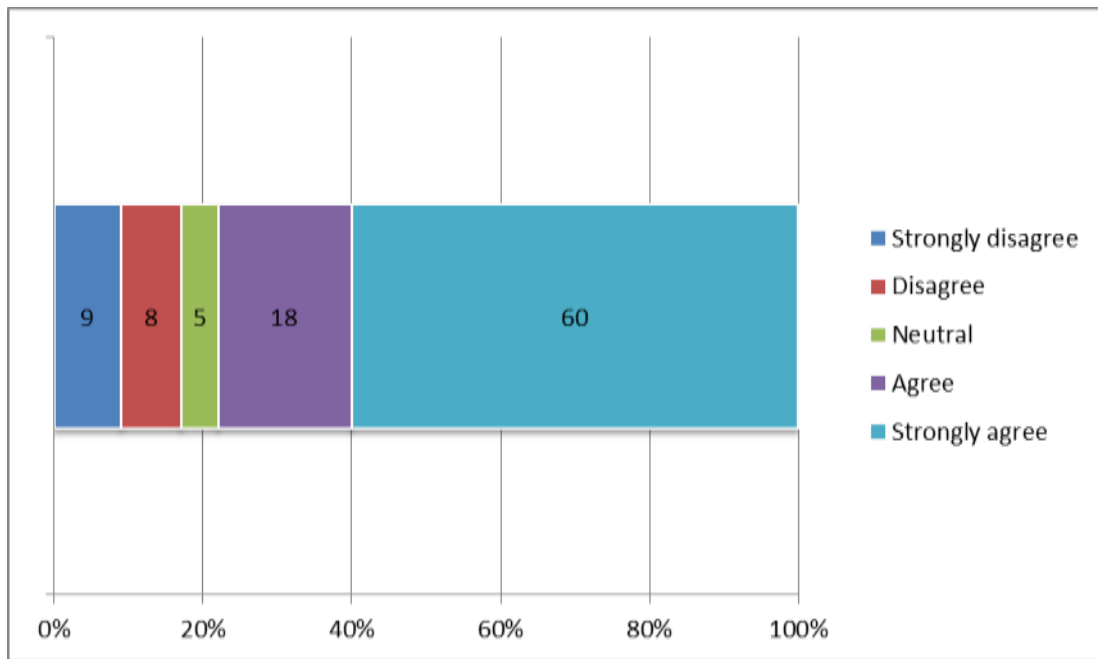


Figure 17. A flexible work schedule is an effective way to improving the mental health of staff members

Source: Author's calculations

Interpretation: There are 230 (60%) respondents, and they are strongly agreeing and say that providing a flexible work schedule to staff members is one of the effective ways to improve the mental health of staff member after the first wave of COVID-19. Seventy (18%) respondents agree, which said that the Information Technology Company must give a flexible working time frame to improve employees' mental health after the first wave of COVID-19. The response of the 20 (5%) participants is neutral. Thirty (8%) respondents disagree with the given statement. According to 34 (9%) respondents that they strongly disagree and said that it is not necessary to provide a flexible work schedule is an effective way to improving the mental health of staff members after the first wave of COVID-19.

3.2. Hypothesis testing

H0: Does the COVID-19 situation have positive influences on the psychosocial attributes in the manner of treating depression?

Ha: Does the COVID-19 situation have negative influences on the psychosocial attributes in the manner of treating depression?

The table below shows the opinion of 20 respondent as (yes = 1 and no = 2) in the context of positive or negative COVID-19 situation influences the psychosocial attributes in the manner of treating depression.

