Study Of Mental Health And Effective Communication On The Performance Of Active Treatment Staff Hospitals In Mashhad

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Abstract

The aim of this study was to investigate the effect of mental health and effective communication on the performance of athlete treatment staff in hospitals in Mashhad. The method of this research is descriptive and in terms of the method of implementation, is a part of the correlation method, and in terms of purpose, is among applied research. The statistical population of the study was all personnel of the hospitals staff of Mashhad. According to the work shift and the conditions of each of the personnel, 131 individuals were selected as the statistical sample using available sampling. The tools used in this study are three types of standard questionnaires General Health Questionnaire (GHQ), Effective Relationships Susan & Cernus (1979) and Job Performance Paterson's (1970) which are LIKERT Four, Four, and Seven Values designed. In this research, after collecting information using SPSS, descriptive statistics method was used to describe demographic variables and Pearson correlation, regression analysis, single sample T-test, Kolmogorov-Smirnov test and Friedman test. The findings of the study showed that there is a significant difference between the mean mental health, job performance and its related components and their components with the hypothesized mean. Therefore, their mean is higher than the hypothesized mean of society. The findings also showed that there is a positive and significant relationship between mental health and effective communication with job performance. Also, in order to assess the ability

of mental health components and effective communication in predicting the job performance of the medical education staff, 57% and 41% Changes in job performance are predicted.

Keywords: Mental health, Effective communication, Job performance, Medical staff

Introduction

Job is a major part of human social life. Job plays a fundamental role in fulfilling human social needs, such as the need for respect, by providing opportunities for employees to participate in work groups. Health is a necessary condition for playing social roles and people can be active if they are healthy (Asadzandi et al., 2010; Özkan et al., 2018). Mental health means a degree of balance that a person establishes between her behaviors and shows rational behavior in the face of social problems and social adaptation to her environment (Khaqanizadeh et al., 2006). Mental health dimensions include physical incompatibility, anxiety and insomnia, social dysfunction and severe depression. In the last few decades, improving the mental health of the job environment as one of the most important development and improvement of human resources in organizations has attracted more attention in Iran and abroad. For the progress and growth of the country in all fields, one should first use healthy, thoughtful and creative human resources because healthy physical and intellectual resources are used in economic, service, educational and industrial institutions to raise the level of exploitation (Nawabi Nejad, 2001). One of the most important areas of health development in societies is the health and treatment sector, which has a direct relationship with human health, and among them, the medical staff in hospitals is considered as a stressful occupational group (Lambert, 2007). Examining and determining mental health indicators is a very important necessity in assessing the state of mental health for practitioners and planners in this field to understand the important priorities of the mental health of the society and implement the presented programs optimally. Mental health indicators related to a population are one of the main criteria for evaluating the quality of that society's performance in providing healthcare services to the covered populations (Stone et al., 2010). Communication and how to direct them towards "organizational goals" is one of the issues that managers care about. This attention is due to the fact that managers have realized that effective communication with employees and understanding their communication motivations is a vital factor in the success of managers to achieve the designed goals of the organization. Communication allows employees of all levels in the organization to interact with each other, achieve desired goals, be supported and benefit from the formal structure of the organization. At the organizational level, communication creates cohesion and links between different parts of the organization and helps the organization in empowering and advancing its missions, and ultimately improving organizational performance and reaching a desirable level of it (Abbaspour and Baroutian, 2010). Obviously, taking care of the public health of people who work in hospitals is very important; but the requirement for this is very serious, the general health of the managers of these organizations is desirable. Managers with low general health not only try to shirk their responsibilities and reduce their effectiveness and efficiency in performing duties, but they may also be effective in causing behavioral problems among employees (Bigler et al., 2013). One of the most important areas of health development in societies is the health and treatment sector, which has a direct relationship with human health, and among them, the staff working in hospitals, especially the nursing group, is considered a stressful job group, Various studies have been conducted in the field of stress, job satisfaction and to a lesser extent in the field of mental health among nurses, and factors such as workload and lack of appropriate support systems, insidious communication with sick and dying patients, moving between departments Different factors and connection with different cases, lack of

