

PUBLIC POLICY AND COMMUNITY DEVELOPMENT IN STRESSFUL SITUATIONS

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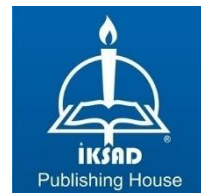
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EDITOR'S MESSAGES

Public Policy And Community Development In Stressful Situations

The objective of this book is to present the investigations based on the extensive research on the fallouts and preventive measures on the stressful life in highly demanding life of today.

As we all know, people in this digital age suffer a deteriorating impact on their stressful life experiences on aspects of individual functioning, physical and mental health.

Work-related stress is, nonetheless, the primary cause of occupational ill health, it's physical, behavioural, and psychological consequences accounting for around half of all days lost to work-related ill health.

For this reason, this book focuses mainly on the devastating effects of stress and the problems that public personnel and other people often face after a tiring event, which has become even more severe during the COVID-19 outbreak. This is followed by an exclusive orientation on effective stress management, combining preventive measures with support for affected staff that can lead to significant improvement in organisation's performance through improved absence levels, helping it to reach its strategic goals.

The research work gone towards writing the book has particularly highlighted the theory and awareness regarding public policies, the challenges and coping processes to gain a greater understanding of how people can respond effectively and positively to severe stressful life events.

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Recommendation of the Book:

This book is a reference for people suffering from stressful conditions in the workplace and personal lives, especially public personnel.

The book admirably helps to describe the value of maintaining a healthy and safe environment for people across different walks of life. The book also emphasizes on providing a supportive environment that maintains, fosters, and actively promotes the health and wellbeing of people across different sections of society.

The book helps to identify potential solutions to reduce stress and optimise systems aimed at minimising risks arising from stress

The book helps to encourage wellbeing of people, raise awareness of stress and support staff in building their capacity for coping with pressure and stress

The reader of this book will be benefited in maximising individual performance and opportunities through supportive performance management systems

One of the most important skills the user can learn from the book is the right way to manage stress. Once the skills are in place, moods become more stable, thoughts become clearer, relationships improve, and the risk of illness diminishes.

CHAPTER 1

**PUBLIC POLICY AND COMMUNITY ECONOMIC
DEVELOPMENT DURING STRESSFUL SITUATIONS**

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IMPLICATIONS OF PUBLIC POLICY

In her paper “What Is Policy?” Sherri Torjman (2005) explains that there are two main categories of policy. Substantive policy constitutes legislation and policy leading to programs such as income security, childcare services, and employment initiatives, while administrative policy constitutes the gathering and evaluation of information in society. Both substantive and administrative policy can be either vertical or horizontal. Vertical policy is the traditional process within a single organizational structure or governmental department, where a broad framework policy is created at the head office to guide subsequent decisions down the chain to those implementing policy in the creation of programs. Horizontal or integrated policy is developed and implemented across two or more departments at a similar hierarchical position facilitating their co-ordination and co-operation to better address complex matters that are beyond the scope of a single department or jurisdiction. An example of horizontal policy would be an international treaty such as the Kyoto Protocol or a government dictating a new procedure to the civil service on how to report departmental expenses.

Nancy Neamtan (2005), the director of the Chantier de l'Économie Sociale Quebec, has organized CED policy into four main categories: Territorial policy, generic tools, sectoral policies, and policies in favour of target populations. Territorial policy plays an important role in social entrepreneurship by providing a geographic community with funds and support for networking, strategic planning, and collective projects.

Other generic tools for development directed at small and medium-sized businesses can also support CED enterprises with a minimum of alterations, since community-based organizations need similar access to investment tools, adequate markets, research and development, and efficient management expertise. Tools specifically designed for CED organizations that recognize and support their social, environmental, and cultural objectives help to create a level playing field on which they can compete fairly with conventional, for-profit, small- and medium-sized businesses. Neamtan argues that for the most part, if a social enterprise is established with a sound strategy, no long-term government funding will be required. Another important tool is the support of research, research partnerships, and practitioner-led research. This research is essential to properly disseminate, replicate, and evaluate the effects of successful CED enterprises.

CED organizations often emerge in response to needs that neither the market nor government programs can fully satisfy. Sectoral policies that strategically support the emergence of specific economic sectors can greatly benefit social enterprises, which are more able to meet needs in society and economic sectors that are not otherwise adequately met in a market society. Policies in favour of target populations offer specific support for the social enterprises that offer valuable employment and services to marginalized groups. They often aim to integrate people deemed unproductive, who may be reliant on government income assistance programs, into the workforce. In many other countries, social enterprises have been integrated by governments into labour market development strategies, including purchasing strategies from social

enterprises that employ people from marginalized groups (Neamtan 2005).

Public policy, according to Torjman, seeks to achieve goals that are considered to be in the best interest of the whole society, often by targeting specific groups within society.

The policy provides guidance for addressing a concern through a process of formulation that involves the identification of a desired goal, and the identification and analysis of a range of actions that can result in promoting the realization of that goal in society. The cost, probable effectiveness, political context, and community support for each option must be weighed and justified to the decision makers and the general public. Once potential solutions are identified, decisions must be made as to how much of which solution will be implemented at any one time. In the example of reducing poverty, policies might include subsidies for families with children, increasing the minimum wage, or tax policies that allow low-income residents to retain more of their earnings and eliminate barriers to employment, as well as supporting programs to provide childcare, develop literacy or other job related skills, create job banks and placement services, enable loans and grants for entrepreneurs, provide affordable housing, reduce bus fare and recreational fees, etc. This illustrates the range of strategies available to policy designers and the resulting forms that policy can take to tackle a specific goal.

The relevant questions to be asked are- What should be the contours of public policy for crucial sectors in the Indian context? The real debate today is about finding the right balance between market forces and

government for Pareto efficiency. Stiglitz posited “that government could potentially almost always improve upon the market’s resource allocation.” In reality, besides the institutional inertia, fragmented design and action often impedes execution of rational policy. The lack of non-governmental inputs, absence of debate and systematic analysis prior to policy making results in ineffective policy formulation and action, obstructing the process of economic development. The study of public policy in commodity production (agriculture, industry), as well as tertiary sectors (services, trade and transport) is important to arrive at efficient and people friendly governance structures.

BACKGROUND OF COMMUNITY DEVELOPMENT IN INDIA

India's discourse on sustainable development has been marked by acute poverty as well as high inequality in distribution of goods and services. More than five decades back, the Prime Minister Indira Gandhi stressed (at the UN Conference on Human Environment, 1972) that poverty is inextricably linked to environmental issues in developing countries and one cannot be solved without solving the other. In 2013, the same concern is voiced by India's Prime Minister, Dr. Manmohan Singh as "India aims to attain growth and poverty alleviation in a sustainable manner factoring in the needs of people, especially the poor"¹.

India's poor are affected by hunger, malnutrition, illiteracy and poor access to common land and water. Conventional economic development like large scale industrialization leads to loss of land as well as traditional occupation putting particular stress on women and

children. For example, heavy industrial usage of water leads to ground water depletion causing scarcity of drinking water. The women, then, travel miles to get their drinking water and they would carry their children along with them for security, help and/or company. Thus lack of sustainable water usage policy in industrial belts creates pressure among vulnerable groups like women and children who miss out on their education. Without literacy and education, the future generation is cut off from many development programmes and opportunities. It is important to understand this inter relation of these factors e.g. industry, water, education and gender to link sustainable development with CSR. Indian companies spend on education, health and infrastructure as part of their CSR even though not much evidence exists whether such interventions actually make a difference (RAY, 2012). As per recent Companies Act 2012, passed in August 2013, 8000 companies are likely to spend \$3 to \$4 billion annually on these activities as part of their CSR. This presents a huge opportunity, financial and otherwise, to link CSR to sustainable development in India.

FINANCING COMMUNITY DEVELOPMENT

India needs to find ways for financing development of its people in terms of poverty, education and health among others. International development assistance has not matched the rhetoric of Rio Conference (1992) and economic uncertainty has further slowed down aid from developed countries. Clean Development Mechanism (CDM) has not lived up to its expectation as an alternative financing mechanism. Some cases show that CDM is perpetuating global warming instead of curbing

it³. It is probably this dilemma of SD financing and an increasing failure of governances that has led to formulation of a host of policies related to SD, Climate Change and CSR in the last 3-4 years in India. The new CSR policies are discussed in detail in the following section. However, whether private investment in sustainable community development can match development assistance both in matter and in spirit needs to be seen. It is not only the quantum of grant that matters but also how it is spent. Development professionals with their international experience can take advantage from the learning curve and can provide more targeted and efficient interventions compared to hundreds of corporations scattered across the country and working without any co-ordinate effort. A Bill and Melinda Gates Foundation can work better at AIDS prevention than a corporate CSR programme even if they spend similar amounts and manpower. Thus compulsory CSR expenditure has its own limitations. On the other hand assistance provided by European and American foundations often come with conditions. While there is a requirement of alternative and greener power sources, effort to switch to, for example, nuclear power with foreign assistance came under heavy criticism⁴. It is in this context, the governments' effort to engage corporate sector needs to be seen. Financing may well hold the key the SD in India and combining and optimizing public private resources could be the way forward. Using mandatory CSR can thus be seen as an innovative way to finance development. Whether such developments could be termed or deemed as SD remains to be seen.

NEW REGULATIONS

In 2011, there were 254 central public sector undertakings (CPSE) in India. They were regulated by the Department of Public Enterprises (DPE) under the Ministry of Corporate Affairs (MCA). Government initiative to formalize CSR in Indian public sector started in 2009 with the CSR voluntary guideline published by the Ministry of Corporate Affairs.

Next, in its circular dated 9th April, 2010, the Ministry of Heavy Industries and Public Enterprises released the 'Guidelines on corporate social responsibility for central public sector enterprises', seen as a continuation of its earlier CSR voluntary guideline, but making CSR expenditure mandatory. The content is divided into planning, implementation, 'research, documentation, advocacy, promotion and development', funding, baseline survey and monitoring. It links CSR with sustainable development and sustainable competitive advantage though the guideline does not elaborate on their meanings and possible pathways for such linkage.

The CSR guidelines considers sustainable development and triple bottom line based growth as the fundamental objective. It states that CSR would address the problems of climate change, disaster management, and environmental degradation. It encourages generation of scientific evidence to strengthen future guideline through formation of an institutional structure (CSR hub), new governance architecture, and compulsory baseline surveys, periodic reporting in standardized

formats and focusing on online reporting. It also provides a long, sample list of possible activities that could be taken up by individual organizations e.g. providing water, building roads, facilitating education, promoting sports and culture among others.

The planning portion of the guidelines stresses the need for short, medium and long term CSR plan and the long term CSR plan be aligned with long term business plan. There is a focus to integrate existing project management skills inside organizations to better execute such jobs. The section on implementation stresses on project-based investment, timelines, supplier involvement and relation to Global Compact, a voluntary code of conduct first initiated by the United Nations. The responsibility of restoring ecological damage lies with the company and overall activities should be aligned with government policies and priorities. Disaster management with the help of public-private partnerships is also seen as a part of CSR. CSR implementing agencies will be experts in their area (e.g. community-based organizations, NGOs etc.). This part of the guideline, addresses a common concern of executives that CSR is a random destination many executives find themselves in. Environmental governance also finds a place in this CSR guideline.

The incidence of emerging infectious diseases in humans has increased within the recent past or threatens to increase in the near future. Over 30 new infectious agents have been detected worldwide in the last three decades; 60 per cent of these are of zoonotic origin. Developing countries such as India suffer disproportionately from the burden of

infectious diseases given the confluence of existing environmental, socio-economic, and demographic factors. In the recent past, India has seen outbreaks of eight organisms of emerging and re-emerging diseases in various parts of the country, six of these are of zoonotic origin. Prevention and control of emerging infectious diseases will increasingly require the application of sophisticated epidemiologic and molecular biologic technologies, changes in human behaviour, a national policy on early detection of and rapid response to emerging infections and a plan of action. WHO has made several recommendations for national response mechanisms. Many of these are in various stages of implementation in India. However, for a country of size and population of India, the emerging infections remain a real and present danger. A meaningful response must approach the problem at the systems level. A comprehensive national strategy on infectious diseases cutting across all relevant sectors with emphasis on strengthened surveillance, rapid response, partnership building and research to guide public policy is needed.

I was asked what public policy had to do with the coronavirus pandemic. "After all," the student raised, "doesn't this crisis have more to do with healthcare and medicine?" My response was direct, "The reason all of us are meeting online, and you all have been forced to leave campus, is due to a series of public policy and public leadership failures—from the international to local/municipal levels." This is not to say that these failures weren't understandable, but like few times in our history, international policy institutions, American governments

(from federal to state to local agencies), and the intricate relationships between governments, nonprofits, and the private sector are under foundational stress tests. While our medical researchers work on a vaccine, and our frontline first responders—nurses, doctors, and emergency personnel—care for victims of this virus, it is not too early to consider the policy breakdowns that have led us to this point, and to begin the discussion of what a "Post-COVID-19 Policy World" looks like.

NATIONAL POLICY

The federal government's response to the COVID-19 pandemic has been of a scope and scale not seen since World War II. The \$2.2 trillion stimulus bill—even with its last-second wrangling—showed that Congress and the White House could work together in a time of emergency. What remains to be seen is how this largest federal spending measure in American history will actually address the massive economic downturn; only time

What we can conclude already, is that the coronavirus has exposed regulatory challenges at the two major federal agencies engaged in pandemic response—Centers for Disease Control (CDC) and Food & Drug Administration (FDA). A number of articles have been written about the policy decisions made in January to forgo the World Health Organization (WHO) testing process in order to create their own. In a piece for the website POLITICO, questions are posed about that time period, "But neither the CDC nor the coronavirus task force chaired by

Vice President Mike Pence would say who made the decision to forgo the WHO test and instead begin a protracted process of producing an American test, one that got delayed by manufacturing problems, possible lab contamination and logistical delays."

Some of the hurdles hampering quicker national response have also been in the research area, where scientists have run up against bureaucratic challenges to their work. In a New York Times' story titled, "It's Just Everywhere Already': How Delays in Testing Set Back the U.S. Coronavirus Response," the writers look into the problems faced by Seattle researchers looking to gain access to a relevant regional flu study, only to be told by federal officials that they didn't have permission. The frustrations experienced by two scientists—Drs. Chu and Lindquist—are outlined in the piece, "Dr. Chu and Dr. Lindquist tried repeatedly to wrangle approval to use the Seattle Flu Study. The answers were always no. 'We felt like we were sitting, waiting for the pandemic to emerge,'" Dr. Chu said. "'We could help. We couldn't do anything.'"

As of this writing, calls are already being issued by political leaders—along mostly partisan lines—to launch an investigation commission of the sort that was created after 9/11 and the Great Recession. As the saying goes, there will no doubt be "plenty of blame to go around" for the slow response of the federal government to the pandemic, but all future searches for culpability should be put into the broader context framed so well by the former astronaut and airline executive, Frank Borman, during an investigation into the deaths of three astronauts in

1967 in a launch pad failure. When asked for the reason why this could have happened, he famously said it was a "failure of imagination." This essential leadership skill—the ability to imagine challenges before they happen, and to source expertise from a variety of backgrounds and levels is often what is necessary to respond to major crises.

THE ROAD AHEAD- PUBLIC POLICY

That said, as there was after 9/11, major changes will be forthcoming in national policy and structure due to COVID-19. No doubt there will be major changes made to the federal government's stockpile of medical supplies, which has been stretched to beyond capacity by the pandemic. There will also be modifications made to CDC and FDA regulations around research-sharing, emergency medical device-manufacturing, and drug-testing. The gradual rollout of the National Defense Production Act—engaging private sector companies to produce emergency supplies (in this case, ventilators, masks, etc.) will also be scrutinized and, possibly, updated. New cross-sector organizations—including government and private sector businesses—may spring from the COVID-19 crisis, understanding the necessity of creating better lines of communication between government and manufacturing companies.

CHAPTER 2
PUBLIC POLICY AND COMMUNITY DEVELOPMENT IN A
STRESSFUL SITUATION

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Those with a history of anxiety or depression can be more at risk during this transition. Stress impacts us all differently, Not good or bad, but just different. Stress is the new norm. Emotion regulation is also critical

In general stress in the community can be for reasons such as competition, financial problem, and unemployment. This situation can be handled by making policies by the government and local governing bodies. In today's world of competitor mental health is a major issue but let me deviate a little and make known that in a second most popular nation Indian which till recently was agrarian and about 80% of its population resided in the rural area. We never faced an issue such as stress in the community of a person having developed depression etc. major cause was that we were big families and every person was respected for his contribution, even if one member ventured out to the city and earned more than others he was under the obligation of his parent and sibling as they in the village took care of farming/farm animals and he was inseparable. Family values and bond were imbibed from an early age by the old men and women in the family. Our two great treasures the Mahabharata and Ramayana have a lot of stories of men facing hardships and how they overcame it. Every story has a moral and then the stories from the Panchatantra we are told by our grandparents always had morals and unknowingly prepared us to become strong mentally.

We are programmed here that if God himself had to face hardship but in the end was victorious, we are but mortal men. This makes our

story mentally, many such stories and then the community itself was always ready to give you a lot of advice and moral support. Even today in villages we have men who are happy to advice one with there vast experience which they again with time.

- 1) Close-knit families
- 2) The whole community behind you

These conditions always helped the community to get out of mental stress in the worst conditions. Even today if you look at the data of mental stress, in community, in stressful times you will find it negligible in the rural Indian.

You will be surprised to note that Sanskrit or Hindi does not have a particular word for stress or depression as we were never a victim of these things.

But yes, with the advent of industrialization, modernization with a zeal to perform better and better we are now a part of the global syndrome-like stress.

The public policies should concentrate on the cause of such mental health issues and prevent it before it starts effectively in the community. This way it is less disastrous and can be curbed. The WHO has set guidelines for all member nations to adapt and make it into public policies for the welfare of the citizens.

Guidelines by WHO

- 1) Provide comprehensively integrated and responsive mental health and social care services in a community-based setting.
- 2) Strengthen effective leadership and governance for mental health.
- 3) Strengthen information system, evidence and research for mental health
- 4) Implement strategies for promotion and prevention in mental health. a guideline of WHO to all nations to introduce in there public policies.

These being the guidelines the government can also include and amend accordingly. where the population is high the government can open vocational training centres by which unemployment can be eradicated, upgrade skills of skilled workers by exposing them to new technology.

If one has regular connect with society and till when they can communicate with each other, community stress can be avoided.

India has a very beautiful network of Angan Wadi's every village and even in urban area specially in slums, these centres can be used to collect data as every Anganwadi worker is in regular contact of people living in the village, Angarwadi caters to working adults as a daycare centre for there children, they also keep track of pregnant women in the area, providing medical aid and advice. A lot of data can come from this Anganwadi Kendra. Health workers of Aasha who regularly work in villages and cities vaccinating children and regularly making sure that every child gets polio drops etc can be trained to provide

basic counselling and creating awareness about stress and other mental health issues in areas and villages. Electronic-media, government-owned TV channels, social platform, newspaper, radio broadcast can be used to make people aware. It is a massive way to connect with each every person in society. Mobile mental health care unite can also be employed if it needs a government of India has launched an app.' Arogya setu' to fight the pracademic it has tips to control the COVID-19(dealing with the physical health aspect) it should also include tips on mental health. We have a strong network for awareness and to get data school/colleges, institutions primary health centres, apps, social platforms, electronic- media, print media etc.

Being equipped and ready to face such major community stress issues and to create awareness can be useful in the growth of the nation. For all this, strong leadership with a strong local governing body is very important "Arogya setu" app is for the containment of the pandemic another app "Seva setu" was launched for the migrant labour across the nation. This platform has a good reached amongst the labour class who are deprived of mental health, this can be used effectively in counselling the lower middle class and labour class.

A team of health professionals including profounds from the mental health section are on board of the advisory committee of the government.

