

Evaluation of psychological support programs against infectious diseases - the emerging coronavirus as a model - in light of the spread of rumors and fake news - public hospital institution of Ouargla (Algeria)-

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Abstract:

This study aimed to evaluate the psychological support programs approved by the public hospital institution in Ouargla against infectious diseases - the emerging Coronavirus - as a model in light of the spread of rumors and false news explaining this virus from the point of view of a sample of workers in the Covid-19 Authority. At the public hospital institution of Ouargla-Algeria. With a study of the differences in the evaluation of these programs according to gender, professional experience and specialization. In order to achieve the objectives of the study, a questionnaire consisting of four dimensions was completed (crisis cell for psychological support and accompaniment, telephone line for psychological care, training of health professionals. brochures for psychological support). The study sample consisted of 42 recruited workers in the interest of Covid-19, the descriptive approach that suits such studies was chosen.

The study found: What is witnessing the rapid spread of this virus among all members of society, conflicting information about its danger, and the fake news that has been sweeping social media since the beginning of the spread of the virus. Negatively affected psychological support programs. The rating was average. There are no differences in the evaluation of these programs other than gender, professional experience and specialization.

Keywords: psychological support, Corona virus, rumors.

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1. Introduction

These days, the world is witnessing a global humanitarian health crisis due to the emerging Corona virus (Covid-19) pandemic, which revealed the fragility of the international community in the face of such crises. UN Secretary-General António Guterres said: "We are in an unprecedented situation where the usual rules are no longer valid. We cannot resort to our ordinary tools in such extraordinary times. The degree of innovation in our response must be equal to the uniqueness of the crisis — and the scale of the response must match the scale of the crisis. Today, our world faces a common enemy. We are in a fierce war with the COVID-19 virus is killing people, as well as attacking the real economy at its core – trade, supply chains, businesses and jobs. Entire cities and countries have declared lockdowns. States are closing their borders. Companies are struggling to survive, while families are struggling not to fall apart under the weight of the crisis. (António Guterres, 2020).

With the emergence of this virus and the war that the world is waging to combat this epidemic. Fake news has begun to spread around the world, spreading rumors and lies about this virus, as Mariana Spring, a specialist investigating misleading news and rumours at the BBC, and her team investigated hundreds of fake news spread about the Corona pandemic. The Spring and her team investigation concluded that there were seven types of people behind the fabrication and spread of rumors. They are (comic and joking, fraudulent, political, conspiracy theorist, expert, relatives, celebrities). (BBC, 2020)

Strikes and mental illnesses also appeared among the spectrums of society, which in turn increases the age of the global crisis, as the World Health Organization and the United Nations said that they had monitored a "large spread of mental disorder diseases", due to the emerging Corona virus pandemic (Covid 19), and according to the World Health Organization, during the outbreak of the pandemic, it was reported that 47% of health care workers in Canada need psychological support, and 50% of health care workers in China were reported to 42% of healthcare workers in Pakistan reported moderate psychiatric disorder and 26% severe mental disorder. In Italy and Spain, parents reported that while in social isolation during the pandemic, 77% of children found it difficult to concentrate, 39% were anxious and disturbed, 38% were nervous, and 31% suffered from feelings of loneliness, according to a briefing by the World Health Organization and the United Nations. According to the briefing, a study of young people with a history of mental health needs in the UK found that 32% of them reported that the pandemic "made their mental health much worse". Overall, the briefing notes note that national surveys conducted this year show that nearly half, 45 percent of people in the United States, reported water shortages during the coronavirus pandemic. (Arabic.cnn.com,2020)

People with mental disorders often need more attention than before. Others often need help when the nation and the world become aware of the predicament of the people who are

suffering. Herein lies the paradox. Despite their tragic nature, and regardless of the human suffering they create, emergency situations are an opportunity to build better mental health care. (who, p. 5, 2013)

"The impact of the pandemic on people's mental health is already worrying," said Director-General Tedros Adhanom Ghebreyesus, adding that "social isolation, fear of contagion, and loss of family members are often compounded by the anguish caused by loss of income and work." It is now abundantly clear that mental health needs must be addressed as a key element in our response to and recovery from the coronavirus pandemic," Ghebreyesus explained, "This is a collective responsibility of governments and civil society, with the support of the entire UN system. Failure to take people's emotional well-being seriously will lead to long-term social and economic costs for society." (Tedros Adhanom Ghebreyesus, arabic.cnn.com, 2020)

WHO also called for the widespread provision of emergency mental health services and psychosocial support, recommended investing in mental health interventions that can be delivered remotely, ensuring uninterrupted in-person care for severe mental health cases and ensuring that mental health is part of universal health coverage, (arabic.cnn.com, 2020)

Algeria's health system has not been spared the consequences of the COVID-19 pandemic, which has paralyzed all vital sectors in the country. Where mosques, schools, universities, places of entertainment, picnics, and playgrounds were closed, transportation inside and outside cities was suspended, all commercial activities were suspended except for some activities necessary for the daily life of individuals, home quarantine was imposed in full time for cities where there are many cases of the virus and partial time for others. And the state's inability to provide diagnostic means and protective devices due to its scarcity in the global markets. Dozens or hundreds of casualties and a large number of deaths. All these developments and pressures negatively affect the mental health of members of society, especially individuals infected with the novel coronavirus (Covid-19).

