



A Study of the Social Security Effects of Health Care Center Staff on the Quality of Service Delivery

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Abstract

Security is a fundamental issue in many societies so that every country considers it as one of their high priorities. Therefore, current project was conducted to determine social security among students in Yazd City University of medical sciences. This is a descriptive study in which 200 students from Yazd University of Medical Sciences participated in randomly. Data collection instrument was a questionnaire having two parts consisted of demographic questions about them and social security assessment section (in four dimensions including sense of occupational security, sense of emotional security, sense of security in interaction with others and sense of security physical health). Achieved data were analyzed by SPSS version 16. 63.5% of cases (127 ones) were girl and 36.5% of them (73 ones) were also boy students. The age average of studied girls and boys were, in turn, 22.47 ± 2.47 and 21.82 ± 2.46 . There were no any significant correlations between age averages and parents' education levels in both groups. The score average of security sense was moderate and 49.09 ± 13.11 of the boy students and 43.77 ± 12.49 of girl students and was significant difference between two studied groups. Sense of security physical health and occupational were significantly higher in boys than girls ($p < 0.05$) But the sense of security in interaction with others and a sense of emotional security of the two groups were not significant difference. According to the obtained results suggest, experts discussed about different dimensions of security sense carefully and critically and officials use discussions results for careful planning, for future.

Keywords: Sense of Social Security; Occupational; Emotional; In Interaction with Others; Physical Health; Students

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1. Introduction:

One of the most original humans' needs to achieve happiness and welfare is security in various kinds. Imam Ali (P.B.U.H), Moslems great leader, implied that "security is the best gift for mankind" [1]. In fact, security is the first factor which causes people to cooperate with each other and get involved to take social responsibilities. It, therefore, leads to have happier life. Security is defined, from socio-cultural aspect, as the state in which the human feels assurance about his own identity, thoughts, values and dignity at the present and future time. And is supposed to live with the least possible

stress [2]. Security has high priority in every social system which countries take it so much important [3]. Although it was not considered significant, it is seen as a hot issue in mass media and is discussed about massively. This is assumed as the base for development and improvement. Hebs, Girdz and other ones have called security as the origin of development [4]. Lacking of security leads to tension, anxiety and restlessness. Maslow considered security in the second stage of his hierarchy [5]. Social security issue is defined individually for students. Succeeding in entrance exam of university is so a critical period in young

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peoples' life in every country. It makes a great deal of changes in their social relations, expectations and roles. This event results in stress and tension at first so that it can affect their efficiency [6]. Different factors such as not being acquainted with university atmosphere, isolation from family, not being interested in their major, not adjusting to people in their society and lack of enough good facilities can lead to threaten social security. It has been showed recently in a survey that 81 percent of Iranian feels insecure to some extent [7,8]. Since security is so significant issue that has close relation to different matters of life and also few projects have been done about social security among para- medical students this study was done to let officials have sufficient information for planning [9]. They can make better life condition for students and prevent from brain drain, if they perform these programs effectively.

2. Methods and Materials:

This is a descriptive- analytical study in which 200 students from Yazd University of Medical Sciences were taken part in the year of 2011. The cases got involved in the study randomly. The criteria to participate in the project were consisted of studying in this university and being interested in involving. The excluding criteria were also not caring for involvement, moving to other universities or cities and not filling the questionnaires by any reasons. The cases were assured that their data kept confidential. They also let know what the goals and how the process of project was. Data collection method was a researcher-made questionnaire having, in turn, seven and thirty-three questions about demographic data and social security dimensions. The latter questions were consisted of 9, 7, 7 and 10 questions which asked, in turn, emotional, physical and moral dimension of security. By studying various scientific books, references and also consulting expert individual the questionnaire was made and then revised by faculty of members. For getting face validity the questionnaire was completed by 15 students who

did not participate in the study. This was done for finding any possible ambiguities and editing them. For determining the questionnaire reliability, thirty students of studied cases who did not get involved in the first stages of study, filled it. Then, Alpha-chronbach ($\alpha=0.81$) was achieved through internal consistency. Grading different aspects of social security was on the basis of four – grade likert scale (from I agree completely to I disagree absolutely). The grading range was also from zero to three. Finally, all grades were changed into percentage in a way that the minimum one was zero and the maximum was one hundred. The studied cases were divided into four groups in according to social security questions. The cases getting zero to 25, 26 to 50, 51 to 75 and 76 to 100 were, in turn, considered to have inefficient, rather and so efficient social security. The achieved data was analyzed by descriptive and analytical method. SPSS (version 16) used to do so. T- Independent and Man-wittney tests were applied, in turn, for comparing boy and girl students' ages and also parents' education levels to social security of studied students.