A lot is being pursued and a lot still needs to be done. Facing such pandemic is a jolt but, if not now when. It will take time for all of us

to get out of this situation and to get the whole system back on track is a yeomen task. The major concern is the physical and mental health of every citizen as well as the community as a whole.

“Sarva lokam sukhimam bhavantu”

Let the whole world be happy and at peace.

Chintayasha chitayasha bindumatram vishisayte

Chita dahiti nirjivam chinta dahiti jeevanam

There is only one difference in the spelling of the word chinta (stress) and Chita (cremation)

A lot of people including celebrities have taken their life during this pandemic, the reason being zeroed on was that they could share there feelings and fears with anyone. Same happens with a community, fortunately with the advent of outreach by mental health sector and a lot of NGO’s understanding the need for counselling during these times things on the mental stress front is being managed. It’s a war, and wars are to be won.

<https://services.unimelb.edu.au/counsel/resources/wellbeing/corona>

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CHAPTER 3

**PROFESSIONAL STRESS ON THE WORK PLACE FOR
NURSING STAFF: CAUSE AND EFFECT.**

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INTRODUCTION

Stress, in a specific way, have power to improve individuals' exhibition and personal satisfaction since it is sound and fundamental that they should encounter difficulties inside their lives [38], but if pressure becomes unbalanced, it loses its gainful impact and becomes harmful [26] though it is the response of individuals under tension or different sorts of requests put on them and emerges when they stress that they can't cope [16].

In any case, it is perceived that adverse occasions don't constantly trigger mental pain, which emerges just when forced requests are seen to surpass capacity to cope [23].

To understand that pressure is a state, not a disease, which might be experienced because of a presentation to wide range of work requests and can therefore add to a similarly wide range of outcomes [40], which may be related to concern of the worker's wellbeing and be an ailment or a physical issue, or changes in his/her conduct and way of life. This emerges from an examination that indicated that seventy five percent of administrators state that pressure antagonistically influences their wellbeing, joy and inhabitant life just as their exhibition at work [40].

Regarding the agencies, occupational stress represents a hazard to most organizations and its outcomes are money related ones either through pay installments for stress-related wounds, or through the low profitability of the agency [38].

Different variables are related with work related pressure and studies demonstrate that, notwithstanding unpleasant elements characteristic for nursing hierarchical administration qualities impact business related worry among nursing sector [40] and that wellsprings of stress shift in both nature and recurrence across nursing specialties [34].

THEORIES ON STRESS

Stress is a normally characterized as loosed term however, as far as the inside and outside unpleasant conditions. McGrath [9] proposed that pressure is caused when an individual imagines that an ecological condition takes steps to extend the individual's capacities, and if the individual does as such, he/she gets less awards than the normal ones. Likewise, McGrath underpins that if an individual feelings of dread the future and has low fearlessness, stress shows up, while Arnold and Feldman [10] propose that pressure is not quite the same as individual to individual contingent upon their responses to evolving circumstances. Williams and Huber[11] bolster that pressure is caused when an upsetting circumstance, interior or outside, goes on for quite a while and the individual sees it as a risk independent of it being in this way, demonstrating the relativistic trait of stress. A progressively broad definition is proposed by French, Kast and Rosenzweig [12], who accept that pressure is non-partisan, but when we exceed our cut-off points or are below them, burn-out or rust is caused separately.

CAUSES OF STRESS

Working environment

In this area, Gray-Toft and Adderson [13] concentrated on particular challenging conditions for nurses that influence their job efficiency while designing the Nursing Stress Scale (NSS), defining three causes of stress: the physical, psychological and social setting.

Potential work-related stressors include working conditions such as incorrect ventilation, lighting and inadequate temperature levels [14].

Cooper [15] accepts the idea that problems in dealing with stress associated with psychiatric or emotional distress may contribute to abuse, and there are many reports that support health workers. – Specifically nurses and clinic personnel – are especially affected by the possibility of physical abuse, especially in emergency rooms, which is a source of stress.

Interpersonal Relationships

Blair and Littlewood [16] accentuated the work connections are potential stressors. The conflicts with the associates and the lack of personnel resources are two causes of concern in this area. Another evaluation emerged that the absence of mutual support from subordinates and superiors and the lack of satisfaction with the chief assistants led completely to the existence of stress [17], while the Health and Safety Executives distinguish between the negative impact on workers' stress of lack of understanding and support from their chiefs [18].

Nature of nursing

By and large somebody turns into a medical caretaker since they need to help individuals yet when confronted by the reality of the operation, they quickly realized that it was not as they imagined it should be [19] given the notion of running errands and the connection of death and the scratching of dust [20].

Human services foundations are distinctive in size and nature, and medical staff are confronted with various work assignments and working hours-night shifts-work conditions-understaffing and stress-related circumstances-the misery and death of patients [15].

Another genuine stressor is that the wellbeing experts have constantly followed through on an overwhelming cost concerning irresistible illnesses on the grounds that because of the idea of their work they come into contact with organic perils people [21] as they utilize sharp gear like needles and through skin contact are presented to indistinguishable dynamic contamination threats from the patients by taking care of patients' blood and substantial liquids [22]. Aside from these, the concoction substances in the clinic alongside the utilization of hazardous prescription, for example, those utilized in chemotherapy, open medical caretakers to wellbeing dangers [23].

Organizational factors

Studies demonstrate that, notwithstanding nursing itself, authoritative and the board attributes impact the pressure medical attendants' involvement with work [24]. With respect to past research, an enormous piece of potential wellsprings of worry for medical attendants have all the earmarks of being hierarchical in nature including pressure creating nursing work circumstances, which can be of physical, mental or social nature [24,25].

Other than reactions to patients' physical and mental status, expanded employment requests, in view of the utilization of modern advances, rivalry among emergency clinics, nursing deficiency, work overburden, and absence of assignment self-rule and input, just as diminished headway openings, give off an impression of being significant determinants of passionate exhaustion [26, 27].

Word related worry among medical caretakers is related with an assortment of individual and institutional variables. For instance, Lee and Wang [28] found that an elevated level of word related pressure is identified with remaining task at hand and obligation, while for another person outstanding burden is the best free indicator of wellbeing and prosperity status [29].

Feature

Kahn (1964) has perceived vagueness and job strife as distressing qualities of the working job. Uncertainty can be characterized as the absence of clearness concerning the worker's objectives and obligations, while job struggle as the contention among proficient roles [30].

Worry in people or gatherings happens when their circumstance is excessively intricate, equivocal and muddled, just as profoundly requesting in regards to capability or when basic intends to manage the requests are not present [31].

As per the investigation, the lack of opportunity to rehearsal the expert job of nursing added to the stress creation [17], which is reliable with the discovery of an examination by 43,000 medical assistants in the USA, Canada, England, Scotland and Germany [32].

As indicated by another investigation finished by Kahn et al [30] roughly half or a greater amount of the gatherings of medical caretakers considered, expressed that they couldn't either at all or somewhat practice the expert job of nursing, which may demonstrate that attendants experience a contention between their desires for their expert job and the truth of their work. This contention is bolstered by the discoveries that an excessive amount of work creates the best pressure. Taken together, these discoveries may demonstrate a need to rehabilitate the quality of the job of the professional caregivers and raise the need for the specialist work of the German assistant [30].

These discoveries are reliable with an investigation directed in Greek Hospitals which demonstrated that word related worry of nursing experts is associated with the desire to change the expert job of nursing assignments and the diminished social affirmation of the profession [33].

Marshal recognized the home/work interface and satisfying others' desires for the job of the attendant as components of potential pressure identified with nursing [20].

A higher danger of the workers enduring a mental issue exists when representatives are focused on in light of the fact that they have to determine clashing needs, or have an absence of acknowledgment. Helping individuals who experience significant medical issues, albeit specifically fulfilling, can be an unpleasant circumstance when patients are not conscious of the endeavors made by attendants to help them [18].

Individual characteristics

Scientists have likewise presumed that word related pressure emerges from social game plans that are mostly dictated by the association of work [15] and the connection between these hierarchical variables and the qualities of individual workers [7]. At the end of the day, word related worry in nursing is, as it were, dictated by how effectively every individual medical attendant adapts to the activity related pressure factors in his/her workplace [17].

Probably the best reason for medical caretakers' pressure is their absence of planning in taking care of the enthusiastic needs of patients which causes tension inside the nursing staff [17].

For instance, Lee and Wang [28] found that an elevated level of work related pressure is identified with working experience and instruction.

Stress Consequences

Stress can have far-reaching consequences for nurses, which is why stress

Management is particularly critical as workplace tension has been reported as one of the main occupational health issues for workers [34] as well as one of the largest forced costs for hospitals [32].

Problems in staff's behavior

Stress can significantly affect singular attendants and their capacity to achieve assignments and all the more explicitly, poor dynamic, absence of focus, lack of concern, diminished inspiration and tension may hinder work execution making unique errors [35].

The entirety of the above can legitimately contribute towards non-attendance, diminished work execution, and eventually, burnout. Medical caretakers experiencing continuous pressure are bound to eat ineffectively, smoke and misuse liquor and medications, all of which can prompt antagonistic wellbeing conditions influencing individual prosperity errors [36].

A solid negative connection between medical attendants' word related pressure and employment fulfillment has been discovered, in view of which developing word related pressure brings about expanded turnover rate, which makes an ever increasing number of medical caretakers depart the nursing profession [37,33].

Mental problems

Word related pressure and its results on medical attendants' conduct can make mental issues, for example, tension, gloom, a sleeping disorder and sentiments of inadequacy [38].

Levi brings up that the National Institute for Occupational Safety and Health records mental clutters among the ten driving business related ailments or wounds and has answered to the World Health Organization that practically 75% of patients looking for mental conference face troubles with work fulfillment and stress [39].

Consequences on physical health

Enthusiasm for this region has been as of late animated both by proof that mental elements impact safe function [40] and expanding acknowledgment of the significance of understanding the job of pressure and other mental factors in the beginning and movement of procured immunodeficiency syndrome [41].

Just an extent of individuals create clinical illness when presented to a disease operator and seriousness and span of symptomatology differ

broadly among the individuals who do turn out to be sick. The purposes behind this changeability accordingly are not surely known and the likelihood that mental variables assume a job has gotten expanded attention 27].

Stress-related physical sicknesses incorporate coronary illness, headaches, hypertension, crabby gut condition, muscle, back and joint agony, and duodenal ulcer[38], though therapists who are keen on the job of mental factors in human ailments have concentrated essentially on coronary illness and cancer[42].

CONCLUSIONS

The audit showed that an incredible arrangement is thought about the wellsprings of worry at work, about how to quantify it and about the effect on a scope of result pointers. What was seen as lacking was an interpretation of these outcomes into training, and research that evaluates the effect of mediations that endeavor to direct, limit or take out a portion of these stressors.

In this way, it is essential to see how function related pressure influences medical caretakers, and what factors in their workplace cause the best weight. It is additionally vital to acquire information about medical attendants' working conditions, word related pressure and employment fulfillment information that may be utilized to diminish their word related pressure and increment their activity fulfillment. With an end goal to add to the improvement of such information, the Icelandic Nurses' Association (INA) teamed up with the Institute of Nursing Research at the University of Iceland on a study on remaining task at hand, working conditions, word related pressure, wellbeing, and employment fulfillment among Icelandic medical attendants.

Be that as it may, it isn't just hierarchical factors and errands that cause word related pressure. The association between hierarchical elements and the attributes of individual laborers likewise assume a huge job. As a result of various working conditions, training, economic wellbeing and the independence of medical attendants in various culture, it tends to be accepted that word related pressure contrasts among societies and nations. Thusly, there is a need to analyze business related worry among medical caretakers in various nations, and the discoveries of such investigations must be deciphered from the point of view of the socio-social environmental factors in which they are led.

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CHAPTER 4

THE APPLICATION OF GEOGRAPHIC INFORMATION SYSTEM AND REMOTE SENSING IN STRESSFUL SITUATION AND PUBLIC ADMINISTRATION.

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INTRODUCTION:

Geospatial knowledge describes the location and characteristics of the atmosphere, water, and sub-surface attributes. It is used for identifying, presenting and analyzing data with discernible spatial dimensions, such as land use, water supplies, and natural disasters. Geospatial information allows various statistics to be viewed visually in a map-based interface, which can make it easier for users to interact with and understand the data. GIS Geographic Information System (GIS) is a computer-based information system used to digitally represent and analyze the geographic features present on the Earth's surface and the events that take place on it [1]. GIS is positional data relative to the earth's surface. Comprehensive GIS consist involves data input from maps, aerial photos, satellite imageries, surveys and other agencies. GISfacilitate near real-time data storage and their retrieval and set up of various queries designed according to needs. GIS also facilitates data transformation, data analysis, and modeling of data, including spatial statistics [2]. Ultimately the usefulness is data can be represented as maps for reports and therefore, it can help in the planning resources and their effective management. When Remote sensing techniques combined with GIS, Remote Sensing offers rapid acquisition of data with generally short turn-around time at lower costs than ground surveys [3]. Starting from Wetland management as well as aquatic vegetation mapping Remote sensing extensively used to map real-time observation. [4]. Multispectral airborne and satellite imagery has been used extensively to distinguish and map aquatic vegetation [5]. The

application of GIS and Remote Sensing with the advent of higher-resolution sensors and multispectral (MSI) and hyperspectral remote sensing (HRS) imageries combines with GIS techniques has a lot of application in resource management, extreme climate prediction (flood and drought), mineral exploration, improving public health management, routing of traffic congestions, inventory management, groundwater exploration, and estimation etc. In this chapter, we will discuss the usefulness of remote sensing and GIS techniques in dealing with stress conditions. Around the world, public health organizations at all levels of government and the partners that support them are responding to pandemic COVID-19 the Wuhan Virus. Infectious disease by experts already experts declared as a pandemic. The geographic accuracy is essential in detecting and responding to any infectious disease outbreak, whether it is pandemic or a seasonal influenza, or local outbreak of food-borne illness. Based on extensive work with many department of healths (DOHs) in many countries the center of disease control, world health organisation and European center for Disease identified the Geographical information System (GIS) is very critical way to assesing, evaluation, tracking outbreaks, maintaining situational awareness, documenting disparity, ensuring focused allocation of resources (Vaccines and antiviral), notifying communities, and Minimizing the disruption caused by necessary community health interventions [6]. The current pandemic presents a major opportunity to leverage of GIS in the present situation and its role in health related problems. The web GIS can present local to global scenario on a single screen .

Information on geospatial matters A GIS is part of geo-information and is a computer program capable of recording, processing, analyzing and displaying related geographical information. A range of technologies such as Global Positioning System (GPS) and Remote Sensing satellites can be used to acquire geospatial data. Land surveyors, census takers, aerial photographers, police, and even ordinary people with a GPS-enabled mobile phone may use GPS or street addresses to gather geospatial data that can be entered into GIS. The attributes of the collected data, such as land-use information, demographics, landscape features or observations of the crime scene, may be entered manually or, in the case of a land survey map, digitized by electronic scanning from a map format to a digital format.

Environmental Stresses and use of GIS and Remote Sensing: The complexity of environmental issues like climate change, biodiversity loss, ecosystem health, natural disaster frequency, and intensity, population growth, food and water shortages, etc. increasingly calls for the integration of geospatial information, statistics and sectoral data for more effective and efficient monitoring of progress in the environmental pillar of sustainable development. Geographic Information Systems (GIS) can help establish the links between different types and layers of data by providing powerful tools for storage and analysis of spatial data and by integrating databases from different sectors in the same format and structure[7].

Temporal analysis of environmental data includes consideration of a variety of temporal and spatial problems at the same time. It is crucial

in order to reconcile the temporal aggregations of environmental data with those used in economic and social statistics in order to ensure their proper alignment, and sometimes a standard calendar or fiscal year does not match the complexity of natural events, the use of various time scales, longer or shorter time periods is often appropriate for the accumulation of environmental data over time. The importance of remote sensing is well known for the management of wetlands [8].

Extreme Weather flood and drought: Remote Sensing offer us near real time flood inundation mapping, flood damage assessment, flood hazard zone mapping, vulnerability analysis, inputs for flood modeling and forecasting. Each blocks showing its methodology used for the study the preparedness, responses, recovery and mitigation in case of floods in an area. Value-added flood items derived from satellite imagery showing flood severity can be used to control the disaster. Advance information on probable flooded areas can help scientists plan the acquisition of satellites beforehand, thereby minimizing the possibility of missing flood events for mapping. Floods caused by heavy rain can be forecast well in advance using products of earth's precipitation. TRMM and GEFS rainfall products can be tailored and used to classify local high rainfall events, including regional measured and forecasted rainfall. With disaster news available on the Internet, the high rainfall events reported can be counterverified. Open-source GIS software has the potential to produce the accurate products of the rainfall by using global products. Automatic procedures developed to generate high rainfall events along with detailed of district to basin

statistics attaining high rainfall can be useful in planning disaster management relief and rescue operations on the ground along with advance satellite data planning [9]. Measures of multispectral field reflectance were also used to classify and distinguish between wetland and aquatic plant species. In either the visible red or NIR spectral regions, the reflectance values of hydrilla submerged at depths of 15.0 to 30.0 cm could not be differentiated from those of non-turbid water. Chlorophyll and turbidity in the water contribute to the inability to identify underwater aquatic vegetation [10].

Remote sensing observations from satellites offer a unique tool set to study droughts and their ecosystem impacts. The unprecedented scale of global observations available have shed light on the drought phenomenon's biophysics and have led to new measures of drought for research and practical applications. Several recently launched satellite missions have provided information on atmospheric CO₂ and offered an opportunity to develop indicators for evaluating the relationship between water deficits and nutrient cycling. These indicators would be essential for assessing the impacts of drought and climate variability on ecosystem and biogeochemical processes. The combined amount of soil moisture and plant water, and vertical moisture profiles in the plant. Recent developments in microwave land emissivity remote sensing suggest that there are prospects for quantitative assessment of soil moisture and plant water content on the surface. The microwave emissivity information can be used to establish an measure of the combined quality of vegetation and soil water. Microwave plant

monitoring offers a specific way to determine the impacts of drought on plant dynamics and the width of a canopy [11].

Public Administration: Micro-level planning is a part of the decentralized process and has gained significance where the hierarchy of functions and their interrelationships at different levels could become possible with spatial and sectoral approaches in the context of the overall development strategy. The aim of the spatial approach is to identify the spatial distribution and use of local resources that are essentially needed to meet people's felt needs and to identify the distribution parterres of the existing and needed infrastructure to reduce the imbalance in the region 's development perspective [12]. From a regional viewpoint, Africa's second largest and second largest continent, which covers 28 percent of the globe 's land. Since land is the basic ingredient of food, water , power, fibre, and shelter. The land of Africa is home to massive, plentiful natural resources and has tremendous export potential to other nations, but the land of human origin only spends its 90 percent annual income for food to be imported from other nations. According to many scholars, the lack of information on the location of availability and the distribution of natural resources and the ability to monitor the progress and impact of development projects is the most important single weakness in Africa's efforts to develop.

Web GIS and Implementation of Public Polcies The dissemination of geospatial information over the Internet is an compliance consideration for providers of information. Internet enables access to

geospatial information at all levels of society, and offers a platform for the transmission of geo-related information without constraints on venue. Web growth and Internet expansion have two main capabilities that may be of great assistance. Firstly, the Web allows for visual data interaction. Clients can produce maps by setting up a Web Server. Because the maps and charts are available on the internet, other clients can access these updates to help speed up the process of assessment. Secondly, the data can be easily available due to the almost ubiquitous existence of the Internet. Clients will operate on it from virtually anywhere [13]. There are several levels of technology to publish map data on the Web, ranging from sites that simply publish static Web maps to more sophisticated sites that support dynamic maps, interactively custom maps and multiple computer platforms and operating systems. The most challenging map as regards Web GIS is the interactive one. A Special Interest Group (SIG) for Site Mapping is working within the Open GIS Consortium on issues related to Web-based GIS Publishing.

