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Analysis the Impact of Various Factors Affecting Mental Agony of Indian Expatriate Employees at Muscat in Sultanate of Oman.

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Abstract

Several factors build mental agony for the Indian expatriate workers at Muscat in Oman. The researcher collected data from 120 respondents. All the respondents are working in various companies with their diverse designations. The researcher framed informal questionnaires' and asked them to the 120 respondents on various dates from 17/07/2021 to 27/01/2022. All the respondents are male employees aged about 22 to 55 years having Graduations in Engineering, Diploma in Engineering and Technical Training Certificates, Degree in graduations. The researcher collected the data meeting the respondents informally / incidentally at various premises in Muscat, Oman. The seven hypotheses are framed. The researcher finds that all the 07 factors do not give the mental agony equally to the respondents. The quality of the food, Family member response and Colleagues attitude give more mental agony to Indian expatriate rather than other factors. Hence, the employer must deputize a committee/ employee welfare officer to solve the mental agony.

Keywords: Employer, Employee, Agony, Factors, Expatriates

Introduction

Mental agony is one of the essential yardsticks for employees who are working in foreign countries. Earning money is prime motivation to them. However, due to non-exposure of their hurdles at in the foreign country to their family

members do not know their impact of mental sufferings. There are numerous dynamics, which influence. Some of the factors give painful mental sufferings whereas other influences give rarer mental sufferings. The mental suffering leads to ill health, but they can tolerate it because of their family responsibilities. The important factor is quality food to them. Food is a prime source to give strength to them. Nevertheless, they do not get their food as much as they need. Another important factor is family response/feedback to them during conversation through mobile. Family members need to express a quiet response to them, which leads to diminishing their mental agony. The colleague attitudes at working premises, which is inevitable factors to them, getting mental anguish. In addition, the impact of other factors influence of mental agony is considerably less in degree. The seven important factors and their impacts on them are analyzed herein. The researcher collected information informally amide working expatriates from India.

Literature Review

The employee performance is performing the job-related responsibilities diligently (Bartol, 1999; Briscoe and Claus, 2008). According to Atatsi et al. (2019), it is the degree to which employees fulfill the demands of the job assigned in a well-managed way within the given resources. Employee performance is a combination of task performance, contextual performance, and adaptive performance (Koopmans et al., 2011). Task performance is related to performing the essential job-related tasks. Motowidlo (2000) views Task performance as involvement in accomplishing assigned tasks by an organization. Furthermore, it pertains to a person's participation in attaining organizational efficiency by performing activities that are part of the official compensation system, and that details the specifications as highlighted in the job descriptions (Kuranchie-Mensah and Amponsah-Tawiah, 2016). Various terms represent the same concept, such as technical proficiency or in-role performance (Koopmans et al., 2013).

Among factors hampering employees' performance, stress is the foremost factor that has negative implications (Ram et al., 2011; Kinyita, 2015; Yunita and Saputra, 2019). Stress is noted to have a negative effect on the psychological, behavioral, and physiological status of the individuals (Musyoka et al., 2012). It harms the motivation, morale, and performance of employees in the workplace. Moreover, it has a negative relationship with job satisfaction that interferes with one's energy to work and results in lower performance levels (Ram et al., 2011).

The stressed employees are faced with bad health conditions in addition to having worse work experiences in the workplace. This further decreases their energy to concentrate on their work and thus their performances decrease. The negative effects of work stress on the psychological and physical states of employees may threaten their health and result in damaged cognitive processes, short-term memory loss, and, in severe cases, hampered re-call of knowledge and distracted attention to the work assigned (Al-Hawajreh, 2011).

Literature has found an implication relationship amid mental agony and act. Based on the aforementioned findings, we propose the Indian expatriates in Oman have substantial impact on their task, both circumstantial and adaptive

Methodology

The Qualitative approach with the descriptive methodology followed by the manuscript author. Most of the information collected directly through interaction with respondents working at various companies and direct observation. The informal conversation at mess hall and playground, cooking places, Temple, church; seminars etc. helped the manuscript author to write this manuscript.

