

## Psychological impact of the COVID-19 pandemic on the administrative staff of a hospital in North Lima



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### ABSTRACT

The impact due to the coronavirus worldwide has generated in the general population an imbalance in their well-being, especially in mental health, since the degree of vulnerability resulting from the pandemic has been too high, so the objective of the research is to determine the psychological impact of the COVID-19 pandemic on the administrative staff of a hospital center in North Lima. This is a cross-sectional quantitative-descriptive study, with a total population of 150 participants in the study. In the results we observed that 18.4% (n=30) have a high psychological impact, 58.8% (n=80) have a medium psychological impact and 22.8% (n=40) have a low psychological impact. In conclusion, shady medical care should be conducted for the mental health care of the personnel who are working in hospital centers.

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### 1. Introduction

Since the beginning of the coronavirus pandemic (COVID-19), several factors have been triggered that alter the balance in the unprecedented population (García-Fernández et al., 2020), since the mental state of the population resulting from the pandemic has had a negative impact compromising their health and the way to be able to prevent it (Jia et al., 2020; Cullen et al., 2020).

The health crisis that exists worldwide due to the COVID-19 pandemic has triggered multiple factors that compromise the emotional state of the population in general and especially in the workers who work in the hospital environment, whether healthcare or administrative (Vindegaard and Benros, 2020), which shows high rates of depressive symptoms, anxiety, and stress due to the confinement and quarantine of the population that is being infected by the disease (Torres Vargas et al., 2021).

Although, not only have these factors been seen in the general population, but they are also prone to

experience loneliness, anguish, sadness, and worry generated by quarantine and isolation in their homes since sometimes some people tend to live alone in their homes and experience these factors more mainly (Ren et al., 2020; Ramos-Narváez et al., 2020).

All these factors have not only been caused by the outbreak of COVID-19 in the general population, but also due to the preventive measures that were taken by the government (Lahav, 2020), in such a way that it has resulted in a negative way in the population, and that COVID-19 will have a fundamental role in the implications that not only affects the physical well-being of people but also in their psychological well-being (Khan et al., 2020).

That is why the impact generated by the COVID-19 pandemic today is one of the causes that generate a very high emotional load, where the person does not tolerate certain prevention measures, and that isolation and quarantine make their mental health increasingly vulnerable (Werner et al., 2020).

In a study in Spain (Ramos-Narváez et al., 2020), with 395 participants who work in a hospital center in general, so they stated that 71.6% have anxiety, 60.3% depression, and 14.5% acute stress and that the female sex was the one that presented a high psychological discomfort than in the male sex.

In a study conducted in Australia (Hammond et al., 2021), with 3770 of the population in the study, they stated in their results that 21.6% had moderate

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to highly severe depression, 28.6% moderate to highly severe anxiety, and 28% of moderate to highly severe stress, although between 22 and 29% of both sexes presented symptoms of depression, anxiety and stress, although it was seen more mostly in the female sex than in the male.

In a study carried out in Turkey (Tengilimoğlu et al., 2021), with 2076 health workers, their results stated that 86.9% of health workers were afraid of infecting their relatives with COVID - 19 and that due to this, they manifested a high rate of depression, anxiety and stress, the product of the thoughts they had if they came to infect the members within their homes.

Therefore, the objective of the research is to determine the psychological impact of the COVID-19 pandemic on the administrative staff of a hospital center in North Lima.

## 2. Methodology

### 2.1. Research type and design

The research for its properties is quantitative, in terms of its methodology it is descriptive, not experimental, and cross-sectional.

### 2.2. Population

The study included 150 study participants from the ages of 25 to 50.

### 2.3. Inclusion criteria

- Administrative staff working for more than 1 year in a hospital.
- Administrative staff who voluntarily participate in the study.

### 2.4. Technique and instrument

The technique for study was conducted using the questionnaire or data collection instrument of DASS-21 which aims to measure the psychological impact of the COVID-19 pandemic on the administrative staff of a hospital center in North Lima.

The depression, anxiety, and stress scale (DASS-21), as one of the three DASS scales, contains 14 elements, divided into subscales of 2 to 5 elements with similar content. The depression scale assesses dysphoria, hopelessness, devaluation of life, self-loathing, lack of interest or participation, anhedonia, and inertia. The anxiety scale assesses autonomic arousal, the effects of skeletal muscle, situational anxiety, and the subjective experience of anxious affection. The stress scale is sensitive to levels of chronic non-specific arousal. It evaluates difficulty relaxing, nervous excitement and discomfort, agitation, or irritation, reactivity, and impatience. It consists of 4 response alternatives, 0 "nothing at all," 1 "sometimes," 2 "much of the time" and 3 "most of the time" that serve to qualify the degree to which

they have experienced each state during the past week (Meneses-Claudio et al., 2022).

The reliability of the instrument was determined with the statistical test of Cronbach's Alpha, in which a coefficient of 0.977 was obtained for the 21 items ( $\alpha > 0.8$ ) (Meneses-Claudio et al., 2021).

The processing of the data collection was conducted in the SPSS Statistics Base 26.0 program, in which the data analysis and the processing were conducted to make tables and figures to then be described and interpreted in results and discussions, respectively.