Conclusion: GIS work with remote sensing and global positioning (GPS) system for stress and public administration to supports decision taking through data incorporation and show results in comprehensible manner. In addition, a GIS is used to evaluate the relationships between the various data types (e.g. data on the environment and health). A GIS-based spatial decision support system 's fundamental analytical functions include the query analysis, the proximity or buffer analysis, the overlay analysis of raster or vectors, the neighborhood analysis, the network analysis, and with modeling. Spatial decision-making support

may be focused on the primary functions of the GIS, but these basic functions need to be improved for analysis and modeling. For example, a GIS may be connected to a model for food-security analysis that predicts grain yields from a range of spatial input data from remote sensing crop condition input, such as soil, environment, and topography. This model will work Be related to economic and demographic models that show where people live and the demand for grain from those settlements. The simple combination data, yield modeling, and an analysis of human demand and location provide food protection. Therefore, using spatial decision-making support system isn't simply an exercise of description but it is the ultimate outcome of how the world works with the environment functions. A crucial aspect of a spatial decision-support system is its focus on linking data to analytical instruments. Some analyzes use functions of spatial analysis often referred to as GIS modeling, in which multiple layers of data are combined to construct a new synthetic layer. This is also the Risk Management approach. For example , different environment, human population and climate data layers can be combined to provide a vector-borne risk map of the disease as a Service. Service. This product can be easily updated, and is also a tool for organizing limited resources. Spatial decision-support systems can also include numerical models, including forecast models that evaluate various alternative scenarios based on various public policy options through simulation in a map form. Usually this kind of decision-support is deployed for public planning and adinistration purposes. It could be useful as a way to combine several planning targets or conflicting possibilities to use a

specimen scenario. Here to mention that discision support system hints discision makers about possible alternatives.

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CHAPTER 5
POLICY AND DEVELOPMENT IN COVID-19 SITUATIONS

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INTRODUCTION

Indian Prime Minister Narendra Modi's address to the Indian residents on the situation of novel coronavirus (COVID-19). It was an appeal to put our fitness first on our priorities to ensure that the world is healthy. It had the solemn message of service as the highest duty in the time of crisis. we cannot feel everything is alright since the COVID-19 pandemic, a disease which has no vaccine and no cure, has affected more countries than both the great wars. Countries have made efforts to isolate and citizens have cooperated. India with a 1.3 billion population is a developing nation— the time and challenge of pandemic are extraordinary. We shall be affected as the globe is affected. Two main things required to fight the challenge— “Sankalp” and “Sanyam” (commitment and restraint).

Every citizen must follow his/her civic duty— we shall avoid getting infected and save others from infection. He exhorted the citizens not to go to crowded places, not to go out of home— social distancing is most essential and useful. Overconfidence and hubris that nothing will happen to us is misplaced- it is an injustice to others. Work from home. All senior citizens (above 60) should remain isolated at home.

People not to load the hospitals— no routine checks and postpone elective surgeries— to de-stress medical systems. The nation of the constitution of a COVID-19 economic task force, which will be in touch with all stakeholders, and will decide in near future on steps to

mitigate economic stress and ensure all steps are seriously implemented.

All rich people take care of the economic interests of all these service providers, to give them full salary since they must take care of their families. There shall not be shortage of milk, food, medicines. All steps are being taken to ensure supply does not stop. He appealed not to hoard essential commodities. It was an appropriate, concise and relevant appeal covering all essential areas where a battle needs to be mounted in the ongoing war against the novel coronavirus outbreak.

The community spread of COVID-19 in India has not started, according to authorities. About 80 districts and a dozen states have gone into lockdown, which is an expeditious preventive step to stop the virus from spreading in community. This will surely lead to breaking the chain of transmission. In countries, where community transmission has reared its head, health systems have crumbled, markets have crashed, and unemployment has peaked to unprecedented level. Global economic recession is inevitable due to disruption of supply chains, manufacturing and employment.

DATE ANALYSIS

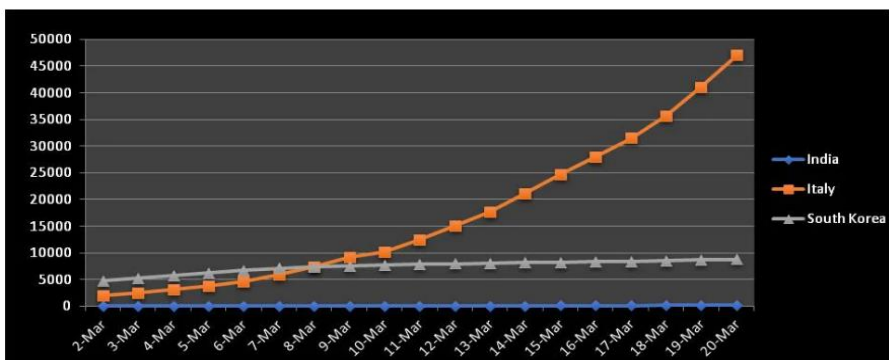
COMPARISON WITH ITALY

If we strike pre-emptively, we are surely not going the Italy way. Data suggests direct comparison of COVID-19 scenario and progression in India with Italy is not warranted. Italy has the second largest geriatric

population in the world, with average age of corona related deaths being 81. The healthcare system is mostly single-tiered with direct admissions to emergency care in normal times, and thus everyone from mild to severe cases loaded on to tertiary facilities, leading to unenviable triage and selection of sick people for prioritisation of treatment leading to many deaths. Moreover, it is directly on the China Silk Route with direct connectivity to Wuhan. It was a little late in preventing entry of the contagion, and the result is apparent. Lastly, the people greet with physical contact and kissing as part of the culture, turning the entire society into a Petri dish for viral propagation.

The following chart compares epidemic progression in March, 2020 for India, South Korea and Italy, clearly showing the vast gap in cases reported and resulting casualties. It also reflects South Korea's success in mitigation and control with contagion stabilizing over the past week.

Covid-19 positive cases in March,2020 in Italy, India and South Korea



WHERE WE STAND

The epidemic assuming exponential progression in March with India graduating to stage 2 of the pandemic. However in India, we have not been able to ensure contact tracing resulting in many asymptomatic cases going undetected who are currently moving around and spreading the contagion involuntarily. The death rate obtained from simply dividing deaths with cases is ~ 0.018 , much lower than the rest of the world. ICMR has changed the testing strategy to test all symptomatic cases and their direct and high-risk contacts, escalating from testing only symptomatic international travelers. Symptomatic contacts of laboratory confirmed cases, symptomatic health care workers, and all hospitalized patients with Severe Acute Respiratory Illness (fever AND cough and/or shortness of breath) will be tested as well. It is still majorly constrained and may not assist in containing the communal spread.

BEST-CASE SCENARIO

Indians have an inherent immunity and the virus dies down in ensuing summer heat.

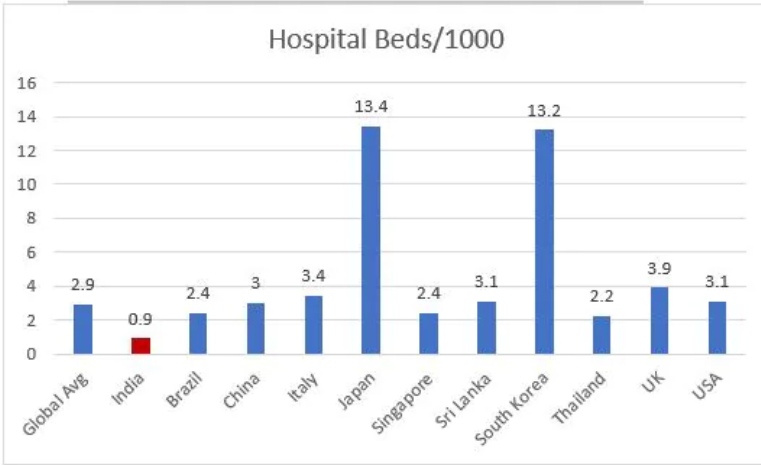
WHO predicts that heat and humidity do not slow down infectiousness and spread of COVID-19. To quote “From the evidence so far, the COVID-19 virus can be transmitted in ALL AREAS, including areas with hot and humid weather.” The second phase in the fall (after summer) may be more severe like 1918 Spanish Flu pandemic if we

are not ready with vaccine or treatment by then. COVID-19 has spread in hot climates so far and thus there is little leeway for us to put our guard down and throw caution to wind. Given such unpredictability, our strategy and preparation must be for the worst-case scenario while hoping for the best.

WORST-CASE SCENARIO

With India's numbers of population, even small percentages shall generate millions of cases. We may expect a run on medical facilities when a huge number of people get affected at once. Even the best health systems like that of Italy have crumbled when they faced a run and got overwhelmed due to community transmission leading to a deluge of cases requiring hospitalisation. Given the sitrep, India is least prepared for handling such an outpouring. Hence our best strategy is proactive containment and prevention of community spread.

HOSPITAL BEDS PER 1000 POPULATION



Source: World Bank (Beds/1000 Pop)

Critical Care Hospital beds per 100000 population

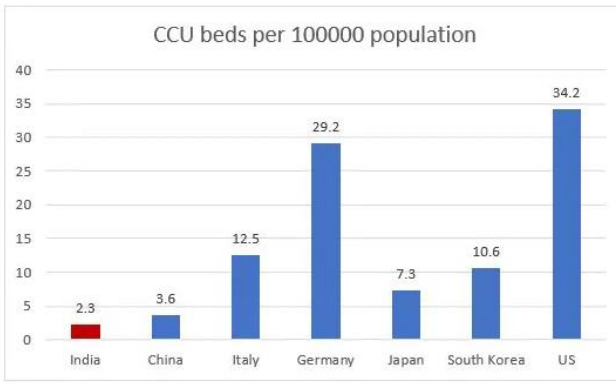
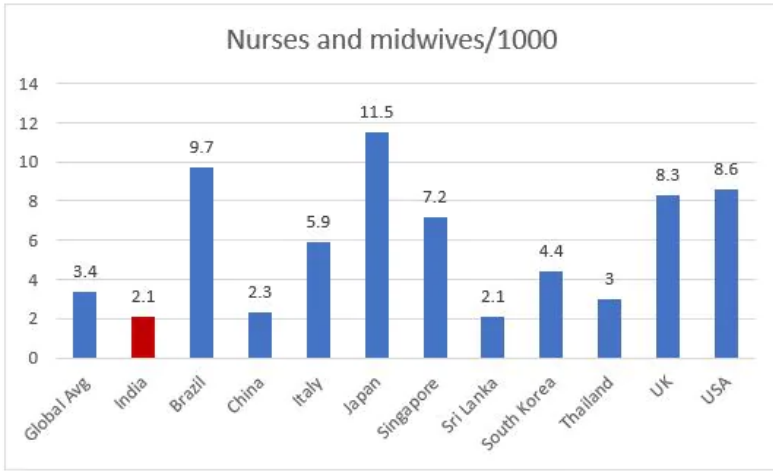
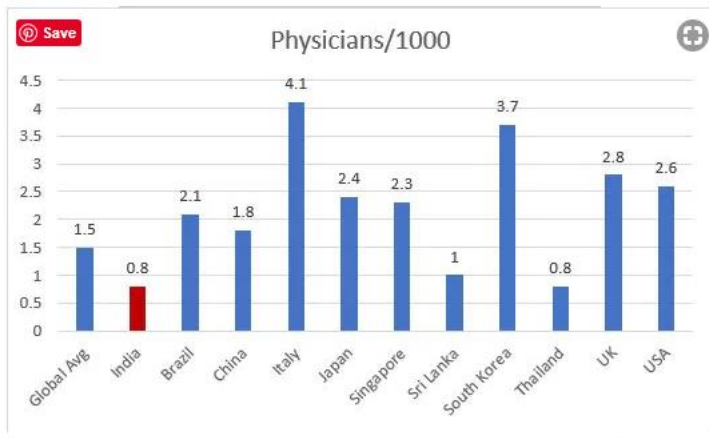


Figure 6: Nurses and midwives per 1000 population



Physicians per 1000 population



Recommended strategy

Amid a very unpredictable pandemic scenario, COVID-19 presents us some actionable certainties. First, we know there is no immunity

against it and the entire population is at risk of contracting it if exposed. The virus spreads through proximity of infected persons who spread it through aerosols and nasal secretions. It is not airborne. So, we need to be within a metre of an infected person to get the contagion. It can survive on various surfaces for up to 72 hours, and this is a major route of transmission in the community.

WHO's strategic objectives for this response are to:

1. Interrupt human-to-human transmission including reducing secondary infections among close contacts and health care workers, preventing transmission amplification events, and preventing further international spread
2. Identify, isolate and care for patients early, including providing optimised care for infected patients
3. Identify and reduce transmission from the animal source
4. Address crucial unknowns regarding clinical severity, extent of transmission and infection, treatment options, and accelerate the development of diagnostics, therapeutics and vaccines
5. Communicate critical risk and event information to all communities and counter misinformation
6. Minimise social and economic impact through multisectoral partnerships.

Two fundamental strategies are possible:

(a) mitigation, which focuses on slowing but not necessarily stopping epidemic spread – reducing peak healthcare demand while protecting those most at risk of severe disease from infection, and

(b) suppression, which aims to reverse epidemic growth, reducing case numbers to low levels and maintaining that situation indefinitely.

The strategy for India is outlined briefly as follows:

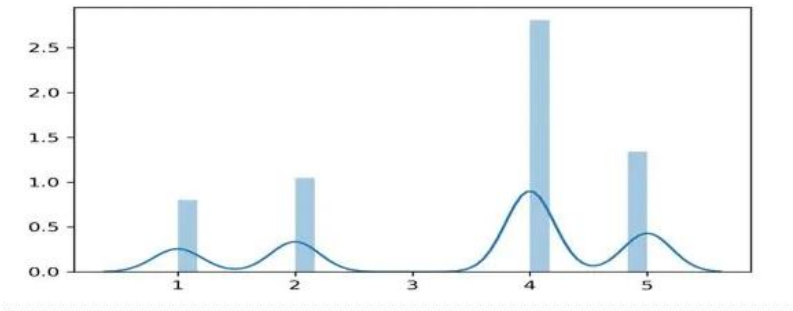
1. Travel Restrictions

These are already in place. Studies show once the virus has entered the community such restrictions are only mildly effective. Only transmission-reduction interventions will provide the greatest benefit to mitigate the epidemic. The restrictions, however, have psychological effect that the government is doing something for the safety of its citizens.

2. Social Distancing

To beat COVID-19, social distancing is a must. We need to stay at home and venture out only in case of essential needs like food and medicines. Avoid gatherings, greet from a distance, wash hands regularly and stay a metre apart from people.

Sentiment Analysis of Twitter feeds around Corona Virus in India- 1 is very negative, 5 is very positive.



The scale is from negative to positive starting from 1 from 10 to 20th March 2020. It's the time around Prime Minister's address to the nation on coronavirus. The mood of the people seems positive and upbeat giving hope that India as a community shall put up a disciplined and sustained fight to counter the pandemic as well as economic challenges.

3. Test, Track, Treat and Isolate: Surveillance and response

Director General WHO has given a singular clarion call to nations to “test, test and test”. India is just not testing enough! Prioritise active, exhaustive case finding and immediate testing and isolation, painstaking contact-tracing and rigorous quarantine of close contacts.

We have an extensive system of surveillance in the country under vertical disease control programmes like National Tuberculosis Program. The net of National Health Mission is extensive and its

reporting systems robust. We may press the surveillance systems in practice for keeping a close watch on evolution of COVID-19 in the country. Expand National Communicable Disease Surveillance Programme, NIC's Disease Outbreak Monitoring Call Centre and Influenza Surveillance Networks but they must essentially report to a single agency.

IDSP (Integrated Disease Surveillance Programme) may act as the nodal agency for syndromic reporting. NCDC may report to it in place of working parallelly. We already have notified helpline numbers and email addresses for communicating with public. Any report of suspected case must be investigated, tested and its contacts traced for quarantine and isolation.

At the grassroots, ANMs and ASHAs may be trained to identify and report suspected cases for further necessary action, and to communicate with local public on importance of social isolation and other suggested measures announced by the government.

We also need to keep a close watch on food security and maintenance of essential services across the nation with active involvement of local bodies.

4. Map and engage Health infrastructure and personnel at all levels

We need to map medical facilities, availability of beds, personnel and equipment including critical care- both public and private and requisition necessary reservation to meet surge capacity in demand for treatment of COVID-19 cases in eventuality of it spreading on large scale.

It is better to be prepared in advance when the course of the disease is largely a guessing game.

It is suggested that quarantine and isolation, which require high degree of discipline and monitoring (given many instances of patients running away from hospitals) may be placed under Director General Armed Forces Medical Services (DGAFMS), with Ministry of Health and Family Welfare providing all logistic support when required.

5. Stock PPE and other essential supplies

Doctors and nurses have made fervent appeals for adequate provision of Personal Protective Equipment (PPE) to governments in countries facing big surges in COVID-19 infections, with some having died when constrained to deal with patients without adequate protection. Some months back, such a scenario would have sounded surrealistic to almost all, but now world is facing such a reality and struggling to cope with it.

To ensure enough and steady supply of PPE, ventilators and other critical care equipment, tubing, essential drugs, disinfectants etc. to our first responders in the field and medical community we need to assess installed capacities for manufacture and stockpile all of these commodities or meeting surge demand, modelling for worst case scenario. With the world in a lockdown and supply chains blocked, we must essentially rely on our own capacity to manufacture the items.

Even if we face a mild outbreak, these stocks can be used later.

It is also an apt time to reclaim our self-reliance in manufacturing APIs for essential drugs and laboratory reagents for testing. There are reports of high throughput systems of test manufacturers running out of reagents, and that may severely retard our already meagre capacity of testing.

There is a need for wartime urgency to amp manufacture of masks, respirators, ventilators, sanitisers, hazmat suits etc. like the UK who have engaged private manufacturers of cars and luxury goods to produce essential medical equipment.

6. Risk Communication and Community Engagement (RCCE)

“Proactively communicate and promote a two-way dialogue with communities, the public and other stakeholders in order to understand risk perceptions, behaviors and existing barriers, specific needs, knowledge gaps and provide the identified communities/groups with

accurate information tailored to their circumstances. People have the right to be informed about and understand the health risks that they and their loved ones face. They also have the right to actively participate in the response process. Dialogue must be established with affected populations from the beginning. Make sure that this happens through diverse channels, at all levels and throughout the response.” - WHO It is also essential to communicate with citizens to curtail rumors and allay apprehensions and anxiety due to uncertainty in the situation.

7. R&D

A freely available dataset CORD-19, which is a resource of over 44,000 scholarly articles, including over 29,000 with full text, about COVID-19, SARS-CoV-2, and related coronaviruses is provided to the global research community the White House and a coalition of leading research groups.

Since not much is known about the novel virus, Indian medical research institutions may take up the research in collaboration with WHO and other agencies to establish facts on viral transmission routes, disease progression, disease course, immunity, vaccination and therapeutics of the novel coronavirus. Besides adding to the global knowledge, it shall help India to fine tune the response and plan better. Now I discuss four topics in some detail-

1. How to keep people gainfully engaged while situated at home.
2. Solidarity clinical trial of WHO for finding a cure.
3. Economic measures to combat recession.
4. Geopolitical cooperation

Fighting the pandemic of inevitable economic recession

Experts are unanimous in their assessment and prediction of worldwide recession in face of the COVID-19 pandemic. While the pandemic is foremost a public health emergency it is likely to depress global GDP growth to below 2.5%- the threshold for recession for world economy.

UNCTAD's director of globalisation and development strategies, Richard Kozul-Wright says "No one saw this coming – but the bigger story is a decade of debt, delusion and policy drift." A combination of asset price deflation, weaker aggregate demand, heightened debt distress and a worsening income distribution could trigger a more vicious downward spiral.

The crisis is most likely to adversely effect small and medium enterprises (SMEs), and workers in casual and daily wage employment in the informal sector, which NITI Aayog estimates as 81% of all employment in the country . The wages and working hours are likely to be adjusted downwards across leading to increased poverty and depression of demand.