As a member of the World Health Organization, Algeria has developed a set of programs aimed at building sustainable mental care and strengthening mental health systems, as recommended by the World Health Organization. In this study, we will discuss the evaluation of psychological support programs against the virus adopted by the public hospital institution in Ouargla to confront the emerging Corona virus pandemic, in light of the large spread of rumors and fake news related to this virus. This is done by conducting a field study in favor of Covid-19 in the public hospital institution of Ouargla-Algeria.

From the above, the problem of the study can be determined in answering the following questions:

- What is the evaluation of psychological support programs against the emerging Coronavirus from the point of view of those working in the Covid-19 Authority?
- Are there statistically significant differences in the evaluation of psychological support programs against the emerging Coronavirus from the point of view of workers in the Covid-19 interest according to gender and professional experience?

2. The importance of the study

The importance of the study is that it contributes to covering part of the studies related to mental health. Also, this study, which is represented in evaluating psychological support programs against the emerging Corona virus from the point of view of workers in the interest of Covid-19, is considered one of the recent studies associated with the emergence of this deadly virus that swept all countries of the world, it helps to identify this virus and its physical and psychological effects. In the process of scientific research. It is also one of the topics that can be updated, developed and improved. He opened the way for more future studies that are concerned with the fields of mental health and its development.

3. Objectives of the study

This study aims to evaluate the psychological support programs against the emerging Corona virus, adopted by the public hospital institution in Ouargla to confront this pandemic. In light of the great spread of rumors and fake news related to this virus. Conducting an evaluation of these programs by recruited workers in the interest of Covid-19, while studying the differences in the evaluation of psychological support programs against the emerging Coronavirus (Covid-19) according to gender and professional experience.

4. Procedural definition of study concepts

- **Psychological support programs:** It is a set of mechanisms adopted by the administration of the public hospital institution in Ouargla to confront the emerging Coronavirus pandemic in coordination with the Public Health Coordinator (Bada Nassima, Principal Psychologist, March 2020). It is represented in:

- 1- Establishing a crisis cell for psychological support and accompaniment.
- 2- Setting up a telephone line (3030) for psychological care (listening, support, guidance)
- 3- Programming training for health professionals in their various specialties.
- 4- Preparing brochures for psychological support and facing anxiety about the Coronavirus

They are measured or detected by the instrument used in the study.

- **COVID-19 service:** It is a service of the public hospital institution of Ouargla. It was established in an emergency circumstance in order to take care of those infected with the emerging Coronavirus and to detect the number of people infected with this virus. Then he recruited 50 general practitioners, 30 medical specialists, and 30 nurses, in addition to recruiting all psychologists and all drivers and cleaners present in the institution. The service is managed by the director of the public hospital institution in Ouargla in coordination with the Directorate of Health and the Coronavirus Monitoring and Follow-up Committee assigned by the Ministry of Health and Hospital Reform.

Theoretical framework of the study

01/- General concepts about the Corona virus:

A/- Definition of coronavirus : Coronaviruses are a broad strain of viruses that may cause illness in animals and humans. A number of coronaviruses are known to cause respiratory illnesses in humans, ranging from the common cold to more severe illnesses such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The recently discovered coronavirus causes COVID-19 disease.

B/- Definition of COVID-19: COVID-19 is an infectious disease caused by the last virus detected from the coronavirus strain. There was no knowledge of the existence and illness of this new virus before the outbreak began in the Chinese city of Wuhan in December 2019. COVID-19 has now turned into a pandemic affecting many countries of the world .

C/- Symptoms of COVID-19: The most common symptoms of COVID-19 are fever, dry cough and fatigue. Some patients may experience aches and aches, nasal congestion, throat pain or diarrhea. These symptoms are usually mild and begin gradually. Some people become infected but show only very mild symptoms. Most people (about 80%) recover from the disease without the need for hospital treatment. The disease is more severe in Approximately one in 5 people who develop COVID-19 infection have difficulty breathing. The risk of severe complications is higher among older adults and people with already medical problems, such as high blood pressure, heart and lung disease, diabetes or cancer. But anyone can get a severe symptomatic COVID-19 infection. Even people with very mild COVID-19 symptoms can transmit the virus to others. All people with fever, cough and difficulty breathing should seek medical attention, whatever their age. (2020).

02/- Preventive measures to limit and combat the spread of the Corona epidemic (Covid-19) in Algeria:

According to what was stated in the Official Gazette in the executive decree, which clarifies the modalities for the application of the measures approved by the President of the Republic, related to the prevention and control of the spread of the Corona epidemic (COVID-19). Executive

Decree N. 20-69 of 26 Rajab 1441 corresponding to March 21, 2020, on measures to prevent and combat the spread of the Corona pandemic (COVID-19), stipulates the following:

Article 1: This decree aims to define social distancing measures aimed at preventing and combating the spread of the COVID-19 pandemic. These measures are aimed at reducing, on an exceptional basis, physical contact between citizens in public spaces and in the workplace. If necessary, these measures may be lifted or renewed in the same forms.