cooperation and mutual understanding by patients and their companions and their families, personnel and many other factors have been identified as important factors in creating stress and reducing psychological level in this case (Araste et al., 2007). Various researches have been conducted in the field of mental health and work performance, and each of these researches has reached different results. The results of Bigler et al.'s research (2013) on executive managers of Tehran University of Medical Sciences showed that there is a direct correlation between the variables of anxiety with physical disorders, depression with physical health, anxiety and social functioning disorder. In their research on the employees of the Shahid Rajaei Medical Training Center in Qazvin came to the conclusion that mental disorders have a moderate prevalence among the employees of this hospital; Therefore, it requires more attention from officials and researchers to improve their mental health status by developing intervention programs (Sadeghi et al., 2010). In research entitled "Study of effective intra-organizational communication on the performance of employees of Hamedan Water and Sewerage Company" concluded that the effectiveness of communication in the society under investigation was slightly below the average level and considered the employees' performance to be average and a positive correlation and a strong relationship between the index of human relations and performance has been obtained (Maleki Ranjbar 2005). Conducted research related to management health and productivity (Kristen 2008). The results showed that working lifestyle as a psychological factor in the work environment can increase the productivity of employees. Considering the issue of health and its physical, mental and social aspects, the complete lack of attention to the psychological aspect of the issue and the complications and difficulties in defining and evaluating it, Increasing prevalence of mental disorders in developing countries and its low priority in social and economic development planning, The ever-increasing growth of the population and the problems corresponding to it, Major changes in the world during the last two decades in the field of epidemiology of diseases and health needs of people, Substitution of non-communicable diseases (characteristics of mental illness) with communicable diseases and placing mental disorders at the top in causing disability and premature death and published statistics on the prevalence of mental disorders in different countries, It increases the necessity of conducting such studies (International Labor Organization, (2000).

The purpose of this study is to investigate the mental health and effective communication on the performance of active medical staff in Mashhad hospitals, and so far no studies have been conducted on the general health status and effective communication with the occupational performance of employees in these hospitals, It is hoped that by conducting this study and determining the state of mental health and communication and work performance of employees, Valuable information should be available to managers and experts to prevent, control, treat and predict direct costs and create effective communication and the level of job performance of employees in line with the organizational goals of the hospital.

Material and Method

The method of carrying out this descriptive research and in terms of implementation method is part of the correlation method and in terms of purpose it is included in the category of applied research. The statistical population of the research is all medical staff (medical and paramedical) of Imam Reza (AS) Hospital and Qhaem (AS) Hospital, which is 900 people. Therefore, using available sampling method, 56 doctors, 8 paramedics, 54 nurses and 13 paramedics were selected as a statistical sample. The data collection tool is three types of standard questionnaires: 28-question General Health Questionnaire (GHQ), effective communication of Susman and Krinos (1979) and job performance of Patterson (1970), which

have Cronbach's alpha coefficient of 0.84, 0.89, 0.87, respectively. So, data collection using SPSS software, descriptive statistics and inferential statistics of Pearson correlation, regression analysis, sample t-test, Kolmogorov Smirnov test and Friedman test were used.

Findings

In the present study, 42.7% of doctors, 47.4% of nurses, and 9.9% of paramedics constituted the statistical population. The most participants with 45% are in the age group of 44 years and above and the lowest frequency with 15.3% is related to the age group of 31 to 37 years. The highest and lowest frequency based on the level of education with 45.8% and 26.0% are related to doctoral and bachelor's fields, respectively. Also, the highest and lowest frequency based on sports experience, with 42% and 15.3% respectively, are related to the group of people with "more than 6 years" and "2 years" of sports experience. Also, according to the significance level of the Kolmogorov Smirnov test, it showed that all three variables of mental health, effective communication and job performance with their components are more than 0.05, it is determined that the distribution of data related to the variables and its components is normal.

