

Studying the Situation and Proposing Some Basic Solutions to Improve Psychological Harmony Between Managerial Staff and Students of Medical Universities in Hanoi Area

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Abstract:- The students who are being trained at medical universities are the future medical staff. The quality of these personnels depends largely on the studying and training process at the university. Therein, the psychological harmony between managerial staff and students is a very important factor. It is the premise and prerequisite to lead to bonding, support, sympathy, and understanding, ultimately resulting in improving the university's training quality. This topic focuses on studying the current situation and thereby proposing solutions to improve the level of psychological harmony between managerial staff and medical students in Hanoi.

Keywords:- Psychological Harmony , Managerial Staff, Medical Students.

I. INTRODUCTION

A. Set the Problem and Research Goals

In the current context, higher education not only aims to train human resources to meet the country's socio-economic development requirements but also focuses on fully developing capacity and moral assets for each individual. To do that requires the incorporation of many factors. In Hanoi's medical universities, psychological harmony between managerial staff and medical students is the most important factor. Because only by truly acknowledging the position and role of psychological harmony between managerial staff and medical students, building a positive reciprocal relationship between managerial staff and medical students can you promote the strength of the factors, ensuring the most effective education and training process in medical universities in Hanoi.

The study was conducted to interpret the theoretical and practical basis of psychological harmony between managerial staff and students of medical universities in the Hanoi area. On that basis, we propose some fundamental solutions to improve the harmonious level of this psychological relationship in the coming time.

II. RESEARCH SUBJECT AND METHODS

A. Research Subjects

The research subject is the level and sign of psychological harmony between managerial staff and medical students. The surveys investigating the current situation were conducted on 597 students, 54 managerial officers , at 4 medical universities in Hanoi city area, the proposed solutions were practiced on 50 pairs of managerial staff and medical students at medical universities in Hanoi.

B. Research Methods

➤ Questionnaire Survey Method

The survey is a combination of questions related to the level of psychological harmony between managerial staff and medical students and factors affecting its harmony. Using two questionnaires for two subjects, managerial staff and medical students, including four sets of investigation sheets, each includes 15 questions to evaluate the current situation and factors affecting psychological harmony between managerial staff and students of medical universities in Hanoi.

The scores determining the level and sign of psychological harmony is the average of all 15 questions in the question sets. To determine the scale, we rely on the normal distribution to calculate the average score and divide it into 5 levels as follows: Low (1 - 2.09), Below average (2.1 - 2.74), Average (2.75 - 3.05), Above average (3.06 - 3.7), High (3.71 - 5).

➤ In-depth Interview Method

Complementing the written investigation method, making use of signs and aspects of the psychological harmony between managerial staff and medical students. Unlike questionnaires, which are mostly fixed questions that cannot be answered subjectively, in-depth interviews ask open questions, in various situations so the managerial staff and medical students can respond directly or retrace their thoughts. This helps us have a more detailed and overall view of the state of psychological harmony between managerial staff and students at medical universities in Hanoi.

➤ *Experimental Methods*

After collecting survey results, we propose solutions to improve psychological harmony between managerial staff and medical students and use practical methods to gather the necessary data to compare, contrast, and evaluate the effectiveness of the research. Among the pairs of managerial officers and students with low and below average levels of psychological harmony, we selected 50 pairs of managers and medical students for the experiment.

III. RESULT

Results of researching the current status, influential factors and proposing some basic solutions to improve the

level of psychological harmony between managerial staff and students of medical universities in the Hanoi area.

A. Current Status and Influential Factors of the Level of Psychological Harmony between Managers and Students of Medical Universities in the Hanoi Area

➤ *Mutual Understanding in Psychological Harmony between Managers and Students of Medical Universities in the Hanoi Area*

The results of the survey on mutual understanding after collecting data from 597 students and 54 managerial officers at medical universities in the Hanoi area are as follows:

Table 1: The Level of Mutual Understanding in Psychological Harmony between Managerial Staff and Student

