

## A Perceptual Study on the Psychosocial Impact of Crisis

<sup>1</sup>Dr. Sukhjeet Kaur Matharu, <sup>2</sup>Dr. Sharda Haryani, <sup>3</sup>Dr. Prateek Sharma, <sup>4</sup>Dr. Dhanshree Nagar, <sup>5</sup>Ms. Sujata Nambiar

<sup>1</sup>Associate Professor, Prestige Institute of Management & Research, Indore

<sup>2</sup>Assistant Professor, Prestige Institute of Management & Research, Indore

<sup>3</sup>Professor, Prestige Institute of Management & Research, Indore

<sup>4</sup>Associate Professor, SVIMS, Indore

<sup>5</sup>Research Scholar, DAVV, Indore

### Abstract

Crisis is an instable condition leading to a decisive change in the social, political, economic or international affair. The Governments and institutions of various countries are making their best possible efforts to reduce the aftermath of such crisis by influencing the attitude and knowledge of the people towards the handling of such crisis situation. The present study aims at finding out the impact of the pandemic from overall perspective. The respondents were selected using the non-probability sampling technique, snowball sampling. A total of 350 questionnaires were distributed via google forms out of which 335 completely filled responses were considered for analysis of the data. The questionnaire was prepared after indepth review of the existing literature. It consisted of questions for evaluation of the perception of respondents towards the psychological, behavioral and health impact of the pandemic. The results state a positive impact of psychological and behavioral aspects on attitude while the health perspective seems to not have a statistically significant impact on attitude of respondents. The study will be useful to the policy makers for taking into consideration the psychological, social and health impact of pandemics while framing and implementation of policies during crisis.

**Keywords:** crisis, attitude, knowledge, perspective, perception, positive impact, policy makers.

### Introduction

If we recall the history we get to know about that there were 10 deadliest diseases that were declared as Pandemics. These diseases took the life of millions of the people around the world. **Black Death in the year (1346-1353)**, was one of the most deadly outbreak which was recorded in the history. After all these deadly diseases history repeats itself in year 2019 in the form of Corona-Virus (COVID-19) declared as a Pandemic. The pandemic outbreak caused socio-economic crisis and psychological distress worldwide. Owing to this disease almost all the social activities were limited in most of the countries and the individual movements were restricted due to the fear of its spread as the local hospitals were receiving many patients who were critically ill and needed ICU wards. Emergency was declared. Throughout the world the outbreak of pandemic pose a serious challenge to all the levels of Maslow's hierarchy and absence of any of these core needs such as human contact, love and belongingness have adverse effects on the mental health.

Lieberman (2013) states that human attachment may be mistaken for a motivation of a comparatively higher order, which might be important to succeed but not necessary for survival. Harlow & Zimmermann (1959) state that, the most important need for human survival is social interaction. Human beings are social individuals, they prefer to live in harmony. Human detachment affects environmental, biological and behavioural factors of human beings. The pandemic brought the entire world into the state of the lockdown, there was panic all around. Individuals across the globe were asked to stay at home, maintain social distancing. People were struggling to face the social and health challenges posed by the extended lockdown along with handling the challenges at the domestic front, financial issues and relationship problems. The Pandemic has also posed a severe threat to the individual psychological wellbeing. Although these strategies of mitigation were appropriate from the perspective of public health, the unparalleled degree of isolation caused by social distancing was contradictory with the basic human nature. The omnipresent challenge to association and bonding, unfulfilled desire of connectedness was further exacerbated by genetic and behavioral processes varying from person to person.

## **Review of Literature**

Disasters like spread of pandemic, natural and man-made tragedies, struggle, wars, societal traumas etc., can cause huge pressure which leads to certain kind of disorders which in turn is harmful for the whole mankind (Badkhen 2012). According to Rehm & Shield (2019) approximately 16% of the population worldwide is facing the personality disorder with everlasting effect ranging from 12.0-47.4%. The psychosomatic disorders needs special kind of treatment to which there are lot many barriers. Inadequate treatment for societal stress-related disorders can lead to massive consequences like job loss, displacement, problems related to marriage and parenting, domestic abuse to name a few (Tanielian & Jaycox 2008, Weehuizen 2008).

