

A
Project Report
On
Understanding the role of perceived social support during
Lockdown.
Submitted by
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Submitted To
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Declaration

I Priyanka Soni, MBA-2, Seat no. 2019136 hereby declare that the project work titled "To understand the role of perceived social support during lockdown" which has been submitted to Savitribai Phule Pune University, in an original work of the undersigned and has not been reproduced from any other source. I further declare that the material obtained from other sources has been duly acknowledged in the report.

Date:

Place: Pune

Signature:

Name: Priyanka Soni

Acknowledgement

A word thanks is much less the word encouragement which we have received from my guide going out of the way to make us feel comfortable and to make the things simple.

I am grateful to be part of MES IMCC MBA college who keeps providing us wonderful support.

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Executive Summary:

Introduction:

Social support is the perception and actuality that one is cared for, has assistance available from other people, and most popularly, that one is part of a supportive social network. These supportive resources can be emotional, informational, or companionship ,tangible or intangible. Social support can be measured as the perception that one has assistance available, the actual received assistance, or the degree to which a person is integrated in a social network. Support can come from many sources, such as family, friends, pets, neighbors, coworkers, organizations, etc. Government provided social support may be referred to as public aid in some nations. Social support is studied across a wide range of disciplines including psychology, medicine, sociology, nursing, public health, education, rehabilitation, and social work. Social support has been linked to many benefits for both physical and mental health, but "social support" (e.g., gossiping about friends) is not always beneficial.

Social support theories and models were prevalent as intensive academic studies in the 1980s and 1990s, and are linked to the development of caregiver and payment models, and community delivery systems in the US and around the world. Two main models have been proposed to describe the link between social support and health: the buffering hypothesis and the direct effects hypothesis. Gender and cultural differences in social support have been found in fields such as education "which may not control for age, disability, income and social status, ethnic and racial, or other significant factors".

Research Methodology:

The data collected in this study is primary data. The research design used is descriptive design.

Findings:

Respondents having more work experience tend to have more perceived social support from organization. The feeling of fear, loneliness, stress and uncertainty about future was much high among employees during the lockdown. Work from home was provided for all the employees all over India which brought a immense change in their working environment. At such situation, the employees expected great support from organization. Organization tried it's best to fulfill the needs of the employees which showed that the employees are much satisfied with their job.

Conclusion:

Each one of us is in need of social support whether it be professional life or personal life specially in the pandemic period. Covid 19 has immensely affected everyone's life. This study shows that though there were tough times our near and dear one's were always there by our side to motivate us. There were feelings like fear, loneliness, stress, etc. but perceived social supported helped us to cope up with all the negative feelings. Feeling of wanted or needed in any situation in family or in organization acts as a great tool for high perceived social support.

Suggestions:

The company provides online internship which does not gives a crystal clear experience of working as a team.

Limitations:

1. This study is based on self-reported responses of the individuals.
2. For this purpose of study all sectors are not considered. We have used selected sectors such as banking, manufacturing and I.T. as a part of this study and employees from other sectors (like education, hospitality, etc) are not considered here and hence, the findings of this study may not be generalizable to the whole population.

3. For this study we have used the convenient sampling method to approach participants and hence the issue arises regarding whether the findings of this study will generalize to the entire population.

Chapter 1.1:Introduction

Social support is the perception and actuality that one is cared for, has assistance available from other people, and most popularly, that one is part of a supportive social network. These supportive resources can be emotional, informational, or companionship ,tangible or intangible. Social support can be measured as the perception that one has assistance available, the actual received assistance, or the degree to which a person is integrated in a social network. Support can come from many sources, such as family, friends, pets, neighbors, coworkers, organizations, etc.Government provided social support may be referred to as public aid in some nations. Social support is studied across a wide range of disciplines including psychology, medicine, sociology, nursing, public health, education, rehabilitation, and social work. Social support has been linked to many benefits for both physical and mental health, but "social support" (e.g., gossiping about friends) is not always beneficial.

Social support theories and models were prevalent as intensive academic studies in the 1980s and 1990s, and are linked to the development of caregiver and payment models, and community delivery systems in the US and around the world. Two main models have been proposed to describe the link between social support and health: the buffering hypothesis and the direct effects hypothesis. Gender and cultural differences in social support have been found in fields such as education "which may not control for age, disability, income and social status, ethnic and racial, or other significant factors".

Distinctions in measurement

Social support can be categorized and measured in several different ways.

There are four common functions of social support.

Emotional support is the offering of empathy, concern, affection, love, trust, acceptance, intimacy, encouragement, or caring. It is the warmth and nurturance provided by sources of social support. Providing emotional support can let the individual know that he or she is valued.

- Tangible support is the provision of financial assistance, material goods, or services. Also called instrumental support, this form of social support encompasses the concrete, direct ways people assist others.
- Informational support is the provision of advice, guidance, suggestions, or useful information to someone. This type of information has the potential to help others problem-solve.
- Companionship support is the type of support that gives someone a sense of social belonging. This can be seen as the presence of companions to engage in shared social activities. It is also referred to as "esteem support" or "appraisal support."

Researchers also commonly make a distinction between perceived and received support. Perceived support refers to a recipient's subjective judgment that providers will offer (or have offered) effective help during times of need. Received support (also called enacted support) refers to specific supportive actions (e.g., advice or reassurance) offered by providers during times of need. Furthermore, social support can be measured in terms of structural support or functional support. Structural support (also called social integration) refers to the extent to which a recipient is connected within a social network, like the number of social ties or how integrated a person is within his or her social network. Family relationships, friends, and membership in clubs and organizations contribute to social integration. Functional support looks at the specific functions that members in this social network can provide, such as the emotional, instrumental, informational, and companionship support listed above. Data suggests that emotional support may play a more significant role in protecting individuals from the deleterious effects of stress than structural means of support, such as social involvement or activity.

Sources

Social support can come from a variety of sources, including family, friends, romantic partners, pets, community ties, and coworkers. Sources of support can be natural (e.g., family and friends) or more formal (e.g., mental health specialists or community organizations). The source of the social support is an important determinant of its effectiveness as a coping strategy. Support from a romantic partner is associated with health benefits, particularly for men. However, one study has found that although support from spouses buffered the negative

effects of work stress, it did not buffer the relationship between marital and parental stresses, because the spouses were implicated in these situations. However, work-family specific support worked more to alleviate work-family stress that feeds into marital and parental stress. Employee humor is negatively associated with burnout, and positively with, stress, health and stress coping effectiveness. Additionally, social support from friends did provide a buffer in response to marital stress, because they were less implicated in the marital dynamic.

Social Support From Family

Social support is one of the important functions of social relationships. Social support is always intended by the sender to be helpful, thus distinguishing it from intentional negative interactions (such as angry criticism, hassling, undermining). Social support is commonly categorized into four types of behaviors.

Social support means having friends and other people, including family, to turn to in times of need or crisis to give you a broader focus and positive self-image. Social support enhances quality of life and provides a buffer against adverse life events.

Types of Social Support

Social support can be categorised by either the type of social support or by its source. The two following sections aim to discuss these categorisations further. In practice, it is often challenging to clearly distinguish these categories from each other.

1. Emotional
2. Instrumental
3. Informational
4. Appraisal.

However, a diverse set of opinions of the number of categories of social support and their defining characteristics currently exist. For example, some researchers only divide social support

into two categories: instrumental and practical support, on the hand; and see emotional and informational support as one category, on the other hand. Whereas, other authors have postulated that there exist other types of social support beyond the three aforementioned: including, for example, ‘companionship support’ and ‘validation’. Companionship support, also called ‘diffuse support’ or ‘belongingness’, describes a sense of social belonging that is elicited by shared social activities with others that help to distract the person from their problems or results in a positive mood . ‘Validation’, also known as ‘feedback’ or ‘social comparison’, refers to obtaining information from others about the appropriateness of one’s feelings or behaviour.

Social Support From Organization

Workplace social support refers to the availability or actual receipt of assistance provided to an employee by one or more individuals. Research shows that social support provided by individuals within the organization, particularly support provided by supervisors, has the greatest implications for employee well-being.

Humans are social beings, and for many people it is true that they spend more time at work with their co-workers than with their spouse or family. A growing body of research has observed that social support is an important factor affecting health and well-being. These findings have encouraged researchers, as well as practitioners, to investigate the mechanisms underpinning social support in the workplace and its respective links to worker’s health and well-being further; and additionally to investigate how social support can be integrated into workplace policies, practices, and interventions. The current article aims to provide an overview of the theoretical background and evidence base examining the link between social support and health, and will present practical information on how to enhance social support at the workplace.

Definitions

Workplace social support is defined as the degree to which individuals perceive that their well-being is valued by workplace sources, such as supervisors and the broader organization in which they are embedded.

Social support is widely-known and well-studied; yet it remains a complex construct in psychological research and practice. There exist several definitions of social support in the literature. Consequently, it is hard to name just one or two. However, the following key elements are common in most definitions: social support may be regarded as resources provided by others, as coping assistance, as an exchange of resources, or even as a personality trait'. Unlike social network or social integration, which describes the structural and quantitative aspects of a person's social relationships; social support, in contrast, characterises the functional and qualitative aspects of relationships. Researchers agree that giving and receiving social support is an interactive process and must be regarded under the concept of reciprocity, which refers to giving support which is positively associated with receiving it.

Health

The relationship between social support and health has been thoroughly examined over the last three decades and is well documented. It has been demonstrated that lower levels of social support are associated with higher rates of many different diseases: for example, cardiovascular diseases and cancer. This section aims to present the evidence base between the direct link between social support and worker's health and well-being; and the mediated role of social support in the relationship between stress and ill-health.

Social support in the workplace is thought to be a very important resource in coping with stress by reducing stressors and strains. A longitudinal study found employees reporting high levels of peer support over a twenty year period had decreased mortality; however, supervisor support was observed to have no impact. Some studies have observed a positive relationship between social support and well-being; whilst others have not observed similar findings. Effects are reported in the other direction, too. Several studies imply a connection between the lack of social support and musculoskeletal ill-health. Negative aspects of close relationships seem to worsen physical, mental, and social functioning.

1.2Objectives:

- 1)To study the perceived social support from organization.
- 2)To study the perceived social support from family/friends.

Chapter 3-Literature Review:

(1)Role of Social Support in Social Epidemiology.

Author-Vaux.A

Year-1988

Social Support comprehensively evaluates research and theory from the perspective of both the scientist and human service provider. This work is sure to become the standard reference on the social support for the psychologist, sociologist, and service provider concerned with social factors in distress and well being.

The role of social support in social epidemiology is examined, as are neglected issues regarding developmental aspects of support across the life span. Previous chapters review measures of support and develop the transactional model examining links between resources, behavior, and appraisals, and exploring personal, social, and ecological influences on the support process.