Article 2: The measures subject to this decree shall be applied throughout the national territory for a period of fourteen (14) days. Where necessary, these measures may be lifted or extended in the same forms.

Article 3: The activities of transporting the following persons shall be suspended during the above-mentioned period: Air services for public passenger transport on the internal network Land transport in all directions: urban and semi-urban Inter-municipal Interstate Passenger transport by rail Guided transport: metro, tramway, air lift transport Mass transport by taxi The activity of transporting users are excluded from this measure.

Article 4: Without prejudice to the provisions of Article 03 above, the Minister in charge of Transport and the regionally competent governor, each in his respective capacity, shall regulate the transport of persons in order to ensure the continuity of the public service and the preservation of vital activities in: Interests excluded from the provisions of the decree, specified in Article 07 below Public institutions and administrations Economic bodies and financial interests In any case, transport shall be regulated in strict compliance with the requirements for the prevention of the spread of COVID-19, established by the competent health services. Generality.

Article 5: During the period mentioned in Article 02 above, beverage shops, establishments and spaces for entertainment, entertainment, display and restaurants shall be closed in major cities, except those that guarantee home delivery. The closure procedure may be extended to other activities and cities, by the decision of the regionally competent governor.

Article 6: During the period provided for in Article 02 above, at least 50% of the employees of each public institution and administration shall be placed on exceptional paid leave.

Article 7: The following users shall be excluded from the procedure provided for in Article 06 above:

- Health users, regardless of the user.
- Users affiliated with the National Security.
- Employees of the General Directorate of Civil Protection.

- Employees of the General Directorate of Customs.
- Employees of the General Directorate of Prison Administration.
- Users of the National Directorate General of Telecommunications.
- Users of quality control and fraud suppression laboratories.
- Employees of the veterinary authority.
- Users of the Phytosanitary Authority.
- Employees assigned to the tasks of cleaning and disinfection.
- Employees assigned to surveillance and guarding tasks.

However, the competent authorities of the employees excluded from this procedure may authorize the establishment of administrative censuses and any person whose presence is not considered necessary, on exceptional leave. Users necessary for the continuity of vital public services may also be excluded from the procedure provided for in Article 06 above.

Article 8: Priority in exceptional leave shall be given to pregnant women, women raising their young children, as well as persons with chronic diseases and those suffering from medical vulnerability.

Article 9: Public institutions and administrations may take any measure that encourages teleworking while respecting the laws and regulations in force.

Article 10: The regionally competent governor may take any measure within the framework of preventing and combating the spread of COVID-19, and in this framework may:

- Personnel working in the health and laboratory corps of public and private health and preventive institutions.
- Personnel working in the national security, civil protection and public hygiene corps and each corps concerned with epidemic prevention and control measures.
- Everyone can be involved in prevention and control measures against this epidemic in the occasion of his profession or professional experience.
- All accommodation facilities, hotel facilities or any other public or private facilities.
- All necessary means of transportation of individuals, whether public or private, whatever their nature.
- Any means of transport that can be used for health transport or prepared for this purpose, whether public or private.

The regionally competent governor may also harness any public or private establishment to ensure the minimum level of public services for citizens.

Article 11: This decree shall enter into force on Sunday, March 22, 2020 at 1 a.m. Official Gazette, p. 6, 2020

These measures are considered preliminary measures taken by the Algerian government, like all countries in the world, to limit the spread of the new Coronavirus.

03/- Making and spreading fake news about the coronavirus

A torrent of fake "news" has been sweeping social media since the coronavirus outbreak. False statements attributed to officials or scientists and doctors.

Conspiracy theories about the origin of the virus and the fact of its spread have reached the point of questioning its existence in the first place. Who is making up these rumors and lies? Who contributes to its dissemination?

The BBC's misleading news and rumour-investigating specialist Mariana Spring and her team have investigated hundreds of fake news about the coronavirus pandemic. The Spring and her team investigation concluded that there were seven types of people behind the fabrication and spread of rumors..

- Comic is a lot of joking

You may come across "exaggerated" news that your first reaction to is laughter because for you it can be nothing more than a joke! But many others may believe the "news" that I want to joke about and may circulate it as fact. The impact of some of these "jokes" can be catastrophic in light of the anxiety, fear, and instability that the world is witnessing due to the outbreak of the pandemic. The governments of many countries, Arab and otherwise, are trying to confront all kinds of fake news in various ways. Daily press conferences are held to inform citizens of everything new about the epidemiological situation and the steps it takes in confronting it and respond to journalists' questions and people's questions so as not to leave room for the promotion of fake news. But the spread of rumors on social media is much faster.

Some governments have taken proactive decisions to prevent the spread of coronavirus-related "pranks", banning any "April Fools' Day" about the pandemic and threatening penalties of up to jail. Every year on the first of April, strange news spreads, many of which are closer to believable! But it's originally the famous "April Fools' day" habit. But there is no room for any lie about the pandemic this year, as the shooter may not imagine the seriousness and extent of its impact..

