

The Role of Psychological Stress on the Performance of the Social Workers Working in the Hope Complexes of Mental Health in Northern Borders

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Abstract

The study aimed to know the role of psychological stress in the performance of social workers in Al-Amal mental health complexes in the northern border region. In order to achieve this goal, a two-part questionnaire was designed. The first part included demographic and social information, while the second part formed of five axes (anxiety Depression, mental health, handicaps and the role of mental health management). The sample consisted of eighty-five subjects. The results of the study showed the following:

-There are statistically significant differences according to the effect of social pressures, according to the family's support among social workers at Al-Amal Complex for Mental Health in the northern region.

-There are statistically significant differences according to the effect of economic pressures according to the income level of the social workers in Al-Amal Complex for Mental Health in the northern region.

-There are statistically significant differences according to the effect of psychological stress on social workers in Al-Amal Complex for Mental Health in the northern region, according to psychological rigidity.

Keywords: social pressure, social workers.

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Introduction

Human pressure is an old human phenomenon created with the very existence of man, because God Almighty said: (We created man in a liver) (Surat al-Balad: Verse 4) (Saudi, 2009) as life is nothing but suffering, hardship, and pressure, since man has been since Beginning of the creation of the universe over millions of years, he lived in search of stability and safety, running behind the comfort that balance gives him, as he seeks to reduce the burden of life on his shoulders.

In view of the rapid developments and changes in all areas of life, "psychological stress" has become one of the most important features of the times, as it has become part of the human life as it witnesses many challenges. Pressures of all kinds are the product of accelerated civilization progress that leads to the production of deviations that are a burden on the ability of Resistance to human endurance, "psychological stress" has become a feature of contemporary life and an experience that the individual lives on a daily basis, so some researchers have called this era the "psychological stress" "(McCurry, 2007).

Despite the multiplicity of researchers' opinions on what the pressures are, they meet on the necessity of providing stressful situations followed by a response from the individual to these situations, as Lazarus sees that "when a person realizes his inability to balance between the requirements of the positions and his ability to respond to these requirements in an important situation, it is He feels the dominance of pressure on him, but if he can meet these requirements, then the pressure is acceptable "(Sharaf al-Din, 1997).

Several studies have indicated that life pressures play an important role in the emergence of psychosomatic symptoms in general because of the presence of physiological changes related to the reactions of the body towards stresses that have a close causal relationship to human health (Saudi, 2009) and the physical and psychological diseases that it afflicts, especially phallic symptoms. (Bouchaaria, 2012), when scholars and researchers gave special attention to studying psychological pressure, given its negative effects on the individual and society (Saudi, 2009), as many specialized studies have shown that the pressures workers often experience in work environments does not only affect their condition Health and psychological disturbance, anxiety, fear, frustration, and anger, but it is also reflected in the levels of their performance of their work, and then their ability to work. Which hinders organizations and institutions in reaching their goals that they are working towards. (Saudi, 2009).

"Selye", the endocrinologist at the Canadian University of Montreal, is the first to provide a translation of a sense of the concept of stress to scientific life, and this term refers to fatigue and distress, as the word pressure is one of the common words used today, as most other psychological phenomena such as conflict, anxiety and frustration, which are among The nature of human existence, as the individual's life is not free from it from time to time and sometimes most of the time, and on this basis the concept of pressure has become a basic term in different sciences and disciplines such as medicine, psychiatry, psychology ... and other sciences, and the concept of stress has also become a common concept in The academic field in the field of social work and health.

"Psychological pressures" are defined as "external pressure factors that affect the individual partially or completely to a high degree, have a sense of tension, and the increase of this pressure loses its ability to balance, and may lead to stress and then psychological burn"

As the interest in the social service profession forces us to care for workers in this field where the social worker is exposed to many pressures that have negative dimensions on him, which reduces the effectiveness of his professional role and affects him by exhausting all energies to deal with the demands of work that lead his abilities, which leads him to Psychiatric illnesses are physical and lead to inefficiency. (Al-Rantisi, 2015). The need came to study the role of "psychological stress" in the performance and work of social workers in the Amal Health Complexes in the northern border region.

First: The study problem:

Numerous studies such as "Micah Edelson¹, Tali Sharot, Raymond J. Dolan, Yadin Dudai, 2011" indicated that stress can push people to form false memories, and they can replace their true memories with fake ones, and consider them a reality that actually happened in response to those pressures They face, as "psychological pressures" contribute greatly to impeding the quality of the professional performance of social workers, as they leak and form in the workspace of the social worker in the Amal Health Complexes in the northern border region of personal, professional and institutional pressures; Which makes the social worker has no ability to work or distinguish or complete what he was assigned to do, and the study problem can be summarized by knowing the role of "psychological pressures" on the performance of workers (social workers) in the northern border region from their point of view?

Theoretical framework previous studies:

First: previous studies

Arab Studies

1- Al-Rantisi (2017) The current study aimed to determine the level and quality of pressures that social workers are exposed to in the directorates of social affairs in the Gaza Strip, and to determine the most pressure on them, and this study is considered descriptive and analytical studies, and the study used the social survey in a comprehensive survey method for all specialists The social workers working in all directorates of social affairs deployed in the Gaza Strip, numbering (135) singles, and used the pressure gauge to reveal the results of the study, and the results of the study revealed that most of the pressure on social workers in the directorates of social affairs leading to the state of professional fatigue is: pressure due to factors Motivational by 70.9%, followed by pressure due to organizational and administrative factors by 68.7%, followed by pressure due to the institution in which the social worker worked with 66.7%, followed by pressure due to the quality and nature of clients by 59.7%, followed by pressure due to the status of the profession within society by 54.9%, followed by pressure due to the personality of the social worker himself with 53%, followed by pressure returned to the world Findings within the organization reached 51.2%, and finally the pressure attributed to the family and the parents by 47.1%. The study results also showed that there are no statistically significant differences between the pressures that social workers are exposed to due to the gender variable, the experience variable and the workplace variable.

