



# Impact of COVID-19 towards Organization Behavior with Reference to Social Factors of Employees in Selected Banks

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## ABSTRACT

COVID-19 has disrupted Social factors and organizations behavior across the globe. These thought incorporate to prior research on social factors and organizational behavior as well as related fields examination of emergent changes for social practices of social factors. This article also acknowledges and considers the disproportionate impacts that COVID-19 may have on employees depending on demographic characteristics, individual differences, and relevant organizational norms. In addition to helping make sense of the implications of COVID-19 for Employee perception, handling of conflict, Level of teamwork, Employee Job Satisfaction this review features roadmaps for future research and action. The covid-19 pandemic had significant psychological and social effects on the bank employees. It leads to a unlimited exposure to employees stress. As a consequence an increased interest on appropriate measures for prevent virus to treatment of social factors which is give psychologically support the employees.

Key words: COVIS-19, Employee perception, Handling of conflict, Level of teamwork, Employee Job Satisfaction

## Introduction:

Covid-19 affects different people in different ways through different variants as per their mutation. We adjust to the new reality working style and accordingly world has changed like other global events with planet-wide impact, covis-19 had changed us, how we see the world, the way in which we think and how we perform our lives. The social and economic changes cause by covid-19 which will live long in our memories and our future generations.

The Covid-19 was effected on the global market is comedown unprecedented since the 1930s. Therefore probably the Covid-19 pandemic represents one of the most significant environmental changes in the Organization behavior, which could potentially have a profound impact on social factors. The instant impact of Covid-19 is straight away affected to all over countries. Due to the reason

preventions are made to control the virus through lockdown and social distance enters the world. However the second wave of pandemic lockdown end so early, the bank employees are working at the time of covid-19 to take appropriate measures. The employees social factors obtained some of set to have profound that employee perception, Handling of conflict, Level of teamwork, Employee Job Satisfaction. The discussion about the social factors their affects on the field of banks performance pandemic time. It affect of Social factors are impact on Organization behavior. The most important social factors are focusing on its implications of Employee perception, Handling of conflict, Level of teamwork, Employee Job Satisfaction.

### **Social Factors:**

The social factors are affecting Organizational behavior in the bank sector. The Social factors represent another important set of influences on Organizational behavior. Specifically, these are the effects of people and groups are influencing one another through culture and subculture, social class, reference groups, and families. Social factors reflect in terms of people's aspirations, the needs, and their way of working. Social factors have taken place because of the several forces like level of education, urbanization, feeling of autonomy, and international impact due to new information sources.

These social factors affect the organizational behavior in the organization. There, it is required to make adjustment, its working style so that it matches with people. A social issue is a problem that affects many people within organization. It is a group of common problems in present-day society and ones that many people strive to solve. It is often the consequence of factors extending beyond an individual's control. Social factors which may create the conflict and difference of opinions on the bases of correct or incorrect personal social or interpersonal social life

Employees opinion and organization expectation are external factors that effort organization to judge how they operate. If the employee has a negative perception of the organization, it could have a detrimental impact on your company bottom line. Society has high expectations for organizations to be socially responsible. Social responsibility incorporates a wide variety of topics including community outreach, diversity promotion, sustainability, and high ethical standards. Each of these topics needs to be incorporated into organizational culture in order to be successful. With the scrutiny of the employees and instant access to information through technology, companies are well monitored by society.

### **Organization Behaviour:**

Organizational behavior is a field of study that investigates the impact that individuals, groups and organizational structure have on behaviour within the organization, for the purpose of applying such knowledge towards improving an organizational effectiveness". Organizational behavior is the study of how people interact within groups and the principles of the organizational behavior are applied primarily in attempts to make businesses operate more effectively.