Trautmann et al., (2016), in their study state that before the pandemic, there has been a huge loss due to the mental health disorders. WHO (2018) states that 44.3 million population was diagnosed with depression and 37.3 million were affected by stressful condition. Hence, owing to the global coronavirus pandemic, the search for more successful means to deal with large-scale emotional distress, negative feelings and the related psychological problems is brought back to the limelight. On the global scale if verified further, it is observed that almost 200 countries and territories worldwide faced severe public health issues due to the global pandemic. During the global pandemic many countries had imposed complete or partial lockdown, the magnitude of economic and social implications can be intuitively grasped by observing the condition in the world that have influenced various aspects of life (Reguly 2020).

Shigemura et al., (2020), state that the effects of corona virus pandemic on mental and physical health may be more or less predictable which includes intense threat and ambiguity, lowered health, negative attitude filled with fear and skewed perception of risk, including panic reactions like sleeplessness, irritation etc. along with psychological disorders. Xiang et al., (2020) Measures such as direct contact between authorities with frequent and timely outbreak alerts to resolve the public sense of confusion and fear, establishment of safe psychological services; with the help of mobile internet based gazettes for the affected patients and routine clinical screening for depression, anxiety and suicidal feeling in suspected COVID-19 patients and health care professionals can be undertaken to reduce the psychological and social impact.

Specific psychosomatic consequences were linked with the quarantined people to soothe the fear and anxiety created by COVID-19 which are associated with the outbreak of this pandemic and escalated with the increase of new cases along with the information provided by media. (Maunder et al. 2003). The outbreak of pandemic, COVID-19, posed a serious threat to the mental health worldwide. It gave rise to nervousness, gloominess, fatigue and antisocial behavior. (Shigemura et al. 2020). People have undergone several psychological issues which affected their mental health like including constant worry, anxiety, depression, anger, confusion during COVID-19 outbreak emerged slowly ( Duan L, Zhu G., 2020).

There is a positive relation between preventive actions and attitude towards measures with the adoption rate of the people. In other words people only support those measures which are perceived to be effective by them. People also display an adoptive behavior towards the preventive norms when they perceive it to be followed by their family and friends. Trust towards the governing authorities and attitude also enable an understanding of the effectiveness of the protective measures related to the pandemic (Chambon et al. 2022).

## **Objective of the study**

To analyze the perception of respondents towards the psychological, social and health impact of the pandemic on attitude of people.

## **Research Methodology**

The present study makes an attempt to analyse the perception of the respondents about the psychological, behavioral and health impact of the 2019 Pandemic on futuristic attitude. The sample of the study was selected on the basis of random

sampling method. The study makes use of primary as well as secondary data. A self structured questionnaire was used for the collection of the primary data. The questionnaire is a five point likert scale designed on the basis of extensive review of literature. The questionnaire consists of 3 parts. In the first section the questions pertained to the demographic details of the respondents, in the second part the responses were collected on psychological, behavioral and health aspects of the impact of the 2019 Pandemic, in the third section the responses related to the futuristic attitude of the respondents was collected. Total responses considered for the study were 335 out of the 342 responses to the forms distributed via google docs. Due to incomplete and improper responses 7 questionnaires were not considered for the final analysis. The data collected was subjected to multiple regression analysis in SPSS 25 for analyzing the impact on the futuristic attitude.

### Demographic Profile

Gender	Male	182	54.3%
	Female	153	45.7%
Marital Status	Married	119	35.5%
	Unmarried	216	64.5%
Family Income	Below 50,000	114	34%
	Above 50,000	221	66%
Age	15-25 years	187	56%
	26-35 years	70	20.9%
	36-45 years	39	11.6%
	46-55 years	26	7.8%
	56+years	13	3.9%
Occupation	Student	147	43.9%
	Employee	45	13.4%
	Self Employed	10	3%
	Business	19	5.7%
	Job Service	40	11.9%
	Professional	36	10.7%
	Housewife	31	9.3%
	Others	3	0.12%
Level of education	Under Graduate	126	37.6%
	Graduate	50	14.9%
	Post Graduate	133	39.7%
	Others	26	7.8%