No.	Aspect	Managerial Staff Understand Students					Student Understand Managerial Staff								
		Av. Point	SD	Level(%)					Av. Po#int	SD	Level(%)				
				1	2	3	4	5			1	2	3	4	5
1	Ability	3.15	0.78	4.5	30.2	30.8	23.1	14.1	2.81	0.71	11.2	27.8	36.3	21.8	3.8
2	Character	2.8	0.54	6.8	29.1	46.8	17.3	1.8	2.89	0.72	0	36.2	45.1	15.1	4.3
3	Temperament	2.83	0.74	11.2	26.8	38.1	21.2	4.9	2.85	0.89	9.7	28.3	37.5	20.8	4.9
4	Inclination	3.18	0.8	1.8	22.5	48.2	16.3	13.1	2.79	0.69	10.9	31.9	32.1	22.9	3.5
Overall Av.		2.99	0.72	6.08	27.2	40.9	19.5	8.47	2.86	0.75	7.95	31.1	37.7	20.1	4.1

Table 1 shows the mutual understanding in psychological harmony between managerial staff and students is mainly at an average level. Especially how students understand managerial staff because the Av. point and level % indicated so. And the Overall Av. indicate that the Av. point of managerial staff understanding students and students understanding managerial staff are all at around 2.9 points. On the other hand, the level of managerial staff understands medical students and medical students understand managerial staff mostly evaluated from low to average. It can be interpreted that, in medical universities, mutual understanding between managerial staff and medical students is still limited and only at an average level. This will be an obstacle that affects the psychological harmony

between managerial staff and medical students. The reason for the average level of mutual understanding is due to both sides. On one hand, in the process of student management, managerial staff have not really helped the students understand and shared about the difficulties that managerial staff have to endure. managerial staff also have not yet really respected and try to understand the thoughts and aspirations of students during the process. On the other hand, students do not really respect, sympathize and share with managerial staff during the learning process. Clearly this is an obstacle to the psychological harmony between managerial officers and students of medical universities in the Hanoi area.

➤ *Mutual Sympathy in Psychological Harmony between Managers and Students of Medical Universities in the Hanoi Area*

The results of the survey on the level of mutual empathy assessed by managerial staff and students of medical universities in the Hanoi area:

Table 2: Mutual Sympathy in Psychological Harmony Between Mangarial Staff and Medical Students

No	Aspect	According to the assessment of managerial staff					According to assessment of medical students								
		Av. point	SD	Level(%)					Av. point	SD	Level(%)				
				1	2	3	4	5			1	2	3	4	5
1	Unite	2.64	0.69	7.8	45.4	27.4	15.9	3.8	2.62	0.79	14.9	32.6	31.7	18.8	2.6
2	Acceptance	2.76	0.74	10.9	23.3	51.2	11.2	4.1	2.68	0.83	12.7	31.5	36.9	14.5	4.7
3	Respect	2.78	0.66	0.9	48.2	27.8	18.8	4.8	2.73	0.69	17.8	20.6	37.8	18.3	5.8
4	Sympathy	2.68	0.74	10.4	26.8	47.9	14.8	0.9	2.66	0.75	13.2	25.8	43.9	17.8	0
Average		2.71	0.71	7.5	35.9	38.6	15.2	3.4	2.67	0.76	14.6	27.6	37.6	17.3	3.27

The results show a sign in Respect indicating that both the managerial staff and medical students assessment have the highest Average, managerial staff assessment has 2.78 and medical students assessment has 2.73; Unite has the

lowest Average, 2.64 (managerial staff) and 2.62 (medical students). Last two aspect all have differences among managerial staff and medical students but Acceptance and Sympathy Average indicate that there are not much of a

difference in both aspect, managerial staff has 2.68 in Sympathy and 2,76 in Acceptance, medical students has 2,66 in Sympathy and 2.68 in Acceptance. Sympathy of both managerial staff and medical students are below average, reflecting the current state of the loose relationship between managerial staff and medical students. Although managerial staff have higher Sympathy than medical students, they are still just below average. Specifically, the Average managerial officers is 2.71 and medical students is 2.67. Therefore, Sympathy in psychological harmony between managerial

staff and medical students is a stimulant to make medical students grow closer towards managerial staff, and being friendly with managers makes students feel more comfortable when interacting with managers, the gap between superiors and subordinates will be narrowed down. In student management, when managerial staff and students are unable to find a common voice, and can't sympathize with each other, leading to less communication, making it more difficult to gain psychological harmony between managerial staff and students of medical universities in the Hanoi area .