## 3. Results

Fig. 1 is a summary of the surveys conducted following the guidelines corresponding to the research work.

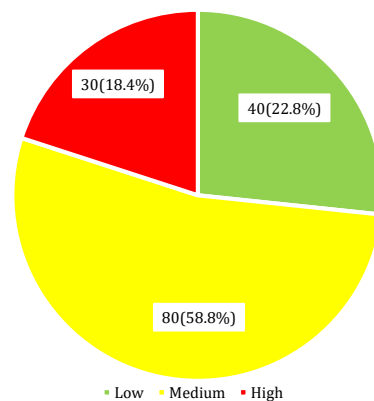


Fig. 1: Psychological impact of the COVID-19 pandemic on the administrative staff of a hospital in North Lima

In Fig. 1, we can see that 30 of the participants representing 18.4% have a high psychological impact, 80 of the participants representing 58.8% have a medium psychological impact and 40 of the participants representing 22.8% have a low psychological impact.

In Fig. 2, the psychological impact in relation to sex is observed, where, 15 female participants representing 20.5% have a high psychological impact, 25 participants representing 50.5% have a medium psychological impact and 20 representing 29% have a low psychological impact; regarding male sex, 25 participants representing 25% have a high psychological impact, 45 participants representing 60.5% have a medium psychological impact and 20 of the participants representing 14.5% have a low psychological impact.

In Fig. 3, the psychological impact on the administrative staff of a hospital center in relation to its dimensions is observed, where we can see that in the depression dimension, 35 participants representing 28.8% have a normal psychological impact, 15 participants representing 8.8% mild, 30 participants representing 19.3% moderate, 25 participants representing 12.4% severe and 45 participants representing 30.7% a psychological impact extremely severe; in its anxiety dimension, 40 participants representing 29.6% have a normal

psychological impact, 15 participants representing 9.2% mild, 25 participants representing 15% moderate, 20 participants representing 12.4% severe and 50 participants representing 33.8% extremely severe; and in the stress dimension, 62 participants representing 46.4% have a normal

psychological impact, 25 participants representing 14.4% mild, 18 participants representing 9.5% moderate, 30 participants representing 20.6% severe and 15 participants representing 9.2% an extremely severe psychological impact.

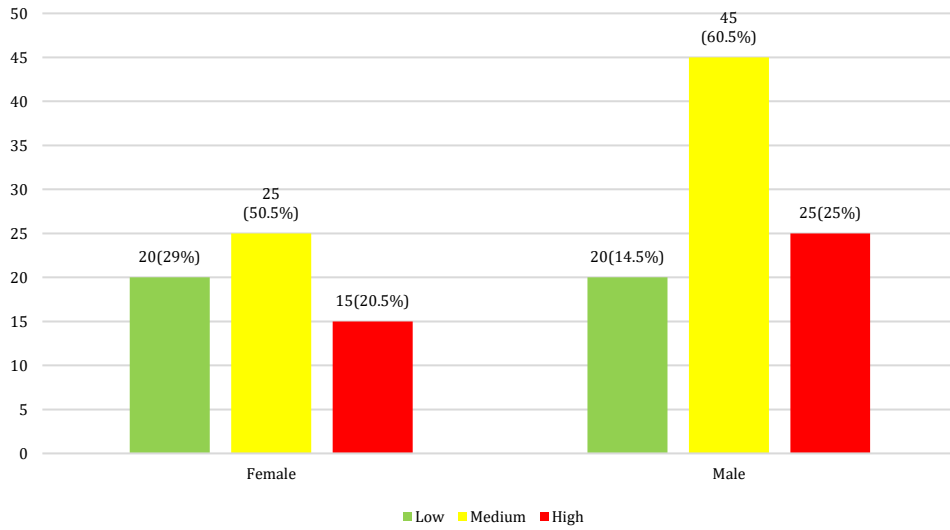


Fig. 2: Psychological impact of the COVID-19 pandemic in relation to sex in the administrative staff of a hospital center in North Lima