The respondents were predominantly examined out of which 54.3% were males while 45.7% of the respondents were females. In terms of family income, 34% percent of the respondents had a family income below 50 k and 66 % percent of respondents had a family income above 50,000. 34% of respondents have a family income of less than 50,000 and 66% of respondents have a family income of more than 50,000. In terms of educational qualifications, 37.6% percent of respondents had undergraduate qualification, 14.9% percent were graduates 39.7% percent were post graduates 7.8% were others. In terms of martial status, 64.5 % percent of the respondents were unmarried while 35.5% percent were married. In terms of occupation 43.9% of the respondents were students, 13.4% of the respondents were employed, 3% were self-employed, 5.7% of the respondents belong to business class, 11.9% of the respondents were in job service, 10.7 % of the respondents were professional, 9.3% of the respondents were housewives while 1.2% of the respondents belong to other categories.

In terms of age, the maximum number of respondents i.e. 56% of the sample respondents belonged to the age group of 15-25 years, whereas the lower number of respondents i.e. 3.9% of the respondents were above 56 years.

## Findings

Kennedy (1992) and Hair et al., (2015) state that multiple regression implies the satisfaction of a few assumptions. The scatter plot shows a linear relationship between the variables under study so the linear relationship assumption is met. The data is free from multi collinearity. The analysis of the data shows that the assumption of absence of mutiollinearity of data has been met as the variance inflation factor (VIF) scores were less than 10 and the tolerance scores are above 0.2 (Kennedy, 1992, Marquardt, 1970, Neter Wasserman and Kutner 1989 Hair, Anderson, Nather and Black, 1995). The results of the Durbin Watson test show that the assumption of independence of residual values is met as the value obtained is close to 2 (Durbin- Watson is 1.91). The assumption of homoscedasticity is met in the absence of the signs of funneling. The perception of respondents towards psychological, behavioral and health impact of pandemic was analysed with the help of linear regression analysis.

$$Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3$$

viz. psychological impact( $X_1$ ), behavioral impact ( $X_2$ ), health impact ( $X_3$ ) are treated as autonomous variables. Futuristic Attitude (Y), the dependent variable is the expected value.

$X_1$ ,  $X_2$  and  $X_3$ , the predictor variables,  $b_1$ ,  $b_2$   $b_3$  are the estimated regression coefficients, When ( $X_1$ ,  $X_2$  and  $X_3$ ) =0,  $b_0$  is the value of Y. A unit change in the respective independent variable relative to change in Y is represented by each regression coefficient.

Following hypotheses were framed on the basis of in-depth review into existing literature

H<sub>1</sub>: The perceived psychological impact of covid-19 on futuristic attitude is significant

H<sub>2</sub>: The perceived behavioral impact of covid-19 on futuristic attitude is significant

H<sub>3</sub>: The perceived health impact of covid-19 on futuristic attitude is significant

Table 1

Model	R	R <sup>2</sup>	adjusted R <sup>2</sup>	Std. error of the estimate	Durbin watson
1	.697 <sup>a</sup>	.671	.664	.39172	1.91
a. Predictors: (Constant), Psychological, Behavioral, Health					

Table 1 shows the model summary for the proposed model. The coefficient of correlation is 0.697 and the adjusted R square is 0.664. The dependent variable depicts 66.4 percent of variance viz: futuristic attitude is explained by three autonomous variables namely psychological impact, behavioral impact and health impact as revealed by the adjusted coefficient of determination.

Table 2

model	sum of squares	Degree of freedom	Mean Square	f	Sig
regression	2105.43	2	1052.717	236.076	0.000
Residual	156.57	333	.237		
Total	2262.00	335			

a. Dependent variable: Futuristic attitude
b. Predictors: (constant), Psychological, Behavioral, Health

Table 2 depicts the overall fit of the proposed model for regression. The results of the Anova test reveal that the model is statistically fit for applying regression as the p value < 0.001 and F-value is 236.076.

