

An Investigation on the Mental Health of Express Employees -- A Case Study of Yunnan Province

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Abstract: At the time of global economic recession, China's commodity circulation industry has performed significantly. This is a direct manifestation of China's economic recovery from the global frontier and domestic consumption warming, reflecting the vitality of China's economy. The flow of goods plays an important role in the economic development of Yunnan Province. Yunnan Province has a complex terrain, and its transportation and logistics industries are more challenging than other regions and provinces. Yunnan Province has a large number of ethnic minorities, accounting for a certain proportion of the express logistics industry. The investigation of the psychological status of the courier and truck drivers is conducive to: safeguarding the development rights and interests of teenagers and promoting social harmony; To achieve a win-win situation between the company and employees; Pay special attention to the high incidence of mental health problems; Help the industry cope with the impact of the epidemic.

Logistics and transportation employees are workers in the new era, and their group size is expanding. In order to accurately grasp the psychological dynamics of young people in emerging industries, understand depression, anxiety, job satisfaction and the subjective job description of the courier group, a professional psychological survey is being carried out by the specialized agency. The research results can provide some data support for the policy formulation of relevant departments and provide reference for the intervention of psychological workers.

1. Overview of the survey process

1.1. Investigation object

The survey object is Kunming City, Yunnan Province, as well as the courier workers in various states, the survey recovered 130 original data, 117 statistically valid data, 13 statistically invalid, the questionnaire efficiency rate of 92%. The survey of the gender composition of courier workers in Yunnan Province, men have a high proportion of 85.3%, women account for 14.7%; in the ethnic composition, Han Chinese accounted for 80%, about 20% of ethnic minorities; in the composition of education, 51% of high school education, but there are 27.5% of the personnel with a bachelor's

degree or above; home location, the survey of Yunnan courier Home location, about half of the home location of the survey for rural areas (45%); marital status survey reality, the survey about 55% of the courier practitioners are unmarried; in this survey, most courier practitioners have a good family atmosphere, accounting for about 80%, the economic situation of the average courier is about 60%; the average age of the surveyed personnel is 29.67 years old, the average time in the field 23.4 months.

1.2. Survey instruments

Three self-assessment scales were used in this survey, namely Self-Rating Depression Scale (SDS), Self-Rating Anxiety Seale (SAS), and Minnesota Satisfaction Questionnaire (MSQ), an open-ended subjective questionnaire.

Self-Rating Depression Scale (SDS), compiled by William Wk, has become one of the main tools for depression assessment in the country and has been widely used in depression related research. The scale consists of 20 declarative phrases and corresponding questions. Each item corresponds to the symptoms discussed, and all symptoms are divided into four levels. The 20 items reflected four groups of specific depression symptoms: 1. psychological and emotional symptoms, including depression and crying; 2. Physical disorders include daytime mood differences, sleep disorders, anorexia, anorexia, weight loss, constipation, tachycardia and fatigue, a total of eight items; 3. Psychomotor disorder, including two items: delay and deterioration of psychomotor; 4. There are eight kinds of mental disorders in depression, including mental disorders, sense of despair, irritability, indecisiveness, self-deprecation, sense of emptiness, repeated suicidal thoughts and dissatisfaction. The Self-Rating Depression Scale (SDS) is divided into four grades, with scores below 53 for normal people, 53-62 for mild depression, 63-72 for moderate depression, and more than 73 for severe depression.

Self-Rating Anxiety Seale (SAS) was prepared by Zung in 1971. It is a self-evaluation scale with 20 items and 4 grades to evaluate the subjective feelings of anxiety patients. Four dimensions: 1. anxiety dimension; 2. The autonomic nervous function is disorderly; 3. It is called sports tension; 4. It is called a mixed symptom of anxiety and autonomic nervous function. The Self-Rating Anxiety Scale (SAS) is divided into four grades, and the cut-off value of the standard score is 50, of which the score below 50 is normal, the score 50-59 is mild anxiety, the score 60-69 is moderate anxiety, and the score above 70 is severe anxiety.