2- Al-Halim (2015) The study aimed to reveal life stress and confrontational skills. The article pointed out that mankind lived through a stage of development and departure imposed by scientific and technological progress and social development, and that despite the enjoyment of life by man, he is still far from happiness, security and psychological satisfaction; As a result of the complexity of his life and his transformation from simplicity to composition, and from ease to complexity and the pursuit of ambiguous goals that can no longer bring him happiness, reassurance and desired psychological security. The article also clarified that the phenomenon of "psychological stress" is one of the most important topics that occupied the thought and interest of a large number of individuals, especially in recent years. The article also showed that there is a certain amount of pressure that is necessary for life. Excessive or exaggerated pressures have devastating consequences, the most prominent of which is known as psychological burning. The article touched upon the knowledge of the various symptoms of psychological pressure, in order to be able to help reduce stress and use the most appropriate strategies to manage "psychological stress" and to help the self or others must know what happened. The article concluded that the pressures, whether from work or from people, affect the nerves, so it is necessary to try to reduce or eliminate them, and how to deal with them by learning how to counter them and withstand them. This abstract was written by Dar Al-Mandoom 2018.

1- Kandil (2015) This study aims to identify the nature of the causes that lead to occupational pressures facing the social worker in the medical field, in addition to identifying the nature of the negative effects of the professional pressures that the social worker faces in the medical field by identifying the negative effects of the professional pressure on the aspects The physical and health of the social worker, as well as the negative effects of professional pressure on the psychological aspects of the social specialist, and identify the most important proposals to overcome the negative effects of the professional pressure facing the medical social specialist, which clarified the attempt to develop and design a proposed counseling program from the perspective of community service to confront the negative effects of the professional pressure that Facing the social worker in the medical field in the Kingdom of Saudi Arabia, the researcher relied on the analytical approach (comprehensive social survey), and the study concluded with the most important summary results.

2- Shawkat (2013) "Psychological stress" is a common psychological phenomenon in our daily life, and one of the main concepts of understanding and interpreting behavior is that a person feels pleasure and pleasure when he reaches his needs and feels distress or psychological pressure if he is prevented from satisfying those needs, and when we talk about "Psychological Stress" We are talking about a problem that has accompanied man since he was on the ground. Our present age is the era of "psychological stress", due to several reasons, the most important of which is the strong competition for specific resources, the emergence of economic, social and political crises, wars and human and natural disasters, all of which are features of the modern era. The impact of "psychological pressure" extends to various aspects of the worker, his physical and psychological health in addition to The productivity and performance of the organization, which reflects negatively on the whole society, hence the importance of caring for finding appropriate solutions to deal with "psychological stress" to reduce it or keep it within the normal level. In light of the data, the current research objectives were formulated: 1- Measuring "psychological pressures" among social researchers working in prisons (first Rusafa prison). 2- Measuring job satisfaction with social researchers working in prisons (first Rusafa prison). 3- Finding the relationship between "psychological stress" and job satisfaction with social researchers working in prisons (first Rusafa prison). To achieve the goals of the research, the researcher prepared two measures, the first to measure "psychological stress" and the second to measure job satisfaction. It consisted of (21) items. The sample was chosen by simple random method. After collecting the data, it was processed using the appropriate statistical means. The research reached the following results: 1-The sample has Psychological stress. 2- The sample has job satisfaction>

3- Al Dhafiri (2011) This study examines the effect of "psychological stress" during work on the performance of social workers working in primary schools in the State of Kuwait, and the impact of social support in the process of facing problems. The study included a sample of 233 social workers who responded to the study out of 262 social workers distributed among the 136 primary schools in Kuwait as a comprehensive sample for all schools. The results related to Pearson Lab, ANOVA analysis, psychological tests, the measures used «Seoul 1983», the social adjustment scale and the Center for the Study of Depression «Radloff 1977» showed that the "psychological pressures" that social workers go through in carrying out their work were subjected to the measurement using a modified version of the events scale Difficult daily life, as it was found that the psychological pressures that social workers are going through due to work pressures were significant at a rate of "300" "on the scale of the established social adjustment. The results also showed that there is a statistically significant relationship between work conditions and "psychological stress". The search for social support establishes the relationship between daily work events and the "psychological stress" that a social worker faces. The study also reached some important results, many of which are compatible with the literature related to this research, as well as with the hypotheses of the study.

Foreign studies:

1- Wagaman Study, Jennifer, (Clara, Elizabeth A. Segal, 2015) (Social workers are at risk of developing fatigue and stress from secondary trauma (STS) as a result of the nature of their work and the contexts in which they work. Little attention has been paid to factors within the control of A social worker that may prevent fatigue and STS and increase compassion satisfaction. Empathy, which is a combination of physiological and cognitive processes, may be a tool to help treat fatigue and STS. This article examines the results of a study of social workers (number = 173) that explores the relationship between components of empathy Fatigue, STS, and Empathy Satisfaction using the Empathy Assessment Index and Professional Quality of Life tools. It was assumed that higher levels of empathy would be associated with lower levels of fatigue and STS, and higher levels of empathy satisfaction. Results indicate that compassion components may prevent or reduce fatigue and STS with Increased satisfaction with empathy. This sympathy should be included in training and education throughout the life of the social worker.

