



The Relationship between Mental and Moral Health and Performance of Refah –e kargaran Bank Employees in Kohgiluyeh and Boyerahmad Province

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ABSTRACT

Objective: The aim of present research is determining the relation between mental and moral health and performance of Refah –e- kargaran Bank Employees in Kohgiluyeh and Boyerahmad Province.

Methodology: The current research enjoys a descriptive-correlative design. The subjects are chosen among employees of Refah –e- kargaran Bank Employees. The population of the study consisted of all employees of Refah –e- kargaran Bank in Kohgiluyeh and Boyerahmad Province which includes 111 employees that total of 75 persons were selected as the subjects of the study. In this research, questionnaire was used as a data collection tool. The validity of its content was ensured by using the expert viewpoints and consensus. The internal reliability of the items was verified by computing the Cronbach's alpha. Cronbach's alpha values was obtained for Performance questionnaire 0.767 and for public health questionnaire 0.835. For analyzing data is used descriptive and inferential statistics by using the SPSS software. In order to function estimation from linear regression and to evaluate the correlation between research variables was used Pearson's correlation coefficient. **Results:** Research findings are as follows: (1): There is a significant relation between mental health and Performance of Employees; (2): There is a significant relation between moral health and Performance of Bank Employees. **Conclusion:** managers of bank should be creating conditions and opportunities that each of your employees to can develop their abilities and talents.

1. Introduction

1.1 Introduction and Problem Statement

Healthy health enables individuals to understand their emotional and intellectual talents and abilities and play a role in the workplace and society successfully. Psychological and moral health is the balance between various aspects of healthy physical, social, mental, spiritual and emotional living. The way that people

So health of Health is an integral part of health of-physically person (World Health Organization, 2005). Physical and mental Health is the successful Performance State of mental actions which resulted in productive activities, satisfying relationships with others, the ability to adapt to change and cope with adversity (Hooman, 1996). The characteristics of people with mental health can be referred to their knowledge, motivation, wishes and their environment, integrity of personality that causes coordination between the various actions of people together (Siegrist, and Marmot, 2004).

Humans should feel a little stress for attention to the labor; however, severe or long emotional stress has traumatic physical and psychological effects (Berkels et al., 2004). On the other hand, the principle of individual differences suggests that humans not only are different on his experiences of life

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events, but also with levels of vulnerability to events. In addition to, it's possible that this differences are influenced by difference in the level of knowledge, attitudes and value systems or the different personality of humans.

Occupation is an important part of life for every person, because having a career, regardless of salary, could satisfy a portion of basic human needs such as mental and physical performance, social connections, self-esteem, confidence, and feelings of competence or qualification. However, it might be also a major source of psychological pressures. Educational practice is among the most stressful jobs (Kyriacou, 2001). Mental health has been recognized as a major life issues. Individual and social functions are the subject to overall health of members in various contexts of the society. The concept of mental health is defined as "a state of complete physical, mental, and social well-being, not merely the absence of disease or disability". Indeed, it can be noted that one of the objectives related to mental health is to provide a favorable opportunity to meet basic needs of the human being who can stay at physical, psychological, and social security (Blumental, 1991).

Also, the existence of physical and mental health problems can have a significant impact on motivation and job performance, morale and safety of workers (Smith et al., 2003). Thus, the aim of present research is determining the relation between mental and moral health and performance of Bank Refah –e- kargaran Employees in Kohgiluyeh and Boyerahmad Province.

1.2 Purposes

Determining the relation between mental health and Performance of Bank Refah –e- kargaran Employees in Kohgiluyeh and Boyerahmad Province

Determining the relation between moral health and Performance of Bank Refah –e- kargaran Employees in Kohgiluyeh and Boyerahmad Province

1.3 Moral and Mental Health

One of the concerns of human society throughout history, especially in recent centuries, has been the issues related to physical, mental and mental illness and attitude and its treatment. The existing statistics indicate that half of the deaths caused by high risk behaviors and incorrect way of life. Today, lifestyle of community people is opportunities for behaviors and high-risk procedures and prevalence of physical and mental diseases such as high blood pressure; Stress (pressure) Job; Smoking (cigarettes); Alcohol consumption; Bulimia; Insufficient exercise; Exposure to toxic substances and radioactive; Violence and aggression; Driving at high speeds; Drug Abuse; disregard to the ethical and legal issues and Lack of attention to personal safety.

