

## Research on Mental Health Problems of Employees in Z Area in the Post-Epidemic Era

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**Abstract:** In the post-epidemic period of normalization of prevention and control, the new crown pneumonia has a significant impact on the resumption of work and production and the overall social economy due to its transmissibility, repetition, and variability, which has brought new challenges to the mental health of employees. How to integrate psychological assistance and social work services into the overall work of epidemic prevention and control for deployment, further build a grassroots social psychological service platform for local urgent problems or combine local needs, improve the mental health service network of employees, and standardize the psychological services of enterprise employees is of great significance to solving the mental health problems of enterprise employees and promoting the development of the new economy. Taking Zone Z as an example, this paper discusses the three causes and three solutions to the mental health problems of employees in the post-epidemic period, and shows excellent service practices.

### 1. Introduction

In March 2020, the State Council issued the Notice on Strengthening Psychological Assistance and Social Work Services in Response to the New Crown Pneumonia Epidemic, which clearly stated that “local health administrative departments and civil affairs departments should fully understand the importance of doing a good job in psychological assistance and social work services, incorporate psychological assistance and social work services into the overall work of epidemic prevention and control, and strengthen the organization, leadership and work guidance of psychological assistance and social work services.[1]” In March 2021, the General Office of the National Health Commission and other nine general offices jointly issued the “National Social Psychological Service System Construction Pilot 2021 Key Work Tasks”, which proposed to “improve the mental health service network of employees and strengthen psychological services in various departments and industries.” “In the face of various outbreaks, people will have various psychological, emotional and physical problems. Such as shock, anxiety, panic in the early stage of the outbreak; pessimism, anger, numbness, confusion, exhaustion, meaninglessness, insecurity, loss of control, etc. in the epidemic; The epidemic has ended people's re-adaptation to life and work scenes; The physical and mental pain caused by the continuation of a long-term state of boredom and laziness during the epidemic[2].

Although the epidemic has been well controlled, in the post-epidemic era of normalized prevention and control, people still accept a steady stream of international and domestic epidemic information, which brings a certain degree of psychological pressure to people. Especially enterprise employees, they must not only do a good job in the normalization of epidemic prevention and control, but also invest in the resumption of work and production, but also worry about work efficiency, under multiple pressures, the mental health of many employees has produced a series of problems. Therefore, how to help employees relieve psychological pressure, enhance mental health awareness, improve mental health, and successfully survive the post-epidemic era is worth our in-depth research. Taking Zone Z as an example, this paper discusses the three causes and three solutions to the mental health problems of employees in the post-epidemic period, and shows excellent service practices[3].

## 2. Investigation of the Mental Health Status of Employees of Enterprises in Zone Z

In order to understand the mental health of employees of enterprises in Z area after returning to work normally, we can better carry out appropriate mental health services for employees. The social work service project team of Z area carried out a questionnaire survey on the mental health status of employees, and based on the principle of voluntariness, used the Internet to conduct online surveys for employees in district Z[4].

### 2.1 Investigation Targets and Methods

#### 2.1.1 Survey Subjects

A total of 357 front-line workers in Zone Z were mainly selected, including security guards, food delivery workers, sanitation workers, factory workers, etc., and 357 valid questionnaires were collected. 185 men, accounting for 51.8%; There were 172 women, accounting for 48.2%[5].

#### 2.1.2 Research Tools

The Symptom Self-Rating Scale (SCL-90) is one of the most well-known mental health testing scales in the world and is currently the most widely used outpatient examination scale for mental disorders and mental illness. The scale has 90 items divided into 10 mental health factors, namely somatization, obsessive-compulsive symptoms, relationship sensitivity, depression, anxiety, hostility, terror, paranoia, psychosis, and an add-on item[6].