2- 2008 (Madeleine & Kim,) This study examines the main and interactive effects of the role of stress, job independence, and social support in predicting fatigue and intent to spin among social workers. This study included a sub-sample of 346 social workers who were identified through a randomized cross-sectional survey of 1,500 registered social workers in California. Adjusted by age, gender, organizational tenure, and annual salary, structural formula analyzes revealed that role pressure had a direct positive impact on fatigue. Social support variables and job independence had a direct negative impact on intention to turn, but not on fatigue. The results showed that job independence interacted with role pressures in predicting fatigue, while social support interacted with role pressures in predicting turnover. The results of the study indicate that the creation of decentralized working conditions is necessary to prevent fatigue, and that building supportive working conditions is necessary to retain social workers who have significant pressure on the role.

Commenting on previous studies:

It is clear from the review of previous studies, the large number of scientific research that dealt with the topic of "psychological and social stresses", but there is a dearth of researches that linked between "psychological and social stresses" that society affected as a result of the economic conditions that the whole world is going through

in addition to the requirements of economic life, which leads To create pressure for coexistence at the level it hoped for.

Theoretical framework:

Social service is a set of values, based on respecting the human being, safeguarding his dignity and humanity, and preserving the confidentiality of information related to the situation, ensuring the freedom of the person to choose what he wants for himself according to his beliefs, and helps to invest and employ him to help himself by himself, and the social worker is a specialized person who has many features To make him successful in his work, by preparing and training him so that he can play his effective role and avoid the difficulties that hinder him in performing his work tasks to the fullest extent, except that social workers are human beings and prone to stress because they participate in their jobs that require a lot of psychological terms. The social worker's role is to provide a wide range of services from emotional support to situations, as social workers may interfere by providing individual or family counseling, providing group education or support, and working with community groups in developing resources to help patients meet their specific needs. As a result, the social worker is vulnerable to stress.

The role of the social worker, his work style, and his interference differ according to the situations and categories with which he works. The role of the social worker in the educational field differs from his role in the field of women's and children's rights from the field of addiction, and other areas, and despite these different areas, they are all based on three Main roles:

o The preventive role: The social worker takes the necessary preventive measures to reduce the spread of the social problem in which he works.

The developmental role: the work of the social worker develops the individual capabilities and skills of the groups he works with, and that helps open several areas for them to work, develop and succeed.

o The therapeutic role: The social worker works to get rid of the situation with which he works with from the social or psychological problems he suffers from, or to help in learning to accept them and how to deal with them, as is the solution in cases of physical disability, which constitute the primary barrier to preventing the achievement of the developmental role (tired bin Saleh bin Qahim, 2004, p. 25)

The job of the social worker in the hospital's medical field is an important element in medical treatment given the nature of the role the social worker plays through his cooperation with the medical team treating the patient's social problems. This is evident in the medical socialist's endeavor to achieve the following goals:

- Spreading awareness and healthy culture to prevent disease.
- Helping the patient to reach recovery as soon as possible.
- Linking the hospital to the outside community and its institutions.
- Eliminate the problems that the patient suffers from.
- Cooperating with officials to provide the required services to patients.

The effect of "psychological stress" on a person

The relationship between an individual's psychological stress and his health and physical condition is inverse. The higher the rate of psychological pressure on a person, the lower his overall health rate, due to physiological changes in the body. Any psychological effect has reactions in most parts of the body, called predisposition, and if the situation worsens under pressure on the individual, it may lead to serious diseases, despite many attempts to maintain health such as dieting, playing sports, and other preventive means And therapeutic. A study was conducted on a group of people whose purpose was to explain the psychological state and its effect on the human immune system, so the result was that the immune system decreased its concentration in the body when exposed to stress. And one of the studies that were conducted on the topic of mental disorders and their prevention showed that about 450 million people suffer from mental disorders throughout the world, and that a quarter of people will develop one or more mental disorders at some point in their lives, and that these disorders are not only an economic and social burden Rather, it poses a risk to physical health.

It is worth noting that there are many studies that have proven that social factors, satisfaction and psychological happiness have the greatest impact on maintaining physical health, among the diseases caused by stress and psychological pressure:

- Increased risk of developing a type of cancerous tumor; to weaken the immune system of the individual in the case of emotional emotion.
- The effect on the heart, which is linked to human heart attacks.
- arterial stenosis is; And this is through a study conducted on people who have measured levels of the hormone cortisol that is produced by the body (stress hormone) when a person is exposed to psychological pressures, and the release of which leads to narrowing of the arteries.
- anemia caused by loss of appetite; Because of stress and tension.
- The incidence of many other diseases, such as: backache, neck, shoulders, stomach, head, migraines, high

pressure, and discoloration of the skin so that it becomes.

Ninth: Procedural terms:

1- "Psychological Stress":

Define what is and what are environmental events or stimuli that cause dysfunctional responses in individuals. (Abdullah Al-Deraibi, 2010, p. 676)

The researcher relied on the use of this definition as a procedural definition of the study. Glossary of psychoanalysis: it is all external factors that put pressure on the psychological state of the individual to a degree that makes him in a state of tension, anxiety and negative impact on his ability to achieve integration and balance in his personality, in addition to the loss of emotional equilibrium and the emergence of behavioral patterns New ones, and these pressures arise when the individual is faced with an urgent matter that requires the correct response to it or a demand that does not have sufficient capacity to fulfill it, or that it falls outside the limits of his ability. (Alaa Kamal Ahmad Muhammad Abdullah, 2018, p. 10) "Psychological stress" in this study has been defined through paragraphs (1-17).

2- "Social Worker": A person who performs his work in the light of the concept of the social service profession and on the basis of its philosophy is committed to its principles and ethical standards for solving social problems experienced by the individual.