The investor and consumer confidence are already showing signs of depression. Governments need to actively interfere and ensure financial security as appeals to good sense of businesses themselves at the verge of closure due to insidious effects of pandemic may not work.

As witnessed in previous crises, the shock to labor demand is likely to translate into significant downward adjustments to wages and working hours. While self-employment does not typically react to economic downturns, it acts as a “default” option for survival or maintaining income - often in the informal economy. For this reason, informal employment tends to increase during crises. However, the current limitations on the movement of people and goods may restrict this type of coping mechanism.

OECD Interim Economic Outlook Forecasts of March 2, 2020 has adjusted India’s forecast downward by -1.1 from November 2019 forecast for the year 2020 pegging it to 5.1%, whereas for 2021 it is adjusted downward by -0.8 to 5.6%. (Like the rest of the world, India is also looking at long term adverse effect of the pandemic on economic growth.

Taking cues from many countries which have put in place immediate measures like cutting interest rates and announcing financial packages to address imminent recession and consequent unemployment, India’s ministry of finance needs to act promptly in announcing a slew of confidence building fiscal and monetary measures. This is a great time

to put some cash in the hands of Indian public who are not only facing immense uncertainty on the health front but are directly glaring at widespread loss of livelihoods and dip in incomes. The financial inclusion steps taken by the government in the recent past shall come in handy at this time. Most vulnerable populations like casual workers, daily wagers, informal sector workers especially need to be covered, and the steps need to converge with assurance of food security to their families.

Wage subsidies need to be provided to MSMEs to enable them to keep workers on the payroll. For the middle-income groups, temporary rebates in income tax and mortgage relief may be looked at. These may be back-loaded over time after the crisis is over if our revenues do not allow complete waivers.

Fiscal and monetary easing is the call of the hour and its prompt announcement shall give much needed security and confidence to millions of workers and their families in the face of grave concern and uncertainty the pandemic has presented. At the same time government must engage in constructive dialogue with all stakeholders like industry groups, labour unions and social organisations to allay their fears, address their concerns and extend immediate help as and when required.

Lending and financial support to critical sectors especially health to provide health access to all is the need of the hour. In this

unprecedented time, we need to work together, work with fortitude and keep our spirits and confidence high.

Geopolitical engagement and regional leadership

We have seen China manoeuvre very quickly in the geopolitical space conceded by the US due to its delayed realization and steps to counter the disease. While US and other developed nations are still weighing containment strategies, and allow an uneven response across regions, China has clearly emerged as the Country the world is looking up to for guidance, aid and assistance in fighting the pandemic. When no European state answered Italy's urgent appeal for medical equipment and protective gear, China publicly committed to sending 1,000 ventilators, two million masks, 100,000 respirators, 20,000 protective suits, and 50,000 test kits. China has also dispatched medical teams and 250,000 masks to Iran and sent supplies to Serbia, whose president dismissed European solidarity as "a fairy tale" and proclaimed that "the only country that can help us is China." Alibaba co-founder Jack Ma has promised to send large quantities of testing kits and masks to the United States, as well as 20,000 test kits and 100,000 masks to each of Africa's 54 countries. In previous global crises like 2008 financial crisis and 2014 Ebola epidemic- the US led the global fight whereas the current US seems to have abdicated the role by looking completely inwards. It has faltered there as well. A global political leader draws the authenticity for its rule through legitimacy of its governance, freedom of its institutions and an

inclusionist and benevolent policy outlook. India enjoys such legitimacy and scores over China in this regard.

With China's offer of help with protective equipment like masks, testing kits and medical personnel, world is finding it difficult to hold the grudge against it for violating WHO IHR(2005) guidelines, and keeping the world in dark about origin and spread of a potential PHEIC (public health emergencies of international concern) before it became a pandemic. Instead its Wuhan model of control of pandemic is seen as ideal for suppression of the transmission of infection and prompt regress to socio-economic normality.

India has done well in joining the videoconference held by China on COVID-19 lessons and successful combat strategies. Our prime minister's effort to bring the SAARC nations on one platform to fight the pandemic and the pledge of help other nations in the time of crisis is states manly and strategically apt.

While keeping the universal flight directive of wearing your own mask first before helping others, we must take the lead in production of essential fever & cough medicines, PPE and medical equipment in our readiness for the internal fight and helping the neighbors in time of their crisis. Such an opportunity for good will and friendship must not be frittered.

I conclude by saying these are extraordinary times. With the pandemic unfolding rapidly, information, knowledge, guidance and multilateral

collaboration are also becoming available fast for us to fine-tune our combat strategies.

While the politicians have an unenviable responsibility of taking decisions on strategies to control a novel pandemic with no known cure in a period of grave concern and uncertainty, every individual acting preemptively can make huge difference by breaking the chain of transmission. India's communities have always come together as one to work and assist in times of crisis. I am hopeful that together we shall be able to overcome this one too with minimum loss to life and livelihoods.

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CHAPTER 6

ROLE OF COMMUNITY PARTICIPATION IN A PANDEMIC SITUATION OF COVID-19

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A sudden outbreak of coronavirus disease 2019 (COVID-19) caused by infection with severe acute respiratory syndrome has happened since December 2019 in Wuhan City, Hubei Province, a central city in the People's Republic of China. It is the biggest battle since the disease is spreading so fast with high prevalence, and the prevention of the transmission has involved all people in the country. While at global level, the strategy and coordinating mechanism to control COVID-19 need to be addressed at the earliest and in particular, three questions need to be addressed as (i) how to take the emergency response actions effectively in different countries? (ii) how to mobilize resources quickly with strategic ways? (iii) how to encourage people proactively and orderly to participate in this battle against COVID-19 from different regions of the world?

Nevertheless the governments of various countries around the globe are taking strategic steps to tackle this health issue. But government alone cannot shoulder up this responsibility especially in developing and underdeveloped countries. So, there arises the need for community participation, Non- Government organisations, Non-profit Organisations and philanthropists to play a major role.

Community participation is essential in the collective response to coronavirus disease (COVID-19). Communities clearly want to help. Millions of volunteers across the world have sprung up to help the citizens during these difficult times. Global health guidelines already emphasise the importance of community participation. Good mechanisms for community participation are hard to establish rapidly.

Meaningful relationships between communities and providers should be nurtured to ensure sustainable and inclusive participation.

So how can we create constructive participation in the context of emergency responses to the COVID-19 pandemic?

- Governments should immediately set up fund specific community engagement taskforces to ensure that community voice is incorporated into the pandemic response. This requires dedicated staff who can help governments engage in dialogue with citizens, work to integrate the response across health and social care, and coordinate links with other sectors such as policing and education. This engagement will require additional resources to complement existing health services and public health policy. Dedicated virtual and physical spaces must be established to co-create the COVID-19 response, with different spaces tailored to the needs of different participants.
- Those working to address COVID-19 in the health and social care sectors should look to existing community groups and networks to build coproduction. Engagement with such groups is needed to include their voices in local, regional, or national responses to the pandemic. They should ensure how the most marginalised are represented and ensure front-line providers have a chance to feed into service improvements.

- Policy makers working on the COVID-19 response should ensure citizens understand that their voices are being heard. Showing how policy responses or local actions address specific concerns will help communities believe that their wellbeing is valued and their needs addressed, which in turn will help increase compliance with restrictions and encourage sharing of creative solutions.

The pandemic has amplified issues that community development organizations have been struggling with regard to the funding agencies also. To help realign, funding agencies should also be involved to:

Fund community “responders” Today’s needs are both critical and evolving. The ability to respond will be limited to reach without budgets that ensure community development can stay afloat and assist.

Adapt existing grants to engage the unknown. The world has changed for all of us, it is testing times especially for those who are facing financial crunch. As our needs are changing, help people consider converting liquid assets into cash, draw a part of the amount from Employee provident fund, and surrender policies etc. as this may help effectively tackle the emerging financial needs of the situation.

Respond. This virus is quickly changing the world. If we’re going to stay ahead, there is a need to pick up the phone and be as expedient as possible with funding and grant amendments so that work can go on uninterrupted.

Create new latitude when it comes to reporting for the next year.

Organizations need flexibility. If we spend our time filling out cumbersome applications and reports from a world that no longer exists, it's going to negatively affect our impact. Together, let's come up with faster and more efficient ways to communicate. Give new opportunities to share and show work and progress.

Provide patient capital. The effects of this pandemic won't be resolved in 12 months. There is a need for support for the long haul—beyond the headline moments, outside narrow fiscal years.

Don't leave, but continue to lean into community development. In times like these, philanthropy may want to shift foundation resources to deal with immediate needs exclusively. While we understand the urgency, know that your funding commitments have made strides in affordable housing, land banking, generational wealth creation, and neighbourhood stability. The way this crisis is highlighting the connection between health and housing points out that the work community development already does is not only a crucial part of the recovery, but of being better prepared for the next one. This is important work and it needs more funding opportunities for the hard road ahead.

“Large funders should set aside some of their energies and funds for the longer haul.”

Looking at COVID-19 from a disaster-lens, I fear that we run the risk of funnelling all our resources into relief and rescue, while ignoring the critical component of rehabilitation. So, while large commitments to manufacturing masks and sourcing ventilators are welcome—and much needed, we also need to think about those who are on the brink of vulnerability to the virus, and those struggling with hunger and homelessness. Rehabilitation would ensure that the homeless, hungry, and jobless get self-employed or re-employed and have access to food and income security. With this in mind, large funders should set aside some of their energies and funds for the longer haul.

Listen, adapt, and act

Lastly as funders, it is most critical to respond to voices from the field. There is a need to re-look at budgets and ensure that whatever support is given, is done in time. This could mean funding something as direct as ventilators and masks, or costs as indirect as HR, administrative expenses, utility bills, and so on. As the pandemic takes its course over the next few months, there is a need to review initiatives periodically, keep adapting and changing what is not working, and continue providing support wherever required.

Encouraging people proactively and orderly participate in this battle against COVID-19

It is very much needed to educate people about the effects, consequences, their responsibilities towards fellow citizens in the battle of this pandemic. It is important to protect the community from exposure to the infection; all residents in the potential risk areas should be encouraged to stay at home, which is an effective way to block the transmission routes. Local community health workers and volunteers, after the specific training, proactively participate in screening the suspicious infections, and help in implementing proper quarantine measures by providing support services, such as driving patients to the mobile hospitals. All these activities should be logistically managed at the community level.

At the same time, from medical care side, the medical doctors and nurses should provide medical care for the confirmed cases, and take emergency response to rescue severe patients to reduce the fatality. While epidemiologists working in centers for disease control and preventions provided the statistical results for the dissemination of epidemiological data correctly, and provide the well-prepared datasets for the decision makers for coordination of necessary resources, and many health workers investigate the suspected contactors for quick medical quarantine of the suspected cases at the community level.

CONCLUSIONS

To summarize, COVID-19 is a new disease that has caused great impacts to the people's daily life extraordinarily. We, as a community of shared future for mankind, need to take collectively and quickly strong emergency responses as a battle against our common enemy, the new coronavirus, all over the world. All partners of international community and country leaders are encouraged to proactively take strategic actions to fight the COVID-19 together. Hard times will end finally, and definitely there will be a blooming spring soon.

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CHAPTER 7

ORGANIZATION CHANGE: COPING MECHANISM IN HUMANITARIAN CHALLENGE AMID COVID19 PANDEMIC

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ORGANIZATION CHANGE: CONCEPT

The terms '*change*' is referred to as a system of discrete episodic changes that happen in one or more organizational domains like people, structure, and technology (Romanelli & Tushman, 1994). Daft (2005) said that adoption of new idea or behavior by organization is known as change. Kamarck (2004) in his research revealed that direct relationship exists between organizational change and organizational objectives. The careful planning helps in attaining corporate goals and objectives leading to competitive advantage.

Change is defined as modification in ongoing organizational strategy and existing organizational culture in lieu of fluctuating environmental structure, people and technology. The characteristics of change are:

- 1) Internal and external forces are responsible to bring change.
- 2) Change affect various segment of organization
- 3) Change helps organization in dealing with uncertainties and adversities.

Organizations functions in an open system implying that organizations continuously interact with external environment. The organizations need to adapt and change its internal systems in response to change in its external environment. Various external factors creating organizational need for change are:

- 1) Government Laws and Regulations
- 2) Market situation
- 3) Economics

4) Technology

The different internal forces that drive organization to change are:

- 1) Low employee performance
- 2) Low employee satisfaction
- 3) Internal conflict
- 4) Leadership

Different society have put forwarded their thoughts on concept of change management, describing change management as:

- **Systematic Process**

“Change management is the formal process for organizational change, including a systematic approach and application of knowledge. Change management means defining and adopting corporate strategies, structures, procedures, and technologies to deal with change stemming from internal and external conditions”

-Society for Human Resources Management, 2007 Change Management Survey Report

- **Mode to lead and manage people**

“Change management is a critical part of any project that leads, manages, and enables people to accept new processes, technologies, systems, structures, and values. It is the set of activities that helps

people transition from their present way of working to the desired way of working”.

-Lambeth Change Management Team, Change Management Toolkit.

- **Tool of competitive advantage**

“Change management is the continuous process of aligning an organization with its marketplace—and doing so more responsively and effectively than competitors”.

-Lisa M. Kudray and Brian H. Kleiner, “Global Trends in Managing Change,” Industrial Management, May 1997

TYPES OF ORGANIZATIONAL CHANGE

Organization change is broadly categorized into four categories viz

(i) Organization wide versus subsystem change (ii) Transformational versus incremental change (iii) Remedial versus Developmental change (iv) Unplanned versus Planned change.

Organization-wide Versus Subsystem Change

The Organization-wide change is a planned, large scale transformation in organizations. This type of change is responsible for overall change in organizational structure. This usually involve collaboration, organizational restructuring. Organization-wide change dealt mostly on major collaboration or rightsizing, and restructuring. Organizations undergo this type of change in different level of business life cycle

that may consider a change for example, from highly reactive entrepreneurial organization into stable and planned development (McNamara, 2006). Example of organization wide change is cultural drift in organization

The scope of subsystem change is smaller in comparison with organization wide change as subsystem change includes addition or removal of a product or service, reorganization of a certain department of organization, or implementation of a new process to deliver products or services.

Transformational Versus Incremental Change

“ Transformational change consists of radical and fundamental change that may arise from change in organizational structure and organizational culture following the top-down hierarchical structure to an approach that requires large amount of self-directing teams” (Beer and Nohria, 2000). Transformational change is also known as quantum change. Example Business Process Re-engineering.

While the Incremental change is continuous improvement as a quality management process or implementation of new computer system to increase efficiencies.

Remedial Versus Developmental Change

At times need of organization is to bring amendment in current situations. The remedy or solution organization seeks remedy for prevailing situation in organization for examples improper

functioning of product. Remedial changes are implemented by organizations as remedial project to resolve organizational issues

A verge to continuously improve the existing processes of organization is known as development change. This type of change makes ventures more successful. Example increasing customer base.

Unplanned Versus Planned Change

Organizational functioning is usually full of uncertainties. Outbreak due to environmental constraints poses challenges' for organization. Organizations' usually become reactive due to disruptive situations. In such situation unplanned changes occur. Examples CEO of company suddenly leave the organization.

Planned change is the change when there arise a need to change. Complete change strategy is framed to bring requisite change in the organization.

COMMON EXAMPLES OF WHEN CHANGE MANAGEMENT IS NEEDED

“The **only constant** in life is **change**”-Heraclitus.

Organizations face change every day whether it is a simple one in their workplace set up or a schedule and expected change in the market conditions. Only those companies outperform who have

effective and efficient change management practices, a claim made by Mc. Kinsey and company. But it is always easier said than done as majority of companies got failed in their change management due to a plethora of reasons. So it becomes critical for them to cautiously chalk out whether there is any necessity for introducing change or not and if yes then how they are going to incorporate those changes in the very first place. Some regularly occurring situations can give a signal to companies for the same.

1. When something new is happening

Every change is important for an organization whether it is big or small. A small change in the management policies and procedures is equally significant as a large change like bringing new technology. Because both the changes require preparedness at the end of employees. It is essential for organizations to clearly state their intentions and expectation while bringing any change for its smooth implementation.

2. Fixing the broken parts

As time passes, the processes and system which a company follows go outdated. There is a constant requirement of upgrading the processes, structure, tools, and equipment. Sometimes systems require a complete overhauling by replacing the old ones with the new and different model. The process of fixing the broken parts is not that easy as it seems. It demands effective communication between

management and employees. Managers can lay down the path for their employees for better adaptation.

3. When the company is lagging behind

The business of a company is not the only story of sales numbers. Lack of infrastructure, outdated technology, and older hardware and software could create outages which can limit the ability of a company to perform in the market.

4. Keeping an edge over competitors

All those organizations who want to lead in the market need to be proactive while dealing with the changes. Even the company that is lagging behind has to adapt to the changes later. Here the preparedness of the employees is crucial while adapting to the surrounding changes.

5. Balancing the employee need and supply

Change management is also required when there is a call for balancing the HR demand and supply. Every new replacement has to be trained properly for adapting to new working methods, communication preferences, and styles of leadership.

6. During crisis

Unforeseen changes like abrupt economic slowdown can create huge damage for the organizations. Although managing with gradual

changes is itself a challenging task, dealing with abrupt changes requires a lot of resilience. It is incredibly overwhelming for employers and employees. It is often a more complicated situation for companies which don't have any change management experiences on their staff.

ORGANIZATIONAL CHANGES DURING COVID-19

Although organizations are learning to innovate and adapt to the external environment changes regularly but pandemics and unforeseen challenges like Covid-19 pose an adverse impact on the company's business. This pandemic demanded rapid adjustment in the workplaces and the way business operates. Companies are discussing digitalization from so long but this time they were asked for its instant implementation and that too at breakneck speed. Luckily, due to technological advancement, now work from home is not difficult. We have Zoom, Skype, Google Meet; WebEx with us for making our lives a little easier. These applications have saved many organizations like anything during this COVID-19 crisis. But when a change is implemented in an organization, it doesn't not only touch technical aspects but it also crate hug emotional and cultural impact. However, the uncertainty, volatility, complexity and ambiguity of this crisis have laid down many challenges before organizations.

1. Complete Cultural Shift

There is a complete cultural shift that took place in organizations during Covid-19. Moreover, the speed of change was so fast which no one could have ever imagined. Most of the organizations were not at all prepared for this problem. The change in the working style and the way businesses are operating now was never expected. Earlier working from home was an option for some of the employees. But today it is a rule with few exceptions. In addition to it, the employees are not only working from home but they are physically separated for an uncertain period.

2. Work from Home is a New Normal

Most of the companies are asking their employees to work from home. And it has become an unprecedented exercise. Although working from home may not be the new thing, but the speed, at which it was demanded, has left the organizations and employees grappling. They are not only supposed to find a way for ensuring the continuity of business with minimal disruption but they also required to do it safely and securely.

3. Work-Life Balance is a Challenge

In this new normal of work from home, the boundaries between personal and professional lives of employees are blurred now. The home lives of people have been completely shaken and families are struggling hard to manage it. Moreover, most of the employers remain

suspicious over real contribution of their workforce since that close monitoring is not possible now.

4. Integration of Technology in the Culture

The success of new ways of working not only depends upon IT but how well the culture of the company is maintained. Since man is a social animal so there will be a need for personal interaction. Technology can never replace that personal touch. The readiness of employees, their mental and emotional makeup for adapting this abrupt change should also be taken into consideration.

5. Communication is more crucial than before

Earlier, platforms like whatsapp and slack were seen as an informal way of interaction but now they have become norm to be in touch with people. If an organization doesn't have a good communication system, it would be difficult to coordinate with people. This crisis demands complete transparency and accountability on part of employer and employee respectively.

MOST COMMON CHANGE MANAGEMENT CHALLENGES

Change is something that is not always desired by the employees and one can face a lot of resistance while bringing it into the organization. There are several change management challenges faced by an organization, some of them are mentioned below:-

1. Clear identification and communication of goals

Management should identify the real purpose and objectives which they want to achieve via change and it should be communicated to the employees timely. It is essential to have the consent of people before introducing any change in the organization.