### 2.2 Results

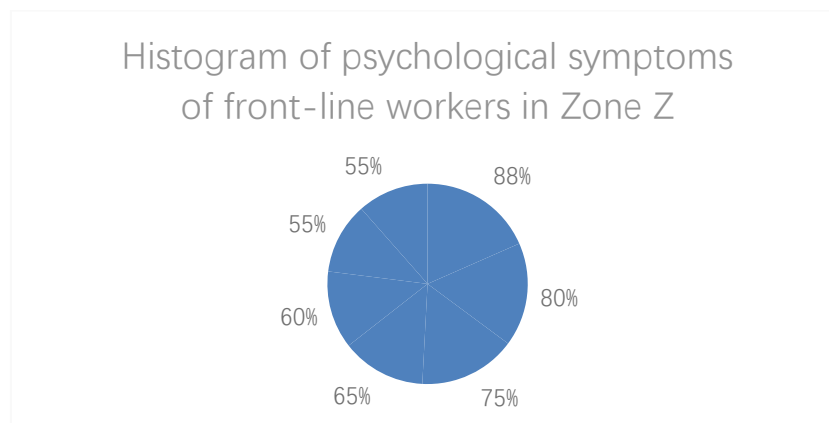


Fig.1 Psychological Symptom Histogram of Front-Line Workers in Zone Z

The evaluation results are shown in Figure 1, 43% of employees are in a sub-health state, showing psychological symptoms of different situations, in order of obsessive-compulsive symptoms accounted for 88%, interpersonal distress accounted for 80%, depression accounted for 75%, sleep and eating problems accounted for 65%, hostility accounted for 60%, paranoia accounted for 55%, anxiety accounted for 55%[7].

## 3. The Analysis of the Causes of the Main Psychological Problems Faced by Employees of Enterprises in Z Area

Through interviews with the responsible persons of the labor union and employees of the enterprise, we can further understand the psychological problems of employees and the main factors affecting the psychological problems of employees. After summary, the factors that cause psychological problems of employees mainly include epidemic environmental factors, post-epidemic work factors, and personal factors. If it is not scientifically guided, it will not only affect the personal mentality, but also hinder the development of the enterprise[8].

### 3.1 Environmental Factors of the Epidemic

The epidemic is transmissible, recurrent, and varied, and the risk of sporadic cases and local

clusters in the post-epidemic period still exists. Therefore, the resumption of work and production of enterprises is also affected by the post-epidemic period, and it is necessary to do a good job in prevention and control at any time, and even need to respond to the prevention and control shutdown at any time, which completely disrupts the rhythm of work and life of employees, and brings great uncertainty and a certain degree of inconvenience to employees[9].

### **3.2 Post-Epidemic Work Factors**

Resuming work and production means leaving your comfort zone and taking on new challenges. After employees return to work, overtime is the norm, because many companies have to recover lost time, grab back the set progress, and make up for the tasks that have fallen, which puts employees under a lot of work pressure. Especially front-line workers, due to long work stoppages, their work skills are degraded, their work efficiency is reduced, and they are not very suitable for high-intensity work, which further increases their work pressure[10].

### **3.3 Individual Factors of Employees**

Due to the differences in the personal psychological quality of employees, even in the same working environment, facing the same pressure, different psychological states will occur, and some employees have a better mentality and ability to resist pressure, and have good adaptability; Some are prone to anxiety or depression, or even go to extremes. Therefore, we need to pay special attention to these “susceptible people” and provide timely and effective care and support[11].

## **4. Mental Health Response Measures for Employees in Zone Z**

### **4.1 Establish Mechanisms for Publicity and Education on Mental Health, So That Services Are More Extensive and Effective**

Through various channels such as visiting enterprises, outreach publicity, online platform push, publicity boards, as well as mental health knowledge lectures, mental health brochures and other channels, employees can understand their psychological conditions, master psychological adjustment methods, help them establish a correct concept of mental health, improve the participation and support of employees, so that they do not reject psychological knowledge and do not avoid problems when encountered. Through the popularization of knowledge, employees can judge and identify whether they have psychological needs, know who to find for psychological problems, how to solve them, improve employees' ability to deal with conflicts in work and life, and improve mental health level and literacy[12].