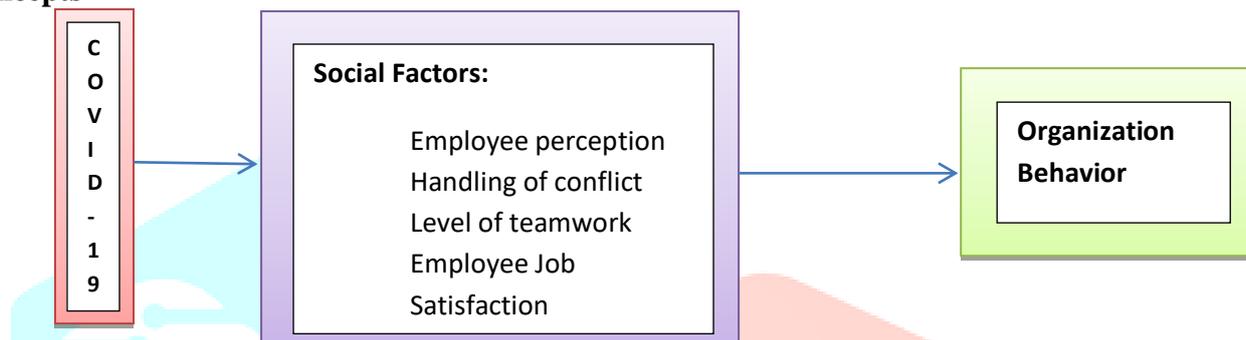
The organizational Behavior (OB) Origins study of organizational behavior has its roots in the late 1920s, when the Western Electric Company launched a now-famous series of studies of the behavior of workers at its Hawthorne Works plant in Cicero, Ill. Rganizational behavior describes how people interact with one another inside of an organization, such as a business. These interactions subsequently influence how the organization itself behaves and how well it performs for businesses, organizational behavior is used to streamline efficiency, improve productivity, and spark innovation to give firms a competitive edge. There set out to determine whether employees could be made to be more productive, if their environment was upgraded with better lighting and other design improvements. But now a day it is get going environment was less important than social factors which is more important.

The Hawthorne Effect which describes the way test subjects behavior may change when they know they are being observed, it is the best-known study of organizational behavior. Researchers are taught to consider whether or not (and to what degree) the Hawthorne Effect may skew their findings on human behavior.

## Reviews:

Many recent research studies described the effect of covid-19 and their complete information about the banks working conditions. The objective of the research paper is to study an attempt to assess the causal impact of pandemic like covid-19 on banks in the time of lockdown. As a result, all commercial organizations, educational institutions and public and private sector offices have been closed. The article has indicated a very serious impact of the lockdown on banks in the event of moving beyond pandemic.

## Concepts



## Social Factors:

### 1) Employee perception:

Employee Perception is one of the effective factor in covid-19, lot more consequence in Organization behavior (OB) the process by which an employee organizes and interprets person impressions in order to give meaning to his/her circumstances and thus, it seriously impact on employee workplace behavior. Perception is a work which effects employee what they think around them, just it's a idea of reality and it can differ from employee to employee. Due to individual nature of an employee Perception is shown as quite desperate. If the management is unable to controlled or direct employees, which leads to be very harmful for the banks and the brand images .If the employees cant not understand the values and culture. Perception is a important factor in employee relation.

Employee perception is farm by organization norms, kind of a leadership, methods of communication at the banks. So perception plays a very most important role to stable the mind sets of employees in the banks. Thus, a proper and successful management is required to put a check to employee from having an incorrect understanding.

### 2) Handling of conflict

Conflict exists in every organization and certain extent indicates a healthy exchange of ideas and creativity in banks. However, counter-productive conflict can result in employee unhappiness, reduced productivity, poor customer services , absenteeism and increased employee turnover, increased work-related stress or, worse case scenario, litigation based on claims of harassment or a unfriendly work environment.

The minor disagreement also cause for the conflict and cannot be solved by internal personal. The disagreement/ conflict between the management and customer, co-worker, employee, the size of the banks does not matter. All banks need internal disagreements settle and conflict resolve so as to reduce negative result customers, operational processes. The conflict resolve system may be exactly what you need to restore co-ordination between individuals or departments. With the guidance of a conflict specialist, discussions can begin and participants can brainstorm possible solutions.

