

PSYCHOLOGICAL STRESS AND FEAR IN SALARIED CLASS DUE TO CORONAVIRUS: ANALYSIS OF FACEBOOK POSTS

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Dear editor,

COVID-19 or novel coronavirus has infected 18709161 persons worldwide. More than 704438 persons have lost their precious lives and millions of people are facing mental health crisis (UN Warns, Mental Health Crisis, 2020) due to this pandemic. Till now, no vaccine has been formulated for this novel coronavirus (Coronavirus Pandemic, 2020). It is covered under the category of zoonotic as it can be transmitted between people and animals. Due to contagious nature of COVID – 19, it is considered as one of the biggest threat to the existence of mankind on this planet. Novel coronavirus has infected more than 18 million people worldwide. It is clear that it will damage the global economy but its impact on the service sector is still hard to predict. Social distancing is one of the most effective tools to minimize the spread of coronavirus and that's why most of the affected countries implemented the policy of lockdown (Ornell 2020). During the tenure of lockdown, approximately 400 million full time jobs lost in the first quarter of 2020-21 (April-June, 2020), as revealed by International Labor Organization (ILO) on July 02, 2020 (Jobs Loss, COVID-19, 2020).

Loss of job put a psychological stress on the mind of employee. During the period of lockdown, people used various social media platforms to exhibit their expressions and state of mind with their friends and colleagues. The primary objective of this communication is to explore the psychological stress and fear (Rehman 2020) endured by the employees around the world. Facebook is the largest social media platform in the world with more than 2.6 billion user. For the analysis, a sample of 8640 posts is taken which includes various keywords like COVID-19, Coronavirus, Sanitizer, Social Distancing and Masks from July 01, 2020 to July 04, 2020. Various parts of the world are covered such as South Asia, East Asia, Europe, North America and Australia. Once the posts were procured and ready for processing, then the technique of sentiment analysis was implemented on it. Sentiment analysis (Pokharel 2020) is an exercise to find out whether a collection of text is neutral, negative and positive. Emotions and polarity analysis were performed on the posts collected from the Facebook. Emotions are integral part of a narrative statement. It reflects the objectives, desires, intentions and passions. It is a sensible effort to depict the opinion of those employees who have lost their jobs due to COVID-19 pandemic. Posts are

distributed in two categories on the basis of context. These two categories are positive and negative.

Table 1 depicts the outcome of the polarity analysis which reveals comprehensive negative sentiment in the employees throughout the world. The major reason of the psychological stress (Sher 2020) and fear is the loss of job. Filtration of posts was performed with emotion analysis. Sixteen classes were made to filter the posts.

Under the positive and negative emotions eight emotions are associated with each category. Positive emotions are delight, confidence, trust, opportunity, convenient, beneficial, satisfy and expectation whereas fear, panic, anxiety (Kumar 2020), worry, domestic violence, dementia, anger and irritation are covered under the category of negative emotions. Table 2 describes the outcome of the emotion analysis, which expresses that 69 percent posts are on the negative side. Therefore, on the basis of analysis, we can conclude that due to novel coronavirus there is psychological stress and fear in the fraternity of salaried class.

Table 1. Outcome of Polarity Analysis

Positive posts	2678 (31%)
Negative posts	5962 (69%)
Total posts	8640 (100%)

Table 2. Outcome of Emotional Analysis (negative and positive)

Emotion name (negative)	Percentage	Emotion name (positive)	Percentage
Fear	15	Delight	11
Panic	13	Confidence	12
Anxiety	11	Trust	9
Worry	20	Opportunity	16
Domestic violence	10	Convenient	14
Dementia	9	Beneficial	12
Anger	13	Satisfy	10
Irritation	9	Expectation	16

Many pharmaceutical companies have been working on the development of vaccine of coronavirus, but, still it's in the trial phase. It is need of the hour to use face mask, shield, and sanitizers and maintain social distance to combat novel coronavirus. The analysis reveals that 69 percent of the total collected posts are of negative nature whereas only 31 percent covered under the category of positives. The major reason behind the negative sentiments is the loss of job and uncertainty of future. Various computerized techniques such as machine learning, artificial intelligence, robotics and cloud computing paradigm can be used to analyze and transmit the data of COVID-19 patients from one geographical area to another with consuming minimal resources. Moreover, for the counseling, research and communication to the patients and their families in the pandemic, social media platforms are performing an impressive role and can perform more significant role to combat this deadly virus.

COVID-19 has abolished the economic and financial structure of the world. More than 400 million people have lost their full time jobs. The outcome of the sentiment analysis clearly depicts that 69 percent Facebook posts of salaried people are of negative side. It means that there is a psychological pressure in the form of stress and fear in the salaried class due to Covid-19. Psychological counseling telephonically, morale support, positive thoughts, unemployment allowance and part time jobs can perform a big role in reducing the stress and fear from the minds of employees who have lost their jobs during the period of novel coronavirus throughout the world.

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