### **4.2 Build a Mental Health Service Platform to Make Services More Intimate and Convenient**

The combination of online counseling and offline counseling makes the effect of psychological services more prominent. First of all, establish a WeChat platform for employee psychological services, where employees can conduct psychological tests anonymously and enjoy 24-hour online consulting services, so that employees can frankly express their confusion and privacy issues, and make psychological consulting services more acceptable to employees.

At the same time, assist enterprises to establish Spiritual Stations, set up psychological counseling rooms, psychological stress reduction rooms, psychological relaxation rooms, reading rooms, etc., so that employees can enjoy psychological services at their doorsteps, making the services more intimate and convenient.

### **4.3 Establish a Mental Health Service Team to Make Services More Professional and Accurate**

Through the excavation and development of psychological counselors as volunteers, and the cultivation of internal psychological counseling backbone of enterprises, a regular and professional psychological counseling backbone team is formed. At the same time, give full play to the role of the dual professional linkage of “social worker + psychological counselor” to provide professional and accurate services for employees.

## **5. Service Practice: Spiritual Oxygen Bar - Mental Health Services into the Enterprise**

### **5.1 Theoretical Support**

#### **5.1.1 Empowerment Theory**

Empowerment theory holds that an individual's sense of powerlessness arises from the oppression of the environment; There are direct or indirect barriers in the social environment that prevent individuals from realizing their empowerment, but such barriers can be changed. Everyone is capable, valuable, and powerless, but in real life, many people show a lack of power. Therefore, the main responsibility of the therapist is to help the recipient overcome the obstacles of the environment and exert his or her own power.

#### **5.1.2 Field Theory**

Field theory contains three main points of view.

First, behavioral environmental theory. Kaufka called the observer's concept of perceptual reality a psychological field, and called the perceived reality a physical field containing the behavioral environment and geographical environment, believing that human mental activity is the product of the interaction between the internal psychological field and the external behavioral environment and geographical environment.

Second, living space. Lewin believes that the individual is the result of the interaction between the individual's inner characteristics and the surrounding environment, which contains three meanings: first, people and the environment are the elements that constitute living space, and the environment only plays an environmental role when it is combined with people's psychological goals; Second, living space has a dynamic role, which drives a person to move towards psychological goals; Third, the dynamic role of living space is gradually unfolded, and actors cross boundaries one by one to finally achieve the goal.

Third, focus on the present. Field theory emphasizes that psychological events are determined by the characteristics of existing living spaces, and only recognizes that past experiences have an indirect effect on existing events, not a direct impact.

### **5.2 Service Strategy**

#### **5.2.1 Actively Publicize and Popularize the Importance of Mental Health**

Through visits to enterprises, parks, online information release, etc., actively publicize the importance of mental health, as well as popular mental health knowledge, etc., to promote enterprises and employees to pay attention to mental health, and actively participate in or receive mental health services.

#### **5.2.2 Build a Learning and Exchange Platform and Establish a Long-Term Learning Mechanism**

(1) Promote employees to actively learn mental health-related knowledge through mental health lectures, online competition activities on mental health knowledge, and online push of mental health knowledge, help employees master psychological adjustment methods, and improve mental health;

(2) Guide and encourage employees to read and learn by recommending professional books in psychology, and promote employees to regularly share and exchange learning experiences to form a good learning atmosphere.

#### **5.2.3 Vigorously Carry out “Online + Offline” Psychological Services, and Give Play to the Professional Role of “Social Worker + Psychological Counselor”**

(1) Actively build an online mental health service platform, open online mental health assessment services, consulting services, etc., so that employees can timely understand their mental health status and find channels to solve psychological problems;

(2) In response to employees' personal problems, introduce psychological counselor resources, provide employees with professional individual psychological counseling, help employees find out

the causes and crux of psychological problems, and seek conditions or countermeasures to get out of difficulties and solve problems;

(3) In response to the common problems of employees, through group counseling, workshops and other activities, help employees release pressure, relieve emotions, and face life with a positive and optimistic attitude; Improve relationships with others, as well as enhance team spirit and team cohesion.