The independent definition of moral health is not available. But according to the investigation and the researches can be defined health ethics as follows: Moral health on society is in the sense of intellectual and moral health and showing a positive and correct situation and moral health that can help to personal development.

Mental health with the aim of preventing the physical and mental health of the community tries to control and as much as possible reduce the factors and aspects of physical and mental illness arises and create the favorable conditions for the physical and mental development and provision of basic needs.

Mental health is a crucial psychological factor with respect to human behavior. Available research evidence have demonstrated that mental health offers an opportunity for investigation as an attribute of human resource development in that empirical research findings indicated that mental health improvements leads to a better utilization of resources while its impairment has led to serious negative and life consequences.

There are several definitions in relation to mental health. Mental health is the guidance, advice and acquaint of people to the basics of right human relations and discouraging them from dangers that threaten their mental health. Physical and mental health influenced by the family, the workplace, peers and human communities and among these factors the family as the basic institution and school as a secondary institution has a special importance in mental health of the community members.

Behaviors that cause disease and death of society people are risky behaviors and the experts have divided them into thirteen as follows: high blood pressure; Stress (pressure) Job; Smoking (cigarettes); Alcohol consumption; Bulimia; Insufficient exercise; Exposure to toxic substances and radioactive; Violence and aggression; Driving at high speeds; Drug Abuse; AIDS; disregard to the ethical and legal issues and Lack of attention to personal safety.

1.4 Performance

The performance of organizations is a concept that is able to explain the survival and even the dissolution of the organization and basically their performance is the same organizational philosophy because all elements and sub-system of an organization make of a system. Bernardin et al. (1995) argues that performance should be defined as operating results because of these results are established the strongest relationship with the organization's strategic objectives, customers' satisfaction and economic participation.

The concept of performance with efficiency and effectiveness is defined, because of the effectiveness represents amount of achievement to goals and efficiency refers to this topic that economically resources how are used for business purpose and could be attributed to two important dimensions of Performance. With this introduction, factors affecting the performance of banks are as follows:

- **Financial resource mobilization in modern banking:** In the present age, financial institutions and banks need to a fundamental change in their products and services to mobilize financial resources and with the simple and traditional structure of banking intermediation services unable to mobilize their resources in other countries.
- **Information and Communication Technology:** In the banking sector, new innovations such as electronic money; transportation, receive and automatic payments terminals and online banking and instant internet banking have created a great development in this sector and leads to improve of efficiency and productivity, speed of communications and reduce of operating costs for the banks have.
- **Human resources skills:** In the banks and financial institutions, more services are provided by human resources and resource mobilization at the level of international standards, requires skilled and trained personnel. In the technical dimension, employees must have the ability to use new technologies and be professional in their jobs; in human dimension, employees should be able to interact and communicate well with customers; and in perceptual dimension, human resources employed need to identify, analyze and solving the problems of their customers.
- **Variety of banking services:** Banks to offer new services and new products need to knowledge of modern marketing. Customer identification and their diverse needs is possible with modern marketing. In modern banking, banks to identify customers and their needs resorted to database marketing.

- **Quality of banking services:** High Quality services can meet the needs and desires of customers. In the banks and financial institutions, many factors effect on the quality of banking services: Bank Interest Rate; regulatory and complaints systems; presenting the accurate information to customers, speed and accuracy of the services provided, timely fulfillment of obligations by the bank; courtesy of employees in dealing with customers which leads to attracting more financial resources.

1.5 Literature Review

Tudor (1996) mentioned eight element for mental health and it promoting. These elements are the same factors that are considered for individual growth. These elements include: Coping skills; Inhibition of tension and stress; Identity and self-concept; self-esteem; Growth; Autonomy; change; Movement and social support.