(2)The Multidimensional Scale of Perceived Social Support.

Author-Gregory.D.Zimet,Nancy.D.Dahlem,Sara.G.Zimet,Gordon.K.Farley.

Year-10 June 2010.

Subject included 136 female and 139 male university undergraduates. Three subscales, each addressing a different source of support, were identified and found to have strong factorial validity: (a) Family, (b) Friends, and (c) Significant Other. In addition, the research demonstrated that the MSPSS has good internal and test-retest reliability as well as moderate construct validity. As predicted, high levels of perceived social support were associated with low levels of depression and anxiety symptomatology as measured by the Hopkins Symptom Checklist. Gender differences with respect to the MSPSS are also presented.

(3)The Multidimensional Scale of Perceived Social Support-A Confirmation Study.

Author-Zimet, Dahlem & Farley.

Year-1988.

This study examined the psychometric properties of the Multidimensional Scale of Perceived Social Support with a diverse group of 154 students at an urban college. The following areas were investigated: internal reliability, factorial validity, social desirability bias, and the moderating effect of social support between stressful life events and depression (i.e., the buffering hypothesis). The MSPSS had good internal reliability, and the factor analysis confirmed the subscale structure of the measure: family, friends, and significant other. There was no indication that social desirability bias influenced subjects responses. Finally, social support was related to depression only for those subjects who were experiencing high levels of life stress, which lends support for the buffering hypothesis.

(4)Assessing Chinese Adolescents Social Support:The Multidimensional Scale of Perceived Social Support.

Author-Kee-Lee-Chou

Year-February 2000.

The psychometric and factor-analytic properties of the Chinese version of the Multidimensional Scale of Perceived Social Support (MSPSS-C) were investigated in a Hong Kong Chinese adolescent sample. Two factors were extracted from this sample and they are Friend and Family subscales. The reliability, concurrent validity, and construct validity of the MSPSS-C were also established. The MSPSS-C demonstrated excellent internal consistency including the two subscales. In terms of construct validity, the MSPSS-C correlated negatively with depression and anxiety assessed by the General Health Questionnaire. The concurrent

validity of the MSPSS-C was demonstrated by the positive association between the MSPSS-C and the Lubben Social Network Scale.

(5) Cognitive Processes in Perceived Social Support.

Author-Lakey,Brian,Cassady,Patricia B.

Year-August 1990

This article describes 2 studies testing hypotheses that perceived social support operates in part as a cognitive personality construct. Both studies found that perceived support manifested a pattern of correlations more similar to cognitive variables than did support received from the environment and that the relation between perceived support and psychological distress was reduced substantially when the cognitive personality variables were controlled statistically. Study 2 also tested hypotheses generated from schema theory that perceived support would be related to the interpretation and recall of novel supportive behaviors. As predicted, low-perceived-support students interpreted novel supportive behaviors more negatively than high-support students and remembered a lower proportion of behaviors perceived as helpful.

(6) Received and Perceived Social Support in times of Stress:A test of the Social Support Deterioration Deterrance Model.

Author-Norris F H.,Kaniasty,Krzysztof.

Year-1996

The authors evaluated the impact of receiving social support on subsequent levels of perceived social support and psychological distress in 2 independent samples of victims of severe natural disasters. Perceived support mediated the long-term effects on distress of both scope of disaster exposure and postdisaster received support. Theoretical and application issues of social support are discussed.

(7)Social Support,Individual Differences and Well-Being:A study of small business entrepreneurs and employees.

Author-Yue Wah Chay

Year-1993

This study examined the relationships between social support and personality factors as moderators of stress arising from demands in the workplace. Data on personal, demographic and job characteristics as well as measures of individual traits, social support and psychological well-being were collected from a sample of 117 entrepreneurs and employees. The results showed significant differences in the work patterns and personality characteristics between the two occupational groups but no differences in well-being were found. Extraversion and need achievement jointly predicted perceived support with interpersonal control being the strongest predictor. Extraverts and internals reported the highest levels of interpersonal support compared with introverts and externals. Overall, the findings provide evidence for the buffering role of social support. The importance of broadening the concept of social support to include individual differences in future research is emphasized.

(8)Previous Sickness Absence with Perceived Social Support.

Author-Marit Knapstad,Kristina Holmgren,Gunnel Hensing,Simon Overland.

Year-2014

Although sickness absence often is a process over time, most studies have treated the phenomenon as a discrete event and focused more on its causes than its consequences. The main finding was that previous sickness absence was associated with current low perceived social support at work. The highest odds for low social support were found among those who had a stable high level of sickness absence. The two indicators of perceived social support employed were somewhat differently associated with previous sickness absence. Recency and extent of previous sickness absence are related to perceived social support at work. Future research on the

relationship between social support and sickness absence should use repeated measurements and acknowledge the possible bidirectional relationship.

(9)Job Stress,Job Performance and Social Support among hospital nurses.

Author-Raeda Fawzi AbuAlrub.

Year-11 March 2004.

A correlational descriptive survey was used to investigate these relationships among a convenience sample of 263 American hospital nurses and 40 non-American nurses who were accessible via the Internet. Perceived social support from coworkers enhanced the level of reported job performance and decreased the level of reported job stress. The analysis also indicated a curvilinear (U-shaped) relationship between job stress and job performance; nurses who reported moderate levels of job stress believed that they performed their jobs less well than did those who reported low or high levels of job stress. Results indicated the importance of social support from coworkers, as well as the need for further research to test the U-shaped relationship between job stress and job performance.

(10)Sources of Social Support,Burnout,Job Satisfaction and Productivity.

Author-Baruch Feldman, Caren,Brondolo, Elizabeth,Ben Dayan, Dena,Schwartz, Joseph

Year-January 2002

Social support has been identified as an important correlate of a variety of work outcomes. Support from different sources, including family, coworkers, and supervisors, was examined in 211 traffic enforcement agents (92 men, 119 women). Outcomes included subjective variables (burnout and job satisfaction) and an objective measure of productivity (number of summonses). Support was negatively associated with burnout and positively associated with satisfaction and

productivity. A cluster of support variables accounted for 7% of the variance in burnout and productivity and 12% of the variance in job satisfaction. Family support was more closely associated with burnout than with satisfaction or productivity, whereas immediate supervisor support was related to satisfaction and productivity but not burnout. Results suggest that support may be associated with work-related outcomes through multiple pathways.

(11) Subjective Underemployment and Psychosocial Stress: The Role of Perceived Social and Supervisor Support.

Author-Gloria Jones Johnson,W Roy Johnson.

Year-28 May 1991

The purpose of this study was to examine the effects of subjective underemployment on psychosocial stress. The moderator effects of perceived social and supervisor support were also investigated. Data were collected during the summer of 1987 in a public utility governmental agency in the United States. The sample size was 212 with a 71% response rate. Multiple regression analysis was used to examine the relationship between subjective underemployment and psychosocial stress. As expected, the results revealed a significant positive relationship between subjective underemployment and five indexes of psychosocial stress. The interactions between subjective underemployment and social and supervisor support were not significant; however, the relationships were in the expected directions. Supervisor support was positive and significantly related to psychosocial stress, but social support was not.

(12) Perceived Social Stress, Work Stress, Well-Being, Hardiness and Emotional Reactivity.

Author-Alexsandra Luszczynska,Roman Cieslak.

Year-26 January 2004.

At first wave of data collection perceived social support from different sources, work stress, wellbeing, hardiness and emotional reactivity were measured. Six weeks later wellbeing and work stress were assessed again. Results of hierarchical regression showed that support from supervisors protects from work stress. Promotive effect of social support was found only in analyses where the moderating role of personality was considered. Buffering effect was found more frequently, if the moderating role of personality was considered, compared to analyses that did not include any personality moderator. Social support from coworkers or family buffered the effects of work stress in managers with low hardiness or high emotional reactivity. Managers with low hardiness (or with high emotional reactivity) who perceived high support had the same level of curiosity, regardless work stress. An extension of matching hypothesis may be proposed, referring to the fit between social support, stress, wellbeing (or stress outcomes), and personality characteristics.

(13) Social Support and Occupational Stress: Effects of talking to others.

Author-Kristofer J.Fenlason,Terry A Beehr.

Year-March 1994

Employees social support was examined using both the traditional global measures of emotional/instrumental support and more focused measures based on the contents (positive, negative, and non-job) of verbally transmitted support. Contents were more closely related to global emotional support than to global instrumental support, with non-job and positive communications especially strongly associated with emotional support, and they accounted for more variance in strains than did the global measures.

(14) Stress, Social Support, and Workers' Intentions to Leave Their Jobs in Public Child Welfare.

Author-Jan A.Nissly LCSW,Michal E.Mor Barak PhD & Amy Levin PhD.

Year- 2 October 2008.

The present study examined the relationships among stress, social support, and intention to leave in 418 public child welfare workers. Workers with higher levels of stress were more likely to think about leaving, while those receiving greater social support were less likely. Social support did not buffer the effects of organizational stress, but had some effect in buffering the effects of work-family conflict. Implications for agency administration and future research are discussed.

(15) Social Support and Adjustment to Work: A Longitudinal Study.

Author-Cynthia D.Fisher.

Year-1 September 1985.

This study focused on the role played by social support on the job from coworkers and supervisor in facilitating newcomer adjustment and in mitigating the effects of unmet-expectations stress. The literature on social support indicates that it has three kinds of impacts on stress and subsequent outcomes. A main effect on outcomes, a main effect on perceived stress, and a moderating effect on outcomes. The present study investigated the interrelationships of stress, social support, and outcomes at work, using a sample of newly graduated nurses in their first six months on full-time hospital jobs. A longitudinal design employing three waves of data collection was used. Social support was found to have important main effects in reducing the level of unmet-expectations stress and facilitating positive adjustment outcomes among newcomers.

Chapter 4-Research Methodology

4.1-Objectives:

- 1.To study the importance of social support from organization and family.
- 2.To study how stress is managed by social support.
- 3.To study social support during lockdown.

