

ABSTRACT

This is an exploratory study focusing on the lower level employees' behavior, social and career. Since 2020 a pandemic emerged named as Coronavirus (COVID-19), had almost distracted the living and working patterns, and industrial sectors had been influenced thus caused changes in trends that have affected employees. Almost organizations have developed and adopted new ways like working from home and teleworking but this has stressed the employees as they were not ready to accept all of that suddenly, thus creating a panicked situation for them. This study is Qualitative, conducted to examine the challenges of lower-income employees from restaurants about their behavioral, social, and Career transition issues related to their mental health between those who are individuals employed in the prior time of COVID-19 among the restaurant sectors in Hyderabad, Sindh. An inductive approach has been used. The findings have been gathered after analyzing qualitative data obtained through open ended unstructured interviews composed of 12 questions other than demographics from the respondents using Non Probability, purposive sampling technique. The sample size was 15, affiliated with hospitality industry sector and served as waiters from four restaurants of Qasimabad Hyderabad.

The gathered responses revealed that COVID-19 lockdown measures in the city of Hyderabad disproportionately affected the employees of restaurant among financial constraints, health and social vulnerabilities in their day-to-day life. Further burden was loaded upon them by job insecurity, temporary unemployment, career transitions and work life imbalances. The questionnaire was developed to address the objectives of this research mainly categorized into three themes Health, Social and Career. The following segment of the report primarily represent and elaborate the gathered responses in relation to themes that are behavioral changes, Psychological Health, financial constraints and career transition by analyzed through thematic analysis generated by using NVIVO 12 software. After the findings the study has been linked with some theories but the nearly supporting theory after analyzing is Conservation of Resource(COR) theory that explains how lower income employees who had reduced resources suffered from Mental and Health issues.

The respondents have mostly stated that lack of financial resources had lead 70% of employees to be socially inactive, mentally unstable, while 30% were calm and despite of every hurdles they were maturely handling the situation to cope up and to support their families. Though they claimed that it was very hard for them but they had to manage. 80% was very keen and excited to learn technological developments they were demanding to provide them trainings to learn applications and online workings while 20% claimed that our state will never satisfy us for that.

Keywords: Job Insecurity, Hospitality Industry, COVID-19 Pandemic, Employee Behavior, Lower-income Employee, career transition.