### 3) Level of teamwork

It is a most effective social factor at working place. A term team is a group of people who work together toward a common goal. Teams are made up of different level of members which can be large or small, taken place in which sum set of actions. Members in a team collaborate on set of related tasks that are required to reach an objective. Each employee is responsible to give their best to the team, but the set of employees as a whole responsible for the teamwork success.

The Teamwork Define as, particularly as they pertain to the business environment or organizational workplace. Teamwork means members will try to interact with each member by using their individual skills and give constructive out come. The team work significantly play vital role to achieve the goal at the time of covid-19 pandemic.

### 4) Employee Job Satisfaction

The social environment of the workplace can also have an effect on an employee's job satisfaction. In businesses where employees experience a positive social environment, they are more likely to have a greater sense of job satisfaction and enjoyment. In a job environment where negativity is the norm and employees are constantly in conflict with one another, workers are more likely to dread work and not have a positive assessment of their employer.

#### Organization Behavior:

In the employment context, organizational behavior is more commonly known as organization behavior (OB) or organizational commitment. Developed by Dennis Organ in 1988 at the University of Indiana, the OB concept is defined as discretionary employee behavior that benefits the organization. The behavior is not formally recognized or directly related to the employee's job description or performance standards. OB is the result of personal choices made by the employee.

They are classified as altruism, courtesy, conscientiousness, civic virtue (involvement in company activities), and sportsmanship, peacekeeping and cheerleading behaviors. Researchers there set out to determine whether workers could be made to be more productive, if their environment was upgraded with better lighting and other design improvements. To their surprise, the researchers found that the environment was less important than social factors. It was more important, for example, that people got along with their co-workers and felt their bosses appreciated them. Those initial findings inspired a series of wide-ranging studies between 1924 and 1933. They included the effects on productivity of work breaks, isolation, and lighting, among many other factors. Organizational behavior describes how people interact with one another inside of an organization, such as a business. These interactions subsequently influence how the organization itself behaves and how well it performs. For businesses, organizational behavior is used to streamline efficiency, improve productivity, and spark innovation to give firms a competitive edge.

**Data Analysis:** Sampling Method selected for the study targeted banking sector employees through random sampling method.

**Conducted ANOVA test for Employee perception significant values****ANOVA**

		Sum of Squares	df	Mean Square	F	Sig.
EP1	Between Groups	6.031	2	3.015	10.213	.000
	Within Groups	58.164	197	.295		
	Total	64.195	199			
EP2	Between Groups	26.659	2	13.329	68.167	.000
	Within Groups	38.521	197	.196		
	Total	65.180	199			
EP3	Between Groups	10.787	2	5.394	27.675	.000
	Within Groups	38.393	197	.195		
	Total	49.180	199			
EP4	Between Groups	122.537	2	61.269	66.485	.000
	Within Groups	181.543	197	.922		
	Total	304.080	199			
EP5	Between Groups	2.354	2	1.177	2.005	.000
	Within Groups	115.626	197	.587		
	Total	117.980	199			

**Interpretation:**

The above table indicates that ANOVA tests significant value (P value) is 0.000, it is less than 0.05. It Rejected the Null Hypothesis. It concluded that organization Behavior influenced by social factor of employee perception as per intention of bank employees. The study indicates that social factor of employee perception play vital role to rendering the organization services, it influenced to the organization behavior at the time of covid-19.