➤ *Cooperate in Psychological Harmony Between Managerial Staff and Students at Medical Universities in the Hanoi Area*

The current status of the level of cooperation as assessed by managerial staff and students of medical universities in the Hanoi area is shown by the following table:

Table 3: The Cooperate in Psychological Harmony Between Managerial Staff and Medical Students

No.	Activities	According to the assessment of managerial staff							According to student's assessment						
		Av. point	SD	Level(%)					Av. point	SD	Level(%)				
				1	2	3	4	5			1	2	3	4	5
1	Daily	2.79	0.67	10.3	28.3	37.4	20.8	4.2	2.83	0.84	6.5	40.6	24.9	9.21	6.4
2	Training	2.69	0.74	2.2	56.3	18.9	18.3	5.1	2.36	0.78	11.6	56.4	18.8	13.6	0
3	Learning	2.58	0.75	15.6	26.9	43.1	14.9	0	2.49	0.79	18.3	26.8	42.9	11.9	0
4	Extracurricular	2.82	0.68	1.52	36.2	45.2	14.8	2.9	2.86	0.85	0.8	36.6	43.4	14.9	4.9
Average		2.72	0.71	7.4	36.9	36.1	17.2	3.05	2.63	0.81	9.3	40.1	32.5	15.6	2.82

Table 3 indicates that the average score of Cooperate in students is 2.63 and in managerial staff is 2.72. Both managerial staff and medical students cooperate well in Daily and Extracurricular activities and cooperate poorly in Training and Learning. After investigation, we found that the difference is affected by many factors combined. First of all, it is necessary to acknowledge that each activity has a different nature therefore the level of cooperation is different, so the level of coordination between managerial staff and medical students is also different. Training activities and Learning activities are activities that have

rigid and mandatory nature, the formation of relationships between managerial staff and students do not receive adequate psychological attention. The reason for the greater cooperation lies in the Extracurricular and Daily activities because these two activities themselves have a pleasant nature, developing initiative in each individual without any set up or arrangement. These activities take place in a very comfortable, joyful, harmony environment and each individual feels satisfied cooperating with each other in these activities. At the same time it is also these activities that attract many medical students.

➤ *The Factors that Influence the Level of Psychological Harmony between Managerial Staff and Students at Medical Universities in the Hanoi Area*

Through the survey of factors that affecting the level of psychological harmony between managerial staff and students of medical universities in the Hanoi area present the following results:

Table 4: Level of Influence of Factor

No.	Factors	Level degree	
		Av. Point	Rank
1	Psycho-social environment in the class.	3.45	1
2	Nature of learning, training, and scientific research activities among students of medical university.	2.98	2
3	Managerial staff's manage methods.	2.51	3

Table 4. indicates that the Psycho-social environment in the class , Nature of learning, training, and scientific research activities among students of medical university, Managerial staff's manage method can all affect the psychological harmony between managerial staff and medical students. The impact of factors affecting can be evaluated as follows: factors affecting the level of psychological harmony between managerial staff and

medical students are very diverse, which can affect the mutual understanding, sympathy and cooperation. High influence factors have connections with the Psycho-social environment in the class, others factors are not the major ones. The general situation is that the influencing factors have not been exploited to have a positive impact on increasing the psychological harmony between the managerial staff and medical students. In the factors that

influence the psychological harmony between managerial staff and medical students there are factors that can change the factors that belong to the more macro environment that is more difficult to change.

B. Some Solutions to Improve the Level of Psychological Harmony between Managerial Staff and Students of Medical Universities in Hanoi Area and Experimental Results

➤ *Some Solutions to Improve the Level of Psychological Harmony between Managers and Staff Students at Medical Universities in the Hanoi Area*

Based on the results and problems obtained when studying the current status, we propose a number of solutions to improve the level of psychological harmony between managerial staff and students of medical universities in Hanoi:

- **Solution 1:** Enhance the understanding of psychological harmony, the role and criticality of psychological harmony between managerial staff and military medical students of Vietnam military medical University. This is a solution that plays a fundamental and central role, promoting the initiative of managerial staff and students in resolving conflicts in the relationship. Raising awareness and responsibility of each individual needs to be done continuously and regularly throughout the learning and working process. To make this solution possible, it is important to promote the critical of psychological harmony between managerial staff and students of medical universities in Hanoi through different means of communication.
- **Solution 2:** Organize a variety of joint activities, compelling managerial staff and medical students to participate . This solution is practical and important to create intimacy and narrow the gap between managerial staff and students through team building activities. By interacting with each other, we can improve the level of

psychological harmony. Therefore, divisions and agencies need to proactively organize fun and entertainment activities during holidays and breaks, such as: intimate get together, performing art, sports competitions, picnics, experience that create a safe and useful environment for managerial staff and students.