Minnesota Satisfaction Questionnaire (MSQ) This scale is compiled by Weiss, Dawis, England&Lofquist (1967). The Minnesota Satisfaction Questionnaire (MSQ) is divided into a long scale and a short scale. The short scale used this time is composed of 20 subscales, which measure the satisfaction with ability development, sense of achievement, activities, promotion, authorization, company policy and practice, salary, colleagues, creativity, social service, social status, management-employee relationship, management skills, diversification and working conditions. These 20 items constitute the most commonly used tools for measuring general job satisfaction. These 20 items are called the Minnesota Short Scale. These 20 projects can be divided into internal satisfaction (subscale of 12 projects) and external satisfaction (subscale of 8 projects, such as income promotion opportunities and management). MSQ20 α The coefficient is 0.85-0.91; Internal satisfaction subscale α The coefficient is 0.82-0.86; While the external satisfaction subscale α The coefficient is 0.70-0.82; The cross-time retest reliability of MSQ's measurement of overall satisfaction of 20 items is $r=0.58$.

The open-ended questionnaire with 10 questions is: Why is this occupation? How long do you plan to do it? Are you satisfied with this industry? What is your dissatisfaction with this industry? What is prejudice (discrimination) at work? In what ways are your peers prone to physical diseases?

7. What is the pressure in work or life? What worries do you have about the future? What are the psychological problems (strange personality, emotional/behavioral abnormalities) of colleagues in the industry? What psychological support (help) do you want the society to provide for you? The social evaluation and others' evaluation, self-evaluation, subjective job satisfaction, job motivation and occupational status of SMS practitioners were investigated respectively.

1.3. Data statistics and analysis

Statistical analysis of data was performed using Excel, SPSS 26, descriptive statistics, difference comparison and inferential statistics such as ANOVA.

Survey process

The data collection period was from November to December 2022. A convenience sampling method was used to conduct the survey on site, and under the guidance of professional investigators, the subjects were allowed to fill out paper questionnaires and conduct individual interviews on site based on their physical and psychological conditions in the past two weeks. During the administration process, each subject completed the questionnaire independently. During the questionnaire data entry process, questionnaires were strictly checked to eliminate regular responses and those with large missing values to ensure the validity of the original survey data.

2. The survey process and dimensional analysis

2.1. Work motivation

Timely strengthening of labor payment: "more work, more gains" and "pay, gain". I have a strong sense of work control, and can decide the workload, working hours and working methods by myself: "Time is free, you can work more if you want to, and you can rest if you don't want to". Comparative advantages with other jobs: "Compared with other jobs, the income is higher, and no better job can be found during the epidemic". Relieve the economic pressure: "Under the economic pressure of life, we need a job with income". The availability of work is high: "The threshold is low, and you can do it by registering an account". Different workers have differences in work motivation, professional expectations and abilities, and the evaluation criteria for job satisfaction are also different [1]. According to the expectation-based definition, job satisfaction depends on the degree to which the workers' professional expectations are met in the actual work. Failure to meet the expectations will reduce the workers' enthusiasm for work, and thus produce dissatisfaction with work. Occupational expectations are the external manifestation of workers' occupational values, which are related to the ideal state or behavior of work and affect career choice, job satisfaction and job performance [2].

2.2. Subjective satisfaction

The social evaluation is low: "others think it is humiliating to run takeaway and inferior to others". The customer has a bad attitude, looks down on the express boy, disrespect and malicious complaints. The security guard and the property management staff are not allowed to enter the residential area and delay the time. The stereotype of the profession in the society: it is generally believed that this group does not abide by the traffic rules, runs against the trend, and runs everywhere.

The positive evaluation is mainly in the following aspects: a strong sense of work control, and the ability to determine the workload, working hours, and working methods: "free time, you can work more if you want to, and you can rest if you don't want to". The high degree of autonomy

brought about by the characteristics of atomic organization: "no management" and "no complex leadership and colleague relationship". The above two points enable couriers to achieve work-family balance, especially for female couriers. Self-determination theory effectively explains the motivation of part-time workers, and believes that flexible and independent work arrangements and relatively considerable income meet their independent needs, competence needs and belonging needs. [3] Timely strengthening of labor payment; "If you work more, you will get more. If you pay more, you will get more income.". Comparative advantages with other jobs: "Compared with other jobs, the income is higher, and no better job can be found during the epidemic". Job characteristics: low professionalism, strong procedural, simple and repetitive tasks, allowing some people with insufficient education and professional skills to engage in the job, and saying "it's easy and easy without thinking".