Fourth: The importance of the study:

The importance of this research stems from the importance of studying the extent of the impact of "psychological stress" on the performance of social workers working in Al-Amal Health Complexes in the northern border region, as the role of social workers is an important role for society and that society in general needs to activate their roles by spreading a culture of social work and trying Reducing the pressures on them such as social, psychological and economic pressures, which hinders them from performing work, which affects the institutional work.

Fifth: The objectives of the study: The main objective of the research is:

The role of "psychological stress" on the performance of social workers working in Al-Amal mental health complexes in the northern borders

There are several sub-goals in the primary goal:

1. Knowing the role of concern over the performance of social workers working in Al-Amal mental health complexes in the northern borders from their point of view.
2. Knowing the role of depression on the performance of social workers working in Al-Amal mental health complexes in the northern borders from their point of view.
3. Knowing the role of mental health in the performance of social workers working in Al-Amal mental health complexes in the northern borders and their performance from their viewpoint.
4. Verifying the presence of statistically significant differences at the level of significance ($\alpha = 0.05$) between the estimates of the study sample individuals on mental and social health management in enhancing the performance of social workers working in Al-Amal mental health complexes in the northern borders due to variables (gender, educational qualification, years of service).
5. Explain the most important psychological obstacles and challenges facing social workers working in Al-Amal mental health complexes in the northern borders.
6. Finding the most important means and suggested ways to activate the role of the Department of Mental and Social Health in enhancing the performance of social workers working in Al-Amal mental health complexes in the northern borders.

Sixth: Questions of the study: The study is based on answering the main question of the research, which is as follows: What is the impact of the role of social, economic and psychological pressures on the performance of social workers working in Al-Amal mental health complexes in the northern borders?

Research questions :

1. What is the role of concern for the performance of social workers working in Al-Amal mental health complexes in the northern borders?
2. What is the role of depression in the performance of social workers working in Al-Amal mental health complexes in the northern borders?
3. Is there a correlation between the mental health of social workers working in Al-Amal mental health complexes in the northern borders and their performance?
4. What is the level of mental and social health and the performance of social workers working in Al-Amal mental health complexes in the northern borders?
5. Are there statistically significant differences at the level of significance ($\alpha = 0.05$) between the estimates of the study sample individuals on mental and social health management in enhancing the performance of social workers working in Al-Amal mental health complexes in the northern borders due to the variables (gender, educational

qualification, years of service) ?

6. What are the psychological obstacles and challenges facing social workers working in Al-Amal mental health complexes in the northern borders?

7. What are the ways and means to activate the role of the Department of Mental and Social Health in enhancing the performance of social workers working in Al-Amal mental health complexes in the northern borders?

Method and procedures

The curriculum used: In light of the nature of the study and the goals that it seeks to achieve, and to answer the questions that it raises, the social survey method with a comprehensive quality for social workers working in Al-Amal complexes in the northern borders is that it is the most approved scientific curriculum and the most appropriate method of study to obtain the data and information necessary for the study.

Study community: Al Amal Health Complexes in the Northern Borders Region, which employs 400

The study sample: A sample of 85 social workers was selected intentionally.

Study limits: in 2019

Difficulties encountered by the researcher:

- 1- There is a dearth of academic and evaluation studies to relieve stress in its various forms from social workers
- 2- The limited time to carry out this study. As the time is very short compared to the goals set for the study.

Statistical data processing methods:

The researcher used in processing the study data the statistical methods appropriate to the nature of this study as follows:

1. Pearson correlation coefficient to measure the validity of the internal consistency of the questionnaire items.
2. Cronbach's Alpha factor for calculating the stability of the resolution.
3. Frequencies and percentages to describe the study sample and determine the percentages of their answers.
4. A test of mono-contrast analysis to reveal the differences between the views of the study sample according to their personal variables.

Tenth: The answer to the study's questions:

Through the main question of the research, which is as follows: What is the impact of social, economic and psychological pressures on the performance of social workers working in Al-Amal Health Complexes in the northern border region?

The opinions of the study sample differed on the effect of social, psychological and economic pressures on social workers in Al-Amal Health Complexes in the Northern Borders Region by means of interview and observation, and the application of the scale was based on a sample of 85 items out of 96 forms submitted.

Data Analyze

In this part of the research, we will deal with a description of the vocabulary of the study population according to the variables studied, and also the questions of the study will be answered.

Statistical standard:

The Likart five-step scale was adopted to correct the study tools, by giving each of its paragraphs one of the five grades (strongly agree, agree, neutral, disagree, strongly disagree) and they are digitally represented (5, 4, 3, 2, 1) on Arrangement.

Virtual validity

To ensure the sincerity of the study tool, they were presented to a number of faculty members to take their views about the clarity of their expressions and their suitability of the study questions, and some paragraphs were modified based on the opinions and proposals of the arbitrators.

Where the arbitration was regarding the following aspects:

The extent of clarity of the instructions provided to the individuals of the sample.

- The suitability of alternatives to answers to paragraphs
- The suitability of the number of paragraphs for each dimension.
- The clarity of the linguistic wording of the paragraphs and their content being appropriate to the dimension.

Construction Certification:

To extract the significance of construction sincerity, the parameters of the correlation of the paragraphs with the total degree were extracted, where the paragraphs were analyzed and the correlation coefficient of each of the paragraphs was calculated, as the correlation coefficient here represents a sign of honesty with respect to each

paragraph in the form of a correlation coefficient between each paragraph in the field to which it belongs, and the following table Show that.