Table 3

Model	standardized coefficients	Std Error	t	Sig	Collinearity statistics	
	Beta				tolerance	VIF
(constant)	.0534	.168	.326	.908		
Psychological impact	.336	.027	5.312	.000	.617	1.621
Behavioral impact	.263	.023	4.327	.000	.438	2.326
Health impact	.0571	.047	0.771	.450	.312	2.135
Dependent variable: Futuristic attitude						

Two out of three predictors were found significant and model for futuristic attitude can be written as futuristic attitude = .053 + .336 (Psychological) +.263 (Behavioral)

Table 3 depicts the impact of the independent variables on the dependent variable i.e. futuristic attitude. The results suggest that as the significant value for health impact is 0.450 and the t-value is less than 1.96; we can state that health impact does not have statistically significant impact on the futuristic attitude. The other two independent variables namely psychological impact and behavioral impact have t-values more than 1.96 and the significance value is less than 0.001. This states that these two variables are significantly responsible for variation in the dependent variable, futuristic attitude. The standardized beta weight of 0.336 and 0.263. Thus  $H_1$  and  $H_2$  are not rejected. It can be stated that there is a significant impact of perceived psychological and behavioral factors on futuristic attitude. The results of the study also state that there is no significant impact of health factor on the futuristic attitude. Thus  $H_3$  is not accepted. This finding is in line with the findings of (Hui et al., 2019) the pandemic had a strong negative impact on health as it has become more intense in terms of killing and infecting the individuals and has caused abnormalities among general public. There might be a possibility that large number of population may be affected by severe health related symptoms, which may require medication (Khan et al., 2020).

## Conclusion and Discussion

Experience from previous crisis and awareness of the measures to be taken play a significant role in framing a positive attitude towards the ability to cope up with the outbreak of crisis (Welzel et al., 2021). The outbreak of the pandemic has resulted in heightened levels of personal anxiety, health concerns for oneself and those around them, behavioral changes and increased avoidance behavior as a preventive measure to protect against infection. The pandemic was declared as extraordinary crisis in the entire world. Widespread social distancing strategies were being enforced globally, limiting the everyday lives of the citizens and requesting them to stay at home so that they could be safe. The effect of anxiety and panic caused by the pandemic was explicitly understood as a health concern for policy makers as well as the officials. Strategies were implemented at a fast pace to minimize the risk of illness and the drastic effects of the pandemic for mental wellbeing. Community-based strategies were also implemented for advocating resistance for psychologically affected individuals (Serafini, 2020).

In their study Koeneman et al., (2011) state that social distancing policies restricted the people to be physically active, as they could not pursue activities such as walking, cycling, or any other recreational activities. The drastic measures to protect the people from being the victim of the deadly infection made everyone sit at home for long periods of time. The sedentary life style influenced the health, psychological well being and social care of people across the world. Pandemic of 2019 has brought about changes in the behavioral aspect of people. As people avoid going to the crowded places, avoid touching nose, mouth and eyes, wash all the items thoroughly after purchasing them from the market so as to make it disinfectant and after that washing hands again thoroughly with soap (Gupta et al., 2020).

### **Implication of the study**

Studies can be undertaken on a larger scale for assessment of Social and Economic impact of pandemic on the widespread population. Hopefully the study will enable the concerned authorities to adopt suitable measures for alleviating the psycho-behavioral impact of covid-19. During any crisis situation the government and agencies should work together towards the betterment of the people and to fight against effective resolution. Creating awareness and motivation amongst the public to adopt strategies for prevention of future crisis can also be a desirable step in this regard along with teaching problems solving strategies to cope with the upcoming challenges.