- Circumvent

The second type of people who make up rumors and fake news about the coronavirus are scammers. Tech companies say the coronavirus pandemic may now be the most exploited topic of cyber gimmick ever. Fraudsters take advantage of people's fear of the epidemic, the scarcity of official medical and scientific information about it, and their anticipation of everything new about the vaccine or medicine to defraud them. Google recently announced that hackers send 18 million email scams to Gmail users daily, many of them about the coronavirus. Scammers impersonate official capacities such as governments or the World Health Organization and send emails through which they try to convince their victims to download certain programs that enable them to hack their personal accounts and obtain various information. Some messages invite people to donate, for example. Some of the scams that have gone viral recently include videos that have garnered thousands of shares on Facebook offering huge cash prizes to "help those financially affected by the coronavirus outbreak." Although the contest is clearly fake, it has spread across the site in several languages. The fake contest exploits the names of celebrities such as actor Dwayne Johnson nicknamed the Rock.

- Political

Disinformation comes not only from "dark rooms" on the Internet and the computers of fraudsters, but also from politicians. This misinformation may come from politicians, intentionally or unintentionally. Perhaps the most recent politician associated with fake news and rumors is US President Donald Trump. The latest of which is his "proposal" to test exposing the bodies of those infected to ultraviolet rays and injecting them with detergents to treat them from the virus.!!

Trump later said his remarks were sarcastic, but that did not stop the World Health Organization and major local and international organizations from publishing statements warning against trying to implement Trump's proposal..

Companies producing detergents and sterilizers were also quick to publish statements warning users against trying to introduce these substances into the body in any form. At the political level, news of mutual accusations between China and the United States about deliberately spreading the virus and hiding facts related to it, which amounted to a "cold war" between the two sides, spread through various means of communication. The most recent was Trump's restatement that the virus originated from a laboratory in Wuhan, China, despite the belief of the majority of scientists that the virus jumped from animals, mostly bats, to humans..

- Conspiracy Theorist

Perhaps the most prominent conspiracy theory about the virus was that "the virus was manufactured in Chinese laboratories and deliberately deployed as part of

biological warfare." But conspiracy theorists are as many as they promote, including that "the spread of the virus is a conspiracy at the highest levels." Some of them go too far in this theory to deny and strip the virus of its foundation. Another theory says that the coronavirus spread over the 5G communications network..

This theory has spread to the extent that the former Grand Mufti of Egypt, Ali Gomaa, spoke about it in one of his television episodes, which sparked great controversy. The great spread of this theory, and its consequences that led to the burning of telecommunications network towers in Britain, prompted the World Health Organization to deny it through its official Twitter account.

- Expert

When the news comes from someone who is an "expert" or belongs to specialized circles, you may put your intuition and intelligence aside to believe what he says! In the situation we are living in today amid the spread of the pandemic, we are more likely to believe they are the medical workers and on the front lines of the fight against the epidemic. But does every medical worker really believe what is being reported? Is what he is transmitting what is really happening? Is every audio, video, or even written text recorded by an expert or specialist really so? Many messages have spread, claiming that they are workers on the front lines of the fight against the epidemic, in which they talked about information and figures that were later proven false.

- Relatives

Misinformation, lies and rumors do not stop at their inventor and his narrow circle but spread from circle to circle. One of the most prominent means of its spread is through groups of relatives through social networking sites. A fake message may reach your aunt, who may suspect its content, but she may send it to the group members via WhatsApp in a precautionary step: What if it is true?! She warns you anyway! Your neighbor may distribute to the members of the neighborhood group a "recipe that cures Corona" consisting of garlic and lemon, for example, in order to protect you from the disease.

- Celebrities

Another way to help convey rumors at a terrifying speed! Celebrities and their social media accounts that may have millions of followers. Celebrities convey the news of what earns credibility with many! In Egypt, actress Zeina was forced to apologize for a controversial coronavirus statement..

At a time when governments and official organizations in Egypt and around the world are seeking to educate people about the seriousness of the epidemic and encourage them to adhere to preventive measures, Zeina made a disparaging comment about the virus and its danger. The

actress apologized for the statement afterwards, saying that she was in a state of panic that she wanted to hide from her audience with the intention of not scaring them, which backfired and accused the actress of contributing to undermining efforts to raise awareness of the danger of the spread of the virus. (BBC, 2020)

04/- Basic principles for the protection and improvement of psychiatric care

A set of principles has been identified to protect the injured and improve psychological care, as published in the WHO Health Reference Book Psychology, Human Rights, and the legislation of 2005 are as follows:

1. The right of every patient admitted to a mental health facility shall be fully respected, in particular::

a. recognition everywhere in his legal capacity before the law;

b. Privacy;

c. Freedom of communications, including freedom of communication with other persons in the health facility; freedom to send and receive private messages without censorship; freedom to receive privately guaranteed visits from a lawyer or personal representative, as well as other visitors at all reasonable times; freedom to access postal and telephone services, read newspapers, listen to radio and watch television;

D. Freedom of religion or belief.

2. The environment and living conditions in mental health facilities shall be as close as possible to the normal living conditions of persons of the same age, and shall include, in particular::

a. facilities for recreational and leisure activities;

b. facilities for education;

c. facilities for the purchase or acquisition of goods and materials necessary for daily life, leisure and communication;

d. Facilities necessary for the patient's participation in activities and work appropriate to his/her social and cultural background, and for vocational training measures necessary to promote reintegration into society. and encourage the use of such facilities. These measures should include vocational guidance, vocational training, and services to enable the patient to secure and/or retain his or her employment in the community.