Table (1)

Paragraph no.	Coefficient of correlation with the domain	Paragraph no.	Coefficient of correlation with the domain	Paragraph no.	Coefficient of correlation with the domain	Paragraph no.	Coefficient of correlation with the domain	Paragraph no.	Coefficient of correlation with the domain	Paragraph no.	Coefficient of correlation with the domain
1	.721	18	.754	35	.442	52	.641	69	.453	86	.595
2	.668	19	.723	36	.425	53	.632	70	.560	87	.695
3	.725	20	.746	37	.376	54	.538	71	.710	88	.788
4	.801	21	.677	38	-.066-	55	.588	72	.687	89	.769
5	.777	22	.734	39	.371	56	.394	73	.682	90	.764
6	.787	23	.832	40	.307	57	.519	74	.653	91	.785
7	.853	24	.731	41	.432	58	.541	75	.677	92	.860
8	.772	25	.710	42	.296	59	.568	76	.673	93	.759
9	.780	26	.803	43	.475	60	.560	77	.512	94	.835
10	.800	27	.737	44	.299	61	.492	78	.691	95	.871
11	.730	28	.776	45	.354	62	.355	79	.743	96	.630
12	.503	29	.742	46	.415	63	.428	80	.747	97	.898
13	.757	30	.857	47	.584	64	.420	81	.839	98	.911
14	.607	31	.790	48	.573	65	.403	82	.810	99	.880
15	.709	32	.676	49	.603	66	.368	83	.799	100	.890
16	.675	33	.801	50	.651	67	.396	84	.793	101	.810
17	.672	34	.840	51	.530	68	.421	85	.698	102	.901

Correlation coefficients between vertebrae and the domain to which they belong, It should be noted that all correlation coefficients were of acceptable and statistically significant degrees, and therefore none of these paragraphs was deleted.

The Stability of the Study Instrument

The stability coefficient was calculated using the internal consistency method according to the Cronbach alpha equation, and Table No. (2) shows the coherence coefficient according to the Cronbach alpha equation and these values were considered appropriate for the purposes of this study.

Table (2)

The internal consistency coefficient of Cronbach Alpha

No.	Fields	Paragraph no.	Internal consistency
1	Anxiety	18	.948
2	Depression	16	.951
3	Psychological health	27	.866
4	Mental and social health	16	.834
5	Psychological obstacles and challenges	13	.933
6	Means necessary to activate the Department of Mental and Social Health	12	.961
7	The instrument as a whole	102	.947

Sample of the Study

Table (3)
Frequencies and percentages according to the study variables

Variables	Categories	Repetition	Percentage
Age	From 20 to less than 30 years old	43	50.6
	From 30 to less than 40 years old	28	32.9
	From 40 to less than 50 years old	14	16.5
Gender	Male	57	67.1
	female	28	32.9
Academic Level	Bachelor	71	83.5
	M.A.	13	15.3
	Ph.D.	1	1.2
Experience year	From day to year	6	7.1
	More than one year to 5 years	17	20.0
	More than 5 years to 10 years	13	15.3
	More than 10 years to 15 years	23	27.1
	More than 15 to 20 years old	22	25.9
	More than 20 to 25 years old	4	4.7
Income level	Low	9	10.6
	Average	27	31.8
	above average	41	48.2
	high	8	9.4
	Total	85	100.0

It is clear from Table No. (3) that 43 of the study sample represents 50.6% of the total sample whose ages are less than (20-30) years and they are the most category of the study sample, while (28) of them represent 32.9% of the total. The sample ranges between the ages of less than (30 - 40) years, compared to 14 of them representing 16.5% of the total study sample, whose ages range from (41 - 50) years and they are the lowest category of the study sample as shown by the previous form, as the previous table indicates a percentage. Males were the highest of the study sample, as they got 67.1%, while the female percentage was 32.9%.

University education obtained the highest percentage, which was 83.5% compared to 15.3%, and the PhD degree obtained the lowest year, which was 1.2%. As for the income ratio, it was the highest rate above the average, as it obtained 48.2% of the total averages, while the rest was distributed. The average income is 31.8%, low and high, approximately 10.6% and 9.4, respectively.

The first question: What is the role of concern over the performance of social workers working in Al-Amal mental health complexes in the northern borders from their point of view?

To answer this question, arithmetic averages and standard deviations were extracted for paragraphs related to the field of concern for the performance of social workers working in Al-Amal mental health complexes in the northern borders, and the table below shows that.

Table No. (4)

Arithmetic mean and standard deviations of the paragraphs related to the field of concern for the performance of social workers working in Al-Amal mental health complexes in the northern borders, in descending order according to their arithmetic mean.

Rank	No.	Paragraph	Arithmetic mean	standard deviations	Level
1	12	My focus is high when I work	4.05	.738	High
2	15	I like to be happy as others seem	4.00	.816	High
3	14	I do not fear crises and adversity	3.96	.778	High
4	8	I feel hungry at all times so much	3.93	.936	High
5	13	I am worried about something or a person.	3.91	.854	High
6	16	Life is hard for me	3.81	.809	High
7	1	My sleep is interrupted	3.78	.697	High
8	5	I am concerned about financial matters	3.69	.859	High
9	6	I feel hungry at all times so much.	3.68	.862	High
10	4	I am worried about work	3.67	.892	Moderate
11	18	I cry easily	3.64	.857	Moderate
12	11	I feel happy most of the time.	3.62	.786	Moderate
13	3	I have bad dreams	3.60	.848	Moderate

Rank	No.	Paragraph	Arithmetic mean	standard deviations	Level
14	9	I am usually quiet	3.51	.921	Moderate
15	7	It makes me wait nervous	3.46	.867	Moderate
15	17	I am concerned about the possible ill-treatment I might encounter	3.46	.958	Moderate
17	10	I can't sit long in my place	3.38	.938	Moderate
18	2	I think I am more nervous than most people	3.32	.966	Moderate
		Anxiety as a whole	.624	.624	High

Table (4) shows that the arithmetic averages ranged between (3.32-4.05), where paragraph No. (12) stipulated "my concentration is high when I work" in the first place with an average score of (4.05), while paragraph No. (2) "I think I am more nervous than most people," she said, with an average score of 3.32. The mean of the anxiety as a whole was (3.69).