The negative evaluation is mainly in the following aspects: the courier directly faces the customer group, the work has the characteristics of emotional labor, and the relationship with customers is one of the sources of negative evaluation. "Many problems caused by customers are not the responsibility of the rider, but the rider is responsible for them". In recent years, the income has decreased, mainly due to the increasing number of riders and the increasing number of business closures, resulting in a decrease in the number of orders. Working hours are long, holidays are endless, and the working environment is poor: "You should send the bill when it is windy and sunny outside, and when it is windy and rainy". Heavy workload, fatigue, high risk of traffic accidents, especially in bad weather conditions. Low sense of achievement, value and professional identity: "I am working at the bottom of the society", lacking promotion space [4].

2.3. Sources of pressure

Economic pressure: "income is not high enough, living expenses are large, supporting the family, paying debts and paying the mortgage". Time pressure: the platform system calculates the delivery time for the rider as the performance evaluation index. In addition to adverse factors such as bad weather, unclear positioning, property restrictions and other time delays, the work pressure of the rider will increase; "The time is tight, the customers are urging, the merchants are slow to eat, and the platform will be fined". Work load pressure: business accumulation during logistics peak period. Inadequate social support brought about by the characteristics of the atomization organization. The risk of traffic accidents is high, especially in bad weather conditions. From the perspective of labor law, there is no nominal employment relationship between the platform company and the workers, which is divorced from the labor contract. The existing labor law is difficult to effectively protect the platform workers, and the performance assessment pressure; "Customers complain that money is withheld, and there is no money left in one day". Work-family balance pressure: "can't accompany family members, long working hours, holidays"..

2.4. Worries about the future

The prospect of the industry is not good enough. I am worried about the small business volume and the reduction of income. Lack of room for promotion. Worried about the difficulty of re-employment after unemployment. Worry about traffic accidents. The emotional problems are irritability, irritability, irritability and anxiety; Lack of professional identity, low self-esteem, low value, low self-evaluation, and hope to gain social respect; I hope to organize seminars regularly and have opportunities for training, recognition and communication.

3. Analysis of survey results

3.1. Anxiety level and depression level

First of all, the courier industry has been greatly affected by the epidemic in recent years, and the number of new entrants has increased. At the same time, some businesses have closed down due to the epidemic, the number of orders has decreased, and the income has been affected, increasing the economic pressure of practitioners. And the express delivery practitioners are at the end of the logistics distribution, and they are infected high-risk groups. These changes in the environment make the express delivery personnel bear more pressure and increase the anxiety level of the express delivery personnel. Secondly, the platform time limit in the work causes the tension of the courier's time pressure, the work pressure of work assessment such as fines and money deduction, and the pressure of long working hours, heavy workload, and potential traffic safety hazards, resulting in insufficient physical rest and nervous tension. Personnel are both physical labor and emotional labor. The high mobility of personnel, the short average working time, and the atomic organizational characteristics of work, which not only bring high work freedom, but also bring low organizational support, social support and other reasons will also lead to the high score of anxiety and depression scale of express delivery practitioners.

3.2. Number of people with mild and above depression

First of all, the couriers in Yunnan Province in this survey have low self-evaluation and "core beliefs of incompetence and helplessness". For example, riders describe themselves as "the lowest level of society" and "the hardest". And have negative expectations for the future of the industry and personal development. They will also put incorrect labels on themselves: taking the conflict with customers as the "strong group"'s difficulties and embarrassments to the "weak group" will aggravate their tendency to depression. Secondly, in the interview with the survey courier, it was also found that other members of the society had certain social discrimination against the industry, and believed that the courier did not comply with the traffic rules and the residential property was not allowed to enter, because of low self-esteem and low sense of self-worth, it was not enough to effectively deal with the prejudice and discrimination in the environment. In addition, the survey personnel also have a low sense of professional identity and "think their work is inferior". Finally, the group's education years are generally not high. Half of the respondents in this survey have education in high school. In their personal growth experience, school education does not bring enough successful experience, which may lead to low self-evaluation and self-esteem in adulthood. These comprehensive factors led to the high score of the group's Self-Rating Depression Scale.