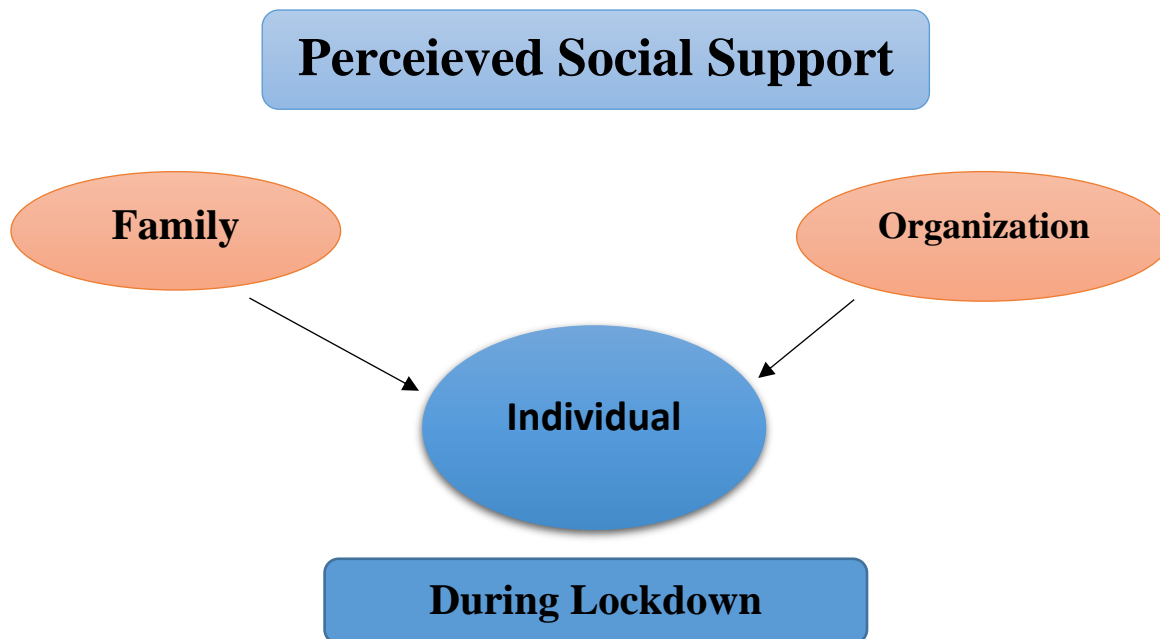
4.2-Scope:

- 1.The study is on employees from different sectors.
- 2.The study has been done on social support of employees.

4.3-Research Design:

Research design constitutes the blueprint for the collection,measurement and analysis of data.

4.3.1-Research Model:



4.4-Sampling Design:

4.4.1-Sampling Method

In the current study, the entire population i.e. all single and dual income couples working in Pune city were not available for the study. And hence, non-probability sampling was the only feasible alternative.

Convenience sampling is non-probability sampling and involves the selection of sample members based on easy availability or accessibility. Hence, non-probability convenient sampling method was used to reach the respondents in this study.

4.4.2-Sample Size:

Sample size for the current study is determined based on following criteria:

a) Sample size in previous studies:

Previous studies on single and dual income individuals used sample sizes as follows-

Table no.4.1-Sample size used in previous studies.

Sr No.	Study	Sample Size
1	Role of Social Support in Social Epidemiology.	156 Females, 130 Male.
2	The Multidimensional Scale of Perceived Social Support.	136 Female, 139 Male.
3	The Multidimensional Scale of Perceived Social Support-A Confirmation Study.	154 students at urban college.

4	Social Support,Individual Differences and Well-Being:A study of small business entrepreneurs and employees.	117 entrepreneurs and employees of small business.
5	Job Stress,Job Performance and Social Support among hospital nurses.	263 American nurses and 40 Non-American nurses.
6	Sources of Social Support,Burnout,Job Satisfaction and Productivity.	211 Traffic Enforcement Agents(92 men,119 women)
7	Subjective Underemployment and Psychosocial Stress: The Role of Perceived Social and Supervisor Support.	Sample size was 212 with a 71% response rate.

Thus sample size for such studies ranged from 300 to 500.

b)Item-to-response ratio:

Researcher needs to ensure that data is collected from adequate sample size,so that subsequent analysis can be appropriately conducted.An item-to-response ratio recommendation ranges from 1:4(Rummel,1970) to 1:10 (Schwab,1980).However,in most cases,the ratio of 1:5 is considered to be sufficient(Guadagnoli & Velicer,1988).

In current research,total number of items was 29.Using the ratio,minimum sample size required was 110.

c)Adequacy for statistical analysis:

The size of study sample is critical in producing meaningful results. If the sample size is too small, it might be difficult to detect the effect or phenomenon under study.

Sample size (n=100 to 150) is considered good sample size when conducting statistical analysis.

4.5-Data Analysis Technique:

Data was first entered into an excel sheet. It was then checked for accuracy and imported into SPSS datasheet. Here, the data was recorded and prepared for further analysis. Before testing the hypothesis, we had to ensure that the scales measured what they were expected to measure. Exploratory Factor Analysis was carried out to test the factor structure of scales.

4.6-Sample Profile:

Section A of the questionnaire contained demographic profile related information of respondents like gender, educational qualification, family type, etc. The details of sample profile are given in the table 4.2.

Table 4.2-Demographic profile of respondents.

	Number	Percent
Dual Income Couples	34	30.9%
Single Individuals	76	69%
Gender		
Male	55	50%
Female	55	50%
Qualification		
Diploma	10	9.09%
Graduation	77	70%
Post Graduation	23	20.90%
Family Type		
Nuclear	90	81.81%
Joint	20	18.18%

Do you have the following feeling in last 3 months due to lockdown?		
Fear	17	15.45%
Insecurity	0	
Loneliness	42	38.18%
Stress	28	25.45%
Uncertainty about future	23	20.90%

Average	
Age(yrs.)	25.27
Total Work Experience(yrs.)	3.37
Working days in a week(yrs.)	5.98
Weekly Working Hours	7.71
Hours spend in a day with your family	14.20
Members in your family	5.74

Sample was 55 male and 55 female respondents. Approximately 70% respondents were graduate, while 20.90% had their post graduation degree. 18.18% were from joint family and 81.81% were from nuclear family.

On average respondents worked 5.98 days in a week with average 7.71 working hours per week. On average hours spend with family was 14.20 hours. Average work experience was 3.37 years.

4.7-Measures/Scales/Questionnaires:

Various scales have been used to measure the variables in this study such as perceived social support and stress.

We decided to use the following scales in this study because these measures have been used extensively in the past in various contexts and have shown high validity.

The following scales were included in the questionnaire to measure the study variables.

Perceived Social Support: Perceived Social Support was measured using 8 item scale developed by Zimet, Dahlem, Zimet & Farley, 1988. Respondents were asked to indicate their responses on a 7-point linkert scale (1=Very strongly disagree, 2=Strongly disagree, 3=Mildly disagree, 4=Neutral, 5=Mildly agree, 6=Strongly agree, 7=Very strongly agree) with higher scores representing less social support and lower scores representing more social support from family/friends.

Final survey questionnaire thus had 29 items. Demographic data was collected on following parameters such as age, educational qualification, work experience, working days in a week, weekly working hours, gender, family type, working status of respondents, educational qualification of respondents, weekly working days, working hours and number of family members staying together.

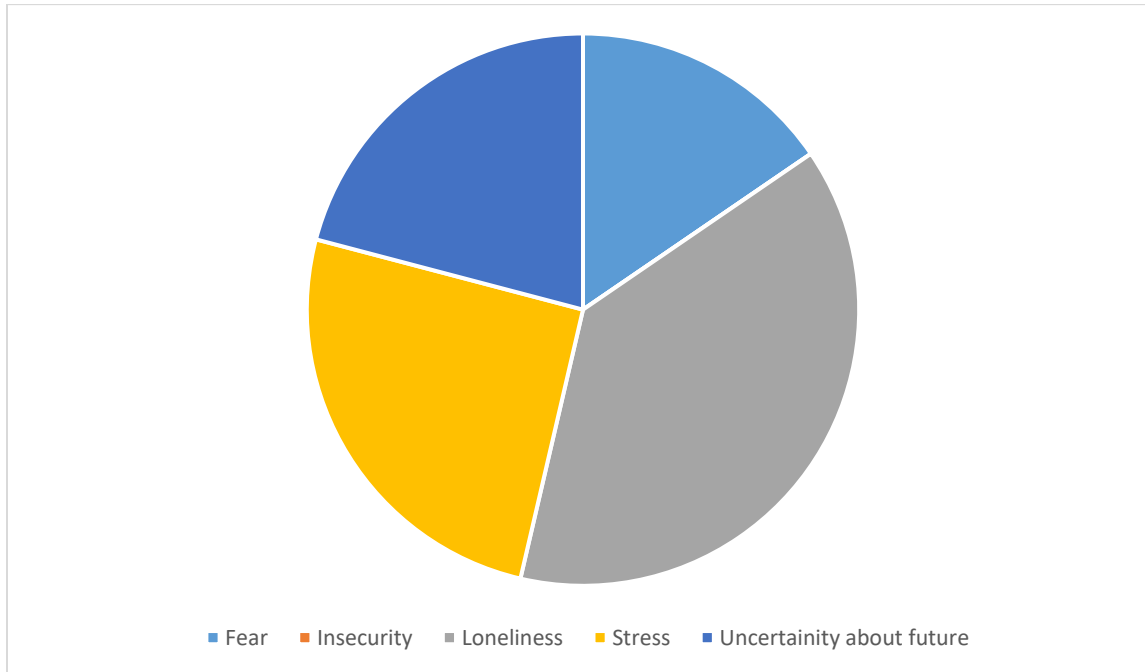
4.8-Limitations:

As with every research, this study also has certain limitations.

1. This study is based on self-reported responses of the individuals.
2. For this purpose of study all sectors are not considered. We have used selected sectors which were available for this study.
3. For this study we have used the convenient sampling method to approach participants and hence the issue arises regarding whether the findings of this study will generalize to the entire population.

Chapter 5-Data Analysis:

Diagram-5.1 Following feeling in last 3 months.

