



*Pisco Med Publishing*

# **"The Belt and Road" Enterprises Should Strengthen Humanistic Care and Psychological Counseling During the Epidemic**

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**Abstract:** Under the epidemic, "the Belt and Road" Enterprises should overcome the current difficulties to enhance the quality of enterprises. Strengthening humanistic care and psychological counseling are effective work content. The enterprises must constantly improve the working mechanism, implement management measures, pay attention to the employees' thought dynamics, regularly screen the employees' psychology, and strengthen concern care and education guidance in the specific implementation process, in order to enhance corporate cohesiveness.

**Keywords:** "the Belt and Road" Enterprises; Humanistic Care; Psychological Counseling

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## **Introduction**

The epidemic has serious impact not only on economic and social development, the production and construction of enterprises, but also has a deep impact on the lives, physical health and mental health of people <sup>[1]</sup>. On March 18, 2022, the National Health Commission of the People's Republic of China notified, "Since December 2021, the global COVID-19 pneumonia epidemic has entered the fourth wave of popular peaks. The number of cases reported per week has exceeded 10 million. It is still in a high level of prevalence, and it will not end recently. The prevention and control situation is more severe and complicated." Under the serious influence of the epidemic, how to continue to implement "go global" strategy, "the Belt and Road" enterprises need to pay attention to the most important factor, which is "people".

## **1. The significance of "the Belt and Road" enterprises to strengthen humanistic care and psychological counseling**

### **1.1 Strengthening humanistic care and psychological counseling is necessary for "the Belt and Road" enterprises to achieve safe production and promote high-quality development of enterprises.**

People are not only the participants of production and construction, but also the bearers of political and spiritual life. If an enterprise wants to achieve its development direction, strategic plan and business objectives, it depends on the strong implementation of employees. If the psychological condition of employees is not good or there are problems, it will directly affect the work and produce mistakes, and the probability of accidents will increase <sup>[2, 3]</sup>. Only by strengthening humanistic care and psychological counseling can the Chinese enterprises in "the Belt and Road" cultivate their employees' positive and healthy mentality, improve their work efficiency and quality, and cultivate a group of talented personnel with international project management ability and operation experience <sup>[4]</sup>.

## **1.2 Strengthening humanistic care and psychological counseling is the need for " the Belt and Road" enterprises to maintain good corporate image and national image.**

Chinese enterprises in “the Belt and Road” initiative actively practice the important idea of building a community with a shared future for mankind, give top priority to the safety and health of their employees, resolutely comply with the epidemic prevention requirements and control measures of the local governments, and ensure solid work style and strict discipline throughout the whole process of epidemic prevention and control. Strengthening humanistic care and psychological counseling can help guide employees to eliminate bad emotions, deal with interpersonal relations in a correct way, fully respect the cultural diversity of various countries and the customs and habits of local residents, and enhance employees' transnational cultural cooperation ability. Each enterprise will relate the national image to construction quality. Every employee's word and deed are connected to the national image. It brings valuable opportunities for mutual benefit and sets up a good image of responsibility.

## **1.3 Strengthening humanistic care and psychological counseling is the need for the Belt and Road enterprises to take care of their employees and overcome the impact of the epidemic.**

In addition to traditional security risks, employees of Chinese companies involved in the Belt and Road Initiative also face non-traditional security risks caused by external political turmoil and terrorist threats. In the face of the epidemic, a positive and optimistic mood, a healthy attitude and a rational and balanced mentality are also strong immunity. Strengthening humanistic care and psychological counseling will help employees strengthen their confidence in Chinese enterprises, keep rational and calm, enhance their scientific understanding of the epidemic, and actively do a good job in personal protection. They will not be biased, blindly follow the trend, and do not believe rumors, effectively enhance their psychological immunity, and improve their confidence in dealing with the epidemic.

## **2. Concrete measures for “the belt and Road” enterprises to strengthen humanistic care and psychological counseling**

### **2.1 Refine measures, precise supervision, and perfect working mechanism.**

In order to ensure that all measures for epidemic prevention and control are implemented without compromise, should compiled and distributed regulations, instruction manuals, guidelines for temperature detection and emergency response procedures on normalized management of epidemic prevention and control to establish overseas medical supplies allocation standards, and to strengthen health education and medical room construction. Through online media platforms, we will promptly release information on epidemic prevention and control, the latest policies on epidemic prevention and control, detailed data on the overall situation of the epidemic, and the latest reminders on disease control, etc., to strengthen public opinion monitoring and guidance, remind employees to protect themselves and consciously abide by epidemic prevention and control regulations. Understand the different demands of different age groups of the employees under the normalization of epidemic prevention and control conditions horizontally, and understand the different physiological and psychological changes of different age groups vertically. Close to actual needs and solve practical problems, ensure the realization of “zero epidemic, zero infection”.