2. Improper leadership and absence of alignment

The role of leaders is crucial in effective change management. So they must be convinced of the benefits of change before introducing them into the organization. Cause then only they will be able to convince employees for its effective implementation.

3. Identification of resources required

It is not simple to precisely predict the resources required for the change before starting the process. But, a rough estimate is vital to have things ready beforehand.

4. Delay in approval and lack of preparedness

A proactive approach and a lot of preparedness are required for implementing any change in the organisation. Any delay in the management approvals for the same can make this process even more complex.

5. Lack of planning

Improper planning and no planning at all, can complicate the process of change management. That's why it is quite significant to have proper plan for all deadlines to be met and the milestone to be achieved.

6. Fear of unknown

Employees always have a fear of the unknown since they are uncertain about the benefits of change. Management should take responsibility for addressing all such fear of employees. The role of a leader is crucial in diving deeper into their problems under change management.

7. Status quo and poor commitment

Some employees will never like to leave their comfort zone as they are so comfortable in their present roles. They don't want to cooperate with the management and then resist such changes. The role of a leader is important for addressing their resistance at the psychological level.

8. Lack of communication

Everyone in the organization needs proper communication while going through any transition. An improper communication system can hamper the process of successful change management. Therefore all the information related to changes should be properly maintained and make accessible to all employees.

OD INTERVENTIONS

There are several change programs which can be used for the development, improvement, and reinforcement of strategies, organizational structure, and processes. We can classify them on the basis of their objectives and the target of the intervention.

i) Types of Interventions and their Objectives

S.No	OD Interventions	Objective
1	Diagnostic Activities	Determination of the status of a problem
2	Team Building Activities	Enhancement of the effective functioning of the team.
3	Intergroup Activities:	Improvement of the functioning of interdependent groups.
4	Survey Feedback Activities	Identification of problems and opportunities via questionnaire.
5	Education and Training Activities	Development of knowledge, skills and abilities of people.
6	Techno structural or Structural Activities	Improvement of structure of organisation and designs of jobs.
7	Process Consultation Activities	Gaining insight into the human processes and development of skills for identifying and managing them.
8	Third -Party Peacemaking Activities	Interventions by a skilled third party for addressing interpersonal conflicts.
9	Strategic Management Activities	Policy making to reflect upon vision, mission, opportunities and threats for the organisation.
10	Sensitivity Training	Generating awareness among people about their prejudices and making them sensitive towards each other.
11	Organisational Transformation Activities	Transformation of the structure, mission, values, management philosophy, work design, reward system and overall culture of the organisation.
12	Force Field Analysis	Finding out the forces which can either act as a driving movement or blocking movement towards organisational goal.

ii) Various Interventions during Covid Crisis at different levels

HR can introduce change at different levels in the organisation. Some of them are mentioned below:

S. No	Target Group	OD Interventions during Covid Crisis
1	Individual Level	<ul style="list-style-type: none"> • Proper Counselling of employees to overcome their anxiety. • Education and training activities for better handling of online applications like Zoom and WebEx. • Development of skills for new way of handling work and managing dual responsibilities. • Development programs for managers for dealing with situations like asking a sick employee to take a day off and promoting preventive practices like frequent hand washing and practicing social distancing. • Survey feedback activities for obtaining feedback from employees about their current state.
2	Group Level	<ul style="list-style-type: none"> • Strengthen interpersonal relationships by connecting with people. • Use of force field analysis for finding out hurdles in team performance. • Conducting team building sessions over online applications. • Promoting self- managed teams as close supervision won't be possible with this physical distance. • Conducting sensitivity training for employees to make them aware about each other emotions. • Providing structure, care, and connection with practicing humility and inclusivity.
3	Organisational Level	<ul style="list-style-type: none"> • Organisational transformation activities like maximising existing infrastructure with provisions for recorded meetings, leadership forums, training sessions, and online learning material for employees. • Creating a culture of trust and setting accountability for everyone. • Investment in effective communication system which involves a regular and timely flow of information. • Techno structural activities for making changes in their nature of the job as work from home is new normal. • Strategic management activities where the focus should be on health, safety, welfare, digital preparedness, and engagement of workers. • Maintaining transparency by making people aware of all the policy decisions taken by the management during crisis.

CHANGE MANAGEMENT TOOLS

Organizations use different change management tools to deal with change. Some of the well known change management tools are as under:

- Focus Groups
- Surveys and Questionnaire
- Flowcharting or Process Mapping
- Brainstorming
- Risk Assessment
- ADKAR Analysis
- Force Field Analysis
- Stakeholder Analysis
- Lewin's Change Model

1) Focus Groups

Group of individuals usually 6-12 engage in guided discussion form a focus group. Organization change can be better understood by analysing focus groups. Focus groups help in extracting varied ideas and perspectives of employees on any prevailing issue that help in organizational change program. Focus groups provide valuable input and are used as follows i) Feedback on pilot program ii) Vital for employee survey iii) Provide qualitative inputs to quantified results obtained in survey. Conducting high-impact focus groups is a six step process:

Step 1: Purpose statement is the first task in preparing a focus group. Rationale for conducting a focus group is clearly defined in purpose statement.

Step 2: Identify the Participants

6-8 participants (maximum 12) form Focus groups. Criteria for selecting the participants should be clearly defined at this stage. Participants in Focus group should know each other

Step 3: Logistics Management

It is crucial to select an appropriate environment and moderator. Material requirement for the session should be listed.

Step 4: Develop the Questions

On the basis of duration of focus group number of questions should be decide well in advance. . Key questions should be separated and investigated on priority. Logical sequencing of the questions should be done.

Step 5: Conduct the Session

The discussion in focus group should focus on key issues. . Conclusion of the discussion should be appropriately summarized.

Step 6: Analyze the Results

The pattern of response should be studied. Review results for consensus on an issue and the key findings should be issued. People

come together in and coming of people help in information collection in regards of experiences, reactions and preferences.

2) Survey and Questionnaire

In research we use a method of data collection by mode of survey. Prior to survey, type of questions and target audience should be selected. The validity and reliability analysis of questionnaire should be ensured. Survey in organization is used to identify stakeholder's expectations, employee's satisfaction index.

3) Flowcharting and Mapping Process

Flowcharting make organization processes easy to read and use. Complex processes in organization are simplified by use of flowcharts. Flowcharts are one of essential tool of change management. Team members are able to map process clearly by the use of flowchart.

Organizational processes can be improved using flowcharting to identify problems and find new solutions for same. New staff is trained as per new process, thereby helps in improving efficiency. Maps give insight into process and its further improvement, by identifying problematic areas.

4) Brainstorming as change management tool

Brainstorming is a problem solving technique in which group of people come together on to present their ideas. The spontaneous ideas

presented is change management strategy that help OD practitioners to implement change strategy in organization

5) Risk Assessment

The process of analyzing, identifying and understanding risk involved in the lifecycle of change implementation is known as risk assessment. Risk associated with change management can be identified with:

- Organizational readiness assessment
- Change impact assessment
- Stakeholder assessment
- Audience analysis

Change management risk chart is essential step in organization change management strategy. Position on risk assessment chart further help in devising the change management strategy.

6) ADKAR Analysis

ADKAR is a coaching and change management tool developed by Jeff Hiatt in 2003. There is resistance to change in organization. ADKAR model help in analyzing and understanding why changes are successful or unsuccessful in organizations. The model states that successful change comprises of five elements i.e 1) awareness 2) Desire 3) Knowledge 4) Ability 5) Reinforcement. Change occurs in two dimensions: a) organization b) employees. Simultaneous change in both the dimensions makes the change successful.

7) Force Field Analysis

Force Field Analysis is given by Kurt Lewin in 1940s. The analysis states that equilibrium is maintained by forces that drive change and those that resist change. The model ensures that organizations are responding to externalities.

8) Stakeholder Analysis

Successful change management program need of stakeholder and businesses should be balanced. Stakeholder analysis is the study of behavioral influences of stakeholders viz organizational, human, and institutional and government for successful assignment or project.

9) Lewin Change Management Model

The model helps in understanding and managing change. Lewin suggested three stages viz unfreezing, change and refreezing. Unfreezing is the stage where idea of change develops that leads to second stage where change occurs and eventually making change as norm in final stage. The model is a tool used to bring awareness in regards of need to change for the purpose of development both on individual and in organizational front.

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CHAPTER 8

A STUDY ON THE EFFECT OF COVID-19 IN INDIAN ECONOMY

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INTRODUCTION

In 2019 there was anxiety about the effect of Us-China trade war, the Us Presidential elections and brexit on the world economy. According to these IMF have forecasted global growth of 3.4%.But due to the spread of the pandemic Corona virus the whole scenario was a nightmare. The WHO first declared this virus as a world health emergency in January 2020.Sine this destructive virus was first diagnosed in Wuhan, China. Later on it was detected in 190 countries and also affected soon the World's biggest economy USA. In early march the core area of infections shifted from China to Europe especially Italy and later to the whole world. In late January 2020 China was the first nation to impose travel restrictions along with South Korea and Vietnam. The pandemic haven't left a single sector of the world's economy. Due to the fear and uncertainty the Global Stock market has lost US\$6 trillion in one week. The standard and poor index lost over US\$5 trillion in the same week. The International Air Transportation Association stated that air travel industry would lose US\$ 113 BILION if the Covid 19 pandemic was not controlled.

The IMF in its report has predicted that the pandemic will create a Global financial Crisis after 2007-8 crisis followed by a backup recovery in 2021. The function of Global supply chain was disrupted due to this. Most of the countries have stopped trade with one another. Among the fastest growing economic nations India has responded very earlier in reply to the pandemic. A long periodical lockdown was

announced by the Prime Minister. But the nation alike other nations has faced a lot after the immediate response.

Literature Review:

Li, wang et.all (2020) showed in their study, increase of stress anxiety etc over the people of china. People are more concern with health and hygiene of the family rather than any economic activity in the epidemic period.

Sumner, Hoy and Juarez (2020) suggested the potential short-term economic impact of COVID-19 on global monetary poverty.

Dev and Sengupta (2020) explained that Covid-19 created an unprecedented challenge for India especially of the sector like finance and industry. Lockdown social distancing difference concepts crated a barrier in labour centric industry which effect Indian economy at large.

The name of the virus is SARS-COV-2 (Severe acute respiratory syndrome) corona virus, which causes the corona virus disease 2019 referred to as Covid-19. Accordingly in our paper we use Covid-19 to refer to the disease.

Objective of the study:

The primary objectives of the study are -

1. To understand the growth of Covid-19
2. To examine the effect of Covid-19 in different industrial sector at large.

RESEARCH METHODOLOGY:

The paper performs an extensive research on the basis of the data and information obtained from secondary sources. It involves the use of journal, research paper, and various reports of WHO and authenticate finance website and online resources etc. for the collection of secondary data needed in the analysis.

SPREAD OF COVID-19 (CORONAVIRUS)

Real-time data on the spread of the corona virus was collected from World meter. The following data shows that the US has the highest number of infected individuals.

Table 1: COVID-19 statistics (as at 23rd April 2020)

Countries	Confirmed cases (Total)	Confirmed Deaths (Total)	Recovered (Total)
Global	2,656,391	185,156	729,815
US	849,092	47,681	84,050
Italy	187,327	25,085	54,543
China	82,798	4,632	77,207
Iran	87,026	5,481	64,477
Spain	213,024	22,157	89,250
Germany	150,729	5,315	103,300
UK	133,495	18,000	-
Canada	40,190	1,974	13,986
France	159,877	21,340	40,657
India	21,797	681	4,376
South Korea	10,702	240	8,411
Turkey	98,674	2,376	16,477
Russia	62,773	555	4,891
Brazil	46,182	2,924	25,318
South Africa	3,635	65	1,055
Nigeria	873	28	197
Tunisia	909	38	190

Source: Worldometer. Note that there may be unconfirmed cases which were never reported to the public health authorities.

ECONOMIC FORECASTS

GLOBAL GROWTH:

The financial situation of different nations remains highly fluid. Uncertainty about the length and depth of health care crisis related economic effects are influencing perceptions of risk and volatility in the global financial scenario. Compounding the economic situation is a historic drop in the price of crude oil that reflects the worldwide decline in economic activity. On April 29, 2020, Federal Reserve Chairman Jay Powell stated that the Federal Reserve would use its full range of tools to support economic activities as because the commerce department stated in a report that a 4.8% drop in US GDP in the first quarter of 2020-05-13

The organization for Economic Cooperation and Development (OECD) On March 2, 2020, lowered its forecast of global economic growth by 0.5% for 2020 from 2.9% to 2.4% based on the contingent assumption that the impact of the novel virus will be seen from the first quarter.

Highlighting the projected decline in global economic activity as the “Great Lockdown” the IMF reported and updated forecast on 14th April 2020. As per the report that the global economy would experience its “Worst Recession since the Great Depression”. The Global trade is also projected to fall in 2020 by 11.0% and crude oil prices are projected to fall by 42%. The IMF also reported that many

nations are facing a multi layered crisis that includes health crisis, financial crisis, capital outflow and many more.

OECD AND IMF ECONOMIC FORECASTS

Percent change in real GDP growth

OECD MARCH 2020 PROJECTIONS

COUNTRIES	2019	2020	2021
CANADA	1.6	1.3	1.9
UNITED STATES	2.3	1.9	2.1
UNITED KINGDOM	1.4	0.8	0.8
CHINA	6.1	4.9	6.4
INDIA	4.9	5.1	5.6
JAPAN	0.7	0.2	0.7
RUSSIA	1.0	1.2	1.3

IMF APRIL 2020 PROJECTIONS.

COUNTRIES	2019	2020	2021
CANADA	1.6	-6.2	4.2
UNITED STATES	2.3	-5.9	4.7
UNITED KINGDOM	1.4	-6.5	4.0
CHINA	6.1	1.2	9.2
INDIA	4.2	1.9	7.4
JAPAN	0.7	-5.2	3.0
RUSSIA	1.3	-5.5	3.5

DATA SOURCE: WORLD ECONOMIC OUTLOOK.

IMPACT OF GLOBAL LOCKDOWN ON THE ECONOMY

1. The greatest impact of the containment restrictions will be on retail and wholesale trade and in professional and real estate services.
2. Business closures could reduce economic output in advanced and major emerging economies by 15% or more other emerging economies could experience a decline in output of 25%
3. Countries dependent on tourism could be affected more severely while countries with large agricultural and mining sectors could experience less severe effects.
4. Economic effects likely will vary across countries reflecting differences in the timing and degree of containment, measures.

Global trade volumes are projected to decline between 13% and 32% in 2020 as a result of economic impact of covid-19 .Being in the light of positivity taking in account the optimistic scenario WTO assumes that trade volumes recover quickly in second half of 2020.

WTO FORECAST AND MERCHANDISE TRADE VOLUME (OPTIMISTIC SCENARIO)

EXPORTS:	<u>2020</u>	<u>2021</u>
NORTH AMERICA	-17.1	23.7
ASIA	-13.5	24.9
EUROPE	-12.2	20.5
<u>IMPORTS:-</u>		
NORTH AMERICA	-14.5	27.3
EUROPE	-10.3	19.9
ASIA	-11.8	23.1

From the above data it can be concluded that North America and Asia could experience the steepest decline in the export volumes. The forecast also projects that sectors with extensive value chains such as automobile products and electronics could experience the steepest declines.

IMPACT ON THE GLOBAL FINANCIAL MARKETS

The most clear outcome of the COVID-19 crisis on financial markets was the effect in global stock market. Global stock market almost lost US\$ 6 TRILLION in the first week. The S&P 500 INDEX fell by 28%(from 3373 to 2410) .In the same period large international banks witnessed a plunge in their share price for instance CITI groups share fell by 49% , JP Morgans share fell by 38% and Barclays share fell by 52%. Although the oil price war in which Russia and Saudi Arabia were driving down oil market by increasing production played a major role in the fall in stock market indices.

THREE MAIN SCENARIOS TO EXPLAIN ECONOMIC IMPACT OF COVID 19

Scenario 1: Quick Retraction across the globe including India

China has significantly brought down the number of new cases and its manufacturing sector is all set to resume normally. It is expected to be recovered in the mids of 2020

Scenario 2: While INDIA is able to control Covid 19 spread there is a significant Global recession

Even under this scenario the impact on India's growth in terms of global spillovers will be meaningful owing to India's integration with global economy. so India's growth will lower than scenario 1.

Scenario 3: Covid 19 proliferates with India and lockdown gets extended: Global recession

This would be double whammy for the economy as it will have to bear the brunt of both domestic and global demand destruction. Indias growth will fall below 3% under this scenario.

PREVENTIVE MEASURES TO BE TAKEN TO REVIVE (SUGGESTIVE)

- I . Prevent collapse of liquidity
- Ii . Protect the vulnerable while enabling social distancing
- Iii . Intensify health interventions on a war footing
- iv. Unclog production and supply chains for this.

OVERALL IMPACT OF COVID 19 ON INDIAN ECONOMY

Analysts and Economists stated that lockdown situation had badly impacted the countries worldwide some of the major observations are cited below:

1. There is a situation of worse Unemployment in the nation.
2. Expecting biggest stock market crash .i.e Nifty will fall below 5000-7500 points

3. No job security among all sectors , companies are laying off their employees
4. Daily wage workers and skilled labourers faced a lot
5. It is supposed to create a huge depression alike the Great Depression of 1929.
6. Education of school going students has come to a standstill.
7. Indian exports and imports are impacted a lot due to non availability of transport and labour .
8. Peoples normal lifestyle has been impacted too .
9. Indian companies selling their shares to foreign B players.
10. Pandemic impact on Agricultural ,MSME, travel and tourism etc are affected.
11. International rating agency Fitch slashed GDP For 2020-21 to 0.8%.
12. Cotton prices have been reduced by 3% In the nation
13. Fresh equity investments into the countrys real estate sector could slow down.
14. Petrochemical price are likely to be low
15. Increased pressure on supply chain of india due to non availability of labour.

PREVENTIVE MEASURES TAKEN BY THE GOVERNMENT OF INDIA TO REVIVE ECONOMY

- 1.The Governl ment will invest 10,000 crore under National Investment Infrastructure Fund (NIIF) whereas the rest of the investors like LIC,DFI and SWF .

2. The government will provide automated electronic refund system for paying gst returns.
3. Granting relief to MSMEs government also made a statement regarding EXPORT CREDIT GUARANTEE CORPORATION (ECGC) will increase the scope of export credit insurance.
4. The government will infuse INR 20,000 Crore affordable housing package to benefit around 3.5 lakh homeowners'
5. Rs 1.57 lakh crore tax refunded this year vs 1.23 lakh crore last this step will boost consumption in economy . Income tax refund upto 27% so far in FY 2020.
6. RBI reduced reverse repo rate to 3.75% so that commercial banks so that commercial banks instead pf providing money to RBI give it to common public.
7. Cost free LPG gas cylinders would be provided to around 8 crore poor families under PRADHAN MANTRI GARIB KALYAN YOJANA.

CONCLUSION:

The situation of Covid -19 is alarming and it disturbs all over the world economy. Topmost economy of the world like UK, US, France etc has gone through the crucial situation. Stock market of all over the world crashed and oil prices decreased day by day. Unemployment increases in a hurricane speed. It influenced all the human activity both social and economical. In this situation all the country must work together so that they can protect human being as well as repair the economic damages. Only then economy can be survived. Govt of

India together with all State Govt have already taken some steps for revive but it is not enough. We should come together and face this challenges to overcome it.

