

Evaluation of relationship between personnel's depression and quality of services in hospitals of Kerman's Medical Science University

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Abstract

This research has aimed to study relationship between personnel's depression and quality of services in hospitals of Kerman's Medical Science University. This is a descriptive-correlational research and its statistical population includes two groups. The first group consists of all the hospitals' personnel of Kerman's Medical Science University with 3678 number of people and the second one consists of all the of these hospitals' customers in 2015 who were selected by simple stratified random sampling. Two questionnaires including service quality with validity of 0.81 and reliability of 0.95 and depression questionnaire with validity of 0.83 and reliability of 0.93. Collected information was analyzed by using software SPSS20 with correlation coefficient including Pearson and Spearman and multivariate regression. The results showed that there is relationship between the level of personnel's depression and the quality of their service in hospitals of Kerman's Medical Science University. There is also relationship between level of personnel's depression and their tangibility, reliability, accountability, confidence and empathy in hospitals of Kerman's Medical Science University.

Key Words: Depression, Service quality, Personnel, Hospital

Introduction

Service quality is considered as a managerial philosophy which aims to optimally use existing opportunities and accessible resources by applying continuous improvement methods in order to increase quality by focusing on customer's satisfaction and totally it can be said that service quality is a philosophy relying on, management tries to access to quality in its new concept. (Fazeli, 2012:4). Understanding and measuring customers and managers' perceptions and expectations is a necessary component which can be applied for the purpose of improving quality of service provider companies. (Bradli, 2006:2). Parasoraman & et al offered SERVQUAL model which is a five-dimension scale contains dimensions including tangibility, reliability, accountability, trustworthy and empathy. This framework and scale have been

applied at a broad extend of different sectors of industry and service. (Hak Lee & et al, 2010:67).

Regarding service quality providing in service sector such as hospital, the main issue is absence of lot of competitors and intangibility of service. Service and governmental sectors should act in a non-competitive atmosphere because of two below reasons: 1- Governments should work in the areas in which private sectors do not have desire or permission for investment respecting nature of these areas and because of requirement of high financial potency and high risk or strategic-being. 2- Governmental or service sector such as health centers must not compete with commercial companies, but also they should develop service-offering as much as possible through their policy-making in order to enable service and health sector to deal with more important tasks at a more macro level.(Riahi, 2001:54)

Job satisfaction and providing qualified service depends on different factors from which stress and depression are the most important ones. (Amati, 2010: 32). Depression is one of the mood disorders which are accompanied with different degree of disappointment, loneliness, failure, doubt and sense of guilty. This disease influences human ability in behavior, performance, thought and feeling. Person is somehow isolated and withdrawn and its connection with others will be decreased. Range of depression disorder is started from sense of loneliness, insufficiency and reluctance to life and it is led to absurdity and suicide at higher stages and passage of time. (Farjad, 2005: 36).

Professional Safety Association of America has introduced nursing at the top of 40 stressful and having high depression. (Lee, 2002: 61). Some authors believe depression as main factor of nurses' inability in doing duties at desirable level. (Edwards, 2003: 170). Results of different researches show that high depression and job dissatisfaction of nurses and medical centers' staff lead to decrease job quality and they also cause irreparable damage to the patients and clients. (Lu, 2005: 28, Kenneth, 2009:83).

Bahri & et al in 2003 in a research entitled “evaluating relationship between job fatigue and mental health in midwifery and nursing profession” showed that there is positive direct significant relationship between job fatigue and mental health and its components. There is also significant statistical difference between average score of depression and anxiety at different level of job fatigue. Tabibi & et al in 2012 in a research entitled “evaluating relationship between service quality and loyalty of offered service to outpatients attending to clinics of selected hospitals in Tehran concluded that there is positive significant relationship between service quality and loyalty to offered service. The main loyalty dimension was complaining behavior. Hospitals’ managers should increase their perception and awareness related to maintenance and improvement of patient’s loyalty and they should apply their maximum effort in this regard. Hospital’s personnel are expected to act more than patients’ expectations. They must be aware that service providing is a teamwork and key of providing good service to patients is hidden in patient’s satisfaction with service quality.

Surely, mental health plays an important role in ensuring dynamism and sufficiency of each community just as today, human’s mental health enjoys remarkable importance among communities and almost all the countries have taken broad actions in order to organize policies related to mental health; the policies which can have very high human and economic values. This research’s practical importance is due to this fact that evaluating variable of service quality and hypotheses toward more understanding of this managerial variable among medical centers’ managers, personnel and nurses will raise attention to this issue. On the other hand, evaluation of depression makes entering this variable as new variable in organizational and managerial texts which are caused by work’s situation and environment and it increases future authors’ attention to this subject. Regarding mentioned subjects, this research aims to answer to this question that is there relationship between personnel’s depression and service quality in hospitals of Kerman’s Medical Science University?