## **2.2 Strengthen education, strict requirements, and implement control**

### **measures.**

Strengthen personnel management and control, information mapping and health monitoring, implement personnel grid management, comprehensively initiate health report, outgoing report, and external personnel report, strictly implement “zero report” and “daily report”. Implement “one person, one policy” for people in centralized isolation and home isolation, and implement precise prevention and control of foreigners and returnees according to the different levels of epidemic risk in the region. Unified management of contractors, strict entry procedures, collection of personnel information, vaccination, nucleic acid test, etc.; urge contractors to carry out disinfection and temperature measurement, and keep records for future reference; formulate construction site epidemic prevention and control plans, organize drills regularly. Focus on the management of staff accommodation, temperature detection, mask wearing, dining and transportation, and sanitation and sterilization in various places to ensure the results of epidemic prevention and control.

## **2.3 Regular organization, scientific analysis, and psychological screening.**

Carrying out corresponding psychological investigations on employees, so as to know the specific situation of employees' psychological risks, is not only conducive to targeted psychological counseling, but also obtains relevant data, thus providing a basis for similar work in the future. If employees are closer to the epidemic, the possibility of psychological problems will greatly increase, and the degree will be more serious. Corresponding judgments should be made based on their emotions and behavior. If the working state is relatively poor, there will usually be relatively negative emotions, mainly manifested as depression and anxiety, resulting in low work efficiency and a considerable degree of fidgeting and other specific behaviors. In some cases, the reasons for abnormal emotions are usually extremely subtle, or even no reason at all.

## **3. Thoughts on strengthening humanistic care and psychological counseling for "Belt and Road" enterprises**

### **3.1 Deeply grasp the psychological dynamics of employees.**

Concentrate on the quality of life and happiness index of employees, strengthen communication, carry out heart-to-heart activities, comprehensively understand the difficulties in employees' work and life, broaden the channels for employees to tell the truth, and be good at listening to employees' ideas, facing difficulties, voices, and development suggestions, and create a good democratic atmosphere. Communicate with employees through various channels such as leadership reception days, setting up suggestion boxes, and holding symposiums, listen to employees' opinions and voices, understand employees' domestic family conditions and difficulties, and actively assist in solving them. Use holidays and spare time to organize employees to participate in hobby activities, and understand employees' thoughts through various entertainment, sports and reading clubs.

### **3.2 Psychological screening should be implemented hierarchically.**

The results of psychological screening should be classified based on their awareness of the epidemic and the specific situation close to the epidemic. Employees with high risk of exposure to the epidemic and relatively poor overall working status are classified as a high psychological risk, and the frequency of psychological screening should be increased, focusing on changes in psychological risk. For the second type of employees, the main performance is that the risk of exposure to the epidemic is relatively low, but the working conditions are not good. This type of employees is listed as a middle psychological risk. They are usually relatively poor in terms of psychological tolerance. Information screening should be carried out regularly, so that their negative emotions during the epidemic can be effectively alleviated and their psychological

tolerance level can be improved. For the third type, employees with high risk of exposure to the epidemic but with better overall working conditions are listed as general psychological risks, and the frequency of psychological screening can be appropriately reduced. The fourth category is employees with low risk of exposure to the epidemic and good working conditions. Such employees usually have a high level of psychological tolerance. Tracking their thoughts, grasping and solving their corresponding demands in a timely manner should be done.

### **3.3 Strengthen care, education and guidance.**

According to psychological trends, appeal tracking and psychological screening results, employees are inspired by the combination of education guidance and caring services. Combining education guidance with caring services, adjust the psychological status of employees timely, stabilize their emotions, and make them get rid of the influence of “bad” psychological factors and work with peace of mind. Combining the needs of the enterprise with respect for individuality. In specific work, according to the different personality characteristics and psychological needs of employees, guide employees to consciously link their personal growth with the development of the enterprise, and realize their own value in work practice [5]. Combine realistic guidance with online counseling, young employees are more willing to discuss online and express their opinions than real-world communication, under the premise of adhering to the guidance of realistic education, the scope of work should be expanded to the Internet.

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