Hypothesis

Emotional distress is a state of mental anguish that can take a wide variety of forms. It may result from a mental health issue or particular circumstances, such as relationship difficulties or financial strain (Kandola ,2020).

Hence, the research frames the hypotheses after completely analyzed the factors, which are mostly affecting the psyche of the employees. The researchers neglected minor factors, which affect the respondents' mental ability.

The researcher framed the following hypotheses such as,

1. Whether working hours more than 08 hours affecting employees' mental ability.
2. Whether making delay for approval of annual leave application affect the employees' mentality.
3. Whether the approach of manager / immediate superior attitudes affect the mentality of employees.

4. Whether the family responsibility affects the attitude of the employees.
5. Whether the attitude of their colloquy affects the mentality of respondents.
6. Whether delay in distributing the uniforms affect the respondent's mental ability.
7. Whether the distribution of good quality food affects the mental ability of respondents.

The researcher did not prepare the formal questionnaires. He approached the 120 respondents informally at working places, camps, and cooking places, playing grounds, Hotels etc. in Muscat, Oman. The 120 respondents stay at several premises having technical & non-technical qualifications and their ages are between 22 to 55 years. All the respondents are recruited from different states of India by employers, but they belong to different states in India. All respondents are male employees only.

All the respondents are working at various divisions in different companies. They have their company vehicles to go to their working places and returning to their camps. Some of the respondents possess their own vehicles too. There is a mess, which conducts by either employers or caterers. All the employees staying at Camp are mandatory to eat their food in the Mess, and the respective mess amount deducts from their salary every month. The employees get their uniforms, shoes from their employer every year. Their salary credits their bank accounts every month. They get their free medical treatment at the hospitals which are approved by the employer. There is an agreement which executes amid every employee and employer for 02 years.

The researcher did not collect any formal statistics from the respondents. The researchers approached the respondents informally and collected the information. The researcher took 06 months to collect information.

Hypotheses # 01.

Whether Working Hours more than 08 Hours Affecting Employees' Mental Ability.

Yes, it affects 100% of employees' mentality, nevertheless they get Over Time (O.T) for their additional working hours. Hence, most employees like to do

overtime work though their mentality effect. The researcher asked the informal question about the working hours of the 120 respondents. All the employers agreed to do overtime for getting additional remuneration. Therefore, this hypothesis indicates that the additional remuneration, which leads the employees' satisfaction. Hence the additional working hours did not affect the mental ability of the employee. So, it is nullified.

Hypotheses # 02.

Whether Making Delay for Approval of Annual Leave Application Affect the Employees' Mentality.

The researcher asked all 120 respondents through informal oral questions. The 75 respondents wanted to go to visit their family every year, and the delay in the approval of the annual leave application, which affects the mentality of employees during their working hours. The remaining 45 employees never agreed. Hence, the difference opinion among the respondents show that this hypothesis is neither nullified nor accepted.

Hypotheses # 03.

Whether the Manager / Immediate Superior Attitudes Affect the Mentality of Employees.

Amid 120 employees, 45 employees never agreed because they are very close to the higher authority and get all benefits. The remaining 45 employees too did not agree, because they are very close to their supervisors so they do not need to work always at the site and their main duty collect information and pass it to their supervisors. Only 20 respondents' mentality suffer by the attitude of their manager and immediate supervisors' attitude. Moreover, all 120 respondents answered the informal questions asked by the researcher. So this hypothesis is also partially nullified, the monthly salary and other benefits that receive from the employer which make complete satisfaction to the respondents.

Hypotheses # 04.

Whether the Family Members' Feedback Through Mobile Affects the attitude of the Employees.

The 120 respondents agreed on this hypothesis; they sent their monthly

salary to their family every month. In case of getting a delay in the monthly salary, it completely affects the mentality of respondents. Hence, it is not nullified.

Hypotheses # 05.

Whether the attitude of their Colloquies Affect the Mentality of Respondents.