Table 3. T-test for the above observation

Positive	Negative
1	2
1	2
1	2
1	2
1	1
1	1
1	1
1	1
2	1
2	1
2	2
2	2
2	2
1	1
1	1
1	2
1	2
2	1
2	2
2	1

	Variable 1	Variable 2
Mean	1.4	1.5
Variance	0.252632	0.263158
Observations	20	20
Pearson Correlation	0	
Hypothesized Mean Difference	0	
Df	19	
t Stat	-0.6227	
P(T<=t) one-tail	0.270442	
t Critical one-tail	1.729133	
P(T<=t) two-tail	0.540884	
t Critical two-tail	2.093024	

Source: Author's calculations

Interpretation: The value of P that is (0.54) above the standard (0.5) value states that the hypothesis stated above will be accepted. It strongly agrees that movement Control Order by the government during the COVID-19 pandemic has Positive influences on the psychosocial attributes in the manner of treating depression.

H₀: Several factors impact the timely completion of oil and gas sector construction projects.

H_a: Minimal factors impact the timely completion of oil and gas sector construction projects.

The table below shows the responses (yes = 1 and no = 2) of 20 candidates in the context of factors that impact the timely completion of oil and gas sector construction projects.

Table 4. T-test for the above observation

Few factors	Several factors
1	1
1	1
1	1
1	1
1	1
1	2
1	2
1	2
2	2
2	2
2	1
2	1
2	1
2	1
2	2
1	2
1	2
2	2
2	2
2	2

	Variable 1	Variable 2
Mean	1.5	1.55
Variance	0.263158	0.260526
Observations	20	20
Pearson Correlation	0.100504	

Hypothesized Mean Difference	0	
Df	19	
t Stat	-0.3258	
P(T<=t) one-tail	0.374068	
t Critical one-tail	1.729133	
P(T<=t) two-tail	0.748137	
t Critical two-tail	2.093024	

Source: Author's calculations

From the above table, it is determined that p, which is (0.37 approx) far below the actual value of p that states that the hypothesis states above, is rejected as several factors impact the timely completion of the oil and gas sector construction projects.

3.3. Discussion

The discussion is mainly based on the literature review chapter in which information has been collected by using secondary sources. The literature review is linked with the research objectives that provide a detailed analysis to get positive research outcomes.

3.3.1. Psychosocial attributes associate with the mental health of employees concerning the Information Technology sector

From the literature review, it has been examined that the psychosocial attributes approach looks at the individual in the context of the combined influence that psychosocial factors. The surrounding social environment has on their physical and mental wellness and their ability to function. Psychosocial attributes are concerned with the factors which affect the individual mind containing both internal and external feelings. Psychosocial factors affect the person from the inside and reduce the person's skills and increase their stress level by which there is decreasing in the working efficiency of the person. COVID- 19 has shaken the entire world. Worldwide lockdown had changed the working culture of the employees and the organisations. The company had come out with the work from home culture. The employee has to stay at home and work at home; this culture changed its behaviour. In the IT industry, employees have to come to the office and work, but after work from home, cultural employees became lethargic. COVID-19 has changed employees' behaviour; they were majorly losing their patience at work, and as a result of it, they had become more irritated. Employees are starting to lose their patience in the office. Employees are becoming quite disturbing by the result of the Covid-19. They have to

work in a stressful environment because they became pretty disturbed and started coming into depression. Sometimes the psychosocial factor leads to medical problems. COVID- 19 brings the job- dissatisfaction factor among the employees they are getting dissatisfied by their job role. COVID- 19 changes the entire working culture and the performance of the employees. In the employee, there is anxiety, and the fear factors also emerge.

3.3.2. To find out the relationship between psychosocial attributes and the work attitude of employees

It has been analysed from the mention information in the literature review that the unprecedented outbreak of COVID-19 Disease 2019 caused an economic downturn and enhanced the unemployment rate. To assess mental health and the work attitude of staff members resumed the work after COVID-19. Employees do their work from home and but it develops a negative impact on their mindset. Related to the work attitudes, the percentage of employees who feel satisfied with the job role is less satisfied than those who felt more satisfied. At the time of COVID-19, many people are forcing to quit their job frequently in the IT sector. They engage less than usual. The nature of the company income, change in position, and age is related to its work attitudes. The Information Technology sector must be aware of the status and factors related to staff members' psychosocial attributes and work attitudes when the pandemic of COVID-19.

