

HUMAN RELATIONS AND ITS ROLE IN PROMOTING MENTAL HEALTH IN THE WORK ENVIRONMENT

DR. BENKRIMA BOUHAFS

Faculty of Social Sciences and Humanities
Department of Psychology, Educational Sciences and Artefonia, GHARDAIA UNIVERSITY,
ALGERIA.

EMAIL: benkrima.bouhafs@univ-ghardaia.dz

Received : 12/08/2023 ; Accepted : 02/01/2024

Abstract:

The daily life of individuals requires when they are in all environments, including the professional environment; Permanent interaction and interaction as civilians, by nature, have feelings, feelings, and psychological and social needs. However, this communication and interaction that occurs within the work environment is determined by the type of relationship between the president and the subordinate and the subordinates among them. Attention came to the importance of the type and pattern of existing relationships in the work environment late, and the 'Human Relations' School is the main trend of it. Which came as a reaction to the three classical theories represented in: bureaucracy, scientific management and administrative division, which all assumed that material incentives are what workers are, neglected by psychological and social aspects. And based on the proposal that the more the human relationship between the members of the Labor Foundation improved, the more their psychological health is strengthened, and to keep pace with studies and research related to the subject; This study comes to clarify the existing relationships between the two variables.

Keywords: human relations, mental health, work environment.

introduction:

The work environment of all kinds and the nature of its activity includes material and human resources whose relationships regulate rules, controls and laws, as they are controlled by changing and changing human feelings and ties, arising when interacting between its members, whether when practicing supervision and leadership, communication or direct dealing between presidents and subordinates or between subordinates Between them or between them and the dealers from outside the Labor Foundation.

Through the type and nature of these relationships, the level of efficiency of performance and loyalty to work, and even the success of the institution is determined. This explains the existence of work environments that enjoy their members with psychological comfort and the realization of the professional self, and other environments that prevail in anxiety, functional satisfaction, professional pressures and the inability to emotional venting,

supporting the accusations against the work environment as constituting the source of pressure and troubles for workers, anxiety, tension and distress.

1- The problem:

Inside the work environment there are different styles of relationships that arise between all actors. If the relationship between the president and the subordinate is characterized by authoritarianism, centralization, or lack of understanding, then this leads to an increase in the pressure of individuals, and the relationship between subordinates, if it is devoid of friendliness and love and is based on fear, caution and competition, then this leads to the emergence of conflicts within the organization and thus the exposure of workers For several types of pressure (El -Shanwani, 1972, p. 226).

In its model, "Marshall" also defined the factors that cause pressure at work as the following: work, work organization, labor relations, professional growth, institutional climate, career overlap, functional role (Othman, 2001, p. 102).

The interest in the style and nature of relations in the work environment came late for the wide steps that science has taken from the automatic and engineering point of view, and those that are concerned with the elements of static production, machines and materials. The School of Human Relations (between 1930 and 1970) also came as a reaction to scientific groups that assumed that material incentives are what concerns workers, and thus neglected human and social factors.

The term 'human relations' generally calls the methods of dealing between people and their interaction in the society in which they live, in various aspects of social, cultural and political life, and its educational and family process facilities.

As for the work environment, this concept indicates interest in the human element as a higher value in itself and the most important element of production, while ensuring the best possible climate for it, to invest efforts and reveal the best energies, and work to create an atmosphere of confidence and mutual respect among individuals. So that the work environment is transformed from a mere profit or service institution into a humanitarian environment that considers it the mental health of the worker. Considering that the relationship between the psychological side and the work environment is a very close relationship, and the details of the worker's dealings within this environment are full of experiences that positively or negatively affect his psychological health.

In this regard, El -Sharkawi (1983, p. 27) sees that psychological health, like physical health, must be seen as the end of what the individual seeks through his behavior and interaction in life with those around him, and on this it is the utmost path of his other side is the psychological disease.

Hence, the need to introduce the school of human relations in the work environment and its role in promoting the mental health of the worker has emerged through the elements that will be under this problem.

2- The importance of the study:

The importance of the study highlights the importance of the topic that this dealt with that the pattern of relations prevailing in the work environment is one of the most important comprehensive quality ingredients, and because of the advantages of human relations, which guarantees functional satisfaction, improving performance and a sense of belonging. They are not just good words or beautiful phrases as they are a deep understanding of the worker's capabilities, energies and capabilities.

3- Study objectives:

This study seeks to achieve the following goals:

- Clarify the concept of human relations and the most important ideas and principles based on them, which depends on it and greatly the success of the entire institution.
- Exposing the importance of human relations in the availability and promotion of the mental health of the worker.
- Standing on the most important difficulties facing the application of human relations in the work environment.
- Providing a number of recommendations that would enhance human relations in the work environment, including achieving an acceptable level of mental health.