The 100 respondents did not agree with these hypotheses. They replied to the informal questions of researchers as the attitude of respondents ought to be varied depends upon the situation and the misunderstanding which create complete bond amid us while doing our work at the site. The attitude variation affects them only minor and without a unit of work, they never achieve their goal. The remaining 20 respondents aged about 22 years to 30 years said that their colloquy mentality affect them hence their working ability is slightly slow down. So, this hypothesis is partially fulfilled.

Hypotheses # 06.

Whether Delay in Distributing the Uniforms Affect the Respondent's Mental Ability.

The respondents never worried about delay in distributing of uniforms because they can manage their old uniforms until getting the new uniforms. They purchased a new uniform also. Therefore, the delay in distributing the uniforms never create mental suffering for the respondents. Hence, this hypothesis is also nullified.

Hypotheses # 07

Whether the Distribution of Good Quality Food Affects the Mental Ability of Respondents:

While respondents were approached through informal questioners by the researcher, the 120 respondents demand very quality food from the employers, because the poor-quality food leads to sickening. The sickening completely distresses the mentality of the workforce. Hence the concertation of the workforces deviates their concentration.

Therefore, this hypothesis is completely accepted and the poor hygienic food creates mental ill-health in workforces.

Analysis of the Hypothesis Result

Most of the respondents are expatriates. The main aim of them earn money and send it to their families. Hence, they do not like to stay in a room. They like to work even after 8 / 9 hours for earning overtime amount. Hence, the prolonged working hours give mental sufferings to the respondents but the monetary benefits overcome the mental sufferings of the sufferings. Hence, this hypothesis was nullified.

In general respondents with their families, there is no need to go to home country every year but the 120 respondents do not have family status, hence the respondents contact their family members everyday morning and evening through internet calling. The respondents overstaying after one year get additional remuneration for their overstating days. Hence, the additional remuneration overemphasizes the delay in approving the annual leave application. The dissimilar opinion among the respondents' leads the hypothesis neither becomes accepted nor disagreed.

Generally, the attitude of higher authorities, which affects the mental ability workforces, however when getting favor from them, the workforces neglect the higher authorities' attitude. They try to adopt their mentalities with their superiors. Amid the 120 respondents, 100 respondents did not agree, because they made a cordial relationship with their superiors and obey their commands, because of surveilling hood at the site for loge tenure. Only 20 respondents suffered from the higher authority commands because they did not have the willingness to do more works other than assigned tasks. Hence, the higher authorities always targeted and enforced several unnecessary works on them. Therefore, this hypothesis is partially fulfilled and partially neglected.

The family responsibly always give stress to employees. In addition, all 120 respondents are expatriates. They contact their family members through what's App, IMO, Internet call, Web Camera etc. every day. The Respondents family reaction and their expectation, which creates mental suffering to the respondents. They reflect it at the workplace and in their colloque. Hence, their working ability is slowly degraded. Hence this hypothesis is completely accepted.

The workmate attitudes, which gives only minor mental sufferings to the respondents. The misunderstanding is quite common amid workforces. The lack

of willingness to do the assigned tasks, which leads to misunderstanding. The 100 respondents did not agree with this hypothesis, and the remaining 20 respondents aged about 20 to 30 years agreed with this hypothesis. Hence, we cannot completely neglect this hypothesis. Because the teamwork always, gives good result rather than individual work for a better result in working places. It is mandatory to adjust their mentality according to their working atmosphere and for job guarantee otherwise; it leads to code of conduct violence to the workforce due to misunderstanding trails to quarrel.

The uniform is necessary for workforces. It is an icon of discipline and designates to the company. Employers must give the needed uniforms to workforces for a fixed tenure. The employees also keep their uniforms properly i.e., without any damages. Most probably, several workforces keeping their uniforms well excluding few workforces. In case of damages occurring, the workforces may get the same uniforms from outwardly. Herein all the respondents do not worry about their uniforms, as they can manage their uniforms without any issues. So this hypothesis is nullified. The respondents can manage with their old uniforms still getting their new uniforms from their employers.