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CHAPTER 9

THE ROLE OF MENTAL PERFECTION IN REDUCING ENGLISH LANGUAGE ANXIETY AMONG THE BANGLADESHI STUDENT

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1. INTRODUCTION

English language anxiety is said to be the only art of fear that reflects a massive deficit of non-native speaker awareness to direct voice communication (Woodrow, 2006). Different students with different rules for studying foreign languages are usually afraid, with the most stimulating being oral contact (Cheng, Horwitz and Schallert, 1999; Yaikhong and Usaha, 2012). This question also arises from students who study abroad. However, the question often concerns the students in their own country, studying English as a Second Language (ESL). In Asian countries such as Bangladesh, where English is not the first language spoken, students signed up for the accelerated program where all classes conducted in English. Generally, they have considered difficulties in learning English in advance (Kim, 1998; Pribyl, Keaten, and Sakamoto, 2001; Yaikhong, and Usaha, 2012). While previous research identified factors that could mitigate the school's apprehension of English (Barrett, Sondergger and Sondergger, 2001; Pribyl, Keaten and Sakamoto, 2001; Tsiplakides and Keramida, 2009), this work has concentrated on the role of mental perfection as innovation. This study will help them decrease anxiety in ESL classes about public speaking. While it derived from modern religious traditions of meditation, the principle of mental perfection accepted in many cultures as a practice that helps people dramatically improved their physical and mental health. (Baer, 2003; Bishop et al., 2004; Brown and Ryan, 2003). Therefore, academic research on the benefits of mental perfection has recently received considerable attention from scientists (Kabat Zinn, 2003), as it has found to improve a variety of performance outcomes

(Bishop et al., 2004, Gartner, 2013; Jha, Krompinger and Baime, 2007; Zhang et al., 2013). Previous research found that the role of mental perfection in education has supported the idea that mental perfection will help students boost their educational outcomes. For instance, (Beauchemin-Hutchins and Patterson, 2008) found that mental perfection training led to an increase in the social anxiety of students and thus to improve academically.

Additionally, a study of doctoral students (Shao and Skarlicki, 2009) found a strong association between mental perfection and student progress, while (Mrazek et al., 2013) found that mental perfection practice helps students develop their knowledge of Graduate Record Examination (GRE) reading. Surprisingly, given this research, there has been no review of the benefits of mental perfection training in the area of English language anxiety and the efficiency of English communication among non-native speakers. This research will investigate whether the level of mental perfection a group of Bangladeshi students affects the level of fear, and they find themselves at ESL public speaking courses. The impact is related to the success, the level of students who interact in English during presentations in the classroom. Such findings will lead to mental perfection and ESL research by illustrating the role that mind perfection can play in developing communication skills in a foreign language. Although most of the mental perfection research valued the perfection of trait minds, this research involved the perfection of qualities and the attitude of states when English speaks in public as predictors of the fear of ESL

discourse. The perfection of the mind in speaking in English has explicitly addressed because scientists have proposed that the perfection of the mind may differ in some practices, independent of the dispositional propensity to perfect the mind (Brown and Ryan, 2003; Tsafou et al., 2015). Since fear of the second language is a challenge to good language learning, these findings also influence the ways students can overcome this challenge and develop their ability to speak English properly.

2. LITERATURE REVIEWS

This work focused on performance anxiety among students in the ESL class, according to Horwitz and Cope (1986). Fear of unfamiliar languages may characterise as a distinctive complex of self-perceptions, values, feelings, and behaviours associated with learning in the classroom arising from the novelty of the process of language learning. Fear of various languages has been developed by research as a feature, condition, or circumstance creation.

Although indicative of terror, MacIntyre and Gardner (1991) is a calm temperament that makes people anxious in several ways. State fear is a fear that arises in reaction to a situation (Spielberger, 1983). Ultimately, the actual fear of the situation seen as a function of fear that confined to a specific context. These can be constant over time, but it varies according to the case. While students are afraid of various languages in different teaching activities like writing, reading, and speaking, the research has concentrated on oral communication-related fears, which is a significant problem for students who need to give English

presentations (Khan, 2015; Ganesan and Kulkarni, 2016; Sidhu et al., 2016). This dimension related in the year 2016 because previous studies have shown that "the most stressful component of a learning situation for a foreign language is a conversation in a foreign language" (Cheng, Horwitz and Schallert, 1999). Kim (1998) stated in the Asian perspective, that students in ESL classrooms were generally more afraid to speak than to learn. This issue is also widespread in Bangladesh, as many research studies have found English speaking Bangladeshi students have a severe problem and generally consider the implementation of English a problematic task (Boonkit, 2010; Khamkhen, 2010; Sethi, 2006). A previous study into the causes of anxiety in a foreign language has shown that fear of English speaking in Bangladesh affects many important factors among students. This conflict alienates understanding of the language because of ignorance (Horwitz, Horwitz, and Cope, 1986). There are several studies have already shown that Bangladeshi students are usually not adequately comfortable in speaking English and have become familiar with the use of grammar, and are afraid of errors (Bunrueng, 2008; Tananuraksakul, 2011; Banduras, 1995). The Self-efficacy Theory is one of the critical fear mechanisms used to describe this phenomenon (Pekrun, 1992). Actualization-efficacy indicates that when people feel they cannot meet an obstacle, they continue to experience tension (Bandura 1995). Introducing this principle to foreign language training means that, in this sense, students who may not believe their capacity to perform well in English performances are scared (Joshi, 2015; Noreen, Ahmed and Esmail, 2015).

Pekrun (1992) also noted that a few students who have had awful experiences with English in the past, tend to create repetitive behaviours which indicate that speaking English is a stressful situation. Studies also found that lack of communication was one of the major problems causing anxiety and skepticism when speaking and interacting in English (Khan, 2015; Noreen, Ahmed and Esmail, 2015; Sidhu et al., 2016). Additionally, Dewaele (2009) has shown that personality variables can explain the level of fear of traumatic mental conditions that students undergo known to hinder their ability to communicate with confidence while speaking English (Chen and Lee, 2011; Ganesan and Kulkarni, 2016; Joshi, 2015).

According to Dewaele and Alsaraj (2013), it can force students to strip away the valuable mental energy needed for the task given, interrupt the transmission of information and ultimately reduce achievement and learning. The literature shows that the reactions to anxiety categorised as expressing both concern and emotion (Woodrow, 2006), including mental reactions (e.g., self-critical thoughts) and involve emotional responses (e.g., Pappa Mihiel, 2002). These side effects might reduce their ability to focus, including students who have difficulties in cognitive skills, which is difficult diverted by insignificant assignment preparation triggered by fear. However, these hateful comments undermine personality-efficacy and self-efficacy, indicate that students are in danger of speaking English.

2.1 Mental perfection

Kabat Zinn (1990) discovered that behavioural excellence was the obligation to pay attention at this point, consciously. Without bias, as shown by Brown and Ryan (2003), the central feature of mental perfection was the ability to keep available or receptive knowledge and attention, which facilitates people's capacity to maintain knowledge of today's events and activities. Moreover, this mental perfection trait distinguishes from personal confidence, which emphasises the attention but not the quality of service. Mental perfection was further discussed by Bishop et al. (2004) and proposed that it consists of two elements, the first being the self-regulation of sensitivity to the present moment and second, includes the ability to perceive the present moment with a sense of consciousness to feel interested, tolerance and approval. Moreover, capable people not only focus on their present, direct and indirect information, but this conscience-regulation of attention often requires an unpretentious knowledge of reality (Bishop et al., 2004). Conscious people are usually aware of their feelings, thoughts, and states, as well as their world and relationships with others (Jazaieri et al., 2014). Sensory concepts saw intellectual achievement as a centralised, impartial type of consciousness in this context (Breslin, Zack, and McMain, 2002).

The first type is the mental consistency and the apprehension of speaking English as a second language (ESL) in public are the advantages of mental excellence, which have been widely documented in studies to help people strengthen their attention and encourage

mental consistency (Brown and Ryan, 2003). The importance of mental achievement for minimising stress and anxiety demonstrated by studies (Grossman et al., 2004; Hofmann et al., 2010; Witek-Janusek et al., 2008). Mental excellence involved to minimise cognitive uncertainty, enhance the perception of information and decision making (Karelaia and Reb, 2014), and thus encourage innovative thinking (Capurso, Fabbro and Crescentini, 2013; Colzato, Ozturk and Hommel, 2012). Overall, these mental perfection advantages are combined to reduce anxiety while speaking; it has been to enhance efficiency in English, language oral presentations in several ways. The fact that mental competence helps people to engage in the tasks they conduct at a given time will play a significant role in concentrating on the material they present in oral communication (Brown and Ryan, 2003).

Mental perfection helps people explicitly to not interrupt their focus from the mission with unnecessary problems (Mason et al., 2007). Lack of concentration during the English oral interaction can cause anxiety, it can significantly affect success while speaking English, as students lose track of content that they wish to sputter (Mrazek et al., 2012). Moreover, this fear has described, tends to share the resources of the students' attention (Pappamihel, 2002). So mental perfection can be particularly valuable and helpful in growing this issue. As suggested by Brown and Ryan (2003), reacting to a specific activity increases the consistency of the interaction in such a way that people become involved in the activity and are automatically inspired to participate. When they are attentive to English speaking, this will reduce anxiety because students will engage entirely in the conversation. In this sense,

when speaking English, the ability to maintain focus day by day prevents students from being quickly interrupted by specific thoughts that may impact the success (Mrazek et al., 2013).

The second type is the mental perfection will prevent students from forming conscience-perceptions with a lack of trust, which is one of the critical causes of anxiety in foreign languages (Horwitz, Horwitz, and Cope, 1986; Pappamihel, 2002; Pekrun, 1992). Several scientists have indicated that mental perfection could encourage conscience-confidence and self-efficacy (Gartner, 2013; Glomb et al., 2011). For example, Charoensukmongkol (2014) found that the ability to cope with your emotions mediates the relationship between mental perfection activity and the personal self-efficacy belief. Additionally, mental excellence has suggested as a characteristic that reduces the propensity of a person to participate in habitually negative, fear generating thoughts (Gärtner, 2013, Karelaia and Reb, 2014; Langer and Moldoveanu, 2000). Even when speaking in English, students may feel anxious or nervous, those more aware characteristics that separate themselves from the negative emotions which disrupt their performances and let them go smoothly. Studies have also supported the importance of mental competence, even under high stress, in promoting work memory ability (Dane, 2011, Jha et al., 2010; Zhang et al., 2013). These mental perfection benefits, which encourage mental consistency and enable students to stay calm, may help them concentrate on what they say and organise their content more effectively while speaking English (Jun et al., 2011).

Therefore, this study proposes the following hypotheses:

1. There is a negative connection between the trait of intellectual achievement and the fear of public speaking within ESL.
2. When speaking English, there is a negative connection between state mental excellence and the fear of public ESL conversations.
3. Students with less fear of public speaking in ESL, do well at presentations in English.

3. RESEARCH METHODOLOGY

The first part of this study is with a Bangladesh private university, where all classes taught in English. We should obtain the student sample of this study from four marketing courses, including customer behaviour, global marketing, business analysis, and an introduction to creative communication, all taught by international teachers. We choose those specific courses because they require full participation in the classroom, and at the end of the semester, the students must present their projects in the class.

During the presentation, students supposed to conduct themselves appropriately. They cannot read notes or have eye contact with the teacher. We expect students to communicate with the professor and answer all their questions. These specific criteria for presentation make this teaching an APT framework for researching the fear of public speaking in ESL. To minimise the likelihood of a specific process known as common method bias (CMB) should be tested when the research data is gathered through various sources at different times and from multiple sources. The test is used for these issues to obtain predictor and criterion variable measurements from the same rate or

source by gathering the data from various sources at different times. The CMB occurs when the instrument induces differences in reaction rather than the respondents' real behaviour that the experiment seeks to explore (Podsakoff et al., 2003) cannot misinterpret the measured interaction between the indicator and the factor criteria.

We provide the questionnaire to the students a week before the presentation, in which the attributes and features of mental excellence and the student's data tested. It required the students to include their student ID numbers on the questionnaire for correspondence purposes. The survey assessed the perfection of the mental state of English speaking and the fear of speaking openly ESL, which situation specific constructions, distributed to the students after each of them finished the presentation in the classroom.

One week after the presentation, the course participants received the results of the presentation. There was a total of 160 surveys available to evaluate results.

4. MEASURES

Mental perfection was measured using Brown and Ryan's (2003), Mindful Attention Awareness Scale (MAAS). There were 15 questions on the scale; it ranked all questions on the original scale from 1 to 5 on a Likert 5-point scale. A low score means a low mental perfection level; a high score means a high mental perfection level. In speaking English, the state's mental perfection measured on a scale designed by the researcher. It was a refinement of that established by Tsafou et al.

(2015), this measure reflected on the state's mental perfection during regular exercise. It composes the calculation of 6 questions.

The questionnaire began with the statement: "When I made the" English presentation followed by the statement, I was not distracted by thoughts and emotions, I was aware of the content, I spoke, I concentrated on what I spoke. The dataset starts with the declaration, when I produced the English presentation followed by the declaration, I was not disturbed by emotions and feelings. However, I was conscious of the topic; I spoke and focused on what I was talking about it. I saw what I was thinking about it. I completely immersed in the studies, and it calculated all the elements on a Likert 5-point scale, which ranges from 1 (not at all) to 5 (absolutely true) of the updated version of Public Speech Class Anxiety (PSCAS), the scale established and checked by Yaikhong and Usaha (2012). It was selected even though it used language as the ESL class for public communication in a context evaluated by Bangladesh. The scale consisted of 12 calculated items on which a Likert scale of 5 points from 1 (nothing) to 5 (a) communication succeed in English. It might be depending based on the actual number of points.

Moreover, this mental perfection trait distinguishes from personal-confidence, which emphasises the attention but not the quality of service. Mental perfection was further discussed by Bishop et al. (2004) and proposed that it consists of two (2) elements, the first being the self-regulation of sensitivity to the present moment, while the second includes the ability to perceive the present moment with a sense of

consciousness to feel interested, tolerance and approval. However, the key variables in the hypotheses expected to describe ESL's anxiety and success when it spoke publicly in English. There are individual characteristics of the students that perhaps correlated with these two (2) variables underlined by the study of the data used in the curriculum. This study included age, gender, rank, Great Point Average (GPA) that was participated by a class student at the same time.

5. STATISTICAL ANALYSIS

To explore further collecting the data, Partial Least Squares (PLS) regression used as incorporated primary component analysis, path analysis, and a collection of regressions to produce estimates of standardised regression coefficients for the paths of design and variable configurations for measuring elements (Chin, 1998; Helland, 1990; Hoskuldsson, 1988). The selection of this strategy based on two (2) grounds. PLS presented additional flexibility than other structural process modelling methods because it did not allow the normal distribution of data and the test of normality that showed most of the variables used in the study, it also was not normally distributed. Estimation of PLS performed by using version 5.0 of Warp PLS.

6. RESULTS AND DISCUSSION

First, valuing the convergent and discriminating validity and durability of all multi-element constructions. Second, to ensure sufficient convergent validity was tested by using factor loads that must be greater

than 0.50 (Hair et al., 2009). Nevertheless, the mind was master by four (4) function elements and one component. In Section 1, Descriptive statistics, Variables Descriptive, Gender Statistics Male: 55 (37%) Female: 105 (63%) Age (Years) Min: 18 Max: 25 Average: 20,979, S.D. 1.176, 2nd year classifications 21 (9%), junior, 79 (57%) senior 60 (34%). Total average min: 1.81, max: 3.94 average, 2.723 S.D. 197 number of students attending class. First time: 138 (89%), Second time: 22 (11%). Third time: (1%) of the presentation concern were tons of variables below the minimum requirement, and we excluded it from the study. Discriminant accuracy evaluated by comparing the quadratic correlation coefficient with the derived mean-variance (AVE). According to Fornell and Larcker (1981), to validate the discriminant validity, the square root of the AVE must be greater than the correlation between the constructions. Table 1 showed that all AVE, instead of measuring the Cronbach alpha coefficient and the composite reliability, coefficient meant the requirement, and tested the reliability of the build. The results had shown in Table 2 that all construction coefficients complied with the requirement. The research proved the multicollinearity issue by applying maximum variance inflation factor (VIF) figures, which must be below 3.30 to establish that multicollinearity was not a serious issue (Petter, Straub and Rai 2007). The test suggested that the full maximum VIF was 1.76.

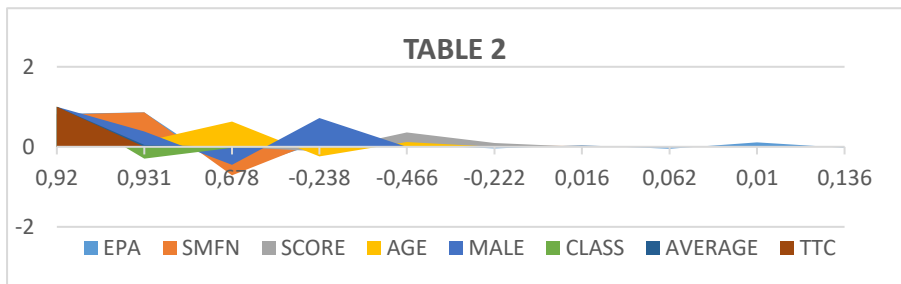
7. HYPOTHESIS TESTING

Figure 1 displayed the project PLS output. A bootstrap resampling technique used to measure the standardised coefficient and t-values (Efron, 1979). Both PLS model was modification indices, including the average trajectory coefficient (APC = 0.10, $P = 0.01$), mean R2 (ARS = 0.21, $P < 0.001$), the average overall collinearity (AFVIF = 1.40) was sufficient in relation to the Simpson paradox (SPR = 0.76), the contribution ratio R2 (RSCR = 0.98) and the statistical suppression ratio (SSR = 0.80). Hypothesis 1 projected a negative relationship between the mental perfection function and the fear of thinking about ESL in public. The findings showed that they were related negatively and importantly ($B = -0.18$, $P < 0.001$), thereby supporting hypothesis 1. Hypothesis 2 expected a negative relationship between the state mind's excellence in speaking English and the apprehension that ESL will speak publicly. The findings showed that they were both related negatively and importantly ($B = -0.45$, $P < 0.001$), and hypothesis 2 was thus confirmed. Hypothesis 3 predicted a negative connection between public fears of ESL success. The findings showed that they were both linked negatively and importantly ($B = -0.18$, $P = 0.002$). Hence, they endorsed all three theories. Besides, the testing key hypotheses, this can be explained whether the students' characteristics (e.g., age, gender, the rank of the student) regulated the interaction between behavioural competence and output parameters.

However, none of the principles of intellectual competence interaction and those features were statistically important. With regard to control

variables, the study found that public distrust of the ESL increased with age ($B = 0.37, P = 0.30$) and frequency which a student participated in the class (B), it was positively correlated with ($B= 0.21, P = 0.34$) while correlated with the male, null variable ($B = -0.53, P = 0.14$), negative student category ($B = -0.04, p = 0.27$) and correlated GPA was accumulated ($B = -0.12, P = 02$). Nonetheless, it was statistically important only to correlate with total GPA.

Table 2. Correlation between variables and the square root of AVE Variables Cronbach's Alpha Coefficient Compound Reliability Coefficient



EPA	0.92	0.931	-0.678	-0.238	-0.466	-0.222	0.016	-0.062
TMFN	0.821	0.861	0.603	0.094	0.053	-39	-0.037	-0.046
SMFN	0.805	0.861	0.713	0.154	0.057	0.027	0.009	0.009
SCORE	1	-0.184	0.001	-0.116	0.358	0.096		
AGE	1	0.132	0.628	-24	0.117			
MALE	1	0.038	-0.045	0.072				
CLASS	1	-0.295	-0.028					
AVERAGE	1	0.05						
TTC	1							

Notes: In parentheses given to the square roots of the average variance derived from the latent variables. EPA, ESL fear of public speaking; TMFN, a trait of intellectual perfection; SMFN, ideal mentality in English; SCORING, English-language contact services; AGE, gender null variable; CLASS, student category, GPA, accumulated

standardised test scores, TTC the number of times the class has taken part, $P < 0.05$, P of $< P.01$.

8. CONTRIBUTIONS

The designed studies are to explore the role of mental perfection in fear of public ESL presentations that seen in a survey of students from Bangladesh who had taken part in an accelerated program. The PLS research found that during their presentations, students who showed higher characteristics of the state and mental competence while speaking English appeared to be less afraid.