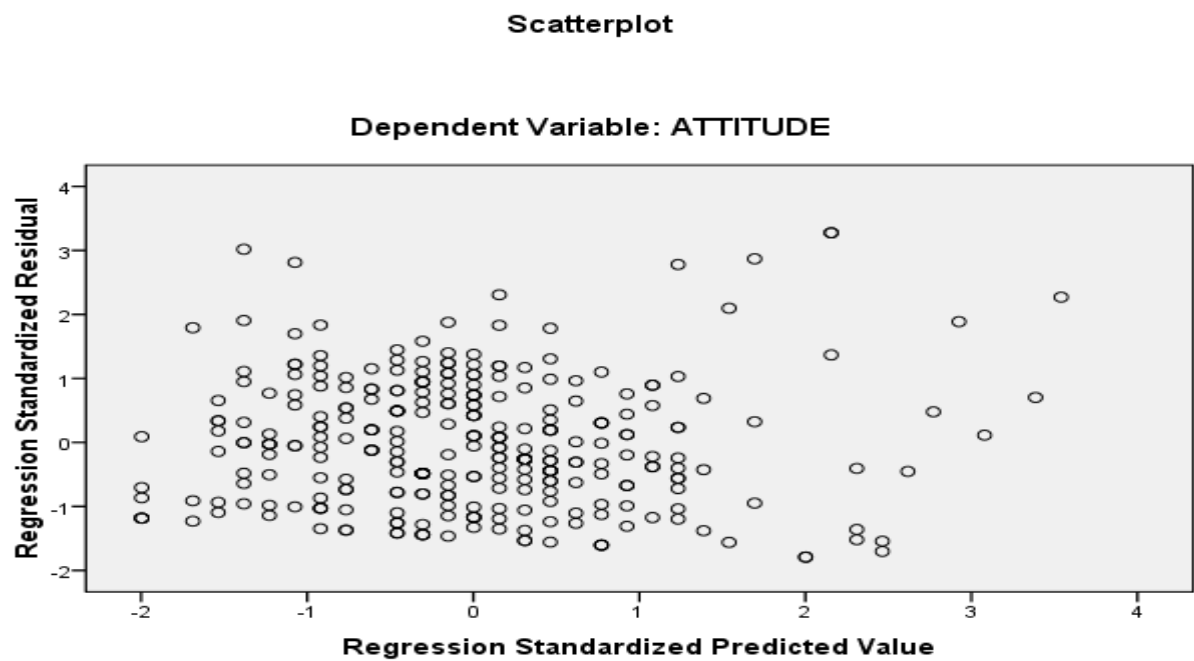
### **Limitations**

The study suffered from certain limitations such as the survey was collected at a later stage of pandemic recovery, however the responses could have been varied in case the survey would have been conducted at the early stage or the later stage of the outbreak of pandemic. There can be issues related to personal biasness in handling the data collected as well as the barriers of language was also an issue that could not be handled effectively. The study suffered from a major limitation of ignoring any pre-existing psychiatric condition among the participants and taking into account the personality impact on the attitude. Last but not the least the focus of the study was on the people residing in the urban areas whereas there would have been difference in opinion in case the responses would have been obtained from rural areas.

### **References**

1. Balkhi F, Nasir A, Zehra A. (2020) Psychological and Behavioral Response to the Coronavirus (COVID-19) Pandemic. *Cureus* 12(5): e7923. DOI 10.7759/cureus.7923
2. Barbisch D, Koenig KL, Shih FY. Is there a case for quarantine? Perspectives from Ebola. *Disaster Med Public Health Prep* 2015; 9:547–53.
3. Benedek, J.D. M, Fullerton C & Ursano RJ (2007). First Responders: Mental Health Consequences of Natural and Human-made Disasters for Public Health and Public Safety Workers. *Annu Rev Public Health*, 28:55-68
4. Bloomfield SF, Exner M, Carlo Signorelli C, Nath KJ, Scott EA. (2012). The Chain of Infection Transmission in the Home and Everyday Life Settings, and the Role of Hygiene in Reducing the Risk of Infection. <http://www.ifhhomehygiene.org/IntegratedCRD.nsf/111e68ea0824afe1802575070003f039/9df1597d905889868025729700617093?>
5. Chambon M, Dalege J, Elberse JE, van Harreveld F.(2022). A Psychological Network Approach to Attitudes and Preventive Behaviors during Pandemics: A COVID-19 Study in the United Kingdom and the Netherlands. *Soc Psychol Personal Sci.*;13(1):233–45. doi: 10.1177/19485506211002420. PMID: PMC8042407.
6. Duan L, Zhu G. (2020). Psychological interventions for people affected by the COVID-19 epidemic. *Lancet Psychiatry*; 7: 300–2.
7. G Serafini, Parmigiani, B., Amerio, A., Aguglia A, Sher, L., and Amore, M.(2020). The Psychological impact of COVID-19 on the mental health in the general population. *QJM: An International Journal of Medicine*, 1–7 doi: 10.1093/qjmed/hcaa201.
8. Gupta, D., Simalti, A.K., Bansal, A., Gupta, N., Patki, V., Sood, A. K. Sachdev, A., Parekh, B.J. (2020). *Indian journal of Practical Pediatrics*, 22(2): 195-210.