3. Under no circumstances may the patient be subjected to compulsory labor. Rather, he must be able to choose the type of work he desires, within the limits consistent with the patient's needs and the requirements of institutional management..

4. The patient's work in a mental health facility may not be exploited. Rather, he is entitled to receive the same remuneration for any work performed, according to local law or custom, as an ordinary worker outside the health facility. Such a patient is also entitled, in any event, to a fair share of any remuneration paid to the health facility for his work. (who, p. 5, 2005)

05/- Psychological first aid after disasters (natural and humanitarian)

According to the 2011 "Sphere" project and the Standing Committee Inter-Agency "IASC" 2007. Psychological first aid describes a supportive humanitarian response to people. They suffer and may need support. Psychological first aid involves the following aspects:

- Provide practical care and support without intrusion.
- Assess needs and concerns.
- Helping people meet their basic needs (e.g. food and water) and information(..
- Listen to people, without putting pressure on them to Speak.
- Comfort people and help them feel calm.
- Helping people access information, services and social support .
- Protect people from further harm.

Psychological first aid is an alternative to psychological discharge . which proved ineffective. In contrast, psychological first aid includes factors that appear to be extremely useful in the process of people's long-term recovery According to various studies and the consensus of many help providers In crises these factors include :

- Feeling safe, connected to others, calm and hopeful.
- Access to social, physical and emotional support .

Sense of self-help as individuals and communities (who, p. 5, 2016)

Field Study Procedures

1_ The curriculum used in the study

In the current study, we used the descriptive approach, which depends on collecting, classifying, processing and analyzing facts and data to reach results. .

2_ Study population and sample

The study population is represented by the workers recruited to confront the emerging Corona virus in the public hospital institution in Ouargla, where the study sample reached 42 workers recruited in the Covid-19 interest at the time of the study. The study sample consisted of doctors of all specialties, nurses and conscripted workers distributed according to the following table:

TABLE N(01) :shows the distribution of the study sample by sex, professional experience and specialization

Variables	Appointment	Number
Sex	female	23
	male	19
Professional Experience	More than 5 years	19
	Less than 5 years	23

3_ Data collection tools:

Study tool: for the purpose of evaluating psychological support programs against the emerging Coronavirus. A questionnaire was completed through the program developed by the hospital institution to confront the Coronavirus, by researchers in 2020. This questionnaire contains four dimensions: (Evaluation of the work of the crisis cell for psychological support and accompaniment. Evaluation of the telephone line (3030) for psychological care. Evaluation of the training of health professionals in their various specialties. Evaluation of brochures for psychological support). It consists of: 16 items and the following table shows the distribution of vocabulary in the study tool.

TABLE N(02) : shows the distribution of the vocabulary of the study tool by dimensions

vocabulary	Tool Dimensions	
1-2-3-4	Crisis cell for psychological support and accompaniment	01
5-6-7-8	My phone line for psychological care	02
9-10-11-12	Health Vocational Training	03
13-14-15-16	Brochures for psychological support	04

- **instruction:** explains how to adhere to the answer method
- **raw data:** includes general information about the respondent

4_ Statistical processing methods:

the aim of using appropriate statistical methods is to obtain quantitative results through study variables that enable us to discuss hypotheses, in order to reach results and data that explain and analyze the studied phenomenon. where the statistical methods provided by the statistical analysis program (spss20) were used in this study.

- calculation of honesty by pearson's correlation coefficient.
- calculation of stability by alpha coefficient
- Evaluate the effectiveness of programs by determining the range and length of the category and calculating arithmetic averages and standard deviations.

The range and length of the category to measure the evaluation levels are determined according to the following table (Ammar Hosseini, 2018):

Table (03):shows the range and length of the category

Divide the average range	Program Evaluation	$\text{Range} = 5 - 1 = 4$ $\text{Class length} = 4/5 = 0.80$
1 – 1.80	Very low	
1.81 – 2.60	Low	
2.61 – 3.40	Medium	
3.41 – 4.20	high	
4.21 – 5	Very high	

- calculating differences by t test".

5- Psychometric properties:

A - Authenticity of the study tool

The validity of the instrument was verified using internal consistency, by calculating the correlation coefficient between the score of each item and the total score of the domain, and most of the correlation coefficients were a function at the level of (0.01). The correlation coefficient between the total score of the domain and the total score of the instrument was also calculated, as shown in the following tables.

- Table (04) :shows the correlation coefficients between the scores of each item and the total score of each dimension .