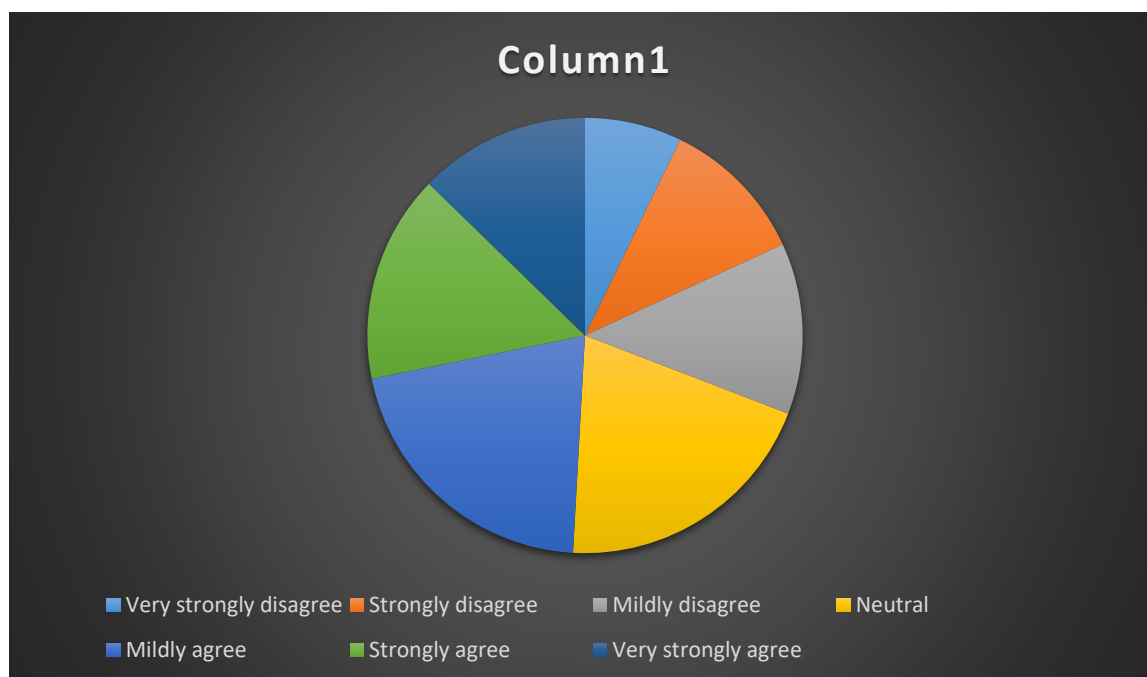


The above diagram explains that the respondents had the feeling of fear,loneliness,stress and uncertainty about future during lockdown.While facing through these feelings respondent was in great need of support from family as well as organization.

Perceived Social Support from Family/Friends.

1.1 There is a special person who is around when I am in need.

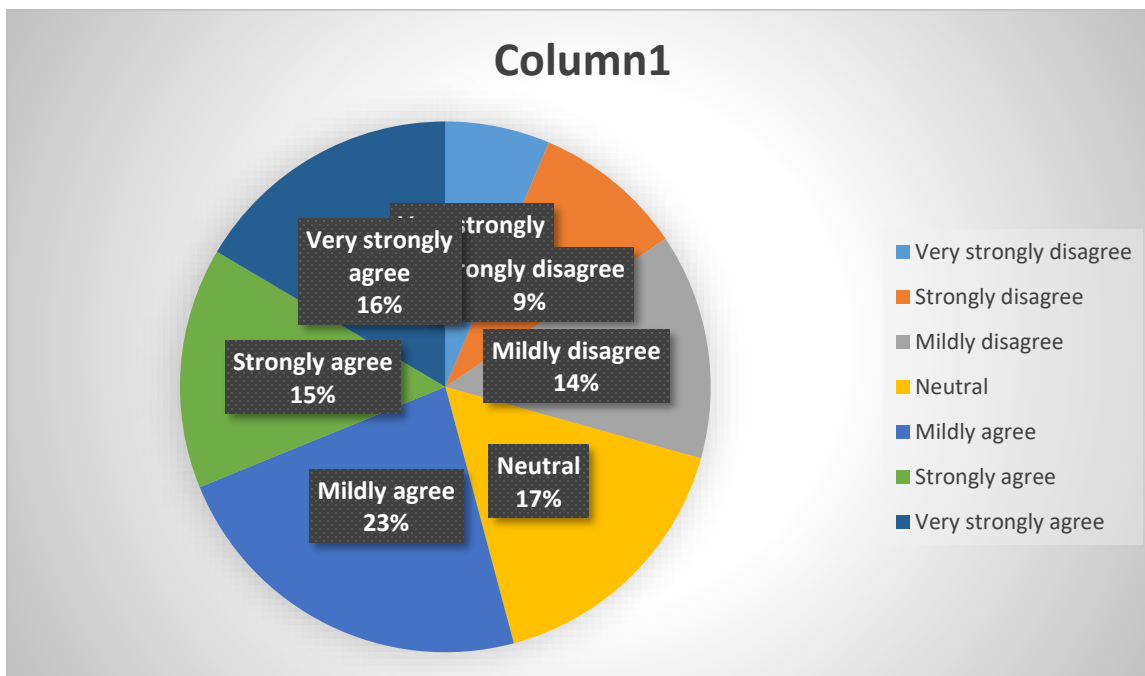
Diagram-5.2



The number of agreed respondents is more than disagreed respondents. This shows that there is a positive attitude of respondents towards perceived social support. During lockdown the individuals had someone with them around to talk with.

1.2 There is a special friend with whom I can share my joys and sorrows.

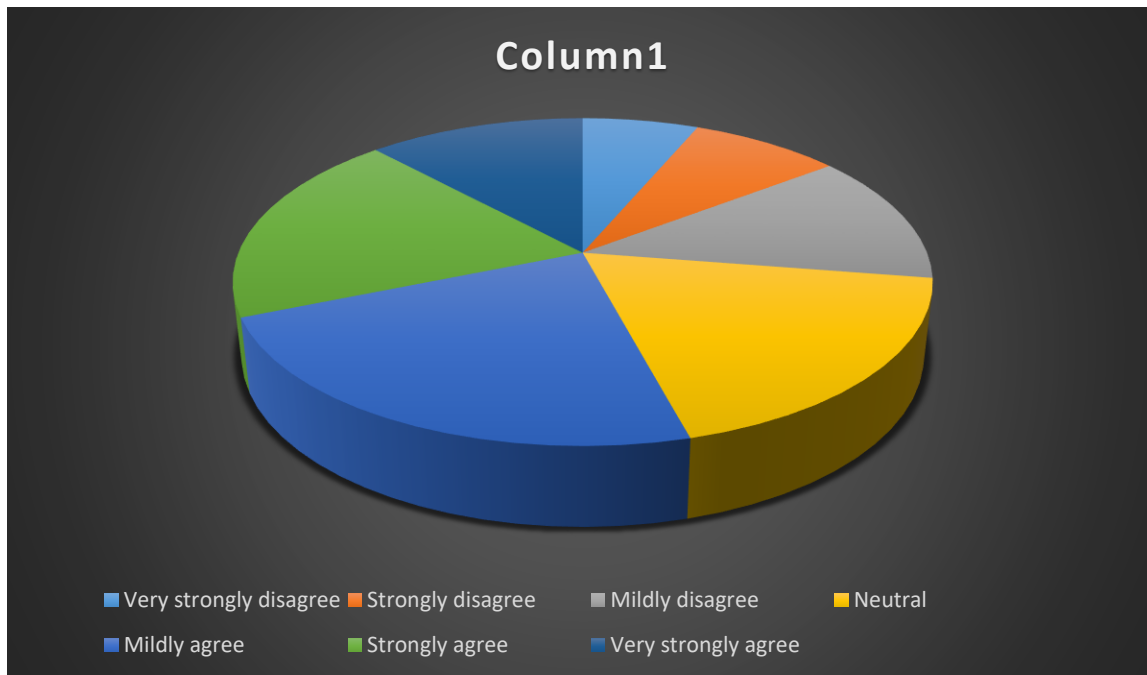
Diagram-5.3



There are very few respondents who didn't had a special friend with them with whom they can share their joys and sorrows. The above diagram explains that perception of employees was Neutral-20%, Mildly agree-27%, Strongly agree-18% and very strongly agree was 18%. The support from family or friends had a positive impact on respondents.

1.3 My family really tries to help me.

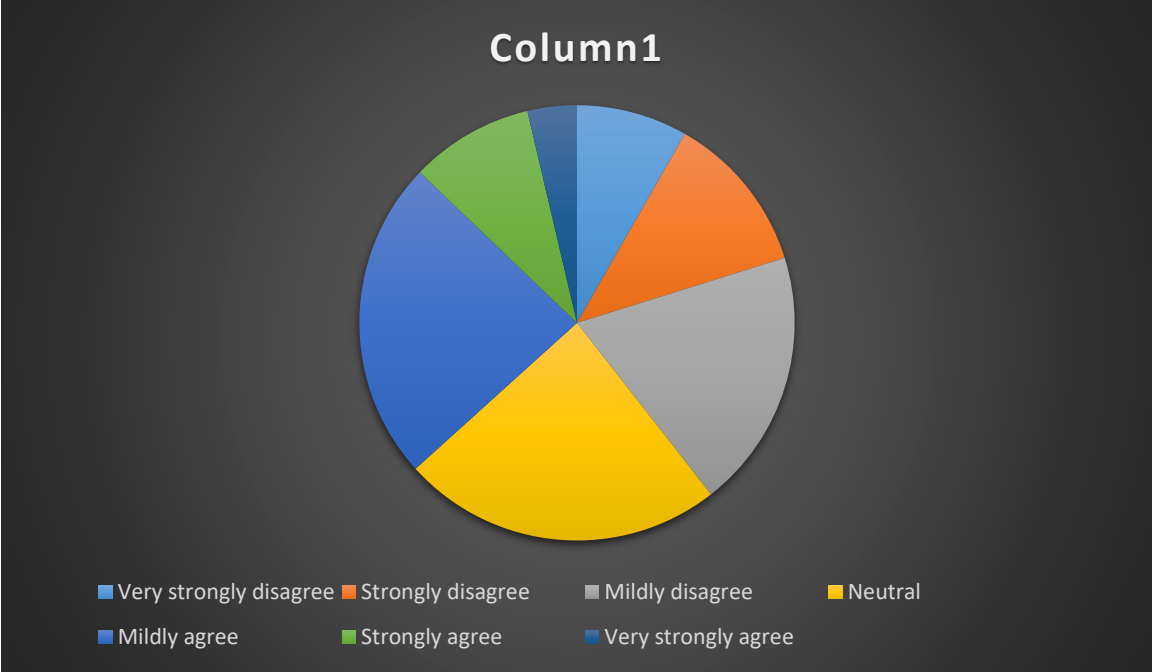
Diagram-5.4



The above diagram explains that some respondents didn't get much support from family when they were need. Most of the respondents had their family with them when they were need during past 3 months.