Table No. 1: Kolmogorov Smirnov test statistics of research variables and components

Row	Variable		Z score		The significance level
1	Mental health		0.14		0.052
2	Symptoms of physical disorder		0.17		0.07
3	Symptoms of anxiety and sleep disorders		0.15		0.23
4	Disruption of social functioning		0.18		0.055
5	Effective communication		0.18		0.24
6	Communication with subordinates		0.12		0.071
7	Communication with superiors		0.15		0.059
8	Communication with colleagues		0.17		0.062
9	Job Performance		0.25		0.09

Table No. 2: Correlation test between mental health and its components with job performance

Row	Variable		Pearson correlation		The significance level
1	Mental health and job performance		0.74		0.001
2	Symptoms of physical disorder and occupational performance		0.61		0.001
3	Symptoms of anxiety and sleep disorders and job performance		0.68		0.001
4	Disruption of social functioning and job performance		0.58		0.001
5	Depressive symptoms and job performance		0.71		0.001

The results of the inferential statistics of the research show that there is a positive and significant relationship between mental health and all its components with job performance (P<0.05), so the correlation between mental health and all its components with high job performance was reported. In Table 3, the amount of correlation coefficient and explanation coefficient between mental health score and job performance has been determined, in which, since the correlation coefficient is equal to 0.74 and the explanation coefficient is equal to 0.54, it can be said that 54% of the changes in job performance It is related to mental health.

Table No. 3: Regression test

R	R	justified R^2	Watson camera statistics	The standard error of the explanation coefficient		The significance level
0.74	0.58	0.54	1.52	0.28737		0.001

Table No. 4: Regression variance analysis related to the impact of mental health variable on job performance

Source of changes	Fisher's statistics	average of squares	Degrees of freedom	sum of squares	The significance level
between groups	157.580	12.931	1	12.934	**0.001**
Intergroup		0.083	129	10.653	
Total			130	23.584	

As seen in Table 4, Fisher's test statistic is equal to 156.580 and the level of error is equal to 0.001, so the impact of mental health on job performance is confirmed.

Table No. 5: Model coefficients

		Not standardized coefficients	Standardized coefficients		
	SE	B	t	Beta	**Sig**
Stable	0.218	0.795	3.649		**0.001**
Mental health	0.062	0.773	12.51	0.740	**0.001**

The regression equation for calculating job performance is as follows: Job performance = 0.795 + 0.740 * (Mental health).

Other results of the research showed that there is a positive and significant relationship between effective communication and all its components with job performance (P<0.05), so the correlation between effective communication and all its components with job performance was reported as high.

Table No. 6: Correlation test between effective communication and its components with job performance

Row	Variable	Pearson correlation	The significance level
1	Effective communication and job performance	0.58	**0.001**
2	Communication with subordinates and job performance	0.50	**0.001**
3	Communication with superiors and job performance	0.63	**0.001**
4	Communication with colleagues and job performance	0.36	**0.001**

In Table 7, the correlation coefficient and the explanation coefficient between the score of effective communication and job performance have been determined, in which, since the correlation coefficient is equal to 0.58 and the explanation coefficient is equal to 0.33, it can be said that 33% of performance changes A job related to effective communication.

Table No. 7: Regression test

R	R^2	justified R^2	Watson camera statistics	The standard error of the explanation coefficient		The significance level
0.58	0.34	0.33	1.78	0.34662		0.001

Table No. 8: Regression variance analysis related to the effect of effective communication variable on job performance

Source of changes	Fisher's statistics	average of squares	Degrees of freedom	sum of squares	The significance level
between groups	67.293	8.085	1	8.085	**0.001**
Intergroup		0.120	129	15.499	
Total			130	23.584	

As seen in Table 8, Fisher's test statistic is equal to 67.293 and the level of error is equal to 0.001, so the effect of effective communication on job performance is confirmed.