3.3. Anxiety level of female couriers

Among the couriers in Yunnan Province surveyed in this survey, women account for a small proportion, which is related to the division of social roles. Most women will assume more responsibilities within the family, such as the education and care of children. However, the female couriers in this group still have work pressure in the process of taking care of children at home, such as the time management and performance evaluation of the platform will aggravate his anxiety. Secondly, women's physical quality is weaker than men's, and they are more prone to fatigue during working hours. [5] At the same time, they bear more pressure in work competition, which leads to the situation that women's anxiety level is higher than men's.

3.4. The level of depression and anxiety of ethnic minorities

The large number of ethnic minorities is a significant demographic feature of Yunnan Province. Among the respondents in this survey, ethnic minorities account for about one fifth of the total number of respondents. When they go to the city to engage in the express logistics industry, they need to adapt to culture and environment one step more than the Han people. The increase of these adaptations will cause them to be more anxious than the Han people. Secondly, the social support of ethnic minorities is less than that of the Han nationality. In the composition of urban personnel, ethnic minorities are less, and the proportion of the same ethnic group is lower. Different ethnic groups have different customs and habits, resulting in a lower sense of belonging in the urban environment and a sense of loneliness, which will increase the scores of anxiety and depression of ethnic minorities.

3.5. Anxiety level of unmarried and divorced couriers

The social evaluation is very low: "Others think that running takeout is humiliating and inferiority complex". The customer has a bad attitude, despises the express boy, disrespects and complains about dishonesty. Security The property was torn up by the courier and the seller. Don't let them enter the community and be late. The stereotype of occupation in society: people generally believe that this group does not obey the traffic rules, is unstable and roams around.

3.6. Job satisfaction of express delivery practitioners with good family atmosphere

The atomized organizational characteristics of the work in the express industry bring low social support, and the time of planning to work in the industry is relatively short in the open-ended questionnaire, which indicates that the express practitioners lack a sense of belonging in their work, and they will be discriminated against by other people in the society, and lack the support of leaders and colleagues in their work. If the family atmosphere is good and the family support is good, their emotions after work can be resolved, The courier will have more psychological resources to deal with the work, and the job satisfaction will be higher.

4. Countermeasures and Suggestions

4.1. Psychological status of express delivery practitioners

Courier employees should eat a lot of food on time; Learn to take a moderate rest, combine work and escape, make accurate judgments, and pay attention to evaluating the performance of the platform according to your physical condition, and take a rest to get a better start; Find ways of entertainment to relax the body and mind, and relieve the pressure in a reasonable and appropriate way; Understand the mental health, find out and be aware of your own condition, find out your own inappropriate mental condition, and go to the psychiatric department of the hospital in time; In the face of the pressure and psychological burden you can't solve, find a person you feel safe and comfortable to talk to. If necessary, consult a professional psychological worker. [6]

4.2. Psychological service for psychological workers

Popularize knowledge of stress management, including: identification of stress sources, relationship between stress sources and stress perception, goal and expectation management, time management, relaxation technology, self-motivation; Guide express delivery practitioners to learn

emotional management, including: emotional awareness and control, anger management; Let the express delivery practitioners learn to make psychological adjustments in the service process, including: interpersonal communication, customer needs, emotions and attitudes, customer complaint psychology and handling strategies, recognition of setbacks and psychological defense. At the same time, we will carry out special lectures, strengthen mental health education, and cultivate basic mental knowledge literacy and correct idea of seeking help. Conduct individual psychological counseling, group psychological counseling, and psychological crisis screening and intervention.

4.3. Express industry and enterprise managers

Establish a reasonable staff assessment system to fully reduce the work pressure of employees; Formulate an overview of employees' mental health, regularly evaluate employees' mental health, understand employees' mental health, and prevent malignant psychological crisis; Strengthen the psychological health education of employees, invite professional psychological workers to hold regular lectures on psychological health in the company, so that employees can correctly understand psychological help; Establish trade unions and collective organizations in the company to strengthen the relationship between employees and organizations, organize condolence activities and seminars during holidays, provide social and psychological support for employees, and enhance the sense of group belonging; Invite the family members of employees to participate in the trade union activities organized by the company, improve the family atmosphere of employees, improve their job satisfaction, and improve their productivity. Establish a work community to make the housing more close to the industry, not just colleagues or neighbors, by increasing the social support of employees; Strengthen the psychological health of employees in the company culture; Industry associations can establish independent media and online communities to popularize psychological knowledge, not only provide mental health education, but also provide a platform for communication between practitioners.

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