All the respondents need very good quality food. As per the contract, the employer must give good quality food to the respondents. The food allowance deducts from the respondent monthly salary whether they eat their food at Mess or not other than respondents living outside of the site have their families.

The 120 respondents demanded very good quality food while the researcher asked formal questions about the quality food. But the employer gives the food disturbance through the caterer who prepares foods with help of their workforce and materials. The respondents have 9 to 12 hours of duty every day; hence, they need a minimum level of quality food their consuming. When the failure to get it their mentality automatically changes against the employer. Hence the researcher notified that the minimum level of good quality food leads to the respondents' physic towards to get the good result in their works.

The researcher finds that the entire seven hypotheses factor affect the respondents' mentality in several ways but the intensification is varied. All the factors are not alike to affect the respondents' mentality. The food factors, which is more, affect the mentality of respondents rather than other 06 hypothesis factors. All 120 respondents need to get eminence food from employers. The researchers'

further notices that the family member's way of feedbacks while the respondents approach their family members every day through the mobiles etc. that completely affects the mentality of the respondents'.

Herein all the respondents (120) agreed their mentality is affected due to the family members' way of responding. The researcher further identifies that the colloque mentality such as unwillingness, non-cooperation, non-assistance, during the working hours which too affect the mentality of workforces. Herein, among 120 respondents, the 100 respondents agree that they have mental sufferings whilst getting nonsupport from their coworkers.

The other factors of the hypotheses herein, which give mental illness to the 120 respondents but the degrees of affect lessen, are minor.

Findings and Results

The researcher got direct response from the respondents' while interrogating informally. The researcher informed the respondents ' about the collection of informal information for writing research manuscripts. The researcher framed 07 Nos hypotheses based on the information collected from the 120 respondents. The researcher did not divide the respondents into groups because all the questions were framed for easy-to-get responses from them. Most of the respondents hesitated to give answers. Some of the respondents gave indirect answers. The ambiguous responses were omitted by the researchers.

There are several factors that are influenced either directly or indirectly for creating mental distress to the respondents, but the researcher choice is to be only common factors affecting the expatriates' communities / Respondents.

It finds that the nutrients are elementary need and when there is no proper quality food to workforces, it leads to creating mental agony to employees. They try to cook their food by spending their own money. But it creates more stress too because their employer deducts their mess amount from every month salaries, tiredness and illness.

The researcher further finds that employers deputize employees under 2 year's contracts. The employees from India have adorable affection for their families. They contact their family members through mobiles only every day. Most of the employees never express their hitches to their family members. Hence, the

way of response whilst the respondents contact their family members through mobiles, which create severe mental sufferings to the respondents. It affects their health also.

It is further found that the colloquies outlook at working premises creates more mental stress because the colloquies convey frivolous information to their superiors for their well-being. It creates vengeance amid workforces. Therefore, they try to see what their coworkers doing at their working places rather than concentrate on their works. Hence, most of the workforces/ respondents suffer from mental ill-health because it leads to getting less increment, delay in promotion and unrecognition/discouragement.

As a result, the employers need to arrange several entertaining curricula (New Year party / Eid party / Christmas celebration etc.) for reliving their employee stress / agonies, Employers allow them to attend the various seminars, workshops without bias manner and arrange a committee to hear agonies of employees. Employers need to arrange mess meetings every month and allow the employees to participate. Implementing the Strict code of conduct and hearing of employers' grievances without predisposition may help to develop the employee's mental psychology.

Conclusion

Men are not machines but superior fauna having feelings and love affections. It is necessary to respect to their feelings. As the expatriates' employees, they work for prolonged tenure (02 years contract) after detaching their family members. Hence it is quite common to them, their intellectual always towards family members well-being. Several factors also give mental agony to workforces (other than discussed herein) but they can manage them easily through their capabilities certainly. It is better for the expatriate employees may find their ways to get relief from their mental agonies by following formal principles. Nerveless the employer also needs to form a committee to hear the mental agonies of employees and should deputize an employee welfare officer/employee relation officer.

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