

## Investigation the relationship of physical and psychological health with quality of human relations in the Rasht City taxi drivers in Guilan Province, Iran

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### Abstract

The current research was intended to examine the relationship of physical and psychological health with quality of human relations of Rasht taxi drivers in Guilan province. Research method was correlation and statistical analysis method was multivariate regression analysis. Sample of this research was 180 taxi drivers in Rasht city which were selected through simple random sampling method. For data collection, research-made questionnaires with 20 questions about physical health and quality of human relations with 15 questions and also general health questionnaire with 12 questions were used that each of them had acceptable reliability (71% for physical health and 74% for quality of human relations) and appropriate validity (3 academic board member's corrective ideas were achieved in physical education, counseling and social sciences groups at University of Guilan). Finding showed that there is a significant relationship between physical health and subscales of general health with quality of human relations. Multivariate regression analysis results indicated that self-concept and subscales of general health can predict suicide thoughts. Having high appropriate physical health and psychological health can be effective in improving quality of human relations of Rasht taxi drivers.

**Keywords:** physical health, psychological health, quality of human relations

### Introduction

The issue of improving the quality of working life was proposed since the early 70s. This term was replaced by common term of humanitarian of work in the middle of this decade and was used by all people that was extended to series of important issues in the fields such as organization of work, staff involvement in organizational decisions, human relations and working status. (Mohseni, 2011) [7].

Quality of working life is classified in two objective (real world) and subjective (assumed world) aspects. Quality of working life has been defined in two following concepts:

- a) In objective definition, quality of working life is equivalent to a series of objective and real organizational conditions and procedures which include promotion policies, collaborative supervision, involving employees in decision-making, safe working conditions and.
- b) In subjective definition, quality of working life is employees perception of their physical (bodily) and psychological health (subjective) in workplace. (Shojaei, 2009) [5].

Objective aspects are cases such as suitable job, income, house, access to opportunities and reinforcement of capabilities, health, therapy and quality of environment which we live in and subjective aspects are referred to person's perception of objective realities such as sense of growth and development, sense of safety,..... (Kharazmi, 2002) [4]. As it was said first, different factors are assessed and considered to evaluate quality of work which physical health, mental health and human relations of working environment can be the most important of them.

In human relations approach, more is emphasized on

observance of human relations and less on technical aspects. Researcher's goal in these experiments has been to find the effect of environmental and condition like lighting, temperature and etc. on efficiency, but surprisingly it was observed that individual's social-human interaction has had more effect on employee's enjoyment and their positive assessment of quality of working life. These findings led to new principles in job design and employee satisfaction and motivation, these principles are:

- leadership based on human value and non-authoritarian system
- supervision and training of work as a group
- human relations are such that don't just lead to maintaining the organization's goals but result in maintaining internal order of organization and compliance with environment and develop the spirit of staff cooperation seeking
- Subjects mutual relations will develop when they have awareness trust in colleagues, appropriate interaction and social solidarity.
- Punishment and encouragement and other activities in relation with work based on proper relations, individuals' commitment, their psychological success and confirmation of behavior. (Sibger, 1990)

As it was noted, various factors are considered for promoting quality of work that psychological and physical health and effective social relations can be highly emphasized which could have special importance in changing different jobs. Job and work from a major part of human social life. Job plays important role in meeting human social needs like needing respect through providing employee participation. Health is

the necessary condition of playing social roles and human beings can be active if are healthy. (Asad Zandi, 2009). Working force constitutes and attention to mental health in workplace has significant importance. Lack of attention to mental health is one of the important factors in reducing efficacy, loss of manpower, and creating physical and psychological effect, especially in professional service. (Ghadanpoor, 2015).