**Conducted ANOVA test for Handling of conflict significant values****ANOVA**

		Sum of Squares	df	Mean Square	F	Sig.
HC1	Between Groups	16.482	2	8.241	57.830	.000
	Within Groups	28.073	197	.143		
	Total	44.555	199			
HC2	Between Groups	30.159	2	15.079	10.628	.000
	Within Groups	279.521	197	1.419		
	Total	309.680	199			
HC3	Between Groups	26.415	2	13.208	23.120	.000
	Within Groups	112.540	197	.571		
	Total	138.955	199			
HC4	Between Groups	35.453	2	17.727	25.741	.000
	Within Groups	135.667	197	.689		
	Total	171.120	199			
HC5	Between Groups	40.550	2	20.275	14.147	.000
	Within Groups	282.325	197	1.433		
	Total	322.875	199			

**Interpretation:**

The above table indicates that ANOVA tests significant value (P value) is 0.000, it is less than 0.05. It Rejected the Null Hypothesis. It concluded that there is no significance difference in handling of conflict in the organization. The study indicates that social factor of Handling of conflict play significant role for the organization development. As per response of employees organization provides environment for handling of conflict of social factor was influenced to the Organization at the time of covid-19.

**Level of teamwork**

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
TW1	Between Groups	10.842	2	5.421	7.080	.001
	Within Groups	150.838	197	.766		
	Total	161.680	199			
TW2	Between Groups	85.580	2	42.790	36.090	.000
	Within Groups	233.575	197	1.186		
	Total	319.155	199			
TW3	Between Groups	3.549	2	1.774	2.942	.045
	Within Groups	118.806	197	.603		
	Total	122.355	199			
TW4	Between Groups	9.404	2	4.702	4.941	.008
	Within Groups	187.471	197	.952		
	Total	196.875	199			
TW5	Between Groups	16.930	2	8.465	51.168	.000
	Within Groups	32.590	197	.165		
	Total	49.520	199			

**Interpretation:**

The above table indicates that ANOVA tests significant value (P value) is 0.000, it is less than 0.05. It Rejected the Null Hypothesis. It concluded that there is no significance difference in level of team work in the organization. The study indicates that social factor of level of team work play significant role for the organization achievement. As per response of employee's high level of team work reach the goal of organization, social factor of level of team work influenced at the time of covid-19.

**Employee Job Satisfaction**

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
JS1	Between Groups	50.109	2	25.054	25.732	.000
	Within Groups	191.811	197	.974		
	Total	241.920	199			
JS2	Between Groups	5.230	2	2.615	2.951	.050
	Within Groups	174.590	197	.886		
	Total	179.820	199			
JS3	Between Groups	.730	2	.365	.801	.040
	Within Groups	89.750	197	.456		
	Total	90.480	199			
JS4	Between Groups	17.409	2	8.704	18.347	.000
	Within Groups	93.466	197	.474		
	Total	110.875	199			
JS5	Between Groups	28.909	2	14.455	16.898	.000
	Within Groups	168.511	197	.855		
	Total	197.420	199			

## Interpretation:

The above table indicates that ANOVA tests significant value (P value) is 0.000, it is less than 0.05. It Rejected the Null Hypothesis. It concluded that there is no significance difference in employee job satisfaction in the organization. The study indicates that social factor of employee job satisfaction play significant role for the organization success. As per response of employees intension job satisfaction various issues satisfied with their work environment and financial benefits, social factor of job satisfaction influenced at the time of covid-19.

## Implications: (Findings & Suggestions)

It concluded that organization Behavior influenced by social factor as per intention of bank employees. The study indicates that social factor of employee perception play vital role to rendering the organization services, it influenced to the organization behavior at the time of covid-19.

The study indicates that social factor of Handling of conflict, level of team work, job satisfaction play significant role for the organization development. As per response of employees organization provides environment for handling of conflict and high level of team work reach the goal of organization, job satisfaction various issues satisfied with their work environment and financial benefits. The social factors are influenced to the organization behavior at the time of covid-19.

## Conclusions:

The study concluded that organizational behavior gives approaching on how employees behave and perform in the workplace. It achieve target goal of organizational development an understanding of the aspects that can be motivated the employees to increase their performance. The organizations construct a strong bridge and trusting relationship with their employees. As per statistical statement social factors are influenced to the organizational behavior.

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