1.4 I get the emotional help and support I need from my family.

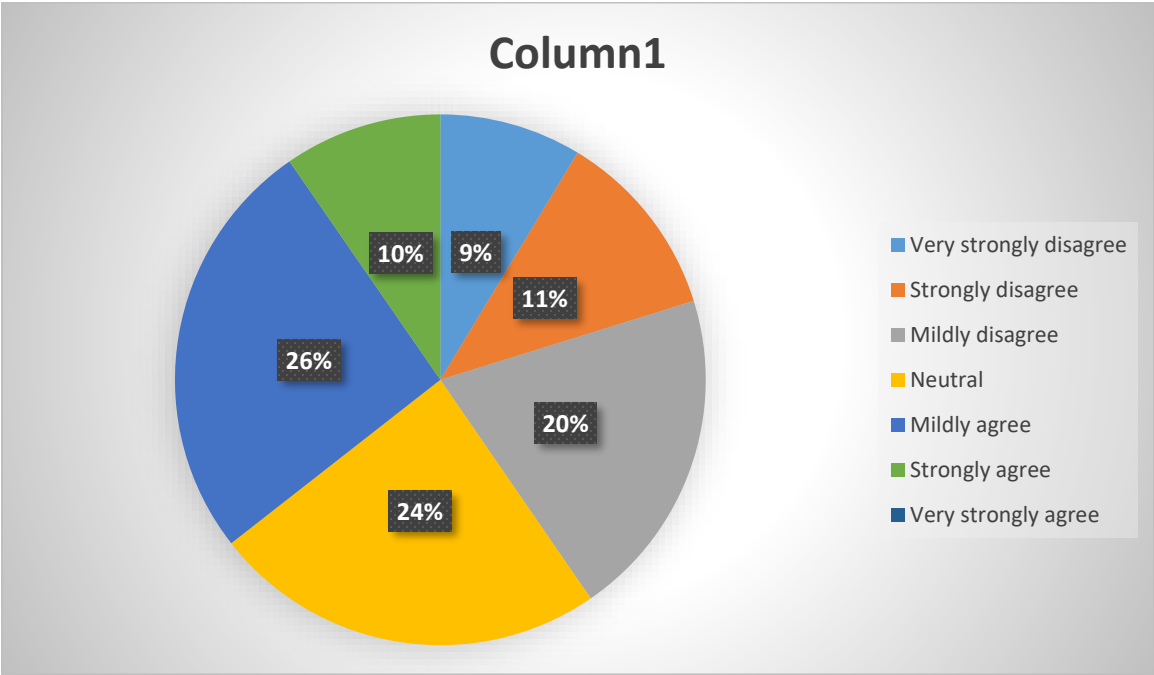
Diagram-5.5



The above diagram explains the emotional attachment of employee with their family. The attachment of employees shows a positive connection with their family in lockdown.

1.5 I have a special person who is a real source of comfort to me.

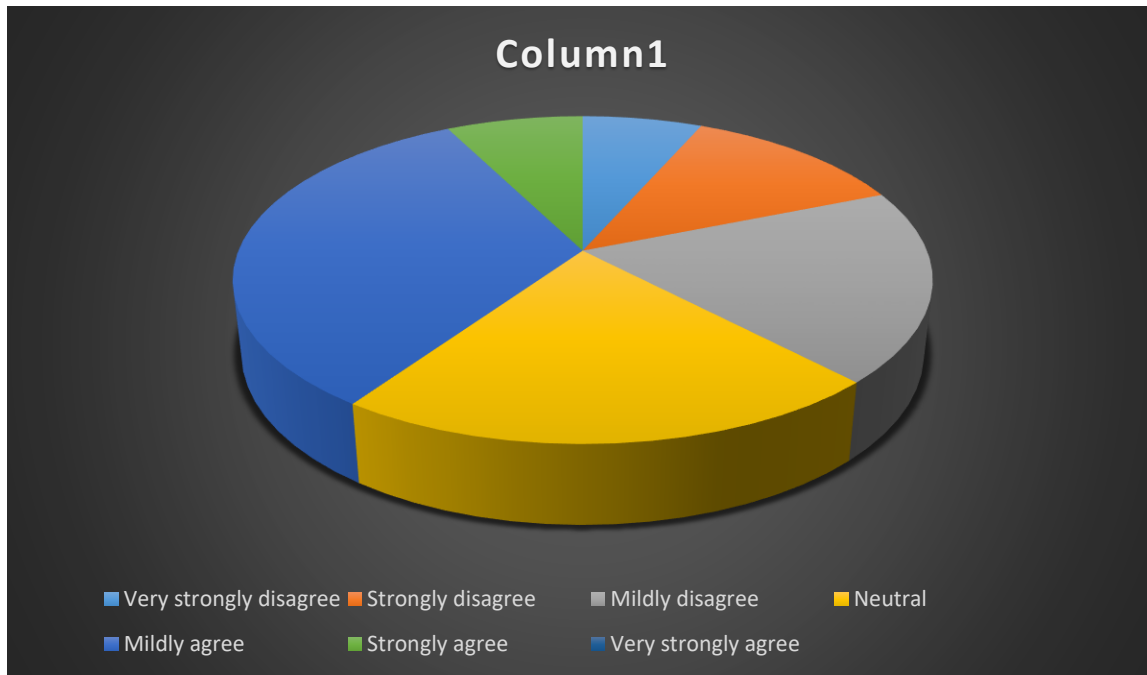
Diagram-5.6



There is always a special person in everyone's life who can understand us whether we are wrong or right. Perception of respondents on this special person in there was Neutral- 24%, Mildly agree-9%, Strongly agree-10% and Very strongly agree was 26%. The rest respondents didn't had a special person in their life.

1.6 I can talk about my problems with my family.

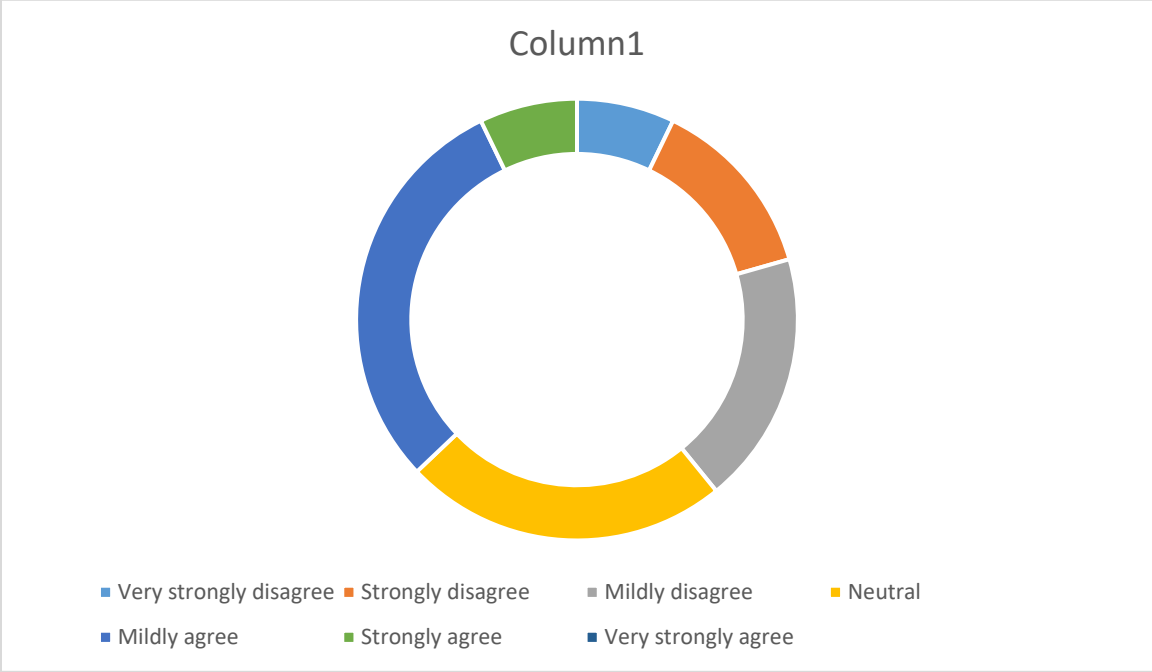
Diagram-5.7



The above diagram explains that most of the respondents are comfortable about talking their problems with their family which shows that there is positive support to the individual from family. Sharing their problems with family helps the employee to get motivated in personal as well as professional life.

1.7 There is a special person in my life who cares about my feelings.

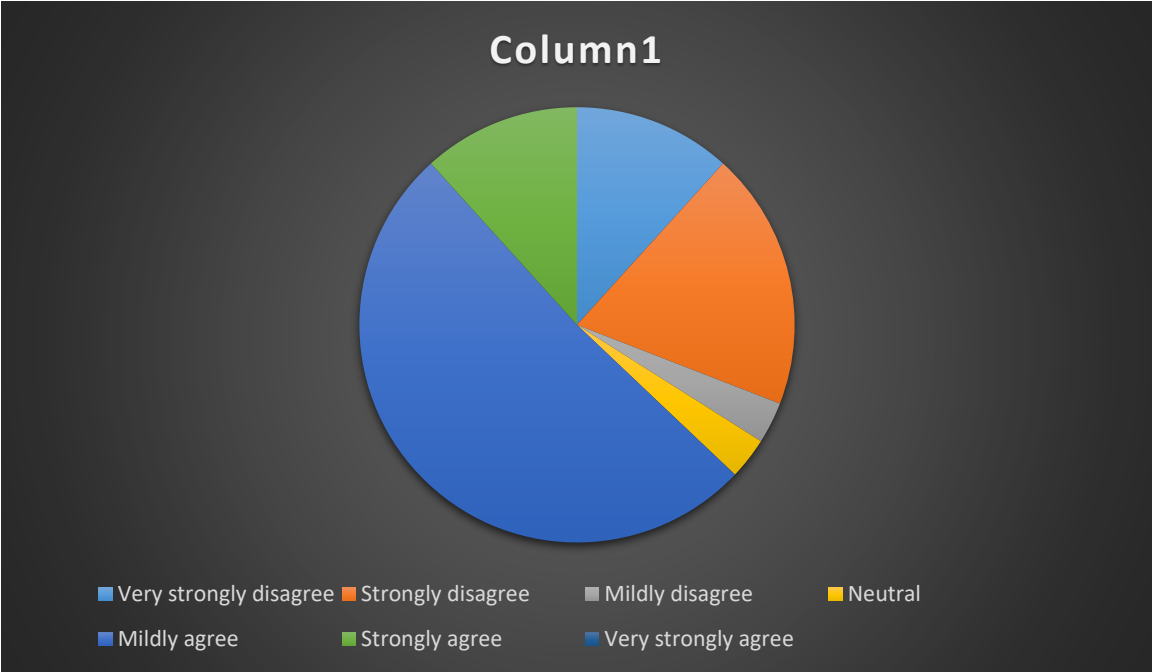
Diagram-5.8



Each one of us wants ourself to be understood.Having such person in our life who can understand my problems is indeed a big support.The above diagram explains that there is positive response about this question whereas some of them had negative perception to the same during lockdown.