9. Kessler RC, Angermeyer M, Anthony JC, De Graaf RO, Demyttenaere K, Gasquet I (2007). Lifetime prevalence and age-of-onset distributions of mental disorders in the World Health Organization's World Mental Health Survey Initiative. *World Psychiatry* 2007; 6:168
10. Koenenman, M.A., Verheijden, M.V., Chinapaw, M.J.M. and Hopmen-Rock, M. (2011). Determinants of physical activity and exercise in healthy older adults: A systematic review. *International Journal of Behavioral Nutrition and Physical Activity*, 8:142.
11. Maunder R, Hunter J, Vicent L, Bennett J, Peladeau N, Leszcz M, (2003). The immediate psychological and occupational impact of the 2003 SARS outbreak in a teaching hospital. *CMAJ* 2003; 168:1245–51.
12. Mental Health UK. Managing your mental health during the coronavirus outbreak. <https://mentalhealth-uk.org/help-and-information/covid-19-and-your-mental-health/>. A
13. Rehm J & Shield KD (2019). Global burden of disease and the impact of mental and addictive disorders. *Curr Psychiatry Rep*; 21:10
14. Rubin G. M.J, Wessely S. (2020). Coronavirus: the Psychological effects of quarantining a city. *BMJ Opinion* ; 368-371.
15. Sa L. (2020). How much “Thinking” about COVID-19 is clinically dysfunctional? *Brain Behavior Immun* ; S0889-1591:30682–6.
16. Shigemura J, Ursano RJ, Morganstein JC, Kurosawa M & Benedek DM (2019). Public responses to the novel 2019 coronavirus (2019-nCoV) in Japan: mental health consequences and target populations. *Psychiatry Clin Neurosci*.
17. Tanielian TL, Tanielian T & Jaycox L(2008). Invisible wounds of war: psychological and cognitive injuries, their consequences, and services to assist recovery (Vol. 1). Rand Corporation.
18. Thakur V, Jain A.(2020). COVID 2019-suicides: a global psychological pandemic. *Brain Behavior Immun* ; S0889-1591:30643–7.
19. The Conversation, .How to stay fit and active at home during the coronavirus self-isolation (2020). Available from <https://theconversation.com/how-to-stay-fit-and-active-at-home-during-the-coronavirus-self-isolation-134044> (last accessed 10 August 2022)
20. Welzel, F.D.; Schladitz, K.; Förster, F.; Löbner, M.; Riedel-Heller, S.G. Gesundheitliche Folgen sozialer (2021). Isolation: Qualitative Studie zu psychosozialen Belastungen und Ressourcen älterer Menschen im Zusammenhang mit der COVID-19-Pandemie. *Bundesgesundheitsblatt Gesundh. Gesundh.* 64, 334–341.
21. World Health Organization: Fact sheets on sustainable development goals: health targets. Mental health. May 2018. [http://www.euro.who.int/\\_data/assets/pdf\\_file/0017/34801](http://www.euro.who.int/_data/assets/pdf_file/0017/34801)
22. Xiang YT, Yang Y, Li W, Zhang L, Zhang Q, Cheung T. (2020). Timely mental health care for the 2019 novel Coronavirus outbreak is urgently needed. *Lancet Psychiatry* 2020; 7:228–9.
23. Zhai Y, Du X. (2020). Loss and grief amidst COVID-19: A path to adaptation and resilience. *Brain Behavior Immun* ; S0889-1591: 30632.



**Normal P-P Plot of Regression Standardized Residual**