Kessler et al. (2005) concluded in a study on America people that age group 18-25 years had the lowest mental health and the highest mental disorders.

Barkway (2006) concluded that by increasing the physical and mental health increase the job satisfaction and also job performance and in terms of personality traits, less anxiety and higher consistent leadership leads to more job satisfaction and increase in social and occupational functions.

Yan et al. (2008) in research with title "Estimated Mental Health and Analysis of Relative Factors for New Chinese Recruits" assessed and analyzed the influential psychosocial factors in the mental health of new military recruits. Results indicated that the mental health status of army recruits is closely related to their childhood environment, education level, parental relationship, and emotional intelligence and these factors should be considered by mental health workers, to help new army recruits adapt to the new environment.

Psychological, moral and physical Health have a significant relationship with the personal welfare, family and interpersonal relationships, role in the community and society. Mental health has an undeniable role from early childhood to death in breeding the intellectual and communication skills, learning, emotional growth, resilience and self-esteem (Anonymouse, 2009).

Bostani et al. (2014) in research with title "A Study of the Relation between Mental health and Academic Performance of Students of the Islamic Azad University Ahvaz Branch" investigated relation between mental health and Academic Performance in athletic and non-athletic Students of the Islamic Azad University Ahvaz branch. The results showed that general health and some of its components, such as depression and anxiety, had a significant relation with educational performance, while no significant relation was observed between Academic performance and other components such as physical symptoms and social performance disorders. According to the findings of their research, it can be concluded that the higher the mental health of the students, the better their educational performance, although it seems that the students' educational performance is also affected by other factors and their interactional effects as well.

According to the studies reviewed in this study, Health including mental and moral health and performance including the personality, performance management, teamwork, moral, perceptual skills, communication and skills.

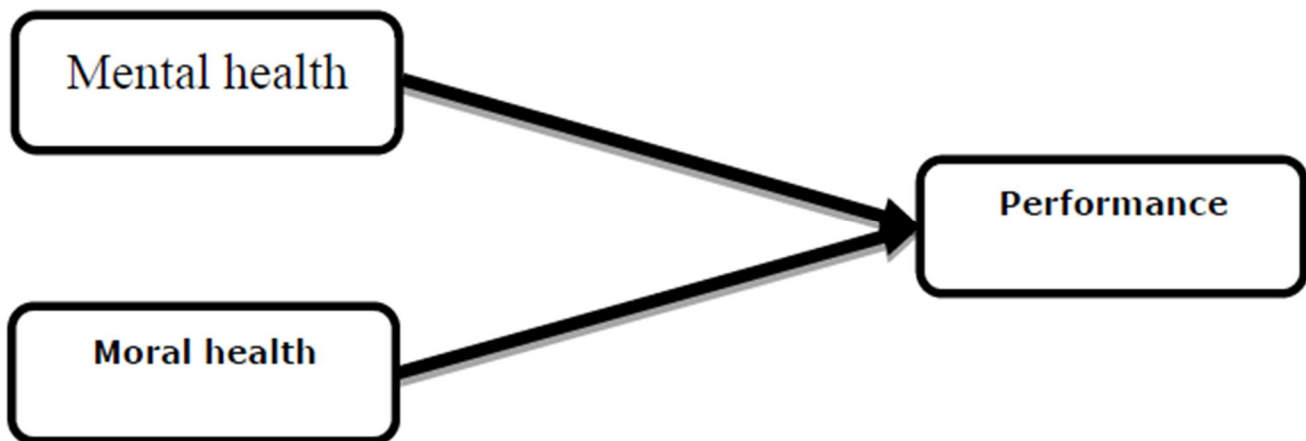


Figure 1. Conceptual model

1.6 Hypotheses

First hypothesis: There is a significant relation between mental health and Performance of Bank Refah –e- kargaran Employees in Kohgiluyeh and Boyerahmad Province
 Second hypothesis: There is a significant relation between moral health and Performance of Bank Refah –e- kargaran Employees in Kohgiluyeh and Boyerahmad Province.