1.8 My family is willing to help me make decisions.

Diagram-5.9

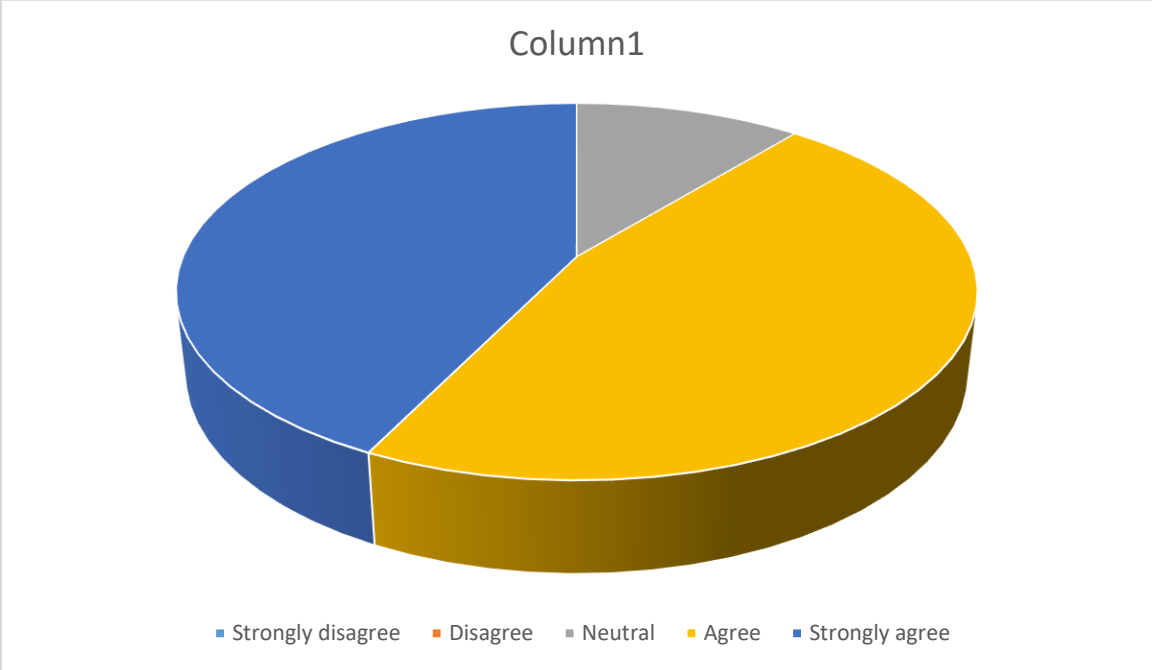


Support from family is the most strongest support in very individual’s life. The above diagram explains that many of them has emotional support from family which helps them grow day by day. Specially in lockdown respondents had positive attitude towards perceived social support.

Perceived Social Support from Organization.

2.1 The organization values my contribution to its well-being.

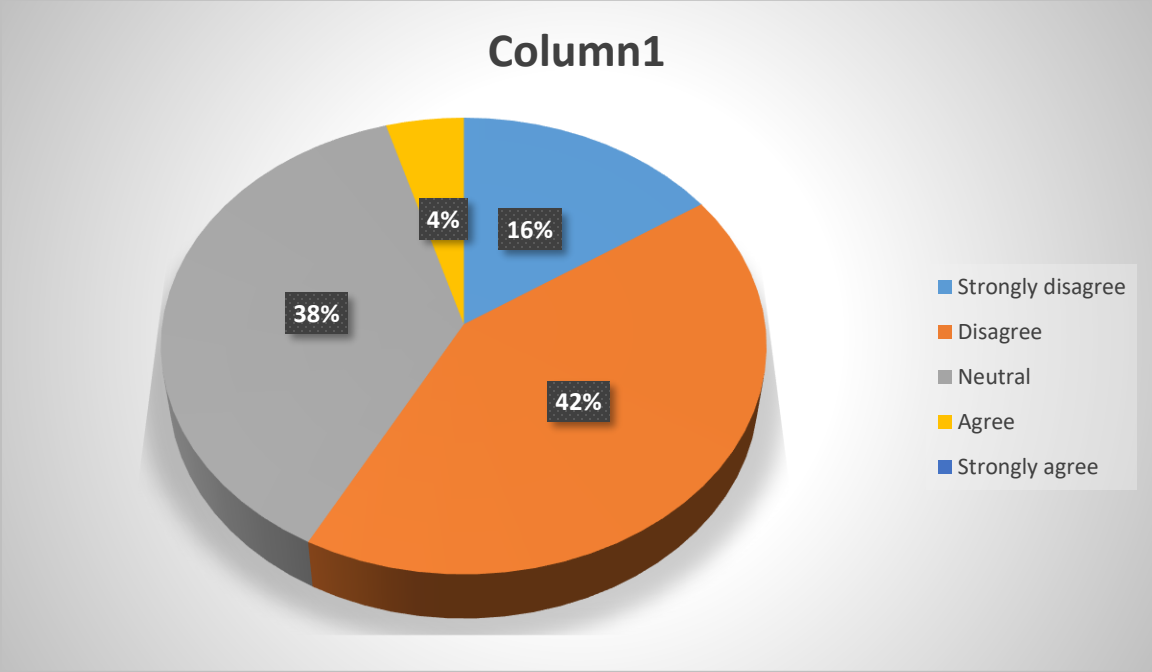
Diagram-5.10



In the above diagram we can see that there is no negative impact of social support on the respondent due to lockdown. Respondents agree to the question that they receive support from their organization which leads to increase in employee commitment and engagement.

2.2 The organization fails to appreciate any extra effort from me.

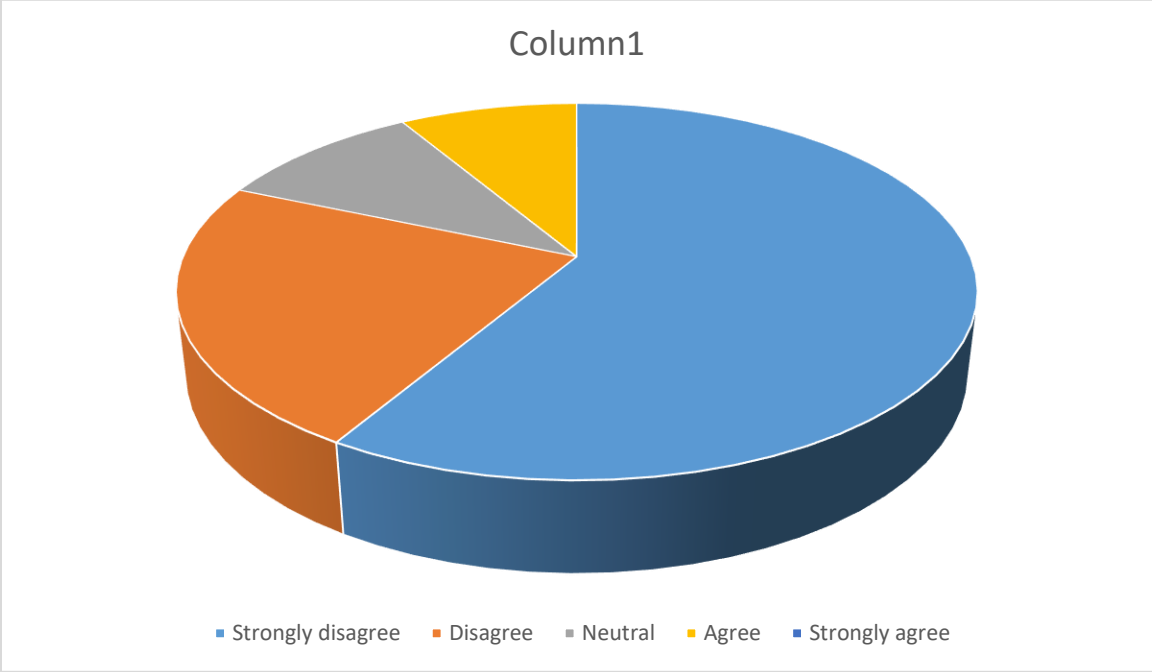
Diagram-5.11



The given diagram states that the efforts and work of respondents are appreciated by the organization. When one's performance is appreciated by the organization, employee feels satisfied about the job. During lockdown the employee expected support from the organization which he/she received and also feel supported.

2.3 The organization would understand a long absence due to my illness.

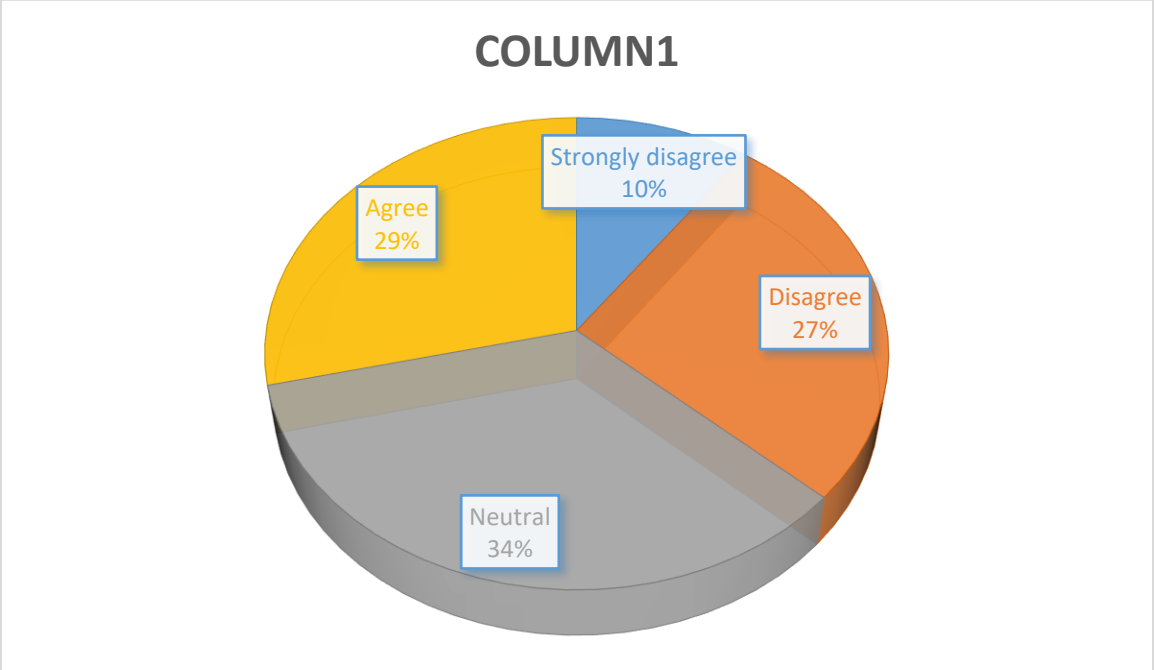
Diagram-5.12



There are different perception of respondents on illness leave. Most of them agree that the organization would understand their absence while some of them do not agree to the statement.