Mental health means some degree of balance that person establishes between his behaviors in dealing with social problems and social compatibility with his surroundings and show rational behavior. (Khaghani, 2006)

Mental health aspects include physical in compatibility, anxiety and insomnia, social malfunction and severe depression, in the last few decades, improving psychological health of workplace has attracted the attention of many researchers in Iran and foreign country as one of the most important aspects of development and improvement of human resources in organizations. For improvement and growth of country in all fields first we should use healthy, thoughtful and creative manpower because using physical and mental health forces in economic, service, educational, and industrial institutions has considerable effect in raising the level of productivity. (Navabi Nezhad, 1999). Although studying psychological health and its related factors has significant importance for all people, groups, organizations and community, however regarding this issue seems more necessary in some environments and situations.

One of the jobs that is very famous among all people about social and human relations is "taxi driving". Taxi Corporation played a role as one of the important element in the transportation of people and driver's health ensure their optimal performance. Driving job with special difficulty might threat workers health for dealing with job harmful factors. (Izadpanah, 2013) [2].

One of the major diseases and condition caused by driving is musculoskeletal disorders. Because of being exposed to car vibration, stationary and sedentary job, prolonged sitting, inappropriate physical status, bending and frequent turning while doing work, taxi drivers are exposed to long-term musculoskeletal disorders.

Increased human dependency to car for work and recreation and increased sitting time in it has relationship with high risk of backache and absence from work. (Dorkin, 2006). Musculoskeletal disorders has been very common in public transportation drivers and driver's show higher prevalence of these disorders than other occupational groups. (Sadri, 2003). Beside these physical discomfort, these subjects usually spend more time with others. In most cases, this mutual action is about clients psychological-social problems and results in creating feelings in drivers such as anger, shame, fear despair, and disappointment which in turn can put each factors of improving human and social relations and increased working efficiency under question that aim of this research is to investigate the relationship between two effective factors of physical and psychological health with quality of human relations in this kind of jobs.

**Methodology**

This research has been correlation and physical and psychological health have been considered as independent variables and quality of human relations as dependent

variable. Gathered data were analyzed through Pearson correlation coefficient and multivariate regression.

**Statistical population**

Statistical population in this research has been all Rasht taxi drivers in Guilan province that have been employed in academic year 2013. Sample of this research was 180 taxi drivers in Rasht city, at different times of day and night which were selected through simple random sampling method.

**Instruments of gathering data**

Researcher-made questionnaire of physical health: This test is a negative self-report criterion towards the person. This test which has 20 questions and its materials had been scored from 1 to 5, asks respondent to assess his physical health state. The whole self-concept materials are positive and scores range is 25-125. Validity of this test is calculated through conducting corrective recommendation of 3 academic board member's and general practitioner and calculated reliability of this questionnaire is 95 through conducting pilot study with chronbach's Alfa coefficient.

**General health questionnaire (GHQ 12)**

This questionnaire has been provided to screen the healthy and sick people and there are also questions in forms 12, 28, 30, 68. Form 12 has question with this feature that healthy people can be screened from sick people within the less time. This questionnaire is conducted as self-evaluation. It's necessary that respondent argues his state towards the questions of questionnaire during the past month. Question are scored based on bimodal scoring (1\_1\_0\_0). Thus, a score of zero is given to two right questions og each term and a score of one to two later reply. Scores range is varied from 0 to 12 which high scores show low mental health. Calculated reliability of this test in the present study has been achieved through chronbach's Alfa coefficient.

**Researcher-made questionnaire of quality of human relations**

This self-evaluated questionnaire has 15 questions which is presented to clarify and measure the intensity of attitudes and designs for quality of human relations. Validity of this test through conducting corrective recommendation of 3 academic board member's in counseling and social science groups and calculated reliability of this questionnaire is 88 through pilot study with chronbach's Alfa coefficient method.

**Findings**

The age range of subjects is 28 to 65. Results show that 19% of taxi drivers have high human relations, also 22% of them are suspected to psychological problems and 64% have determined physical diseases.