The second question: What is the role of depression on the performance of social workers working in Al-Amal mental health complexes in the northern borders from their point of view?

To answer this question, mathematical averages and standard deviations for the depression-related items on the performance of social workers working in Al-Amal mental health complexes in the northern borders were extracted, and the table below shows that.

Table No. (5)

The arithmetic mean and the standard deviations of the paragraphs related to the field of depression on the performance of social workers working in Al-Amal mental health complexes in the northern borders, in descending order according to their arithmetic mean.

Rank	No.	Paragraph	arithmetic mean	standard deviation	level
1	20	Confusion at work bothering me	3.85	.866	High
2	19	I am very vulnerable to events	3.81	.919	High
3	21	I am more sensitive than most people.	3.80	.737	High
3	27	Save myself because of my weakness	3.80	.856	High
5	25	I feel guilty most of the time	3.76	.882	High
6	23	Enjoy enough aspects of life	3.71	.828	High
7	26	I feel dissatisfied with myself	3.62	.976	Moderate
8	22	I'm very nervous while doing something	3.59	.930	Moderate
9	31	I lost interest in most people around me	3.54	.780	Moderate
10	33	I feel worse than others	3.48	.868	Moderate
11	30	Get upset faster than before	3.41	.849	Moderate
12	24	Pessimistic for the future	3.39	1.013	Moderate
13	34	I feel my appearance as fit as it used to be	3.32	.978	Moderate
14	29	I cry now more than before	3.28	.734	Moderate
15	28	I love life	3.24	.797	Moderate
16	32	I find it difficult to make a decision	2.99	.945	Moderate
		Depression as a whole		.664	

Table (5) shows that the arithmetic mean ranged between (2.99-3.85), as paragraph (20) stated that "My confusion at work annoys me" is in the first place with an arithmetic average of (3.85), while paragraph (32) came Its text says, "I find it difficult to make a decision" at the last rank, with an average score of (2.99). The mean for depression as a whole was 3.54.

The third question: What is the level of mental health and social performance of social workers working in Al-Amal mental health complexes in the northern borders?

To answer this question, average scores and standard deviations for mental health were extracted for social workers working in Al-Amal mental health complexes in the northern borders and their performance, and the table below shows that.

Table No (6)
The arithmetic mean and the standard deviations of mental health for social workers working in Al-Amal mental health complexes in the northern borders and their performance is in descending order according to the arithmetic mean for them

Rank	No.	Paragraph	arithmetic mean	standard deviations	Level
1	61	I feel nervous if you run into my boss	4.09	.750	High
2	45	I suffer from insomnia for a long time	4.06	.850	High
3	47	Repeated frustration makes my life meaningless	3.95	.671	High
4	37	I feel happy	3.93	.897	High
4	54	I feel it is difficult to make decisions	3.93	.720	High
6	60	I feel safety	3.92	.929	High
7	58	People consider me hard	3.91	.811	High
8	43	I feel that my physical future is unstable	3.80	.998	High
9	46	I find no difficulty in my material life	3.79	.888	High
10	41	I suffer from insomnia for a long time	3.78	.850	High
11	59	My business is valuable	3.75	.844	High
12	51	Sometimes I feel a headache	3.72	.840	High
13	35	I feel disappointed in myself	3.71	.857	High
14	36	I feel satisfied with myself despite the stresses of life.	3.68	.848	High
15	39	My high spirits	3.65	.719	Moderate
16	50	I feel desperate quickly	3.61	.977	Moderate
17	42	Some of my relatives suffer from some mental illness	3.60	.819	Moderate
17	57	I understand the instructions and orders are constantly wrong	3.60	.966	Moderate
19	40	I feel fear for no reason since childhood	3.55	.779	Moderate
20	49	Feel true happiness found in my life	3.52	.983	Moderate
21	52	I accept myself when I fail in my duties	3.49	.908	Moderate
22	48	My life is full of sadness, despite the few problems with it	3.48	.983	Moderate
23	56	I feel bad when I eat at home	3.42	.943	Moderate
24	53	Sometimes I feel weak	3.36	.937	Moderate
25	44	I feel happy	3.27	1.062	Moderate
26	55	I feel a good specialist	3.24	.882	Moderate
27	38	A while ago, Elias filled my life	3.09	.366	Moderate
			Mental health as a whole	.408	Moderate

Table (6) shows that the arithmetic averages ranged between (4.09-3.09), where paragraph No. (61) states, "I feel nervous if I face my boss at work" came first and with an average of (4.09), while paragraph No. (38) And it reads: "A while ago, Elias filled my life" with the last rank, with an average score of (3.09). The mean arithmetic for mental health as a whole was (3.66).

Fourth Question: What is the level of mental and social health and the performance of social workers working in Al-Amal mental health complexes in the northern borders?
 To answer this question, mathematical averages and standard deviations for mental and social health and the performance of social workers working in Al-Amal mental health complexes in the northern borders were extracted, and the table below shows that.

Table No. (7)

Arithmetic mean and standard deviations for mental and social health and the performance of social workers working in Al-Amal mental health complexes in the northern borders are arranged in descending order according to their arithmetic mean.