2.4 Help is available from the organization when I have a problem.

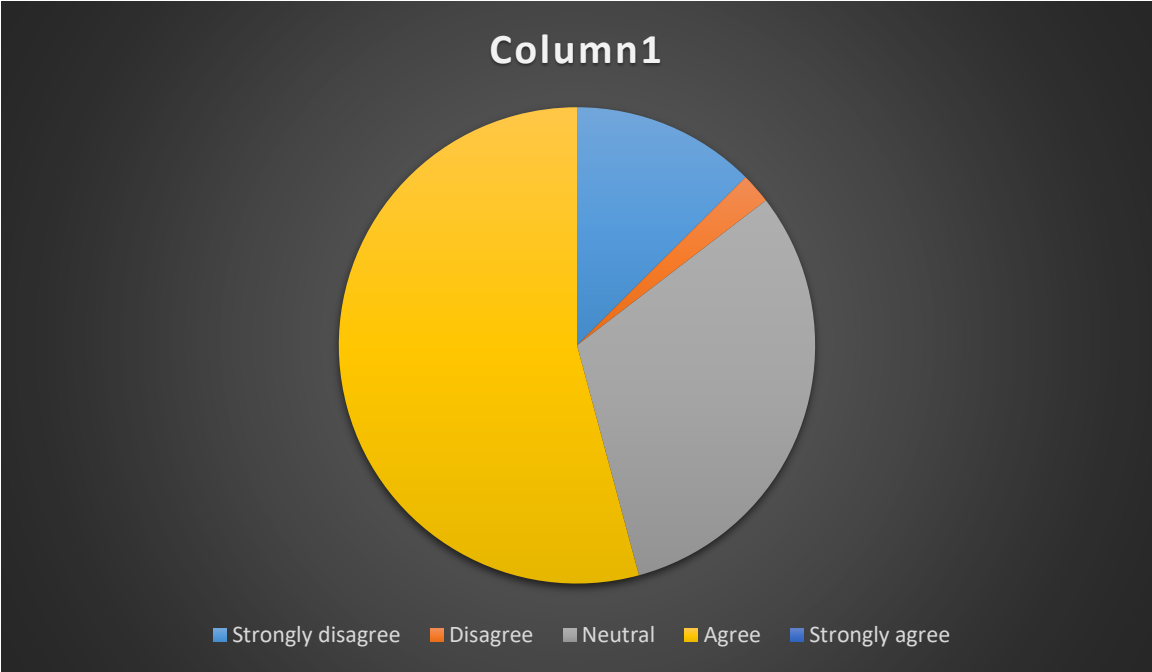
Diagram-5.13



Organization should understand the problems of the employees specially during the pandemic period. The responses were Neutral-34%, Agree-29%, Disagree-27% and strongly disagree were 10%. Agreed responses are more than disagreed responses.

2.5 The organization really cares about my well-being.

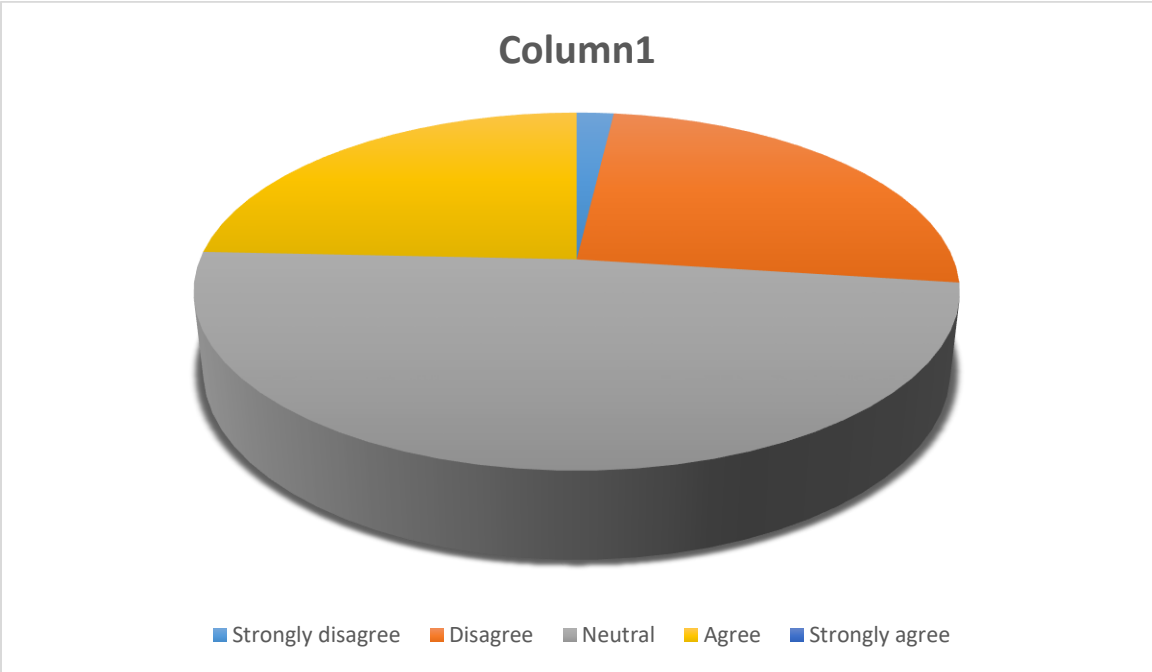
Diagram-5.14



Understanding from organization towards their employees is the best support that an employee could get. Expect work and performance organization also looks their well-being. Respondents feel socially supported when organization care about them and their well-being. The above diagram explains the perception of respondents.

2.6 Even if I did the best job possible, the organisation would fail to notice.

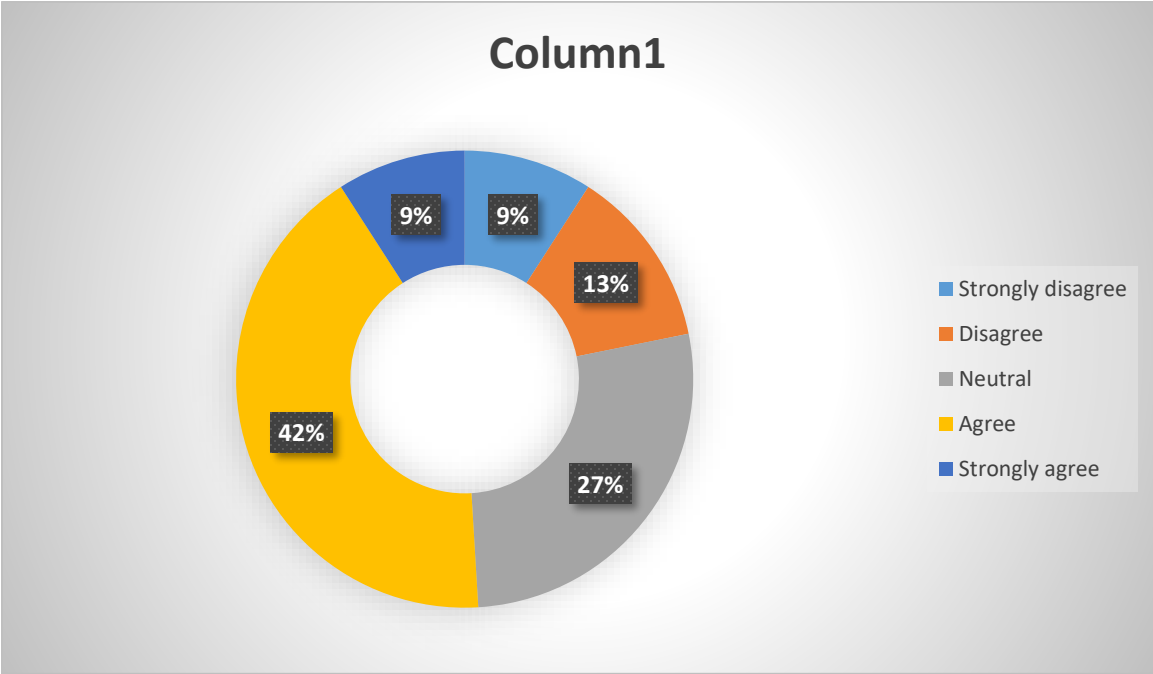
Diagram-5.15



The above diagram states that the perception of most of the respondents is neutral as compared to other feelings. There is a positive emotion that the organization was best at appreciating the efforts of individuals which is a very good sign of perceived social support from organization.

2.7 The organization tries to make my job as interesting as possible.

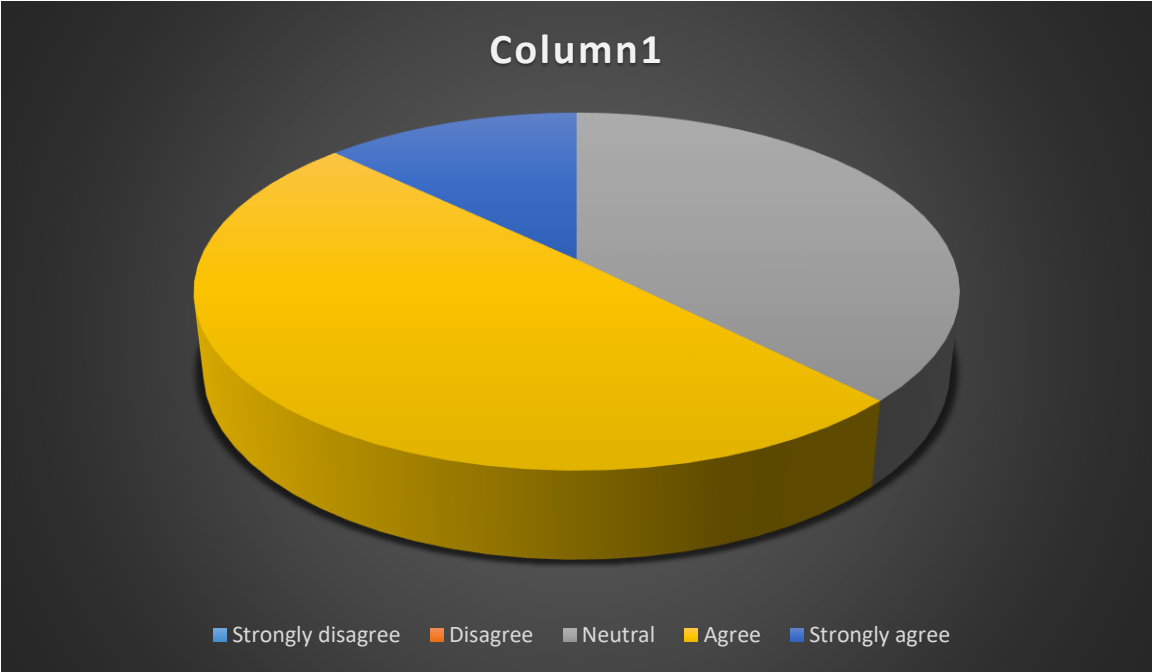
Diagram-5.16



Training and development helps to improve the skills of the employees. Carrying out changes in work environment brings something new in the performance of employees. The above diagram makes it crystal clear that there were best efforts of organization to make the job interesting for the employees.