#### 5.2.4 Actively Promote the Construction of Mental Health Service Positions and Create Demonstration Positions

(1) Promote enterprises to establish “spiritual stations” through enterprise publicity and provide mental health service platforms for employees; As well as constantly enriching the connotation of the position and creating a demonstration position.

(2) Promote enterprises to actively carry out mental health services, create a humanistic, caring and harmonious corporate culture atmosphere, and further promote the high-quality construction of mental health service positions.

### 5.3 Service Content

(1) Mental perspective - mental health education plan: through mental health lectures around work pressure, interpersonal relationships, etc., and online push mental health knowledge, etc., to help employees find problems from different psychological perspectives, so as to develop a better self.

(2) Heart decoding - professional psychological counseling plan: for the psychological problems of employees, carry out one-on-one psychological consulting services for employees, and carry out group psychological counseling for employees in terms of work pressure, team communication, trust and cooperation, etc., so that employees can reshape a positive and sunny mentality and focus on “heart”.

(3) Happy Heart - Mental Health Advocacy Program: Through entering enterprises and parks, carry out mental health publicity and advocacy in simple terms, create a humanistic, caring and harmonious corporate culture atmosphere, and assist enterprise trade unions to establish spiritual stations to open up the last mile of mental health services for employees.

Table 1 Spiritual Oxygen Bar - mental health service into the enterprise specific service content

Plan name	Service objectives	Service plan content
Mental Perspective – Mental Health Education Program	Help employees improve their awareness of their own mental health, master ways to deal with psychological distress, and adjust their status independently	<ol style="list-style-type: none"> <li>1. Special lecture on “Stress Management and Psychological Adjustment under the Epidemic”</li> <li>2. “Sowing the Seeds of Love” Z District Trade Union Mental Health Live Broadcast Activity</li> <li>3. Mental health lecture on “Stress Management and Psychological Adjustment”</li> <li>4. Special lecture on emotional management of “Floral Communication, Love and Life”</li> <li>5. “Care for the soul and healthy life”</li> <li>--Online mental health knowledge quiz activity</li> <li>6. Push “Mental Health Knowledge” online every month</li> </ol>
Heart Decoding – Professional Counseling Program	Help employees find out the causes and crux of psychological problems, and seek conditions or countermeasures to get out of difficulties and solve problems	<ol style="list-style-type: none"> <li>1. Mental health assessment: use SCL90 professional assessment questionnaire to assist employees to understand their mental health from feeling, emotion, thinking, consciousness, behavior to living habits, interpersonal relationships, diet, sleep and other aspects;</li> <li>2. Individual psychological counseling: employees use language, text and other media to communicate one-on-one and face-to-face with psychological counselors about their own psychological discomfort and psychological confusion. The forms are divided into: online and offline, online can be through WeChat</li> </ol>

		(voice, video), telephone and other ways; 3. Casework: Social workers provide professional case services for employees in emotional counseling, psychological support, social communication, parent-child communication, etc.
	Help employees release pressure, relieve emotions, and face life with a positive and optimistic attitude; Improve relationships with others, as well as enhance team spirit and team cohesion	1. Show youth and take on the mission of striving for the first - psychological stress reduction activities of employee groups 2. Happy with you - employee psychological group health activities 3. Let the mind fly happily - outdoor workers' group psychological stress reduction activities 4. "Floral Healing Mind" psychological stress reduction workshop 5. Trust Journey - Outdoor Workers' Group Psychological Counseling Activity 6. Creative handicrafts in the mood for life - female employee stress reduction group
Happy Heart – Mental Health Advocacy Program	Publicize and advocate mental health services through various forms to enhance employees' awareness of mental health	1. Visit the street federation of trade unions and enterprise trade unions for publicity 2. Outreach and publicity 3. Online push publicity 4. Publicity on the bulletin board
	Assist enterprises to establish spiritual stations and create an atmosphere of happy work and healthy life.	1. New Era, Heart Health, Heart Wisdom - Launching Ceremony of Spiritual Station and Mental Health Service Publicity Activities 2. Protect heart health and build a new future - the launching ceremony of the spiritual station and the horticultural heart and stress reduction activities 3. Happy life, starting from the "heart" - mental health services into corporate publicity activities 4. Pay attention to mental health and build a sunshine heart bridge - mental health publicity activities

## 5.4 Summary of Effectiveness

### 5.4.1 Service Output

Completion of indicators: 14 activities, 1 group, 4 professional cases, 8 counseling cases, 24 professional psychological consultations, 12 online pushes of mental health knowledge, visits to street and enterprise trade unions, communication and contact with street and enterprise trade unions 200 times.