Research method

The present study is a descriptive kind of research in which correlation method has been used. Research’s statistical population includes two groups. The first group consists of all the hospital’s personnel of Kerman’s Medical Science University in 3678 number and the second one consists of all the

customers of these hospitals in 2015 which were selected through simple stratified random sampling method. Service quality questionnaire of Parasoramen & et al in 1998 has been used in this research which was made according to SERVQUAL model that has five components including tangibility, reliability, accountability, trustworthy and empathy and it has validity of 0.81 and reliability of 0.93. Standard depression questionnaire Beck which has 21 question and its validity is equal to 0.83 and its reliability is equal to 0.93 has been used to assess depression. Collected information was analyzed by the use of software SPSS20 with Pearson-Spearman correlation coefficient.

Findings

Among 348 employees under study, 174 persons (50%) were healthy in term of depression, 67 persons (19.3%) have had possibility of depression growth, 23 persons (6.6%) have had borderline depression, 54 persons (15.5%) have had Mild to moderate depression, 29 persons (8.3 %) have had moderate to major and 1 person (0.3%) has had major depression. Also among 384 customers under study, 5 persons (1.3%) have mentioned hospital’s service quality very bad, 19 of them (49%) bad, 80 of them (20.8%) average, 153 persons (39.8%) good and 127 of them (33.1%) have declared it very good. Average of depression variable is equal to 0.64 and average of service quality variable is equal to 3.81.

Table 1- Statistics of correlations tests including Spearman and Pearson related to relationship between level of personnel’s depression and service quality

Variable	Depression			
	Pearson	significance	Spearman	Significance
Service quality	-0.162	0.001	-.0198	0.001
Tangibility of service	-0.126	0.014	-0.146	0.004
Reliability of service	-0.103	0.043	-0.183	0.001
Accountability of service	-0.163	0.001	-0.191	0.001
Trust in service	-0.148	0.004	-.0181	0.001
Empathy	-0.188	0.001	-0.194	0.001

With respect to correlation coefficient of Pearson and Spearman tests between variables including depression and service quality and its components and significance which is less than 0.05, so we conclude that there is inverse and significance relationship between level of personnel’s depression and service quality

(tangibility, reliability, trust and empathy) at hospitals of Kerman's Medical Science University.

Discussion and conclusion

The research's results showed that there is inverse and significance relationship between level of personnel and nurses' depression and service quality and its components at hospitals of Kerman's Medical Science University. However personnel's depression is more, service quality which they offer in hospitals will be decreased and these results are consistent with the results of Lee's findings in 2005 which showed that nurses' depression leads to decrease in their work quality and it cause some irreparable damage to the patients and customers and they are also in conformity with Kenneth's findings in 2009 which showed that high depression in medical centers' patients decrease the quality of their work and also it is consistent with findings of Nadine Ricker & et al in 2005 in which they concluded that the depressed people with low mental health will have low quality of work. In explanation of this theory, it can be said that personnel who have sense of guilty and worthlessness, grief, gloom and disappointment and they are not happy in their life and consider world as a dark and disappointing thing, they are not affable, patient and smiling and they will not have a polite and friendly behavior with clients, they will not respect others in accent and style of speaking with them, they will not do administrative affair with high quality and respecting details as soon as possible and there will not exist a mutual perception toward customer and its condition by personnel and vice-versa. If personnel are depressed, dissociable and with low mental energy, their workplace will have little neat and clean, they will not manage workplace's physical facilities perfectly, they will not perfectly apply modern equipment and evidences, their uniform will not be arranged and they will not have adorned appearance. If hospital's personnel for any reason conclude that they are valueless and the world loses its meaning for them and they have sense of misery and misfortune, so they will unable to perfectly guide customers and give them required information. When hospital's personnel have extreme sense of fatigue, they are reluctant to life, they are under stress and irritability and they become disappointment of success, so their commitment, responsibility and attempt toward work will be decreased and they will not have tendency toward accountability to clients' requests and questions and desire to

offer service by personnel will not be tangible. When hospital's personnel are severely depressed and this issue leads to disappointment in them, therefore, they will respect customers less in term of manner and way of speaking with them and these personnel will dodge listening and paying attention to customers' questions and problems with tolerance and patience and they will not be interested in resolving customers' problems and complaints. They will not attempt to observe justice, fair, nondiscrimination and understanding certain needs of client. Therefore, if sense of loneliness, disappointment, depression and inability are created in personnel, patients and customers will not trust in services provided by them, personnel's knowledge and literacy and their ability in creating confidence and trust in customers will be reduced, personnel's job knowledge, professional skill, information, awareness and adequate and updated information will be considered weak from the opinion of customer and finally, personnel's ability in mutual understanding about customer and its condition will be decreased.

With respect to research's results, it is suggested that Medical Science University's officials should try to identify depressed personnel and strive to treat them and they must provide a happy and satisfying environment for their staff. They also should offer required career advice regarding life and work to personnel of Medical Science University, evaluate personnel's job condition in hospitals of Medical Science University and if necessary, their job pressure should be decreased through practical actions.

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