

Developing a Model for Communication Challenges Due to Coronavirus Epidemic with Loneliness and Negative Emotions Mediated by Forgiveness

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Abstract

The aim of this research was to study the relationship of the communication challenges caused by coronavirus epidemic with loneliness and negative emotions along with the mediating role of forgiveness. Methods of this research was descriptive-correlation based on structural equation modeling. The statistical population included Tehran citizens who had experienced the home quarantine. The sample size was selected based on Cochran's formula equal to 384 people, by Convenience sampling method. Russell et al.'s loneliness, Watson et al.'s negative emotion, Holland et al.'s Forgiveness Scale and the researcher-made communication challenge questionnaire were used in order to gather data. Findings showed that the mediating role of forgiveness in the relationship of communication challenges with negative emotions and loneliness was significant, but the mediating role of forgiveness in social communication could mitigate these negative consequences.

Keywords: Communication challenges, forgiveness, loneliness, negative emotions

Introduction

Today, human suddenly overwhelmed by the spread of unknown Covid-19 epidemic (Remuzzi and Remuzzi, 2020). These conditions led to fundamental changes in social, cultural and economic aspects (Diaz, et al., 2020) and adverse psychological reactions (Brooks, et al., 2020). Nguyen, et al. (2020) believes that due to this condition, new challenges emerged in social communication. Communication challenges are issues that arise in relation to others and effect of our life. Given the effects of challenges on the psychological consequences, identifying of mediating factors seems obvious. In this study, the relationship between communication challenges and loneliness and negative emotions was considered. Because of unpredictability of consequences of Covid-19, mental health threats have emerged, especially in emotion and cognition (Li, et al., 2020). Hillen, et al. (2017) found that understanding ambiguity through cognitive assessment is associated with the emergence of negative emotions. Loneliness as a state of mind combined with negative emotions is a kind of life situation without the company of others and avoiding participation in social affairs, which occurs when a common emotional experience is not achieved in mutual relations with others and human in the process of contact with others missed real and sincere relationships (Vanhalst, et al., 2013). Wang, et al. (2020) found that in addition to the threat of corona epidemics, quarantine and the experience of family conflicts have led to emotional problems such as loneliness. In this regard,

forgiveness was considered as a factor that can mediate the outcomes of communication challenges. Based on what was said, this study was carried out to test the following hypothesis:

- Relationship between communication challenges caused by the Covid-19 pandemic with feelings of loneliness and negative emotions mediated by forgiveness is significant

Method

The method of this research was descriptive-correlation based on structural equation modeling. The statistical population included Tehran citizens. The sample size was selected based on Cochran's formula equal to 384 people, by convenience sampling method. The following tools were used in order to gather data:

Tools

Watson, et al.'s negative emotion (1988) Scale (PANAS): This questionnaire is 20-item self-assessment tool, with two positive and negative dimension, ranked on a five-point Likert scale. Bakhshipour and Dejkam (2005) confirmed the content validity of this scale and reported its reliability based on Cronbach's alpha equal to 0.72. The present study reported the negative dimension's reliability, based on Cronbach's alpha coefficient was equal to 0.93.

Holland, et al.'s Forgiveness Scale: This questionnaire has 18 questions based on a seven-point Likert scale from strongly disagree to strongly agree. In Daneshpayeh, et al. (2016) research, the content validity was confirmed and its reliability was reported based on Cronbach's alpha coefficient was 0.84, but in present study was 0.94.

The researcher-made communication challenges: This tool was designed to assess the communication challenges of the individual with family members and the community during Covid-19 pandemic, which consisted of 10 items and the response was scored on a four- point Likert scale. Exploratory and confirmatory factor analysis indicated its validity, and the reliability based on Cronbach's alpha coefficient was confirmed equal to 0.88.

Russell & Pilva & Cortona (1980) Loneliness Questionnaire: This has 20 items based on four-point range from never to ever. The validity of it was confirmed by factor analysis by Russell et al. (0.89). Rahimzadeh, et al. (2009) confirmed the reliability of it equal to 0.83 and its content validity was referred. The reliability of it based on Cronbach's alpha was 0.90.

Results

According to Figure 1, the standard effect of communication challenges on loneliness was 0.52 (t value equal to 6.94), which decreased compared to the direct relationship of 0.77, but the effect of communication challenges on forgiveness was equal to -0.71 (t value equal to -0.03) and forgiveness on loneliness was equal to -0.32 (t value equal to -5.33) which indicates the mediation of forgiveness in relation

communication challenges and feelings of loneliness. Also, the effect of communication challenges on negative emotions was calculated to be 0.57 (t value equal to 7.79), which decreased compared to direct state, which was equal to 0.79, but, the standard effect of communication challenges on forgiveness was -0.71 (t value equal to -0.03) and forgiveness on negative emotions alone was -0.30 (t value equal to -5.09), which indicated the mediating role of forgiveness in relation communication challenges and negative emotions. RMSEA, chi-square on D.F. and other fit criteria were confirmed.

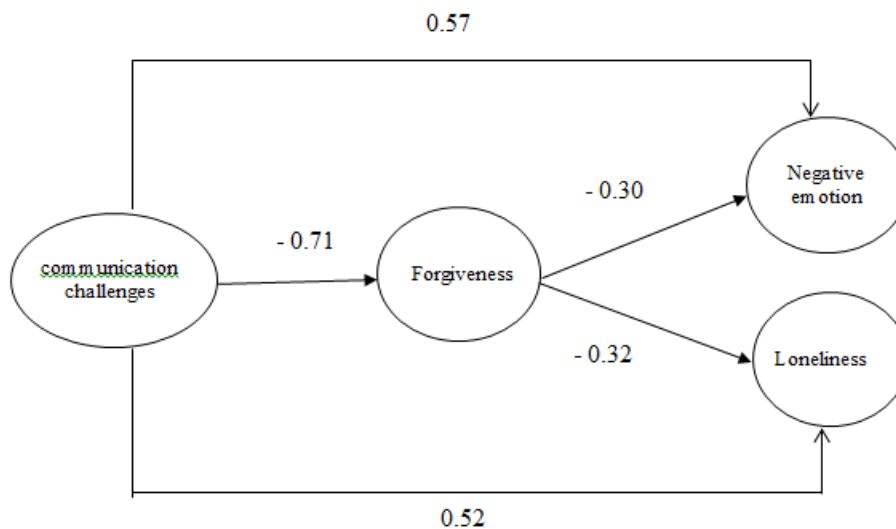


Figure 1: Model for the consequences of communication challenges mediated by forgiveness

Discussion

The results showed that the first hypothesis about the mediating role of forgiveness in the causal relationship of communication challenges with negative emotions was confirmed. The second hypothesis of this study based on the significance of the mediating role of forgiveness in the relationship between communication challenges and feelings of loneliness was confirmed, which is consistent with the results of Nguyen, et al. (2020). Therefore, it is suggested that researchers try to identify other mediating variables in modulating the negative effects of the Covid-19 pandemic. Textbook designers are encouraged to consider the possibility of cultivating such attributes in order to empowerment of forgiveness. Limitations of this study were the impossibility of face-to-face contact with sample and the impossibility of monitoring the process of completing the tool.

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Conflicts of interest

Authors found no conflict of interests.



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