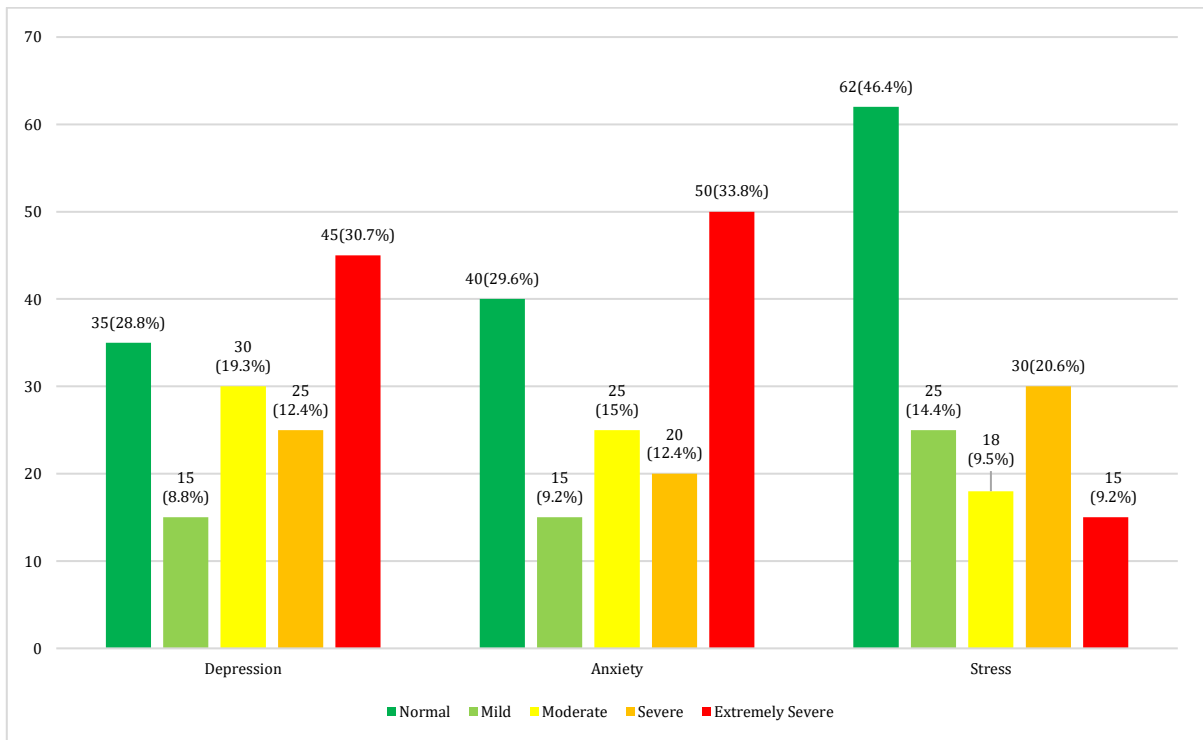


Fig. 3: Psychological impact of the COVID-19 pandemic in relation to its dimensions on the administrative staff of a hospital center in North Lima

#### 4. Discussion

The study has given an emphasis on the psychological impact of a focus on mental health in the administrative staff of a hospital center, which allows us to search for preventive strategies to maintain mental health during the COVID-19 pandemic.

In the results it was reflected that the psychological impact on the administrative staff is medium, this is because many of the workers who work in a hospital center have not been able to cope since last year the pandemic by COVID-19 where the risk of being infected has had a mental impact on them, where factors such as depression, anxiety, and stress that are the main ones in affecting the mental state of the same, since being in quarantine and

isolation make people unable to face this situation in the most appropriate way. In Ren et al. (2020), they argued that depression, anxiety, and stress are factors that compromise people's mental health, which makes them vulnerable to any situation they cannot confront, and because of this, they are prone to negative ideas in themselves and that they can hurt themselves by not knowing how to face it.

In relation to sex, it is observed that the male sex has an average psychological impact just like the female sex, this is because the psycho-emotional burden on the female sex is very compromised not only because the COVID-19 pandemic affects their daily routines and puts their well-being at risk, but also affects them due to factors such as infected or deceased family members, the alarming increase in positive cases, makes more and more symptoms of anxiety and stress mainly become more noticeable. In González-Sanguino et al. (2020), they argued that women are more susceptible to their emotional state being altered, where factors such as apathy, sadness, despair, pessimism, and low self-esteem, are indications that the person has high depressive symptoms since when the depression is more serious, anxiety and stress begin to rise, complicating their physical and mental well-being.

With respect to its dimensions, it can be observed that depression and anxiety are highly compromised, this is because as a result of the health crisis due to the COVID-19 pandemic, since, during confinement at home, people present problems such as insomnia, changes in appetite and physical activity, feelings of frustration, guilt, loneliness and impotence and lack of encouragement, all this has caused anxious depressive symptoms in the population and that this can be considered aggravated causing obsessive and hypochondriacal behaviors. In Hammond et al. (2021), they argued that quarantine and isolation have generated difficulties in people, factors such as inactivity, sedentary lifestyle, inadequate food intake, insomnia, fatigue, and worry since all this is manifested because depressive symptoms are present and because of this these factors are increasingly becoming more noticeable.

## 5. Conclusion

It is concluded that shady medical attention should be conducted for the mental health care of the personnel who are working in hospital centers.

It is concluded to conduct strategies to promote mental health, such as relaxation activity, healthy diet, adequate water intake, daily breaks, and the maintenance of sociable contacts since they are important to reduce depression anxiety, and stress.

It is concluded that public and mental health should be intervened to improve the perceptions of the person at risk of COVID-19, the concern for loneliness, and improve the mood so that they improve the person in a positive way.

The limitation of the research work is the few studies that have been conducted in the country since in these times mental health is what is being

prioritized more because over time it can generate conflicts and consequences in people due to the sequelae left by COVID-19.

This study will be beneficial because there have been no studies where the research was proposed and the instrument details important points to know how the administrative staff is at the mental level due to COVID-19.

## Compliance with ethical standards

## Conflict of interest

The author(s) declared no potential conflicts of interest with respect to the research, authorship, and/or publication of this article.

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