- **Solution 3:** Regularly organize conferences and activities at school and class levels to grasp the learning and work situation of staff and students. This is an important solution to evaluate the actual status of all aspects of the learning and working process of managerial staff and medical students to promptly experiential learning, enhance strengths, overcome problems, shortcomings and propose measures to solve the problem. To implement the above solution, every managerial officer needs to regularly organize conferences to conduct all aspects of the work, study, and training process of managers and students on weekly, monthly basis, every quarter and half a year.
- **Solution 4:** Organize training programs for staff on how to organize collective activities. This is an important solution to help managerial staff create a positive environment in the division for students. Every managerial officer in the Vietnam military medical University needs to : organize training programs on how to organize collective activities; select capable individuals to exchange and learn from military divisions and other facilities, becoming future seeds that spread inside the University. At the same time, managerial staff need to promote initiative and research more to improve their skill in organizing collective activities.

➤ *Experimental Results of the Solution*

After testing the solutions on 50 pairs of managers and medical students with low and below average levels of psychological harmony, the adjustment to the level of psychological harmony between managerial staff and medical students are shown in the table and chart below:

Table 5: The Variation of Psychological Harmony Level Before and After the Test

	Before test	After the first test	After the second test
Av.point	2.03	2.25	2.83
SD.	0.78	0.75	0.73
Low (%)	18.23	12.3	4.78
Below average (%)	81.77	76.52	63.16
Average (%)	0	11.18	21.34
Above average (%)	0	0	10.72
High(%)	0	0	0

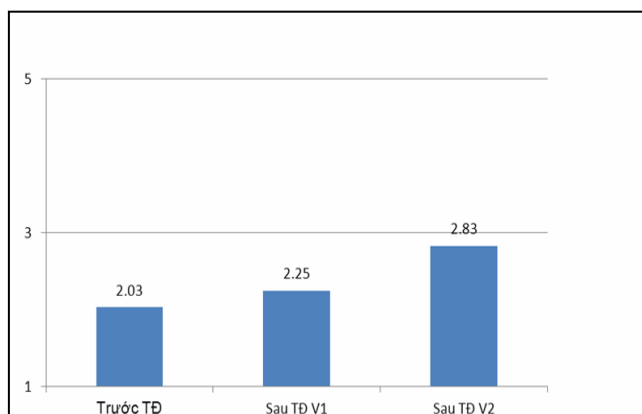


Fig 1: Level of Psychological Harmony between Managerial Staff and Medical Students before and after Experiment

Table 5 indicates the level of psychological harmony between managerial staff and medical students increases after each test.

Firstly, the Av. of psychological harmony level between medical managerial staff and medical students increases after each test. Av. level of psychological harmony between managerial staff and medical students increases from 2.03 before test up to 2.25 after testing for the first time, and goes up 2.83 after testing for the second time.

Secondly, the proportion of psychological harmony in Low level between managerial staff and medical students decreased after each test. The proportion of psychological harmony in Low level between managerial staff and medical students decreased from 18.23% down to 12.30% after testing the first time, and decrease to 4.78% after testing the second time. In the opposite, the proportion of psychological harmony in Average level and Above Average both increases. Before the test we only have two level of psychological harmony that is Low and Below Average. After testing the first time we have 11,18% pairs of managerial staff and medical students change into Average level. After testing the second time we obtain 21,34% in Average (%) and 10,72% in Above Average (%). T- test for the first and second time bring out the result is 0.76 and 0.83 with $\alpha=0.03$, showing there have change between each test. Therefore, by doing the test, the level of psychological harmony between managerial staff and medical students has increased. This confirms the effectiveness of the test we used to bring about stable outcome.

IV. CONCLUSION

Research on the level of psychological harmony between managerial staff and students of medical universities in Hanoi area has emphasized the harmonious resolution of the relationship between managerial staff and medical students is one of the crucial factors affecting the learning and training results of medical students. From the analysis of the current Status of the level and influential factors of the relationship between managerial staff and

medical students, we perceive that improving the level of psychological harmony is not only an urgent requirement but also an important factor to ensure a straightforward learning process and making the collective more unanimous. The study has proposed solutions to improve the level of psychological harmony between managerial staff and medical students, including the positive participation of the Board of Directors, departments, faculties, subject staff, managerial staff and medical students. This is an important basis for building an interesting and positive learning environment, encouraging the comprehensive development of medical students at medical universities in the Hanoi area.

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