Rank	No.	Paragraph	arithmetic mean	standard deviations	Level
1	65	I need to develop my skills	3.87	.704	High
2	67	My behavior is affected by the nature of my work	3.81	.982	High
2	70	The nature of the venue affects my performance	3.81	.994	High
4	66	I deal with multiple groups in society	3.80	.870	High
5	62	I earn a salary that matches my capabilities	3.74	.774	High
6	68	My poor adaptation to my work makes me nervous	3.54	.933	Moderate
7	64	I find it difficult to do my job because of social pressure	3.52	.921	Moderate
8	69	There is training that helps me be patient in dealing with different types of people	3.45	.852	Moderate
9	75	I can control my emotions	3.33	1.209	Moderate
10	76	I need to develop my skills	3.28	1.053	Moderate
11	63	I can achieve my goals	3.25	.785	Moderate
12	71	I have a great responsibility towards cases	3.16	1.153	Moderate
12	74	If the place is not suitable for the session, it makes me disliked by the atmosphere of the work	3.16	1.163	Moderate
14	73	I can control my nervousness	3.11	1.205	Moderate
15	72	I find the right place to work by providing a well-ventilated environment	3.09	1.151	Moderate
16	77	He had to avoid exerting effort at work, which affects the outcome of cases	2.96	1.170	Moderate
		Mental and social health as a whole		.540	

Table (7) shows that the arithmetic mean ranged between (3.87-2.96), as paragraph (65) stated that "I need to develop my skills" in the first place with an average of (3.77), while paragraph (77) It reads, "I feel happy about achieving my goals," with the last average, with an average score of (2.96). The mean of the mental and social health as a whole was (3.43).

Fifth question: Are there statistically significant differences at the level of significance ($\alpha = 0.05$) between the estimates of the study sample individuals on the management of mental and social health in enhancing the performance of social workers working in Al-Amal mental health complexes in the northern borders due to the variables (gender, educational qualification, years of service)

To answer this question, arithmetic averages and standard deviations were extracted from the Department of Mental and Social Health in enhancing the performance of social workers working in Al-Amal mental health complexes in the northern borders according to variables (gender, educational qualification, years of service), and the table below shows that.

Table No. (8)

Arithmetic mean and standard deviations for the Department of Mental and Social Health in enhancing the performance of social workers working in Al-Amal Complex for Mental Health in the northern borders according to variables (gender, educational qualification, years of service).

Variable	Categories	Average	deviations	No.
gender	Male	3.29	.941	57
	Female	3.08	.935	28
qualification	Bachelor	3.26	.926	71
	M.A.	3.03	1.052	13
	Ph.D.	2.92	.001	1
Years of service	From day to year	3.31	.911	6
	More than one year to 5 years	2.98	.890	17
	More than 5 years to 10 years	3.10	.875	13
	More than 10 years to 15 years	3.01	.900	23
	More than 15 to 20 years old	3.62	.951	22
	More than 20 to 25 years old	3.56	1.286	4

Table (8) shows an apparent variation in arithmetic averages and standard deviations of the Department of Mental and Social Health in enhancing the performance of social workers working in Al-Amal mental health

complexes in the northern borders due to the different categories of gender variables, educational qualification, years of service. To show the significance of the statistical differences between the arithmetic averages, the ANOVA variance analysis was used.

Table No. (9)

ANOVA Triangular Analysis of Age Impact Gender, Qualification, Years of Service on Mental and Social Health Administration in Enhancing the Performance of Social Workers Working in Al-Amal Complex for Mental Health in the Northern Borders

Source of contrast	Sum of squares	Degrees of freedom	Average squares	F Value	Statistical significance
Gender	1.119	1	1.119	1.287	.260
Qualification	.774	2	.387	.445	.642
Years of service	6.405	5	1.281	1.474	.208
The error	66.037	76	.869		
Overall	74.047	84			

The following table (-) shows:

-There were no statistically significant differences ($\alpha = 0.05$) due to the effect of gender, where the value of P was (1.287) and with statistical significance of (.260).

-There were no statistically significant differences ($\alpha = 0.05$) due to the effect of the educational qualification, as the value of P (.445) and with statistical significance reached (.642).

-There were no statistically significant differences ($\alpha = 0.05$) due to the effect of years of service, where the value of P was (1.474) and with statistical significance of (.208).

The sixth question: What are the psychological obstacles and challenges facing social workers working in Al-Amal mental health complexes in the northern borders?

To answer this question, arithmetic averages and standard deviations for psychological obstacles and challenges facing social workers working in Al-Amal mental health complexes in the northern borders were extracted, and the table below shows that.

Table No. (10)

Arithmetic mean and standard deviations for psychological obstacles and challenges facing social workers working in Al-Amal mental health complexes in the northern borders are arranged in descending order according to their arithmetic mean

Rank	No.	Paragraph	arithmetic mean	standard deviations	Level
1	80	I find that economic conditions affect my thinking	3.66	1.018	Moderate
2	83	I feel aggression due to bad economic conditions	3.59	.979	Moderate
3	81	I feel a failure in my life	3.56	.892	Moderate
4	90	I feel hopeless in the future	3.55	1.064	Moderate
5	84	I feel financial insecurity	3.52	.971	Moderate
6	82	My behavior is affected by the nature of my work	3.51	.971	Moderate
7	89	The psychological state affects my productivity as a specialist	3.48	1.087	Moderate
8	87	Mental health is essential in the workplace	3.46	1.119	Moderate
9	88	Mental health helps in achieving an integrated personality	3.39	1.124	Moderate
10	85	Express my emotions in a balanced manner	3.36	.784	Moderate
11	86	Mental health is important to society	3.35	1.110	Moderate
12	79	I find that I need new training to achieve results with cases	3.04	1.085	Moderate
13	78	I find a lack of focus in my work	3.00	1.134	Moderate
		Psychological obstacles and challenges as a whole		.767	

Table (10) shows that the arithmetic averages ranged between (3.00-3.66), as paragraph (86) which states "mental health is important to society" came first and with an average of (3.66), while paragraph (78) came Its text says, "I find a lack of focus in my work" in the last rank, with an average score of (3.00). The mean of psychological disabilities and challenges as a whole was (3.42).