Not unexpectedly, students reported with low anxiety also scored higher than those reported with high anxiety in their presentations. These findings indicated that they reduce public speaking anxiety. It was a factor in ESL indirectly linked to the contribution of mental perfection to the success of the students. Overall, the findings of the analysis lead to the theory of intellectual achievement and ESL. First, finding a definite link between public fear of ESL speeches and presentation success was consistent with an earlier study that had shown that fear of foreign languages prevents non-native English speakers from interacting (Joshi, 2015; Sidhu et al., 2016; Khan, 2015). The study found that mental excellence correlated with less public distrust of ESL speeches, and thus better results. This result is exceptionally consistent with earlier studies showing the advantages of mental perfection to help people function better in stressful circumstances (Hofmann et al., 2010; Witek-Janusek et al., 2008).

Such additional results contributed to the literature on the advantages of mental perfection by connecting communication skills in the foreign language field that had not thoroughly explored in research on mental perfection. More significantly, by adding the concept of state and perfection as indicators, a specific finding of the study to be noted, when it was comparing the data parameters of the attribute and the excellence of state spirit while speaking in English. The state spirit perfection seemed a more reliable interpretation. The ability of foresees was public speaking anxiety inside the ESL as a symbol of mental perfection, including while speaking English. The findings of the connection study in Table 2 showed a strong relationship between the state's trait and mental competence. Its similarity ($R=0.09$, $P=0.09$) was not statistically meaningful. The weak association between the English-speaking state's trait and mental perfection found in this study presented further proof that while some people appeared to be more conscious of it than others.

Does this mental state of excellence assess? Doesn't it develop circumstances? It means that when speaking English, students with a strong propensity to be conscious of this. It will not automatically achieve mental perfection. This result is consistent with previous studies, which showed that mental perfection could differ depending on the specific behaviour, regardless of the style pattern (Brown and Ryan, 2003; Tsafou et al., 2015). Considering that speaking a foreign language requires nuanced and non-spontaneous mental operations (Horwitz, Horwitz, and Cope, 1986) and that the conceptualisation of

characteristic mental perfection does not extend to a single behaviour (Brown and Ryan, 2003). Many of the students who can speak very well in English are still under strain, causing low motivation while speaking. For future studies, based on the outcomes of mental perfection will consider both the characters and the state of mental perfection to explore the different effects of the outcome variables of these two (2) principles of mental perfection. So far, most research on the advantages of mental perfection has concentrated only as an indicator of the trait of mental perfection. It is considering both the state's characteristics and mental perfection. The researcher can get a better picture of the efficacy of mental perfection in each context.

9. RECOMMENDATIONS FOR FUTURE STUDIES

First, the study's contribution had some limitations worth noting. The findings were first is from a limited group of private university students in Bangladesh. Future work will replicate the study by using the sample from other courses and universities to assess if the findings are compatible. Secondly, a self-report questionnaire was used in this study to measure ESL's perception and fear of public speaking, which might have contributed to subjective bias while acting. Thirdly, the findings could be interpreted only in terms of the relationship between the constructs and the analysis that used cross-sectional data. The experimental experience was therefore required to determine whether the change in understanding that people gain through hands-on training contributes to less anxiety when speaking English. Fourth, this study indicated several mechanisms to alleviate anxiety in English (e.g., lack

of focus, increased self-efficacy), the efforts of carefulness to promote such findings did not. They got empirically tested. Therefore, future studies will investigate how awareness could link to these factors to provide empirical evidence on the process by which knowledge decreases fear of foreign languages.

10. CONCLUSION

They are considering the usual difficulties students face when studying a new foreign language. It is necessary to develop skills that will help them overcome these difficulties and strengthen their English skill. The findings of this study have concreted implications that will help the students obtain this goal. Mainly, evidence that mental perfection correlated with less fear of public speaking in ESL and higher performance of English speaking indicates that mental perfection in this capacity. It will help students develop their speaking skills. Learning a new foreign language will complex and non-spontaneous mental operations (Horwitz, Horwitz, and Cope, 1986). The benefits of mental perfection suggested for promoting their cognitive difficulty and developing concentration that plays a significant role in the student support game. It also helps them to learn more effectively in English, the ability to achieve mental stability, and stay calm when speaking English. It will also minimise the effects of depressive moods influencing the ability to work effectively while speaking English and shows the spiritual perfection when speaking English. It has a more significant effect on the fear of speaking publicly in ESL than on the propensity towards mental perfection that all students should improve

their ability. As state mental perfection is not a function, some people have mental perfection, and some of them lack it (Kabat, 2003). Students can develop mental perfection through training, such as mental meditation of their studies. It has proven to be an effective strategy for helping individuals and enhancing mental performance efficiency (Baer, 2003; Tang et al., 2007). Tang et al. (2007) revealed that there is even a short-term meditation training that could improve mental perfection quality. Despite all the proof of the advantages of mental perfection and the potential of training to enhance mental performance. This study concluded that the training of mental perfection could be used as a further technique to help students improve their performance. Through this process, they can speak English and develop their language learning ability.

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CHAPTER 10

**COMMUNITY STRESS IN INDIA: ACTIONS AND
REACTIONS**

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1. INTRODUCTION:

Unpleasant life occasions can influence the human body reacts through actuating the thoughtful sensory system and the hypothalamic-pituitary-adrenal pivot, which may thusly influence the cardiovascular, the metabolic, and the resistant frameworks. Current clinical and epidemiological investigations have underscored the job of worry as a significant hazard factor for physical and mental disarranges that catch the reasons for dismalness and mortality especially in created social orders and as of late in creating nations. Mental wellbeing markers are significant for checking and assessing the wellbeing status of networks.

How Stress Affects You:

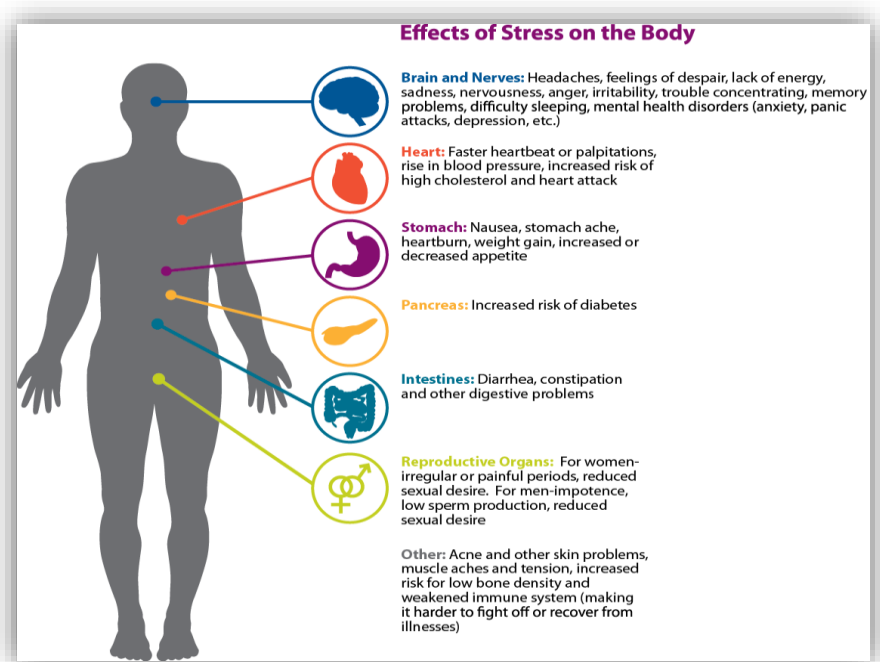
Stress is more than just a bad feeling; stress causes physical changes in our bodies.

Stress stimulates the brain to release various hormones, such as cortisol and epinephrine, which activate the body's "fight or flight" response. Other physiological changes such as increased heart rate, faster breathing, and a surge of sugars in the blood also accompany the fight or flight response.

Researchers believe this response evolved as a survival mechanism, enabling people to quickly act in life-threatening situations. The sequence of hormonal changes and physiological responses can help someone fight off a threat or flee to safety. However, this response can also cause the body to overreact to everyday stressors that are not life

threatening. Unfortunately, chronic or long-term stress can weaken the immune system and lead to serious health problems including:

- ✓ Heart disease
- ✓ Stroke
- ✓ Cancer
- ✓ Depression
- ✓ Anxiety
- ✓ Others (see picture below)



Stress: The Bane of Modern Existence

Our progenitors used to state that "work is wellbeing," however we presently understand that along these lines of reasoning isn't so

evident any longer. Nowadays, society and the working environment put an unrivaled degree of focus on individuals. The indications of stress are ubiquitous, and its results are various. The pressure that we experience each day is basically brought about by a few marvels that are inalienable to the present society, including, among others:

- heightened outstanding task at hand to expand profitability gains;
- steady quest for flawlessness;
- fixation on rivalry;
- trouble adjusting work, individual life and family life;
- significant changes in qualities and social measures.

Community Stress contacts every social gathering and all age classifications; nobody can genuinely get away from it. In any case, a few people are even more profoundly influenced by its outcomes, contingent upon their own, psychosocial, expert and wellbeing foundation. For what reason would we say we are focused? Stress is the body's ordinary response today by day occasions. There are a few wellsprings of stress and the same number of approaches to respond to it. Generally, stress is a human barrier instrument, yet it is critical to not let it dominate. Stress originates from different wellsprings of an alternate sort, for example, physical, mental, enthusiastic, social, and so forth. A distressing occasion can either be an upbeat one (wedding, birth, travel, and so on.) or an upsetting one (getting terminated, experiencing a separation, the passing of a friend or family member, and so on.). The improvement can be either minor or huge, and either

impermanent or interminable. We don't all respond a similar method to wellsprings of stress, so it is critical to recognize what your pressure triggers are to even more likely face them.

Suggestions to Manage Stress:

Since we as a whole respond distinctively to worry, there isn't just one right approach to oversee it. Every individual needs to discover the strategy that suits the person in question. Here are a couple of approaches to discover accommodating arrangements:

- Perceive the kinds of occasions that cause you stress. Be mindful to the side effects of pressure and observe the things that influence you the most.
- Make sense of the issue. At the point when you recognize it, it is simpler to confront it.
- Discussion about your issues with individuals you trust. By communicating your emotions, your pressure will be diminished. Try not to spare a moment to counsel an expert on the off chance that you feel the need.
- Get educated about pressure the board methods. You can counsel a wellbeing expert to support you or read books on this subject.
- Discharge strain by working out.
- Examine your issues with your work predominant or associates. They might have the option to assist you with discovering methodologies to diminish your degree of stress or your outstanding task at hand.
- Figure out how to appoint and to set up needs.

- Try not to be so difficult on yourself.

Stress is a difficult that penetrates our general public in endless manners. It shows itself at the workplace, at home and in our associations with others, and it can likewise influence our friends and family. We should constantly to rethink our feeling of anxiety for the prosperity of our general public and ourselves.

Stress Anxiety/ Stress Management

Are You Stressed?

How do you know if your level of stress is a problem? If you are experiencing the following issues, you may be dealing with an unhealthy level of stress:

- ✓ Struggling to fall asleep or stay asleep
- ✓ Eating more or less than usual
- ✓ Smoking, drinking, or using drugs more than usual
- ✓ Feeling short-tempered or irritable
- ✓ Feeling overwhelmed
- ✓ Worrying nearly all of the time
- ✓ Having problems concentrating or remembering things
- ✓ Struggling to make decisions
- ✓ Feeling more tired than usual

You may also experience physical symptoms of stress, such as headaches or backaches, and your blood pressure may be elevated.

What You Can Do:

Keep in mind that you do not need to deal with stress on your own. If you or your child may be experiencing stress, talk with your health care provider or contact EHP. Your family may also find it helpful to work with a licensed mental health professional to help develop strategies to deal with overwhelming feelings of stress.

EHP's Public Health Nurse serves the needs of both adults and children whose health may be affected by UOGD ("fracking"). She is available by appointment for both home and office visits and makes referrals to appropriate health specialists on an as needed basis.

Remember that even though you cannot eliminate all the stressors in your life, you can control your response to them. Negative reactions to stress include anger, overeating, and chemical dependency. Healthy ways to react to stress include being prepared for situations, getting enough sleep, deep breathing, and exercising. If you change your responses to stress, you can reduce the negative health consequences of stress.

What are community stressors?

Community stress has been operationally defined as an interaction between neighborhood context factors, community stressors, and community resources. Community stressors can be particularly difficult to assess given their multiplicative and diverse nature. Environmental stress models assume that community structure results from species interactions and disturbances, and how these are modified by

underlying gradients of environmental stress (where stress is a consequence of environmental conditions such as temperature, moisture, salinity, etc.).

How does stress affect the community?

Community stress adds to psychological stress at the individual level, which has negative physical health consequences for residents of contaminated communities. Many theories to date have examined stress and stress-related outcomes as they occur in a community or other social setting.

A few reasons are as per the following:

- (1) Community mental medical issues contribute intensely to the absolute weight of inability in the populace, particularly inside the more youthful age gatherings.
- (2) They are winning in creating nations, for example, roughly in excess of 67 percent of the Indian populace, as a youthful populace society, experiences high feeling of anxiety.

Community has been studied by previous researchers as physical, social, and cultural environment to relate to people's physical and psychological wellbeing. However, the limited number of studies has been reported with conflicting findings. Some studies found there were negative effects between community stress and problems and its residents' psychopathology, including cross-sectional study and longitudinal study (Wilson et al., 2004; Henderson et al., 2005; Dalgard and Tambs, 1997). But others found there were no independent effects

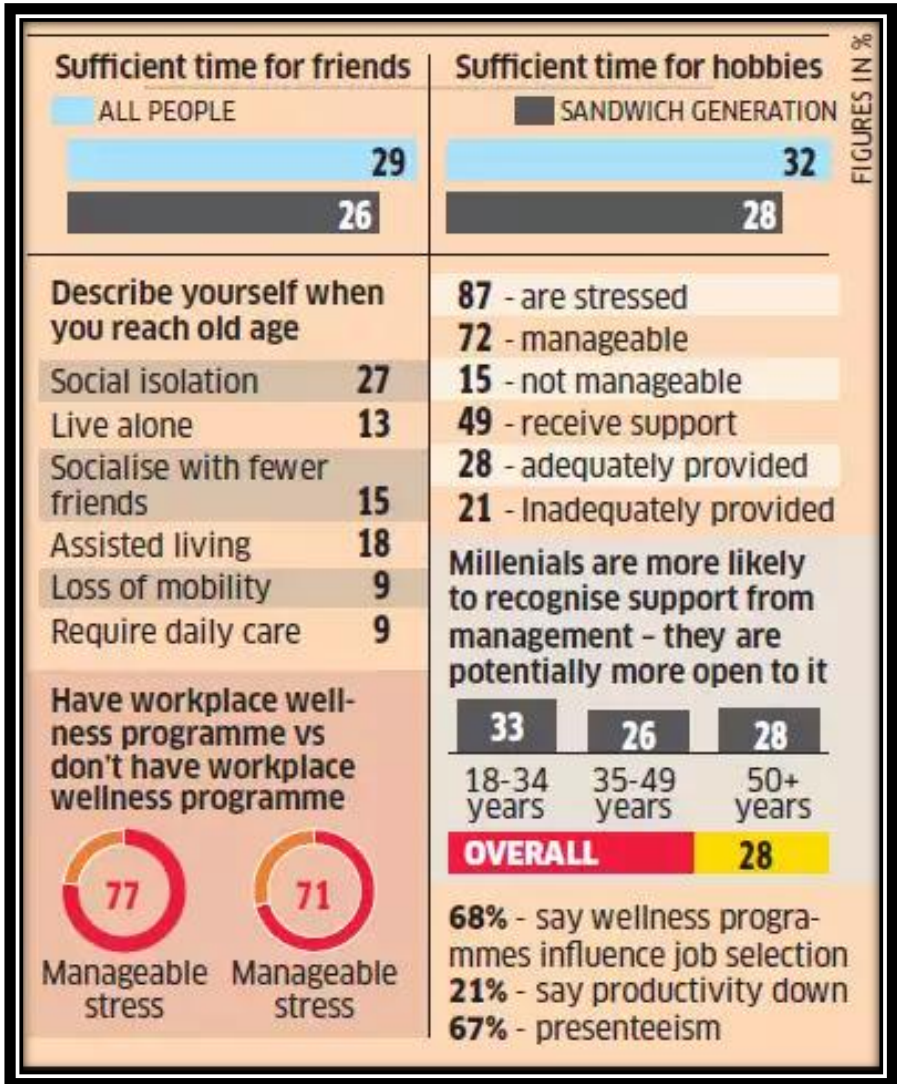
of neighborhood community factors on residents' psychopathology (Schootman et al., 2007; Thomas et al., 2007).

Mental burdens are additionally connected with enormous increment of mortality when all is said in done populace, which can't be entirely clarified by surprising reasons for death, for example, self-destruction. This abundance mortality because of common causes in individuals with mental burdens could be somewhat clarified by the relationship between mental anxieties and unfortunate ways of life. Seen pressure is a powerful multidimensional idea, with a wide range of causative and favorable elements. The observations contain clinical, physical, mental, and psychosocial angles and are both socially and socially setting subordinate. The level of pressure experienced and the manners by which an individual responds to it very well may be impacted by a different number of components, for example, individual qualities, way of life, social help, and examination of the stressor(s), life occasions, and sociodemographic and word related factors. It is notable that financial elements are the principle determinants of mental wellbeing. In such manner, hazard factors that may be included incorporate conduct components and material/auxiliary elements. Instructive level makes contrasts between individuals regarding access to data and the degree of capability in profiting by new information. Imbalances in pay may have additional individual or logical impacts that structure the social condition in manners that influence the strength of a populace. Sexual orientation's impact is another remarkable factor in which a few examinations recommended that wellbeing results for people are

diversely influenced by pressure which might be clarified by sex contrasts in weakness, stress reaction, or adapting methodologies .Majority of studies demonstrated that among ceaseless stressors, life occasions, financial issues, work instability and occupation clashes, and social and family issues have most noteworthy predominance . Insufficient social help has an immediate relationship with a low presentation and prompts negative wellbeing outcomes especially emotional well-being problems. Most investigates on psychological well-being and seen pressure have concentrated on wellsprings of worry inside explicit populace. Then again, there is not many information about saw pressure and especially its connected determinants in Iranian overall public. Consequences of scarcely any previous investigations indicated that pressure was a common issue among Iranian overall public. The wellsprings of stress should be analyzed to create techniques for diminishing pressure and expanding palatable among overall population. Additionally, wellsprings of stress might be utilized as illustrative factors in foreseeing result estimates, for example, mental health. This might be useful in creating mediations coordinating to improve overall population prosperity. So, what is pressure? This shouldn't be a stunt question, however for what reason is it so difficult to reply? Stress can be three things: a boost occasion (i.e., a stressor), a procedure for understanding the improvement and its specific situation, and a response we have to this occasion. Basically, to be unpleasant the occasion needs to turn into an over-burden of approaching data into our framework. Stress can cause organic reactions, for example, sweat-soaked palms or a dashing heart, just as mental reactions, for example,

anxiety. It is known to have consequences for our conduct making us stay away from others, and it likewise influences psychological execution making us experience issues concentrating. Various hereditary investigations have started to recognize applicant qualities that may assume a job on different types of pressure responses. It is profoundly plausible that hereditary qualities represent a portion of our reactions to stretch, however different elements are additionally of significance. Ecological stressors can likewise influence our practices and feelings. Ecological stressors can be gathered into various sorts: Major Life Events (e.g., encountering a separation, getting hitched, or having an infant), Life Transitions (e.g., pubescence or progress into secondary school), Daily Hassles (e.g., family contentions or holding up in a long queue at a security checkpoint of an air terminal) and Disasters (e.g., encountering a fender bender or a PC slamming causing loss of significant data). These kinds of natural stressors can make you be frightful and have a dashing heartbeat. What's more, our impression of these reactions can really aggravate the indications. It is likewise essential to take note of that these stressors can be seen distinctively by various individuals. For example, two individuals can stall out in a similar lift and keeping in mind that one would see the experience as an irritation, another will disclose to you it was the more regrettable circumstance they have ever been in. Here is a survey about the job of stresses and stress reactions in the common world. This advantageous article investigates what is the perfect measure of pressure.