4- Defining the concept of human relations in the work environment:

Human relations are known in the vicinity of the work as 'that field of administration that aims to integrate between individuals in the vicinity of the work in a way that drives them and motivates them to work in productivity and cooperation, while obtaining their natural, psychological and social needs' (El -Shanwani, 1986, p. 497).

It is also defined as 'that field in the administration, which aims to achieve integration between individuals in the vicinity of the work in a way that motivates them and motivates them to work with high productivity and complete cooperation, while obtaining their natural, psychological and social needs' (El-Touriki, 2002, p. 46).

There is another definition by Gaddafi (1997, p. 60) as that integration between individuals in the work environment in a way that motivates them to work productively and cooperatively while achieving the satisfaction of their psychological and social needs.

In the dictionary of administrative science terms, the definition of human relations was stated as 'those relationships that involve creating an atmosphere of trust, mutual respect and cooperation between workers and between employers and administration with the aim of raising the morale of workers to increase production (Badawi, 1984, p. 44).

From the previous definitions, we can discover the most important properties and pillars of this trend in:

- Satisfying the needs of the worker to belonging, appreciation, security and social status.
- Careful to provide mutual respect and impartiality of selfishness.
- Work to provide mental health and emotional and mental balance of the worker and move away as much as possible and disturbance.

Strengthening the orders of love, complementarity and mutual respect.

5- The historical upbringing of the Human Relations School:

Human relations are the type of labor relations that are based on looking at the organization or factory, the company, the facility, or the institution as a human society that has its own specifications and character.

The beginning of interest in human relations in contemporary societies was at the hands of Robert Owen 1800 by refusing to employ young children, demanding hygiene and good behavior in the work environment.

This school also came as a result of scientific experiments carried out by the "Hawthorne" during the twenties and thirties of the 20th century on some employees of the Western Electric company, where its results emphasized the importance of studying the behavior of individuals in work, and also showed the importance of elements related to psychological variables and the degree of their impact on human behavior (Ben Akil, 2006, p. 22).

The School of Human Relations is the second head of the contemporary administrative thought, and it came as a reaction to the principles and ideas of scientific management that was based on the material aspect of production and looked at the worker in the organization as one of the elements of production, and that it works as the machine and thus the necessary fuel is given 'wages and incentives. Neglected by that feelings and psychological needs of the human element.

And also the emergence of Andrew Ure (1835) book, in which the human role was highlighted as one of the factors on which the industry is based. As well as the emergence of unions and their attempt to defend the interests of workers and achieve higher wages and better working conditions. Without forgetting in this regard the contributions of the world 'Ben khaldoun', which was according to the development of the scientific foundations of urbanology and its human and social relations in societies.

6- The main ideas of the Human Relations School:

El -Najjar and Ragheb (2004, p. 90) summarized the most important ideas of the school in:

- Both material and moral factors play a strong effect in determining productivity.
- The social relations that arise in work between workers play an important role in determining the behavior of the organization.
- There are different patterns in supervision and leadership, and the most effective of these patterns is the pattern that depends on the participation of workers in decision -making.
- The manager must have behavioral skills alongside technical and administrative skills.

What can be said is that human relations are based on belief in the value of individuals to achieve the organization's goals in an atmosphere of understanding, cooperation, trust, affection and support. And understanding their different needs, whether they are primary, secondary, psychological or social needs.

7- The role of human relations in improving the work environment:

Human relations work in the workplace:

- Developing a sense of belonging to the institution and increasing the degree of contentment from work.
- The collective management of the Foundation to encourage workers to participate positively, a sense of responsibility and stir positive competition between them.
- Achieving the goals of the institution by raising the morale of workers and developing their competencies and their performance in a cooperative atmosphere saturated with enthusiasm.
- Attention to the incentive system, whether material or moral.
- Raise the level of mental health of the worker. And its manifestations are the achievement of the worker for himself and his self-confidence and to employ him to the maximum extent of his energies and capabilities and his feeling of security and job safety.
- Satisfying the worker's psychological and social needs and helping him solve the problems facing him inside and outside the organization.

8- The importance of human relations in promoting mental health in the work environment:

The World Health Organization has defined mental health as "a state of wellness in which the individual achieves his own capabilities, through which he can overcome regular stress in life, and can work in fruitful productivity and can contribute to his community (World Health Organization report, 2005).

The importance of mental health is for society, according to Shathli (1999, pp. 27-31). The following:

- It leads to increased production and its effectiveness.
- It leads to the cohesion of society, where individuals are characterized by cooperation and harmony with each other.
- The disappearance of pathological phenomena.