**Table 1:** Number, mean, and standard deviation of research variables

Variable deviation	number	mean	standard
Physical health	180	84.78	10.56
Social performance disorder	180	1.98	1.87
Anxiety and depression	180	2.54	1.42
Confidence	180	1.03	0.80
Quality of human relations	180	2.7	5.8

**Table 2:** Pearson correlation coefficient between physical health and subscales of general health with quality of human relations

Variable	1	2	3	4	5
Physical health	—	—	—	—	—
Social performance disorder	-0.317**	—	—	—	—
Anxiety and depression	0.239**	-0.672	—	—	—
Confidence	0.116*	0.483**	0.528**	—	—
Quality of human relations	-0.371**	0.379**	-0.338**	-0.184**	—

\*P<0/05, \*\*p<0/01

**Table 3:** Gradual regression for predicting quality of human relations based on physical health and subscales of general health

Predictor model	R	R2	F	B	T	P
1)disorder in social Performance	0.379	0.144	60.2	0.379	7.76	0.002
2)physical health	0.462	0.214	48.6	-0.279	-5.63	0.001
3)anxiety and depression	0.474	0.224	34.3	-0.138	-2.19	0.029

As it can be observed in table 2, correlation coefficient between quality of human relations and subscales of general health including disorder in social performance, anxiety, depression and self-confidence has been in order of 0.379, -0.338, -0.184 that all of these coefficients in level  $p < 0.01$  were significant. It's necessary to say that high general health scores in general health scale is indicator of low general health. It's conversely interested as standard. Also correlation coefficient between quality of human relations and psychological health was 0.371 which was significant at level  $p < 0.01$ . Gradual regression method was used to investigate the issue that to what extent psychological health scores and subscales of general health could predict the scores of quality of human relations. As it can be observed from table 3, among research variables, 3 variables of disorder in social performance, physical health, anxiety and depression are significant predictors of quality of human relations and process about 23% of its variance.

**Discussion and Conclusion**

The present study has been conducted to investigate the quality of human relations state in Rasht taxi drivers and its relation with physical and psychological health. The results indicate that 22% of drivers are suspected to psychological problems and 19% of them have high human relations. Different research results have confirmed the existence of quality of human relations among various subjects which its percentage is consistent with present study. There are some reasons of low quality of human relations in drivers: Working pressure, tiredness, low income, and financial problems related to loan and payment, lacking the protection of taxi corporation inappropriate treatment of some people (passengers), driving style in the city and personal taxi drivers. This research findings show that there is a significant relationship between anxiety and depression as one of the subscales of general health with quality of human relations which is agreement with Hunge, *et al.* (2010), Brouwers, *et al.* (2001), Pardakhtchi, Ahmadi, Arezoomandi (2009) [3], Etemadi and Faghihe (2008) [1], Lopez, *et.al* (2010), Siev, Spector and Cooper (2005), Hakanan, *et al's* (2006) finding. Other finding of this research is existence of significant relationship between disorder in social performance and quality of human relations which is agreement with Bakhshipoor, Pirouzi, Abediyan (2005), Maltebi, *et al.* (2004) change and Lee's research findings (2006) that concluded in their research there is a significant and negative correlation

between social performance and quality of human relations. Other part of research findings show that there is a significant relationship between self-confidence and physical health with quality of human relations which is agreement with Siev, Spector, Cooper (2005) Wikchino, Jerbino, Pastor Lee, *et al.*, Kadermas researches (2006). Generally it can be said there is a strong and significant relationship between physical and psychological health with quality of human relations and these two variables predict quality of human relations. This research has been conducted among Rasht drivers in the case of relationship between physical and psychological health with quality of human relations, because drivers should be cautious in generalizing to other taxi drivers of Rasht and other provinces of country. It's recommended that with regard to strong relationship between physical and psychological health with quality of human relations, attention should be paid to these variables in assessing taxi drivers state and these variables will be considered with more comprehensive studies in drivers and taxi drivers with high scores in psychological and physical health questionnaire are referred to counseling centers and medical treatment with proper financial and insurance support. Also, for improving quality of human relations and increased self-esteem and psychological health, they can be put in group therapy sessions and are referred to medical care training for strengthening physical health.

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