2. Materials and methods

2.1 Research methodology

The population of the study consisted of all employees of Refah –e- kargaran Bank in Kohgiluyeh and Boyerahmad Province which includes 111 employees that total of 75 persons were selected as the subjects of the study. In this research, questionnaire was used as a data collection tool. The validity

of its content was ensured by using the expert viewpoints and consensus. The internal reliability of the items was verified by computing the Cronbach's alpha. Cronbach's alpha values was obtained for Performance questionnaire 0.767 and for public health questionnaire 0.835. In table 1 our research the reliability of the items is checked through Cronbach's alpha which shows that our research variables are reliable and there exists internal consistency between them.

Table 1. Reliability coefficient of research variables related to given hypotheses

Variable	Number of items	Cronbach's alpha
Performance	28	0.767
public health	29	0.835

For analyzing data is used descriptive and inferential statistics by using the SPSS software. In order to function estimation from linear regression and to evaluate the correlation between research variables was used Pearson's correlation coefficient. Methodology and how to analyze the data in this section can be divided into several parts, which are as follows:

- 1- Correlation analysis between independent variables and the dependent variable of research;
- 2- Determining the contribution of each independent variable on the dependent variable with using the regression.

3. Discussion and results

3.1 Descriptive data

Gender of respondents are: 106 people man (%95.5) and 5 people female (%4.5).

Table 2. Gender of respondents

Gender	Frequency	%
female	106	4.5
man	5	95.5
Total	111	100

The marital status of the participants are; 9 people single and 102 people are married.

Table 3. Educational background

educational background	Frequency	%
single	9	8.1
married	102	91.9
Total	111	100

The educational background of the participants are; 10 people diploma, 15 people have super- diploma, 75 people have Bachelor, 11 people Master degree and higher.

Table 4. Educational background

educational background	Frequency	%
diploma	10	9
super- diploma	15	13.5
Bachelor	75	67.6
Master and higher	11	9.9
Total	111	100

3.2 Descriptive analysis of variables

3.2.1 Moral health

Table 5 show the frequency of moral health items in Employees of Bank Refah –e- kargaran in Kohgiluyeh and Boyerahmad Province. As can see, items related to "I am an honest human in work" had the highest average in responses with a mean of 4.60.

Table 5. Moral health

Items	Mean	Standard deviation
In this office, hypocrisy is govern.	3.48	1.29
Most sabotage in the work	2.23	1.46
there is treason in this office	2.07	1.43
there is lying in this office	2.47	1.24
there is rumors in this office	3.79	1.21
there is exclusiveness in this office	1.56	1.26
there is discrimination between employees in this office	3.75	1.23
there is power of law in this office	3.65	1.08
there is financial corruption relatively in this office	2.37	1.47
I am a gratitude human in work.	0.82	4.36
I help to others in my work.	4.44	0.81
I am an honest human in work.	4.60	0.4

3.2.2 Mental Health

Table 6 show the frequency of mental health items in Employees of Bank Refah –e- kargaran in Kohgiluyeh and Boyerahmad Province. As can see, items related to "have you felt that are doing useful role in works?" had the highest average in responses with a mean of 4.48.

Table 6. Mental Health

Items	Mean	Standard deviation
Had you a warming or cooling modes?	3.28	1.36
Have you recently lost much sleep due to worry?	3.26	1.44
After falling asleep have not been trouble in staying asleep?	3.17	1.47
Do you feel are constantly under pressure?	3.46	1.42
Are you afraid or terrified without any reason?	2.65	1.50
You have been consistently nervous and sensitive.	2.81	1.48
You have been successful in keeping the entertained yourself?	3.76	1.02
You have been slower in doing your work?	2.78	1.43
Have you felt that right are doing the things?	4.36	0.85
You have been satisfied about how to do duties?	4.45	0.83
Have you felt that are doing useful role in works?	4.48	0.84
Do you feel that you have the ability to decide on things?	4.26	0.86
You have been able to enjoy normal daily activities?	3.96	1.04
Do you think you are worthless person?	2.28	1.59
You feel that life is completely without hope?	2.37	1.52
you felt that the world is not having the value of survival	2.74	1.67

3.2.3 Dimensions of Performance

Table 7 show the frequency of performance items in Employees of Bank Refah –e- kargaran in Kohgiluyeh and Boyerahmad Province. As can see, items related to Moral had the highest average in responses with a mean of 4.34.