Correlation coefficient	Items	Tool Dimensions	
0.89**	The establishment of a cell for psychological support and accompaniment helps to confront the emerging Corona virus	Crisis cell for psychological support and accompaniment	01
0.96**	The crisis cell contributes to supporting and psychological accompaniment of the injured		
0.75**	The crisis cell consists of competencies that have the ability to confront the emerging Corona virus		
0.85**	The crisis cell keeps pace with the developments of global events in the face of the emerging Corona virus		
0.83**	Setting up a phone line helps counter rumors about the novel coronavirus	My phone line for psychological care	02
0.83**	The establishment of the telephone line contributed to the care and psychological support of the injured and healthy		
0.78**	The phone line helps answer questions about the Corona virus remotely		
0.84**	The telephone line reduces the difficulty of commuting and the pressure on the Covid-19 interest		
0.84**	Training health professionals helps face the novel coronavirus	Health Vocational Training	03
0.83**	The training of health professionals increases the efficiency of workers in the face of the emerging Corona virus		
0.83**	Health professionals benefited from training dedicated to confronting the emerging Corona virus		
0.98**	The duration of training allocated to health professionals		

	is sufficient to confront the emerging Corona virus		
0.81**	Psychological support leaflets help to confront the emerging Corona virus	Brochures for psychological support	04
0.90**	Psychological support leaflets contribute to countering rumors about the emerging Corona virus		
0.86**	The content of the psychological support leaflets qualifies them to face the emerging Corona virus		
0.86**	There is a growing demand for psychological support leaflets for the interface of the novel coronavirus		

Significance level $p < 0.01$ (**)

From the tables, it is clear that all correlation coefficients were statistically significant at the significance level of 0.01, which confirms the validity of the tool.

Internal correlation between dimensions and the overall score of the instrument: The **correlation between** the dimensions and the overall score of the scale, which can be used as an indicator of the validity of the construction (concept), was calculated, as shown in the following table:

- Table (05) :shows the correlation coefficients between the dimensions of the instrument and the total degree

Correlation coefficient with total score	Tool Dimensions
0.86**	Crisis cell for psychological support and accompaniment
**0.75	My phone line for psychological care
**0.81	Health Vocational Training
**0.79	Brochures for psychological support

- Significance level $p < 0.01$ (**)

Table 05 shows that all the correlation coefficients extracted between the dimensions of the instrument and the total degree are a function at the significance level of 0.01, which confirms the validity of the instrument.

B - Stability:

- **Calculation of stability with Cronbach alpha coefficient:** The stability coefficient was calculated for each dimension and for the instrument as shown in the following table:

Table (06): shows the values of the Cronbach alpha stability coefficient

Alpha coefficient of the tool	Alpha coefficient for each dimension	Tool Dimensions
0.72	0.62	Crisis cell for psychological support and accompaniment
	0.90	My phone line for psychological care
	0.78	Health Vocational Training
	0.72	Brochures for psychological support

Through Table (06), we found that the stability coefficients of the dimensions of the scale were mostly high, where the alpha coefficients ranged from (0.62) to (0.90). On the other hand, the stability coefficient of the tool as a whole was (0.72), which is a high stability coefficient that enhances the reliability of this tool.

After calculating honesty and consistency, we can rely on the questionnaire for evaluating psychological support programs in our current study.

6/- Presentation and discussion of the results of the study

A- Presentation and discussion of the main question: The question states:

- What is the evaluation of psychological support programs against the emerging Coronavirus from the point of view of workers in the Covid-19 Authority?

To answer this question, the range and length of the category were determined to evaluate psychological support programs against the emerging Coronavirus. After determining the range and length, the averages were calculated. Arithmetic and standard deviations of the dimensions of the instrument according to the following table :

TABLE N (07): level of evaluation of psychological support programs against the emerging corona virus

	Tool Dimensions	Average Arithmetic	Standard deviation	Rating Level
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Evaluation of psychological support programs AGAINST THE EMERGING CORONA VIRUS	1	Crisis cell for psychological support and accompaniment	3.61	0.90	High
	2	My phone line for psychological care	4.10	0.93	High
	3	Health Vocational Training	3.01	1.21	medium
	4	Brochures for psychological support	2.77	1.23	medium
		Arithmetic mean and standard deviation of the instrument as a whole	3.37	0.81	medium

From Table (07), it is clear that the arithmetic mean of the dimension of the crisis cell for psychological support and accompaniment was high and estimated at (3.61) with a standard deviation of (0.90), and the arithmetic mean of the distance of the telephone line to ensure The psychological came high and estimated at (4.10) and a standard deviation of (0.93), and the arithmetic mean of the dimension of the training of health professionals came average and estimated at (3.01) and a standard deviation of (1.21), and the arithmetic mean of the dimension of brochures for psychological support came average and estimated at (2.77) and a standard deviation of (1.23). As for the arithmetic mean of the tool, it was an average of (3.37) and a standard deviation of (0.81). The point of view of COVID-19 employees.