3. Finding:

127 ones (63.5%) of cases were girls and 73 students (36.5%) were boys. The averages ages of girls and boys were, in turn, 22.47 ± 2.47 and 21.82 ± 2.46 years old. There were no any significant differences between two sexes in the average level of age ($p=0.07$). Man-wittny test showed no considerable difference between boy and girl students fathers' and mothers' education levels (Table 1). As shown in table 2 the score averages of different dimensions of security sense in this study. As can be seen sense of security physical health and occupational security were significantly higher in boys than girls ($p<0.05$). But the sense of security in their interaction with others and sense of emotional security, in the two groups did not difference significantly (Table 2).

Table 1. The frequency of student's fathers and mothers education levels.

Group Education	mother		father	
	Girl students Number (%)	Boy students Number (%)	Girl students Number (%)	Boy students Number (%)
Illiterate	20 (15.7)	22 (30.1)	16 (12.6)	13 (17.8)
Elementary school	56(44.1)	24(32.9)	33(26.0)	23(31.5)
Guidance school	25 (19.7)	10 (13.7)	29 (22.8)	15 (20.5)
High school	14 (11.0)	5 (6.8)	15 (11.8)	4 (5.5)
Academic level	12 (9.4)	12 (16.4)	34 (26.8)	18 (24.7)
Total	127 (100)	73 (100)	127 (100)	73 (100)
Man-wittny test	P=0.3		P=0.18	

Table 2. Comparison of score averages of different aspects social security the two groups, boys and girls

Independent t-test significant level	Girl student	Boy student	Group
	Mean±Sd	Mean±Sd	
p>0.05	39.03±19.71	45.20±18.15	Sense of security physical health
P=0.14	45.99±13.51	49.01±14.71	Sense of emotional security
P>0.05	48.25±21.27	56.36±22.58	Sense of occupational security
P=0.11	41.81±16.47	45.79±17.83	Sense of security in interaction with others
p>0.05	43.77±12.49	49.09±13.11	Total Sense of security

4. Discussion

This is a unique study about social security among paramedical students. In accordance with maintained information, in this study sense of occupational security in boy students was higher than girl students significantly. The answers of most cases to three following questions (about not having enough earning their living after graduation, occupational stress and unfair occupational competition in future) were positive. The concern of girl students about occupational stress was more than boys so that there was a significant difference between them. Apart from being sensitive to have a job getting involved in health – related issue, paramedical staffs should contact to various people with different personalities in a way that they are exposed to verbal and physical aggression. This is one of the main reasons why girl students have more occupation stress. 68% of hospital personnel which the majority of them were nurses and few ones were doctors, assaulted verbally. As proved in Winstanelys' study [10], 88.6% of emergency wards staffs were assaulted verbally and 49.4% physically in recent year as shown in Boozes' study [11]. These figures included those staffs witnessing aggressive scenes as well. Kezar and his colleagues studied aggression level in a Brazilian general hospital. They found that 100% of nurses, 88.9% of medical technicians, 88.2% of co-nurses' colleagues and 85.7% of physicians have been exposed to aggression in recent year [12]. 40% of nurses in the emergency ward in Thailand were assaulted verbally in recent year. This is found in Komchoehats' and his colleagues' study [13]. Having more occupational security among studied boys, perhaps, is due to less worried about stress-making factors, conflicts and unfair job competition. Most of the girls, in current study, were not interested in their major and its future. This may be caused by choosing their majors not on the basis of motivation but just for being accepted in entrance exam of university in any possible majors. The difference between girls and boys were significant about being uninterested in academic studies. It was proved that there was a significant relation between social security attitude and taking high responsibility feeling. It means that, the younger people have the sense of responsibility, the more