On the other hand, during the pandemic of COVID-19, it had not controlled effectively; several people had to resume work at home. Some part of the workforce in the Information Technology sector in Bangalore was permitted to return to office after seeking approval from the government. Other than this, resources and measures available regarding COVID-19 are low relatively, and its impact is high. In regards to this, prominent psychological risks are mainly appearing to emotional work as well as workload. There is a positive relationship between the psychosocial attributes and working attitudes of the staff members. These both are among more challenging complexities in safety and health, affecting people and companies' health. It is related to the work stress that has been concerned with minimising social interaction and being able to concentrate at the workplace.

3.3.3. To identify the impact of psychosocial attributes on the work attitude of employees

This has been evaluated from the literature review that psychosocial factors are those factors that affect the internal to the employees by connecting the external social factors. They describe the

factors that are affecting the employee's behaviour and the working culture of the employees. Psychosocial factors affect the employees' working performance, but after the Covid-19, massive changes are being observed in employees' working culture when the government imposed the lockdown across the country to control the virus's spread. However, the Companies have to keep their work adequately, so they opt for home culture work. As a result of the work from home, there is a considerable impact on the employees' mental health. In the context of the IT sector, there is enormous changes have been observed like the employees. Staff members who are associated with its firms became so disturbed in the working culture at home. They are not paying proper attention to their work because they face the fear of losing their job. Covid-19 has created a stressful environment among the employees by its impact; they are pretty depressed regarding not paying the proper attention. At work from home, culture companies provide the high load of work by which the employee became quite stressed and stressed that employees could not do work properly. Covid-19 affects the country's health status, and these psychosocial factors also affect the employees' mental conditions. The employee became aggressive. The employee's irritation level has increased by the working culture, and the stress of not achieving the task has effects the mental condition of the employee they had to faces the challenges of achieving the task. Sometimes these psychosocial factors have caused medical issues - some factors like anxiety, stress, fear cause mental health issues.

CONCLUSION

From the report mentioned above, it has been concluded that COVID-19 has changed the working environment in many different ways. The workplace aspects play an essential role in moderating people's mental health who are facing pandemic scenarios. The employment and company aspect has the main impact on the psychosocial health of the global pandemic. The main focus of the IT sector in Bangalore is to provide all the safety measures at the workplace to reduce health issues. They are keeping all employees protected from chronic stress and inadequate mental health at the time of COVID-19. It means that they will have the adequate capacity to fulfil the requirements. In this present investigation, aim and objectives have been developed based on the research subject area. The aim of the present investigation is "To identify how psychosocial attributes influence the work attitude of Information Technology employees after the first wave of COVID-19." A study on the IT sector in Bangalore.

There have been secondary sources for doing the literature review, such as articles, internet sources, journals, scholars, and others. The purpose of doing a literature review is to attain the objectives by using authentic sources. The literature review studied the psychosocial attributes associated with employees' mental health concerning the Information Technology sector. There has been discussion regarding the positive relationship among the psychosocial attributes and work attitude of staff members. The COVID-19 develops a negative impact on staff members' mental health within the IT sector in Bangalore. Also, it evolves a negative impact on the working attitude of staff members. There have been examined the impact of psychosocial attributes on the work attitude of staff members. It negatively collisions employees' mental health as they cannot work in a better manner within an organisation.

There has been researching onion in performing the research methodology, consisting of the different layers, for instance, research approach, research philosophy, research choice, research strategy, data collection methods, data analysis, sampling, and ethical consideration. There has been positivism research philosophy used as it is based on the quantitative method, and it provides accurate information regarding the particular subject area. It helps provide logical

information to getting positive research outcomes. Other than this, there has been a deductive research approach used. It states the possibility to explain the causal relationship among the variable and concepts. It is generalising the findings of an investigation to a certain extent. This investigation is based on the quantitative research method as it provides the logical and facts regarding the psychosocial attributes that influence the work attitude of Information Technology employees after the first wave of COVID-19. It needs an effective experimental design and the ability for each one to replicate the test and outcomes. It makes data to collect reliable and minimum open to the arguments. For the collection of the investigation, there has been a survey research strategy considered. The main benefit of using this strategy is that it collects the relevant information and data from a large number of respondents. Primary and secondary methods of data collection have been used. The questionnaire has been developed in the primary method because it provides raw and inexperienced data related to a particular area.