Interpretation of results

Through the results shown in Table (07), the study revealed the evaluation of psychological support programs approved by the public hospital institution in Ouargla against the emerging Coronavirus in light of the large spread of rumors and false news about this virus, from the point of view of workers in the Covid-19 service at the public hospital institution in Ouargla-Algeria. To confront this deadly pandemic. Where the evaluation of the establishment of a crisis cell for psychological support and accompaniment was high from the point of view of the study sample. The establishment of a psychological support and accompaniment cell helps to confront the virus and keep pace with global developments. It contributes to the psychological support and accompaniment of the injured. Because in these circumstances, "emergency situations can cause mental health problems and often at the same time that existing mental health structures are weakening." This is according to a report by Dr. Margaret Chan, Director-General of the Health Organization Global 2013). The crisis cell consists of competencies that have the ability to confront this virus and thus the ability to support and accompany a good psychological

one. The competencies that make up the crisis cell contributed to keeping pace with the developments of global events and confronting the emerging Corona virus, and this is a positive indicator that made it a source of confidence among workers in the interest of Covid-19.

Also, the establishment of a telephone line (3030) for psychological care (listening, support, guidance) plays a major role in facing the emerging Corona virus. He contributed to the care and psychological support of both the injured and the healthy. The telephone line, which is operated by psychologists and specialists, helps to answer questions about the Corona virus remotely without the need to travel to hospital services, through listening, psychological support, guidance and guidance remotely. The establishment of the telephone line has reduced the difficulty of movement for residents of remote and remote areas under the lockdown imposed on transportation. It also contributes significantly to relieving the pressure on the Covid-19 service, which is the only one in the city of Ouargla.

Evaluating the training programming for health professionals in their various specialties, although it helps and increases the efficiency of health workers in the face of the emerging Corona virus. As the training programs were under the supervision of a group of university professors and specialist doctors and took place in an atmosphere of discussion and exchange of views and ideas about the Coronavirus and ways to confront it. However, it did not live up to what recruited workers aspire to in the interest of Covid-19. Their assessment of the programming of training for health professionals was average. This is due to several considerations, including the fact that not all health professionals have benefited from the training dedicated to confronting the emerging Coronavirus, despite the importance and necessity of this training for all workers. Because the timing of the training does not suit all workers, as the training was conducted in the morning periods, in this period most of the workers are in their workplaces. As well as a shortage of The process of publicity for programming the composition. A large number of workers did not receive the training announcement or program due to work pressures or night shifts. Also, the training period allocated to health professionals is insufficient to confront the emerging Coronavirus. Therefore, the programming of training for health professionals in their various specialties needs general review.

As for the evaluation of leaflets intended for psychological support in the face of anxiety about the Coronavirus, it was average. Despite the information contained in the leaflets about the virus, we mention the definition of the Coronavirus, how it spreads among members of society and ways to prevent it. The brochures also contain information about programs prepared by the Foundation to limit the spread of this virus and psychological support to face anxiety about the Coronavirus. This explains that the distribution and demand for the folded This was not enough and this is due to several indicators. Including the international and local media were not up to the occasion and did not contribute to raising awareness among citizens about the dangers of the virus due to conflicting opinions and questioning of

information in some media outlets that spread false news and rumors about the virus. "In times of crisis, conspiracy theories flourish that find in fear a propagation environment. In recent weeks, theories have spread questioning the seriousness of the coronavirus and even its existence. The promoters of this news relied on photos and videos of empty hospitals to confirm this theory." (France 24, 2020) This news resulted in the emergence of a large category of the local community and even intellectuals who do not believe and lie about everything published about this virus, so society became divided between skeptics and information certifiers.

The rapid spread of this deadly virus among all members of society, conflicting information about the seriousness of this virus, and the fake news that has been sweeping social media since the beginning of its spread. and misleading publications attributed to doctors and officials. It negatively affected the general evaluation of the psychological support programs approved by the public hospital institution in Ouargla against the emerging Coronavirus from the point of view of workers in the COVID-19 service.

B- Presentation And Discussion Of The Second Question

Reminder Of The Text Of The Question

- Are there statistically significant differences in the evaluation of psychological support programs against the emerging Coronavirus from the point of view of workers in the Covid-19 interest according to gender and professional experience?

View Results

To answer this question, the "T" test was used to address hypotheses related to differences according to the variable of sex and professional experience, as shown in the following tables:

Table N (08): shows the value of (T) to indicate the differences according to the gender variable

Pointer Sex	number Individuals	Average Arithmetic	Deviation Normative	degree Freedom	value (v)	P-value	Statistical significance
males	24	3.25	0.86	40	1.14	0.25	Non- function
females	18	3.54	0.73				

Through Table No. (08), which represents the results of the "T" test to indicate the differences according to the gender variable in the evaluation of psychological support programs against the

emerging Coronavirus from the point of view of workers in the Covid-19 Authority. The mean for males was (3.25) with a standard deviation of (0.86). The mean for females was (3.54) with a standard deviation (0.73). With a degree of freedom (40) and the value of "T" (1.14) with a p-value of (0.25). It is not a function at the significance level ($0.05 = \alpha$)

Table N (09): shows the value of (T) to indicate the differences according to the variable of professional experience