While often we consider worry in a negative manner, some pressure is versatile and can even give us an edge. Some portion of the pressure response includes the emission of hormones, which thus will animate the cardiovascular framework, which incorporates your heart. Along these lines, the perfect measure of pressure may discharge hormones and increment our capacity to concentrate better on a test or to rapidly move our vehicle when we are attempting to stay away from a mishap. Most stressors in our day by day life are mental in nature—dating, tests, introductions, and cutoff times, so the adrenaline and cortisol (i.e., stress hormones) discharged into the circulatory system don't get copied off. These sorts of mental stressors can start an over-actuation with a propensity to aggravate the pressure reaction. Thus, a reaction to an ecological stressor may begin as dread and transform into a fit of anxiety.



Intense versus Chronic Stress:

One of the objectives of our body is to look after solidness (i.e., homeostasis). We can, subsequently, characterize worry as a genuine or saw danger fit for startling our homeostasis. Stress introduction begins

the reactions. At the point when an individual is presented to delayed pressure, over-burden may happen. At the point when the pressure reaction is activated time and again or potentially stays dynamic excessively long, it can cause "mileage" on the body from bringing down your safe framework and bone thickness, to hypertension, to coronary failure. There are two unique sorts of stressors that we commonly experience. Intense stressors are recognizable unpleasant occasions that are time-constrained, for example, an up and coming test or a family assembling. An intense stressor carries enactment to our neuroendocrine framework and prepares us to act (i.e., "battle or flight"). Recollect that siphoned up feeling you got the last time you were preparing to give a discourse before the class? Interminable stressors, conversely, are diligent requests on you; they are normally open finished, spending your assets in adapting however not having any goals. Here is a short article and digital broadcast on pressure consequences for wellbeing and recommendations for stress preventive exercises. An incessant sickness, neediness, and racial segregation are for the most part instances of interminable stressors. Drawn out pressure can prompt an inevitable breakdown, making one be not able to deal with oneself or work. A few late investigations have demonstrated that lower financial status is related with higher pressure load. What's more, view of prejudice can fill in as an interminable social stressor for ethnic minorities and can, to some extent, clarify a portion of the medical problems of African Americans and other ethnic minority bunches in the US and different nations including India.

Ordinary Hassles

Robert Service, a Canadian Poet, advised, "Be ace of your insignificant disturbances and ration your energies for the huge, beneficial things. It isn't the mountain ahead that destroys you—it's the grain of sand in your shoe."

Notwithstanding numerous stressors in our lives being mental and constant in nature, we should focus on ordinary problems, which can be as unsafe, if not more destructive than groundbreaking occasions.

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CHAPTER 11
IMPACT OF COVID-19 UNDER STRESSFUL SITUATIONS
TO VARY IN VARIOUS GLOBAL ECONOMIC SECTORS
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INTRODUCTION :

The economic impact of COVID-19 is very disturbing. No one has been spared of its ill effects. Economies of about 100 plus countries have been destroyed out of which some of them have asked for monetary help from IMF. Businesses across the world namely hospitality, entertainment, aviation etc have seen a major negative impact. Various sports events such as IPL and Olympics have been postponed. Schools and colleges have been closed. The virus has also disrupted the functioning of various online giants such as Amazon. Countries such as USA, Italy and Spain are suffering the most since their death toll is very high.

Impact on Economy:

There is a big shift in the world economic market and the share market has witnessed crashes day by day. Factories, Restaurants, Pubs, Markets, Flights, Super Markets, Malls, Universities and Colleges etc. were shut down. Fear of corona virus has limited the movement of the individuals. People were not even going to buy the daily essentials and these all were somewhere impacting the economy of the world as a whole. The Organization for Economic Co-operation and Development (OECD) reveals that they have cut their expectation for global growth to 2.4% from 2.9%, and warns that it could fall as low as 1.5%. India faces a huge decline in government revenues and growth of the income for at least two quarters as the coronavirus hits economic activity of the country as a whole. A fall in investor

sentiment impacts privatization plans, government and industry. The lockdown in India will have a sizeable impact on the economy mainly on consumption which is the biggest component of GDP.

India's total electronic imports is equal to 45% that of China. Around one-third of machinery and almost two-fifths of organic chemicals that India purchases come from China. For automotive parts and fertilisers China's share in India's import is more than 25%. Around 65 to 70% of active pharmaceutical ingredients and around 90% of certain mobile phones come from China to India.

Disruption of supply chain and global trade

Covid-19 has disrupted global supply chains and this is generating spill over effects throughout different levels of supplier networks. Global trade in 2020 will fall in every region of the world, and will affect all sectors of the economy. This will impact countries that are strong exporters (no output for their local companies), but also those that are importers (lack of raw materials). The World Trade Organization (WTO) expects global trade to fall up to 32% this year due to the coronavirus pandemic.

Indian Economy and Global Economy in various sectors:

It's life itself that is affected, profoundly so and almost at a genetic level. And that means at every other extended level of human experience. Emotional and psychological, to begin with, and from

there to what we go about doing with our daily lives. Earning our bread, trying to survive-or thrive.

By March 11, 2020, when the WHO declared COVID-19 as a pandemic, its impact was being felt across the globe, by the 7.8 billion humans living on the planet. With an overwhelming majority of them in no position to help themselves. India has not evolved to a stage where those ratios—of humanity feeling the pain—can be assuaged by the State in any appreciable manner. In an evolving crisis, when no one is able to say for sure when it will be contained and what its long-term impact could be, the stress will be placed unequally on the individual and society, and on the government—which takes the responsibility for anticipating risk and putting in the structural buffers. And the structural risk, which affects everyone, is as economic as it is biological.

India has the recent experience of demonetisation: a sudden, unannounced alteration to our basic economic grammar. Globally, many are drawing parallels with the financial crisis of 2008 and the Great Depression in the 1930s. The present IMF chief, Kristalina Georgieva, is only the second woman to be in that position—at a time when the IMF chief economist too is an Indian woman, Gita Gopinath. Which is appropriate because the effects of most economic crises are unequally borne by women. Our “financial systems are more resilient now,” Georgieva said, to assuage anxieties, comparing it to 2008. But, given that no one is sure how long the crisis will last or unfold, even she found it necessary to say: “Under any scenario, the

global growth in 2020 will drop below last year's level. How far it will fall, and for how long, is difficult to predict, and would depend on the epidemic, but also on the timeliness and effectiveness of our actions.”

India's internal buffers ensured that it was not too affected by the financial crisis of 2008, even if our GDP growth slipped from 8.5 per cent to 6.5 per cent. But this time, given the pre-existing economic slowdown on which the COVID-19 crisis is acting, the fears are of GDP growth falling below 4 per cent—officially. To put India in perspective, the overall global economic health is itself expected to be hit—especially in countries that depend on exports, tourism and other services sectors, some worse than others.

There's one crucial difference, though. The biggest saving grace has been technology—the internet and telecommunication—that is enabling a lot of people to be working around the globe without compromising or running a risk to their own and other people's health in their pursuit to keep working and the economy ticking.

Still, that's only a buffer. A lot of our economic life still unfolds offline. That's why someone like Madan Sabnavis, chief economist at CARE Ratings, feels the impact will be stark: COVID-19 has already affected several nations, including the main drivers of world economy—the US and Europe, China and Japan. “It does look like that growth for 2020 could be in the region of 1 per cent—from the 2.25 per cent expected earlier, going by the way the virus has spread, affecting global output and trade in both goods and services,” says

Sabnavis. Going by experience, adds Georgieva, about one-third of the economic losses will be direct costs: from loss of life, workplace closures and quarantines. The remaining two-thirds will be indirect, reflecting a retrenchment in consumer confidence and business behaviour and a tightening in financial markets.

Which means an economic effect enduring way beyond the lockdown, or the immediate health emergency. Demand will suffer as consumers cut spending throughout the year, as even McKinsey agreed in an assessment on March 16. In the most affected sectors, expect higher corporate layoffs and bankruptcies throughout 2020, feeding a self-reinforcing downward spiral. The financial system will suffer significant distress too, but a full-scale banking crisis will most likely be averted because of the strong capitalisation and the macroprudential supervision now in place. (In simple language: don't run on the banks.) Yet, our fiscal and monetary policy responses may prove insufficient to break the downward spiral. Especially given that the global economic impact is severe, expected to exceed the 2008 crisis on scale. Also expect the GDP to contract significantly in most major economies in 2020, and for any sign of recovery to begin only in Q2 2021—a year from now.

“As a best-case scenario,” says Viswanathan Rajendran, partner, global management consultant Kearney, “a lot of businesses are hoping for a V-shaped economic recovery—a sharp decline, followed by an equally sharp recovery, once restrictions are relaxed.” But there's a caveat. “One of the scenarios we are looking at is also a

much more prolonged slowdown, driven by a longer phase of restrictions.” There are studies now that indicate the virus could potentially come back again in communities that have “flattened the curve” and then relaxed restrictions, potentially needing governments to impose multiple waves of lockdowns till a vaccine is discovered. In such a scenario, we are potentially looking at an economic impact lasting for 12-18 months, which is the earliest timeframe expected for a potential vaccine. According to one of the various assessment studies, major European economies will experience dislocations as the virus spreads and countries adopt restrictive responses that curb manufacturing activity at regional hubs, including in northern Italy. The UN projects that foreign direct investment flows could fall between 5 and 15 per cent to their lowest levels since the 2008-2009 global financial crisis.

At the sector levels, tourism and travel-related industries will be among the hardest hit. Also, social forms of consuming art/culture/entertainment. The International Air Transport Association warns that COVID-19 could cost global air carriers between \$63 billion and \$113 billion in revenue in 2020, and the international film market could lose over \$5 billion in lower box-office sales. Thank previous governments for the information connectivity backbone on which you consume content on YouTube and OTT platforms like Netflix and Amazon.

But before clicking the play button on your favourite web series, contemplate the world—and India. Even before this crisis, the global economy had been faced with mounting structural challenges with total global debt reaching \$188 trillion at the end of 2018, up by \$3 trillion from just 2017. Says Ajay Sahai, director general & CEO at Federation of Indian Exports Organisation (FIEO): “We’re already seeing disruptions in global trade, global economy and Indian exports. As per a rough estimate, roughly 30 per cent of orders have been put on hold. And we expect that 50 per cent of that may not materialise subsequently.” As of now, the situation is extremely bad for labour-intensive sectors because they are heavily dependent on exports to advanced economies of Europe and North America. And both are going through a tough phase. Think leather footwear, apparel, handicraft, carpets...and the countless workers and specialised artisans dependent on it.

The first lockdown order that related to 75 districts had already covered production hubs like Varanasi, Ludhiana, Erode, Chennai and Mumbai among others. But when Prime Minister Modi announced at 8 pm on March 24 that “every state, every district, every lane, every village will be under lockdown” for 21 days, those were words that could affect lifetimes. “This is going to hit the MSMEs in particular as they will be burdened by fixed costs without business, putting a lot of pressure on them. A tough aspect is that they are supposed to pay wages to the workers, who will otherwise be in a difficult situation. I don’t know whether they will have enough liquidity to sail through the

crisis,” Sahai told Outlook. The human effect? As NYT reported: “Long lines of migrant workers streamed out of recently closed railway stations, with thousands of men, almost none wearing masks, marching close together to far-off villages, potentially spreading the virus deep into the countryside.”

A recent IMF paper projects that the growth decline would be extremely sharp, with a huge rise in global unemployment, an almost 9 per cent expansion, mostly in the informal sector across the globe, more so in developing countries like India. Think millions of daily-wagers, small entrepreneurs, rehriwallahs—sabzi is essential service, but not pakoda, samosa, bhelpuri, chana, bade ka tikka, cut fruit and the hundreds of other things you take for granted. And self-employed carpenters, plumbers, car mechanics, and small shops that would have been buzzing in a week from now with orders to clean ACs, and the rest of it. You, as a member of the elite or middle class, may manage to survive on good WiFi bandwidth and WFH. Down the class pyramid, things will be way more desperate.

Then there’s the formal sector, which gets counted. The biggest challenges here would be for services: aviation, shipping, tourism, hotels, restaurants, travel agency portals et al. In manufacturing, supply chains, especially for auto, electronics, engineering, chemicals, metals, would be affected for sure. Recovery too will be phased out: it will start with services and only then, gradually, move over to the manufacturing sector.

Dr Sachin Chaturvedi, director general at the Research and Information System for Developing Countries (RIS), points to the larger global picture that is emerging. Given the disruption in China, its ability to supply goods is expected to be hit by 2.5-4.7 per cent. And it could get worse if the current situation continues. There are expectations that China could emerge out of all of this only by April 15. Many countries, like the US, Australia and the EU nations, which depended on China for many of their essential supplies, are now pushing domestic industries to help reduce import dependence. India too is looking at improving its own supply lines. That will especially be the case with medical devices and pharmaceutical products, given the new plans for setting up special zones and switching to productivity-linked incentives. So there will be some concentrated buzz there.

But make no mistake. The scenario is particularly challenging for developing countries like India, which do not have efficient public health systems, response capacity or social security. But the seeds of a recovery are always embedded within a crisis. “Looking at the economy globally, this is definitely a strenuous phase and millions of jobs are going to be affected. Nonetheless, history has enough examples to demonstrate that after a time of economic difficulty, industry and countries have always bounced back,” says Prof Janat Shah, director, IIM Udaipur. We need to be prepared for the recovery, and remember the vital lessons learnt, he says, with fundamental changes that need to be made in how we approach health, in India as

well as globally. A simple but enduring aphorism from him: “We cannot expect economic growth if public healthcare is kept on the backburner”.

Calling COVID-19 the biggest global issue after the Great Depression, with all of 165 countries affected, N.R. Bhanumurthy, professor at the National Institute of Public Finance and Policy, points out that the impacts on both the global and Indian economy are still evolving. Only the disruptions have started, he says, and at this stage it is going to be very difficult to predict anything very concretely about the future. Much depends on how long the crisis stretches. Even the usual data-backed analysis is cramped for space, and we will need to wait for future economic historians for a final tally. At the present moment, “this crisis is disturbing how all the economic activity is conducted,” says Bhanumurthy. “The impact is going to be across the board. Now we have to wait and watch how the India story is going to play out. We will know only after this lockdown period.....”

We will have abundant leisure to count our losses later. Profits? Well, humans have invested in and profited from various forms of social misery. But staying alive and viable in tough times is a natural instinct. An overall economic shock obviously means millions of individual repercussions, many of them drastic: loss of jobs and earnings, and temporary shortages of several products and services. At the same time, the crisis will test, at least in the short and medium term, the ability of individuals to think in terms of savings and investments. Will this bring about a philosophical change in how

people approach their lives? If there are interim income losses, will savings and investments rise? And can that make up? At present, the answer to the last one seems to be a huge ‘No’. This is one of those rare, and horrifying, situations when all asset categories are down. Globally, stockmarkets have crashed by a third, or more. Ditto with India. We are already into a real estate slump that has lasted for a few years—2020 was supposed to be the turnaround! After coronavirus, it seems like realty will be down for the next several quarters. The indices will stay at home.

How should investors think about this moment? Well, the extreme volatility in commodities and crude oil can be both helpful and stressful to nations. But for investors, even the professional ones, it is risky as the price swings are huge, and one doesn’t know when the tide may change within a few hours, or because of one event. Everyone initially felt that bullion, or rather gold, would be the safe place to park one’s money. Initially, gold prices zoomed, which indicated the truth of such a belief. However, in the past few weeks, gold prices have come down by 10 per cent. One isn’t sure if it is safe. More importantly, how much gold can one buy? In the following series of articles, we talk about the impact of the coronavirus on different asset categories, as also the investment strategies that can help you safeguard your principal, if not help you earn profits, and also keep your financial head above the turbulent waters. And also, plenty scope to think about the human fundamentals that gird all of that.

CONCLUSION

A global recession now seems inevitable. But how deep and long the downturn will be depends on the success of measures taken to prevent the spread of COVID-19, the effects of government policies to alleviate liquidity problems in SMEs and to support families under financial distress. It also depends upon how companies react and prepare for the re-start of economic activities. And, above all, it depends on how long the current lockdowns will last. The country is facing an extra ordinary challenging time in this financial year. India has to urgently find a way to cushion the demand side shocks induced by potential lockdowns and other ongoing containment measure.

Developing countries like India has more fragile economic and social fabric and the present situation will create more suffering for the unorganized sectors and migrant labour. Borrowing the words of former RBI governor C Rangarajan “Government of India must provide lifelines to businesses - extend loans and tax waivers to small businesses and the self-employed to retain staff -- give direct support to severely affected industries and provide more funds to states, tax waivers to households etc.”

Message from Prof. Hanna Davydenko

This book *Public Policy and Community Development in Stressful Situation* by Dr. Sandeep Kumar Gupta, Dr. Chabi Gupta and Dr. Serdar Vural Uygun is a remedy for people suffering from stressful conditions at work as well as in their personal life.



The book helps admirably explain the importance of creating a stable and secure atmosphere for individuals from all walks of life. The authors proposed a strong conception of a supportive environment that maintains, fosters and actively promotes people's health and well-being across various sections of society.

The proposed ideas will help to identify potential solutions for stress reduction and to optimize systems to minimize the risks of stress.

The book aims to promote people's health, raise awareness of stress and help staff to develop the capacity and to cope with pressure and stress.

Through endorsing performance management programs, the reader of this book will benefit from optimizing individual success and opportunities.

The right way to manage stress is one of the essential skills that the user can learn from the book. If the skills are in place, moods will become more stable, emotions will become more transparent, relationships will strengthen, and disease risk will diminish.



Hanna Davydenko,

Doctor of Science in Education, Professor, Pro Rector in Science and International Activity of the Open University of Human Development “Ukraine”; Kyiv, Ukraine
16.06.2020, № 1/27-150



I am pleased to know that a book is being published on the novel theme ‘Public Policy and Community Development in Stressful Situations’ by Iksad Publications, Turkey.

Public policy becomes all the more relevant and significantly important especially during stressful situations when its impact is far greater than what in normal situation. Public policy affects all aspects of our lives, everyone has a stake in the public policies enacted by federal, state and the local governments. Certainly, it is the need of the hour that requires policy makers to be extra vigilant and bold decisions need to be taken during stressful times.

Congratulations to the team of authors, for envisioning and publishing a book on this topic. My best wishes towards its success.

Bindu Kumar

Ms Bindu Kumar
Chairperson
New Delhi Institute of Management
Affiliated to GGSIPU Delhi



Anatolii D. Ostapchuk

**Dean of the Faculty of the Agrarian Management, Ph.D., Professor
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Book «**Public Policy and Community Development in Stressful Situation**» is a remedy for people suffering with stressful conditions at work as well as in their personal life. The book helps admirably explain the importance of creating a balanced and stable atmosphere for people from all walks of life. The book also stresses providing a supportive environment that maintains, fosters and actively promotes people's health and well-being across various sections of society.

The book helps define possible strategies for stress management and optimizes processes to reduce the effects of stress. The scientific work aims to support people's health, increase awareness of stress and encourage workers develop capacity to deal with anxiety and stress.

By endorsing performance management schemes, the reader of this book may profit from optimizing person success and opportunities.

The best approach to relieve tension is one of the most valuable qualities that the reader will acquire from the novel. If the skills are in effect, moods will become more positive, emotions will become smoother, interactions will strengthen and disease risk will decrease.

Book reviewer



Anatolii D. Ostapchuk

Prof. Sibaram Khara
Vice-Chancellor




Prof. Sibaram Khara (PhD, IIT Delhi)
Vice Chancellor,
Sharda University,
Greater Noida, India

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Congratulations to the Prof Sandeep Kumar Gupta (School of Education) and his team for planning and publishing a book on this subject. My very best wishes for its success.


(Prof. Sibaram Khara)
Vice-Chancellor

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