Table 7. Performance items

Items	Mean	Standard deviation
Personality	3.92	0.72
performance management	4.31	0.69
Teamwork	4.14	0.65
Moral	4.34	0.65
Perceptual skills	4.24	0.99
Communication skills	4.32	0.65

3.3 Inferential statistics

3.3.1 Moral health and performance

Correlation Between research variables was examined in table 8 the correlation between two variables Moral health and performance is 0.571 which indicates a high correlation between these two variables.

Table 8. The correlation between moral health and performance

Variable	Pearson correlation coefficient	Significance level (p)	Description of correlation
moral health	0.571	0.001	High

3.3.2 Mental health and performance

Correlation Between research variables was examined in table 9 the correlation between two variables mental health and performance is 0.401 which indicates a high correlation between these two variables.

Table 9. The correlation between mental health and performance

Variable	Pearson correlation coefficient	Significance level (p)	Description of correlation
Mental health	0.401	0.001	Medium

3.4 The effect of different aspects of health on performance

In the Table 10 research Hypothesis was examined. The Information about any hypothesis Included B, beta, T value and P For each of the variables in research Hypothesis was examined.

Table 10. Test of research hypothesis

Variable	B	Beta	t	P
moral health	0.227	0.345	5.704	0.0001
mental health	0.250	0.618	5.853	0.0001

3.4.1 First hypothesis: *There is a significant relation between mental health and Performance of Bank Refah –e- kargaran Employees in Kohgiluyeh and Boyerahmad Province.*

The table 10 shows the results of the regression analysis between mental health and Performance. As shown in table 10, beta value in relation with the effect of different aspects of health on performance is 0.618 and t value is 5.853 which shows a strong relation. So, there is a significant relation between mental health and Performance of Bank Refah –e- kargaran Employees in Kohgiluyeh and Boyerahmad Province with 95% confidence.

3.4.2 Second hypothesis: *There is a significant relation between moral health and Performance of Bank Refah –e- kargaran Employees in Kohgiluyeh and Boyerahmad Province.*

The table 10 shows the results of the regression analysis between moral health and Performance. As shown in table 10, beta value in relation with the effect of different aspects of health on performance is 0.345 and t value is 5.704 which shows a strong relation. So, there is a significant relation between moral health and Performance of Bank Refah –e- kargaran Employees in Kohgiluyeh and Boyerahmad Province with 95% confidence.

4. Conclusion

4.1 Conclusions and Recommendations

The aim of present research is determining the relation between mental and moral health and performance of Bank Refah –e- kargaran Employees in Kohgiluyeh and Boyerahmad Province. Research findings are as follows: (1): There is a significant relation between mental health and Performance of Bank Refah –e- kargaran Employees in Kohgiluyeh and Boyerahmad Province; (2): There is a significant relation between moral health and Performance of Bank Refah –e- kargaran Employees in Kohgiluyeh and Boyerahmad Province. These results is consistent with studies of Anonymous (2009). With regard to the obtained results the following suggestions are offered:

Today, the greatest asset of any organization is its human resource. So managers of bank should be creating conditions and opportunities that each of your employees to can develop their abilities and talents.

- More attention to mental health and moral health of employees In order to improve and enhance employee performance.
- Given that the study of mental health was the most important factor affecting on employees of performance, recommended that managers of banks provide a calm environment and without stress and all of necessary means to prevent the decline of mental health of employees.
- Providing appropriate conditions to meeting employees with the experienced psychiatrist and consultants to enhance mental health of employees
- Attention of managers to the problems and workplace of bank employees.
- Promoting a spirit of confidence among employees who will have an important role in effective interpersonal and social communication and consequently creating a positive attitude.

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