Pointer Professional Experience	number Individuals	Average Arithmetic	Deviation Normative	degree Freedom	value (v)	P-value	Statistical significance
More than 5 years	18	3.12	0.86	40	1.80	0.07	Non-function
Less than 5 years	24	3.57	0.74				

Through Table N (09), which represents the results of the "T" test to indicate the differences according to the variable of professional experience in evaluating psychological support programs against the emerging Coronavirus from the point of view of workers in the COVID-19 authority. The arithmetic mean for workers with more than 5 years of professional experience was (3.12) with a standard deviation of (0.86). The arithmetic mean for workers with less than 5 years of professional experience was (3.57) with a standard deviation of (0.74). With a degree of freedom (40) and the value of "T" (1.80) with a p-value of (0.07). It is not a function at the significance level ($0.05 = \alpha$)

Interpretation of results

Through Table No. (08) and Table (09) and the results obtained in the "T" test to indicate the differences according to the variable of sex and the variable of professional experience. In evaluating psychological support programs against the emerging Coronavirus from the point of view of workers in the Covid-19 Authority. In light of the rumors and false news spread among members of society about the danger of this virus. We note that there are no differences between sex (males and females) and there are no differences between the professional experience gained in the Evaluation of psychological support programs against the emerging Coronavirus, from the point of view of Covid-19 employees. The absence of differences can be explained by the variable of gender and professional experience. The workers of the sector, or especially the workers recruited in the interest of Covid-19, have the same point of view towards the

psychological support programs against the emerging Coronavirus, as the professional practice within the service and training specialized professional of the sector workers made the study sample have the same views on the seriousness of this virus, and as recruits or volunteers, it is not just a specialization, but a shared responsibility. As the Secretary-General of the United Nations (António Guterres, 2020) said, "Our world today faces a common enemy. COVID-19 is killing people, as well as attacking the real economy at its core – trade, supply chains, businesses and jobs. Entire cities and countries have declared total lockdowns. States are closing their borders. There are companies struggling to survive, while families are struggling not to fall apart under the weight of the crisis." The view of the study sample does not differ according to gender, experience and specialization.

7/- General Summary

Information about the novel coronavirus is scarce and is developing rapidly, given the recent emergence of this virus. This requires vulgarization of expertise, training, research and continuous follow-up. And accompany and psychological support for members of society against this dangerous and deadly virus, as well as against rumors and fake news, which contributed significantly to the spread of this virus. Through this study, which is represented in the evaluation of psychological support programs approved by the public hospital institution Ouargla against the emerging Corona virus in light of the large spread of rumors and fake news explaining this virus. We discussed the exact definition of the Corona virus according to the World Health Organization and the definition of disease and symptoms of COVID-19. and preventive measures to limit and combat the spread of the Corona epidemic (Covid-19) in Algeria. Then to the manufacture and dissemination of fake news about the Corona virus. Where scientists and health officials warned of the danger of rumors and based on Report by Al Jazeera Net 06/06/2020 (Dr. Osama 2020) "The World Health Organization said on Friday that "the end is yet to come" For the novel coronavirus (SARS-CoV-2) that causes Covid-19, the last thing the world needed - and the black continent in particular - was more rumors that hinder the control of the disease. Scientists and health officials have long warned of the danger of rumors, because they question the seriousness of the Corona virus, which leads them to neglect the rules of social distancing, and make them not follow the instructions of the ministries of health under the pretext of the existence of a "conspiracy" hatched for humanity like the "Bill Gates chip". This is a negative indicator of the effectiveness of programs to confront this virus, whether global or local, without seeking to complete programs to confront rumors and fake news. What this study found about the importance of psychological support programs against the emerging Coronavirus. Especially with the large spread of rumors and fake news explaining this virus. We need more scientific research to introduce this virus more Q and the extent of its spread and danger while addressing rumors that contribute significantly to the spread of this virus and finding solutions and treatments for this virus. WHO Director-General

Dr Tedros Adhanom Ghebreyesus at the COVID-19 media briefing on 17 June 2020 said: "Early in the onset of this outbreak, on 11 February, WHO convened a COVID-19 Research and Innovation Forum, where hundreds of researchers from around the world came together to discuss ways to rapidly develop diagnostics and treatments. And vaccines are of high quality. A key priority identified was the need for the world to focus on accelerating research on treating patients with COVID-19." And as she said WHO spokeswoman Margaret Harris "(the novel coronavirus pandemic) is not over yet, and it will not end until the moment when the virus is nowhere in the world." The rumors we will address today have spread in Africa, and the results of a study conducted by Save the Children based on thousands of interviews with people in several African countries showed that rumors and fake news permeate populations that fear a threat. It's rare to see it as a pandemic." (Dr. Osama 2020). Since these rumors permeate the population. At this time, we are unable to address this virus and apply the preventive measures stipulated by the World Health Organization, which are to educate and mobilize all sectors and communities to ensure that each sector of government bears the practices of hand hygiene, sneezing and coughing etiquette and physical distancing between individuals. Unless we overcome rumors and fake news that permeate society. We urgently need concerted efforts to confront this virus and confront false news and rumors that contribute significantly to obstructing the mechanisms and programs established against the emerging Coronavirus.

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