Service coverage: The project attracted a total of 20 enterprises to participate, directly serving 1166 people and indirect serving more than 7000 people.

### 5.4.2 Service Results

(1) Social workers actively innovate the "Four Ones" mental health service work ideas, that is, to assist enterprises in Z area to build a platform, build a position, form a team, create a brand, and strive to achieve full coverage of employee mental health services.

A platform: build a mental health service platform, so that employees can find a channel to deal with psychological problems. The project launched a 24-hour psychological counseling hotline and introduced professional psychological counselors to provide free psychological counseling services for employees, giving them help and support, so that employees can better face work and life.

A position: a "spiritual station" mental health service position has been established in the enterprise, so that employees can enjoy the services at their doorstep.

One team: a mental health service team has been set up in the enterprise, forming a "social worker + psychological counselor" dual professional linkage service model.

(2) After service exploration, the "1234" employee mental health service system has been established, that is, a linkage mechanism: "trade union + social worker + enterprise"; Two-level

service platform: Guangdong Sui Psychological Counseling Center, enterprise psychological service contact point; Three types of professional talent teams: national psychological counselors, social workers, supervisors; Four service methods: advocacy, assessment, training and consulting. So as to achieve fundamental, efficient and accurate professional services for employees.

(3) Diversified service forms: combination of direct counseling and indirect communication, combination of group counseling and individual consultation. With the employee service station in Zone Z as the main position, one-on-one and face-to-face psychological counseling is carried out in the psychological counseling room, and a psychological counseling hotline and online consultation have been opened, so that employees can communicate indirectly through telephone, WeChat and other means. In addition, through group counseling, guide and encourage employee interaction, and realize mutual assistance between employees; At the same time, it also does a good job in personal psychological counseling and makes it a long-term psychological service mechanism.

### **5.4.3 Social Impact**

Social workers released tweets such as project service introductions, activity newsletters, and mental health knowledge science through the project's WeChat public account, institutional WeChat public account, and institutional website, and the number of views on the project's WeChat public account and institutional WeChat public account alone reached more than 2,000 times, which played a good publicity effect. In addition, the Z District Federation of Trade Unions WeChat, Z District Local Municipal Federation of Trade Unions WeChat, Z District Local Municipal Daily News, Evening News, Information Times (Micro Community Ejiaotong), Z District Local Municipal Federation of Social Organizations WeChat public account, NetEase News, Jinyang Net, Tencent, Himalaya WeChat public account, etc. have reported related activities, which better arouse the attention of districts, streets and enterprises about the mental health of employees.

## **5.5 Service Reflection**

### **5.5.1 Construction of Mental Health Service Talent Team**

In this project, social workers actively assisted enterprises in selecting mental health service backbones and established mental health service teams, but there are certain difficulties in talent cultivation and team building, and it takes a long time to achieve results. Therefore, social workers will continue to actively explore in practice, find out ways to solve problems, seriously do a good job in talent training programs, and further assist more enterprises to cultivate mental health service talents.

### **5.5.2 Construction of Mental Health Service Fronts**

This project originated from the needs of social development, starting from needs, people-oriented, the problems reflected are typical and representative, with the possibility of continued development and promotion, and have a good operational foundation. In the future, social workers need to further enrich the connotation of mental health positions, and use the mental health service positions built in the early stage of service as demonstration points, and form a replicable and generalizable service model, further promote more enterprises to establish mental health service positions, and let more employees pay attention to mental health and enjoy mental health services.

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