Table No. 9: Model coefficients

		Not standardized coefficients	Standardized coefficients		
	SE	B	t	Beta	Sig
stable	0.461	0.268	0.582		**0.001**
Effective communication	0.074	0.604	8.203	0.586	**0.001**

Discussion and conclusion

The findings of the mental health variable showed that the mental health status of the statistical population is relatively favorable. Research shows that the presence of high-level and quality communication at work can lead to a reduction in role ambiguity, job stress, increase job satisfaction and improve employee performance. Recent researches state; If accurate, appropriate and timely information is given to the employees about the changes in the educational system, there is less possibility that these changes will lead to endangering the mental health of the employees. Therefore, it is important that employers provide employees with sufficient information about policies, changes and work operations. Employers should also look for ways to adapt work to the values of employees so that work is meaningful for them. Having mental problems leads to disruption in performing tasks, reducing the motivation, anxiety, fear and worry, and causes a person to spend a significant part of his mental energy on such problems. As a result, it is certain that he will not have enough power and interest to work in the organization. Since human power is one of the biggest resources

and capital of any organization, its health plays a decisive role in increasing productivity. Therefore, any planning and investment in this sector that leads to maintaining and improving the health level of employees, can ultimately lead to an increase in efficiency and be associated with the return of capital. Studies conducted in the field of mental health in different countries have mentioned a figure between 34-48.8 percent for mental disorders among nurses, which is consistent with the results of the present study. The findings of Sahebi's study (2006) also showed that the prevalence of mental disorders among nurses is the highest. According to the International Institute of Occupational Health and Safety, nurses are ranked 27th among 130 professions in terms of occurrence of mental illnesses. At the organizational level, communication creates cohesion and connection between different parts of the organization and helps the organization in empowering and advancing its missions and ultimately improving organizational performance and reaching a desirable level. The results of the present research with the results of the researches of Bigler et al. (2013), Sadeghi et al. (2010), Habibi et al. (2008), Arasteh et al. (2007), Bovier et al. (2009), Hong et al. (2005), are consistent. Also, the results of the research showed that the average score of effective communication and its components indicates a favorable situation, so that their average score was reported to be more than 4. Also, the results of the research showed that the average score of job performance indicates a favorable situation, so that the average score was reported to be more than 3. In order to survive and progress in today's competitive world, organizations have to direct a major part of their efforts to processes and functions that play an essential role in their success and performance improvement. One of the effective processes in improving organizational performance is effective communication, which can play a significant role in organizational performance if effective criteria are used. In the process of creating effective organizational communication, managers will be able to communicate between all the different departments of an organization by observing the effectiveness criteria and also having common beliefs, values and creating a common understanding of goals between people and also help to the organization in empowering and advancing the missions and finally improving the organizational performance and reaching its desired level. The results of the present research with the results of the researches of Sadeghi et al. (2010), Habibi et al. (2008), Salimi et al. (2009), Bovier et al. (2009), Hong et al. (2005), Kristen (2008), patty et al. (1997), are consistent. In order to pay attention to the evidence and research results obtained from the statistical data, suggestions are made to improve the performance of the educational and treatment system of the hospital in order to increase the productivity and efficiency of medical and non-medical staff: Considering that the mental health of the employees of this hospital is at a favorable level; However, in order to maintain the desirability, it requires more attention from the officials in this field. Therefore, compiling several intervention programs such as improving sleep status, providing facilities for sports activities in hospital employees, gaining their satisfaction as much as possible, will have a great effect on improving their mental health status. Strong communication and supportive management increase mental health and reduce mental disturbances and increase the level of mental health of employees. For this reason, it is suggested that the managers provide the mental health of the medical staff with their supportive leadership style, and the educational system organizes short-term in-service training courses on mental health and effective communication. Because mental health and effective communication have a direct impact on improving the occupational performance of medical staff. Also, the hospital counseling center should evaluate the medical staff in terms of positive and negative emotions and mental health and inform them about their mental health.

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