Question Seven: What are the necessary means and means to activate the role of the Department of Mental and Social Health in enhancing the performance of social workers working in Al-Amal mental health complexes in the northern borders?

To answer this question, arithmetic averages and standard deviations were extracted for the means and means necessary to activate the role of the Department of Mental and Social Health in enhancing the performance of social workers working in Al-Amal mental health complexes in the northern borders, and the table below illustrates this.

Table No. (11)

Arithmetic mean and standard deviations of the means and means necessary to activate the role of the Department of Mental and Social Health in enhancing the performance of social workers working in Al-Amal mental health complexes in the northern borders are arranged in descending order according to the arithmetic mean for them

Rank	No.	Paragraph	arithmetic mean	standard deviations	Level
1	94	Spreading a culture is important to a social worker	3.53	1.019	Moderate
2	91	I find that training in all developments of the profession helps me	3.45	1.097	Moderate
2	93	Work improvement programs for social workers	3.45	1.041	Moderate
4	95	Psychological programs must be created to support specialists	3.28	1.171	Moderate
5	98	Providing environmentally appropriate places for the social worker	3.24	1.202	Moderate
6	96	Training courses to support the social worker	3.19	.681	Moderate
6	100	The need to pay attention to the work of a specialist in society	3.19	1.200	Moderate
8	92	find psychological support for social workers	3.18	1.157	Moderate
9	99	Spreading a culture of the role of the social worker is important	3.12	1.128	Moderate
10	97	Provide the appropriate physical tools for the specialist	3.06	1.209	Moderate
11	102	Make specific courses to work as a social worker	3.02	1.165	Moderate
12	101	The work of a body or association responsible for solving specialist problems	2.98	1.272	Moderate
		Means necessary to activate the Department of Mental and Social Health as a whole		.939	

Table (11) shows that the arithmetic mean ranged between (2.98-3.53), where paragraph (94) which states "spreading a culture in the role of the importance of the social worker" came first and with an arithmetic mean of (3.53), while paragraph No. (101) The text says, "The work of a body or association responsible for solving specialist problems" is ranked last, with an average of (2.98). The mean of the means necessary to activate the Department of Mental and Social Health as a whole was (3.22),

Conclusion

The profession of social worker these days tends to work long hours of the day and deal with various activities and pay attention to the problems that customers are located in order to help them solve what affects their psychological and health condition and this besides social and economic pressures so that he lives a condition appropriate to the requirements of the times all of these factors led to doing With this study, to find scientific and practical solutions for the mitigation of the social worker so that his work can be performed easily and easily, because if we overlook these existing problems for this important group in society, the community will afflict many social diseases in addition to the reluctance of members of society in all its categories (males / Females) from working in the social field, and consequently, the deterioration of society, which was in a way to evolve, develop, and join advanced nations.

Results

1. The results of the existence of a role for concern on the performance of social workers working in Al-Amal complexes for mental health in the northern borders from their point of view, where the results of the study agreed

with the study of Al-Halim (2015) that stresses, whether from work or from humans affect the nerves, so it should try to reduce them or get rid of them, and how to deal with them by learning how to confront them and stand up to them.

2. The study also showed a role for depression on the performance of social workers working in Al-Amal mental health complexes in the northern borders from their point of view. The results of the study, Shawkat (2013), agreed to the effect of "psychological stress" that extends to the various aspects of the worker, his physical and psychological health in addition to productivity. The organization and its performance, which reflects negatively on the whole society, hence the importance of caring to find appropriate solutions to deal with "psychological stress" to reduce it or keep it within the normal level.

3.. The study also showed that there is a role for mental health in the performance of social workers working in Al-Amal mental health complexes in the northern borders and their performance from their point of view.

4. The study also revealed the existence of psychological obstacles and challenges facing social workers working in Al-Amal mental health complexes in the northern borders, the most important of which are economic conditions, as the study concluded that the social worker is concerned with many economic conditions.

1. The study also showed the following results:

- There are statistically significant differences according to the effect of anxiety according to the family's support among the social workers at Al-Amal Complex for Mental Health in the northern region.

- There are statistically significant differences according to the effect of depression according to the income level of the social workers in Al-Amal Complex for Mental Health in the northern region.

- There are statistically significant differences according to the effect of "psychological stress" on social workers in Al-Amal Complex for Mental Health in the northern region, according to psychological rigidity.

2. The study also showed that the means to activate the Department of Mental and Social Health are:

1- Awareness programs must be made about the importance of the role of social workers.

2- The work of psychological support programs for social workers, and that it is a regular.

3- Providing the appropriate tools and suitable workplaces for the performance of the social worker.

4- Training courses to develop the work of the social worker.

5- Pay attention to all the notes and their application that the social worker makes clear to solve problems at their roots.

6- Spreading the culture of relying on the social worker for solving various problems and confidence in his performance.

7- Providing accredited courses to pass certain tests to work in the social field and creating a body for social specialties, such as the Health Specializations Authority.

Recommendations

1- Supporting the social worker by increasing salaries to alleviate economic pressures.

2- Providing courses to develop the skills of the social worker to deal with the requirements of the times and gain new experiences in dealing with clients.

3- Developing family awareness in the media of the importance of the family's role in alleviating the pressures of its members, especially since the family plays an important role in this.

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