The primary element in human relations also aims to satisfy the needs of the individual, especially the secondary needs of the individual interaction with his environment, which includes the need for belonging and self-expression, the need for appreciation, security and freedom, the degree of satisfaction with work and social status, control power, and satisfying these needs. It is an essential test of the extent of the responsible understanding of the successful human relations method to deal with workers, individuals and entities dealing with the work perimeter.

The director and the official can achieve individuals in the institution many things, the number of Ahmed (1991), some of which are in:

- A- Feeling of belonging to the institution, by notifying them that they are members of the group, who participate in its work and to assume its responsibilities, and in making the decisions taken.
- B- Self-expression, by giving subordinates some responsibilities or involving them in carrying out some of the special importance.

C- Success and appreciation, when the individual bears responsibility for his work and what he accomplishes, for the official must make him feel his success in accomplishing what was entrusted to him, and express his appreciation for this success and the effort he made in it.

D- Security and reassurance, which are an inevitable result of survival and continuity in the institution, and making the employee or the individual reassuring in staying his work, continuing his giving and production, which leads to an increase in improving performance.

Therefore, Abd el-Ghani and Hilal (1996, p. 61) believes that any institution will not be able to achieve its goals, no matter how available the capabilities; Unless you care about the human component, improve its level of performance, work to encourage and motivate it financially and morally, and create an atmosphere of effective human relationships that help achieve goals efficiently and effectively.

9- Difficulties facing the effectiveness of the implementation of human relations in the work environment:

The literature associated with the subject has provided a set of difficulties that limit the optimal application of this trend, the most important of which are:

- The state of stability witnessed by the path of many institutions and installations in many sectors.
- The difficulty of the availability of all the elements of the successful leader of many officials, as we find some of the managers hide their inability under the cover of power.
- The lack of clear indicators related to the specifications of the successful leader through which officials and managers are chosen.
- Conflict of interests, loss of sincere intentions among both presidents and subordinates, and the priority of personal interests over the interest of the organization.
- The scarcity of specialized training and guidance programs.

Conclusion:

It can be said that human relations are not limited to the words of courtesy are said to others, but rather they are in addition to the art of virtuous dealing based on providing a comfortable environment in the work, based on understanding the worker's capabilities, inclinations and needs (material, psychological and social) to achieve the desired goals, and distance the institution from just a profitable space Or my services are charged with conflict, conflict, power and strict commitment to laws, To a human environment characterized by ties, human values, and social standards, in a way that is reflected in the mental health of the individual as the basic component of society, and its escape and the group to which he belongs to everything that leads to disorder and psychological fatigue and the emergence of psychosomatic disorders.

Recommendations:

- Based on the aforementioned; The following proposals can be made:
- The objective scientific study of work problems.
 - Laying affiliates to take over positions to strict psychological tests.

- Work to provide the possible support services in the work environment (transportation, housing, feeding ...).
- Installing workers with their rights and duties within the work environment.
- Artistic and Arganic design for the work environment.
- Work to involve workers in decision -making, especially those related to them.
- Holding training, guidance and awareness courses concerned with developing human relations among all workers and sensitizing their importance.

List of references:

- Ahmed, Ali. (1991). Human relations in the facility, Ain Shams Library, Cairo.
- Abdel-Ghani, Mohammed,&Hilal, Hussein. (1996). Performance management skills. Performance and Development Center, Cairo.
- Badawi, Ahmed Zaki. (1984). Dictionary of Administrative Sciences Terminology, Egyptian Book House, Egypt.
- Gaddafi, Ramadan Mohammed. (1997). Behavioral sciences in the field of management and production, modern university office, Egypt.
- Global Health Organization. (2005). Promotion of mental health. Concepts - emerging data - practice. The short report of the World Health Organization Regional Office for the Eastern Mediterranean, Cairo.
- Shathli, Abd El-Hamid Mohammed. (1999). Mental health and personal psychology. Scientific Office, Alexandria.
- El-Najjar, Nabil El-Husseiny, &Ragheb, Mostafa. (2004). Management of individuals and human relations. Arab Company for Publishing and Distribution, Cairo.
- El-Shanwani, Salah. (1972). Basic concepts in the management of individuals an analytical study through goals, Beirut Arab University, Lebanon.
- El-Shanwani, Salah. (1986). Management of Individuals and Human Relations, Middle East Press, Riyadh.
- El-Sharkawi, Mostafa Khalil. (1983). Mental health science. The Arab Renaissance House for Printing and Publishing, Beirut, Lebanon.
- El-Touriki, Nawal Saad. (2002). Human relations in the biography of the Prophet, Dar Al -Andalus Green, Jeddah, Saudi Arabia.
- Othman, Farouk El-Sayed. (2001). Anxiety and psychological pressure management. Arab Thought House, 1st edition, Cairo.