2.8 My supervisors are proud that I am a part of this organization.

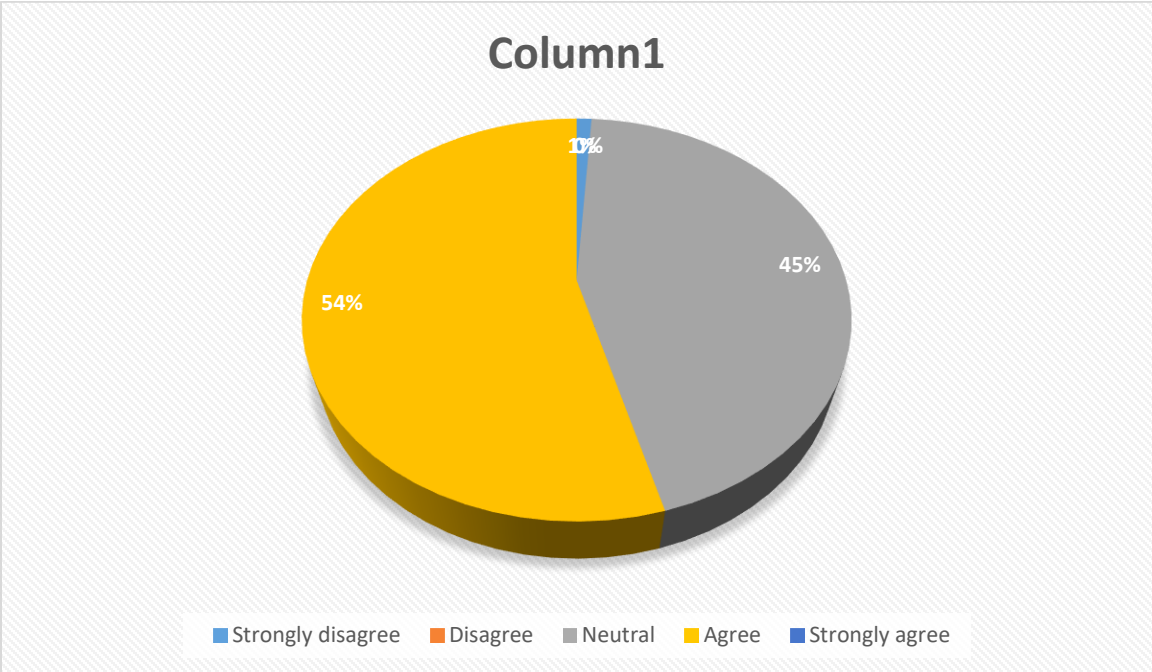
Diagram-5.17



Performance appraisal is the best way in which the employee knows his/her importance in the organization. In the above diagram there is only positive impact of belongingness of employee towards the organization. The supervisors of all the respondents are proud to have them in the organization.

2.9 The organization cares about my opinions.

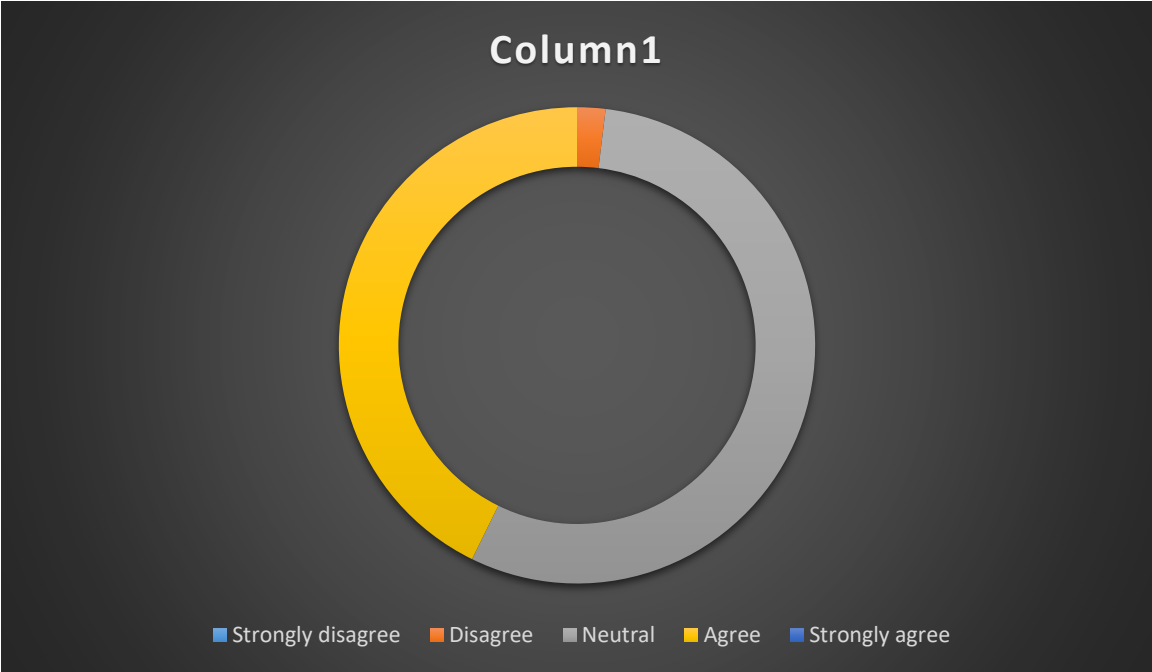
Diagram-5.18



One feels committed towards the job when his/her opinions and ideas are taken into consideration. All the respondents in the above diagram are happy that their opinions are considered while taking decisions in the organization.

2.10 The organization is willing to help me when I need a special favour.

Diagram-5.19



The above diagram explains that the organization is ready to help the employees whenever they are in need. Perceived social support from organization is high in this situation. This also helps the employee to be motivated.

Chapter 6-Findings:

- The average of female respondents is more as compared to male respondents to have perceived social support from family and organization during the pandemic period.
- The unmarried respondents have more perceived social support than married ones.
- The respondents belonging to the age group of 20-25 years is more in the list of respondents.
- Respondents having more work experience tend to have more perceived social support from organization.
- The feeling of fear, loneliness, stress and uncertainty about future was much high among employees during the lockdown.
- Many of the respondents had someone with them to share their joys and sorrows.
- There was some special person with the respondents with them to understand them which gave them a boost of perceived social support.
- The respondents were able to share their problems with their families which didn't cause much of stress.
- Respondents always had their families with them when they were in any need.
- Perceived Social Support from family/friends was high among employees during the pandemic period.
- Work from home was provided for all the employees all over India which brought a immense change in their working environment. At such situation, the employees expected great support from organization.
- Organization tried its best to fulfill the needs of the employees which showed that the employees are much satisfied with their job.
- Not only the performance of the employee but also organization tried to help the employee whenever they were in any need.
- Results explain that respondents had the feeling of belongingness towards the organization.
- In spite of work done from home organization appreciated the performance of employees which also leads to high employee commitment.

The above findings explains that employee had perceived positive social support from family as well as organization.

Chapter 7-Conclusion:

Each one of us is in need of social support whether it be professional life or personal life specially in the pandemic period. Covid 19 has immensely affected everyone's life. This study shows that though there were tough times our near and dear one's were always there by our side to motivate us. There were feelings like fear, loneliness, stress, etc. but perceived social supported helped us to cope up with all the negative feelings. Feeling of wanted or needed in any situation in family or in organization acts as a great tool for high perceived social support.

Chapter 8-Bibliography

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Chapter 10-Annexures

1-Questionnaire

SOCIAL SUPPORT FROM ORGANIZATION AND FAMILY DURING LOCKDOWN

Dear Respondent,

I am Priyanka Soni pursuing my M.B.A from Savitribai Phule Pune University.As a part of my curriculum this study is being conducted

Purely for the academic purpose.

All the information provided by you will be kept completely confidential.

Thankyou in advance for your participation.I am extremely appreciative of your time and effort.

SECTION A-Demographic Profile

(Please provide the following information)

Name(optional)-_____

1.Gender-

Male Female

2.Age(in years)-_____

3.Are you married? Yes No

4.Highest Education Qualification?(Please tick all that is applicable)

10th 12th Diploma

Graduation

Please specify-_____

Post Graduation Please specify-_____

5.Total Work Experience(in years)-_____

6.How many days in a week do you work?

4 days 5 days 6 days 7 days

7.Average Weekly Working Hours-_____Hrs.

8.How many hours in a day do you spend with your family-_____

9.Your Family type- Nuclear Family Joint Family

10.How many members are there in your family that stay with you?

11. Did you feel the following feeling in last three months?

- Fear
- Insecurity
- Loneliness
- Stress
- Uncertainty about future

SECTION B-Family/Friends Support

Instructions-Please indicate the frequency with which you have felt in a following way during the last three months. (please tick in appropriate columns)

uestionnaire

- 1-Very Strongly Disagree

- 2-Strongly disagree
- 3-Mildly disagree
- 4-Neutral
- 5-Mildly agree
- 6-Strongly agree
- 7-Very strongly agree.

Sr.No.	Statement	1	2	3	4	5	6	7
1.1	There is a someone who is around when I am in need.							
1.2	There is a someone with whom I can share my joys and sorrows.							
1.3	My family/friends really tries to help me.							
1.4	I get the emotional help and support I need from my family/friends.							
1.5	I have someone who is a real source of comfort to me.							
1.6	I can talk about my problems with my family/friends.							
1.7	There is a someone in my life who cares about my feelings.							
1.8	My family/friend is willing to help me make decisions.							

SECTION C-Organization Support

Instructions:Considering all the work you did in last three months,mark the degree in which you agree or disagree in the following statements.

- 1-Strongly disagree
- 2-Disagree
- 3-Neutral
- 4-Agree
- 5-Strongly agree.

Sr No.	Statement	1	2	3	4	5
2.1	The organization values my contribution to its well-being.					
2.2	The organization fails to appreciate any extra effort from me.					
2.3	The organization would understand a long absence due to my illness.					
2.4	Help is available from the organization when I have a problem.					
2.5	The organization really cares about my well-being.					
2.6	Even if I did the best job possible,the organisation would fail to notice.					
2.7	The organization tries to make my job as interesting as possible.					
2.8	My supervisors are proud that I am a part of this organization.					

2.9	The organization cares about my opinions.					
2.10	The organization is willing to help me when I need a special favour.					

Any suggestions(optional)-_____

Thankyou so much for you participation.