On the other hand, secondary sources have been considered as it helps do the literature review part by consisting secondary sources. There has been thematic analysis for analysing the collected data and information to enlarge graphs, themes, and tables. The discussion has been conducted based on a literature review that is linked with the research objectives. It provides the proper analysis regarding the research objectives and generates positive research outcomes.

The present investigation findings stated that the pandemic of COVID-19 impact an employee's career, specifically within the IT sector. It has been analysed that norms communicate by the businesses during the pandemic of COVID-19 helps the employees to work with more efficiency and enhance their performance. There is a positive relationship between psychosocial attributes and the work attitude of employees. The organisation must provide the proper safety measures to its employees to be able to work effectively. Managers of IT company should give the proper facilities to employees to do work from home safely. Provide a flexible work schedule is an effective way to improve staff members' mental health after the first wave of COVID-19.

According to the author, future studies can be carried out to determine how psychosocial attributes influence the Information Technology employees' on post-COVID-19. In addition, a complete qualitative study could be carried out among the Information Technology to explore the issue in more depth.

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APPENDICES

Appendix 1. Questionnaire

QUESTIONNAIRE

Name:

Age:

Gender:

Q 1) Are you aware of the issue associated due to the pandemic of COVID-19?

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

Q 2) What do you think COVID-19 has affected the psychosocial attributes of individuals working within an organisation?

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

Q 3) According to you, is a pandemic situation affects the mental stability of people who are working within the IT sector?

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

Q 4) What do you think is the COVID-19 situation influences your psychosocial attributes in the manner of treating depression, anxiety, mental stress, Emotional

Instability, Extraversion, Rosenberg Self-Esteem Scale?

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

Q 5) What do you think? Is there any difference between the situation of the post and pre-COVID-19 concerning the working of the IT sector?

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

Q 6) Have you ever experienced any issues related to mental health during the pandemic of COVID-19?

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

Q 7) Based on your opinion, does norms communicate by the businesses during the pandemic of COVID-19 helps the employees to work with more efficiency and enhance their performance?

- a) Strongly disagree
- b) Disagree
- c) Neutral
- d) Agree
- e) Strongly agree

Q 8) According to you, does the pandemic of COVID-19 impact an employee's career, specifically within the IT sector?

- a) Strongly disagree
- b) Disagree
- c) Neutral

d) Agree

e) Strongly agree

Q 9) Does COVID-19 bring changes in employee's psychosocial attributes within a workplace?

a) Strongly disagree

b) Disagree

c) Neutral

d) Agree

e) Strongly agree

Q 10) Does psychosocial attributes negatively impact the work attitude of Information Technology employees after the first wave of COVID-19?

a) Strongly disagree

b) Disagree

c) Neutral

d) Agree

e) Strongly agree

Q 11) Does the Information Technology sector in Bangalore follow all the safety measures after the first wave of COVID-19?

a) Strongly disagree

b) Disagree

c) Neutral

d) Agree

e) Strongly agree

Q 12) As per your opinion, psychosocial attributes associate with employees' mental health concerning the Information Technology sector?

a) Strongly disagree

b) Disagree

c) Neutral

d) Agree

e) Strongly agree

Q 13) Does there is a positive relationship between psychosocial attributes and the work attitude of employees?

a) Strongly disagree

b) Disagree

c) Neutral

d) Agree

e) Strongly agree

Q 14) Does the working environment is one of the main factors affecting the job satisfaction level of staff members?

a) Strongly disagree

b) Disagree

c) Neutral

d) Agree

e) Strongly agree

Q 15) According to you, does depression is the main psychosocial attribute that impacts the working attitude of staff members after the first wave of the COVID-19 pandemic?