social security accomplishment is possible to achieve [14]. It implies that determined commitment of students for choosing their majors can increase their motivation and interest to study more efficiently and gain necessary occupational skills. So, it is so essential to give consult to high school students about different majors' before choosing something which they are not interested in. In the study which was done by Sarukhani and Navidianian to find the relation between the areas people live in and social security, it was found that the people living in the north part of Tehran city (Iranian capital city) had more occupational security than those ones living in the south. It showed the job position of residents in the north was more stable than the apposite site [15]. Not having stable job and good view for getting such this position was one of the reasons of being down the occupational security. In current study 55.5% of studied cases in Mirzabeigie's study were dissatisfied by having enough security in nursing vocation and 77.8% of them did not also have stability in their jobs [16]. In all, the importance of occupational security is so much that it is considered as one of the critical agents in making motivation [17]. Most of boy and girl students had rather acceptable condition in sense of emotional security. Emotional consideration consists of listening to others' problems and shows enough empathy, and being supportive when needed [18]. Some problems like not being understood by their scholars, lacking any consultants in university, not being supported by academic officials and being different obstacles against their decision to get married were noted by students, in current study. A couple of studies prove the unique role of family in social security [19]. 79% of girls and 39% of boys stated that they missed their families and were affected by that. The significant difference between two groups is because of girls have more attachment sense to their families rather than boys. They can get along with being far from their families harder than boys. Family support was on of crucial factors in making calmness feeling and social security among M.Sc. course female students. This was found in Kamran's and Nazarloo's study [1]. Sheikhie's project proved that emotional support was regarded more by female students. It also

showed some factors making lack of social security and being prone to social damages were as followed: their social isolation, not being able to find any close friends or visiting their families and occupational dissatisfaction [20]. Essential security among people living in the south area of Tehran city was more than residents in the north. It may be due to have more emotional and face to face contacts in these families. It, then, leads them to be less susceptible to emotional damages. This showed in Sarokhani's and Navidnia's study [15]. It is concluded that some such as getting better the relation between students and their instructors beyond their formal connection, regarding students' problems by university officials, and use of qualified consultants in dormitories can improve emotional security and prevent to happen psychological problems among students. Sense of security in interaction with others aspect, in boys and girls students were not significant difference. Most of cases were dissatisfied due to misbehaviors of hospital staffs and not being justified about their duties in their practical courses. This can be improved by performing sufficient plans to clarify student's duties and also training hospitals personnel. There are differences in boys and girls. Girls, usually focus on details of every matter more than boys and this difference may be because of this reason. Most cases, moreover, were in rather efficient level in Sense of security physical health aspect. Boys had better situation significantly. The same results were achieved in Nabavis and et al. study [21]. The 'fear of leaving dormitory at night,' most boys students opposite completely. While most girls students agreed partly. It is justifiable by religious beliefs among Iranian people. Most of mothers of high school girl student's preferred to accompany their children from school to home, in Fuladis study [3]. This issue, on the other side, was exaggerated than what it was in reality. Eliasi showed that those ones studying the magazines and newspapers which show off the massiveness of problems, they have less sense of security physical health [22]. Most of studied cases were worried about not existing assurance coverage and getting ill during their study in university. This might be due to have information of high treatment expenses. Therefore, it needs to consider their health condition more. 87% of emergency ward staffs, in Hasanis study, believed that Physical security measures were not enough at all [23]. We are also reminded that collective life associated with fears of the spread and of epidemic diseases. Attention to collective cleaning in girls, causing most sensitivity in this case, probably due to differences with boys.

In all, most of students in this study had efficient social security. But, girls had rather lower efficient level of social security. This difference was

significant. In Ghodrati's and Khushfar's studies, the same results were achieved [24,25]. This may be due to men's possible more abilities in solving the problems related to security. In contrast, calmness feeling and social security were higher in women in Kamran's study [1]. This different result may be due to various situations of students in our city, while in Kamran's study, the cases were M.Sc. female students which, perhaps, had better socio-economical situation than ours. In Hasani's study, 13, 52, 27 and 8 percent of cases had, in turn, high, rather average, low and few social security during their work in emergency ward [25]. In our study security sense of studied subjects was moderate but in the Sarokhani's study, social security of Tehran residents reported low level [15]. This is perhaps because of difference between individual on the studies.

5. Conclusion

It is necessary to discuss security among students in university by experts in different social security dimensions. Then, the results can use to future plans practically by officials.

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