a) Strongly disagree

b) Disagree

c) Neutral

d) Agree

e) Strongly agree

Q 16) As per your viewpoint, does the Information Technology sector in Bangalore needs to make changes in the working environment after the first wave of COVID-19?

a) Strongly disagree

b) Disagree

c) Neutral

d) Agree

e) Strongly agree

Q 17) Does providing a flexible work schedule effectively improve staff members' mental health after the first wave of COVID-19?

a) Strongly disagree

b) Disagree

c) Neutral

d) Agree

e) Strongly agree

Q18) Recommend ways to improve employees' psychosocial attributes and mental health

after the first wave of COVID-19.

Source: Prepared by the author

Appendix 2. Frequency table

Characteristic	a- Strongly disagree	b- Disagree	c- Neutral	d- Agree	e- Strongly agree
Q 1) Are you aware of the issue associated due to the pandemic of COVID-19?	114(30%)	50(13%)	120(31%)	50(13%)	50(13%)
Q 2) What do you think COVID-19 has affected the psychosocial attributes of individuals working within an organisation?	19(5%)	70(18%)	80(21%)	90(23%)	125(33%)
Q 3) According to you, is a pandemic situation affects the mental stability of people who are working within the IT sector?	84(22%)	80(21%)	20(5%)	50(13%)	150(39%)
Q 4) What do you think is the COVID-19 situation influences your psychosocial attributes in the manner of treating depression, anxiety, mental stress, Emotional Instability, Extraversion, Rosenberg Self-Esteem Scale?	134(35%)	40(10%)	20(5%)	40(10%)	150(39%)
Q 5) What do you think? Is there any difference between the situation of the post and pre-COVID-19 concerning the working of the IT sector?	40(10%)	84(22%)	10(3%)	50(13%)	200(52%)
Q 6) Have you ever experienced any issues related to mental health during the pandemic of COVID-19?	64(17%)	80(21%)	20(5%)	40(10%)	180(47%)
Q 7) Based on your opinion, does norms communicate by the businesses during the pandemic of COVID-19 helps the employees to work with more efficiency and enhance their performance?	14(4%)	50(13%)	20(5%)	110(29%)	190(49%)
Q 8) According to you, does the pandemic of COVID-19 impact an employee's career, specifically within the IT sector?	52(14%)	60(16%)	22(6%)	110(29%)	140(36%)
Q 9) Does COVID-19 bring changes in employee's psychosocial attributes within a workplace?	24(6%)	50(13%)	10(3%)	90(23%)	210(55%)
Q 10) Does psychosocial attributes negatively impact the work attitude of Information Technology employees after the first wave of COVID-19?	39(10%)	40(10%)	15(4%)	75(20%)	215(56%)

Q 11) Does the Information Technology sector in Bangalore follow all the safety measures after the first wave of COVID-19?	14(4%)	60(16%)	20(5%)	70(18%)	220(57%)
Q 12) As per your opinion, psychosocial attributes associate with employees' mental health concerning the Information Technology sector?	14(4%)	50(13%)	20(5%)	70(18%)	230(60%)
Q 13) Does there is a positive relationship between psychosocial attributes and the work attitude of employees?	14(4%)	50(13%)	10(3%)	70(18%)	240(63%)
Q 14) Does the working environment is one of the main factors affecting the job satisfaction level of staff members?	49(13%)	50(13%)	25(7%)	60(16%)	200(52%)
Q 15) According to you, does depression is the main psychosocial attribute that impacts the working attitude of staff members after the first wave of the COVID-19 pandemic?	24(6%)	50(13%)	10(3%)	50(13%)	250(65%)
Q 16) As per your viewpoint, does the Information Technology sector in Bangalore needs to make changes in the working environment after the first wave of COVID-19?	54(14%)	60(16%)	20(5%)	50(13%)	200(52%)
Q 17) Does providing a flexible work schedule effectively improve staff members' mental health after the first wave of COVID-19?	34(9%)	30(8%)	20(5%)	70(18%)	230(60%)

Source: Author's calculations

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