

network fraud crime is still in a dilemma. Under the influence of traditional investigation thinking, public security is helpless in the face of non-contact telecom network fraud, resulting in low case handling efficiency and great difficulty in arresting Telecom fraud criminals. Telecom network fraud contains high-tech technology, which makes the investigation complex. If the cognitive obstacles brought by traditional thinking cannot be changed, it will not be conducive to the investigation of big data telecom network fraud crime. In the process of investigation, the investigators' investigation professionalism is insufficient, and the evidence they have cannot be fully screened and used, which will lead to the omission of key evidence, which is also one of the reasons for the low efficiency of case handling, which will lead to the reduction of the authority and credibility of the investigation organ. In addition, the mechanism of investigation cooperation is the same as the traditional investigation mode, and the cooperation object is mainly people. This method has great defects in the face of complex telecom network fraud. The case information cannot be seamlessly connected, which hinders the case handling process.

Objective: To recognize the shortcomings of traditional investigation thinking, investigation cooperation mechanism and investigation professionalism, correctly understand the cognitive obstacles and cognitive deviations in these aspects, make corresponding innovations and breakthroughs, timely and effectively discover, expose and truthful telecom network fraud, and adopt an open mind to screen and use the data information obtained from investigation, We are skillfully using big data investigation means to mine and analyze huge data resources, so that these technologies can become a helper in solving cases. In addition, to improve the professionalism of the investigation team, train special talents for big data network fraud crime, and comprehensively improve the deficiencies existing in the previous investigation and handling of cases.

Research object and methods: The research object is the investigators of the anti-fraud center. 450 investigators were selected by stratified cluster random sampling. 85 questionnaires were distributed to them. The number of recovered questionnaires and effective questionnaires were 445 and 440 respectively. The questionnaire recovery rate and effective rate were 98.9% and 97.8% respectively. In addition, the questionnaire was made with reference to the guidance of a number of investigators with rich investigation experience. The scoring method is grade 1-5, and 1-5 points respectively mean no, slightly, general, obvious and complete. SPSS software is used to statistically process the data collected in the questionnaire, and analyze the effect of improving the investigation mechanism of big data telecom network fraud crime from the perspective of cognitive impairment.

Results: The data of relevant questionnaires were processed by SPSS software, and the results are shown in Table 1.

Table 1. Score of relevant investigation ability of investigators

Inquiring officer	Evidence screening ability	Big data technology utilization capability	Synthetic operational awareness
Male	4	5	4
Female	4	4	4

In Table 1, the scores of male investigators on evidence screening ability, big data technology utilization ability and synthetic combat awareness are 4, 5 and 4 respectively, and the scores of female investigators on evidence screening ability, big data technology utilization ability and synthetic combat awareness are 4, 4 and 4 respectively. Male investigators have slightly better big data technology utilization ability than female investigators, The other two investigative abilities are equal.

Conclusions: Under the background of the continuous improvement of big data technology, it is necessary to carry out continuous reform and development of telecom network fraud investigation, and the continuous efforts and exploration of investigation organs. Facing the complex and severe situation of Telecom fraud, investigators should speed up the transformation of investigation thinking and improve professional skills, and make rational and efficient use of data and information resources. So as to ensure the smooth development of investigation, improve the efficiency of investigation and case solving, speed up the speed of cracking down on telecom network fraud, and ensure the property safety of the people.

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STUDY ON THE IMPORTANCE OF LANGUAGE COMMUNICATION AND PSYCHOLOGICAL NURSING IN PSYCHIATRIC NURSING

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Background: With the improvement of people's quality of life, various social pressures come one after another. Being in a state of mental tension for a long time can easily affect people's mental health and even lead to mental illness. The probability of people suffering from mental illness is increasing year by year. Although there are many studies on the treatment of mental illness, no method has been developed to completely cure mental illness. Therefore, whether at home or abroad, the cure of mental illness is a very difficult thing. At present, only some drugs to alleviate and stabilize psychosis and promote the treatment of psychosis through some auxiliary means have been studied, but the dependence of drug treatment is high, which needs to be taken for a long time. If the time is too long, patients will be bored with drugs, which will affect the treatment of psychosis and even aggravate patients' psychosis. This is not what doctors, patients' families and even patients want to see. At this time, we need an auxiliary treatment method that can alleviate the boredom of patients and avoid excessive emotional fluctuation of patients, so as to help psychiatric patients better comply with doctors' orders, speed up the stable speed of psychiatric treatment and slowly stabilize the mentality of patients.

Objective: To establish a good nurse patient relationship with patients through psychological nursing, and improve the professional nursing level of medical staff, so that patients can feel better service. In the communication, the patient can feel a sense of security and trust and rely more on the medical staff through friendly and gentle communication with the mentality of ordinary people. At the same time, carefully observe and record the patient's emotion, disease and other relevant data in order to carry out targeted nursing and adjust the drug treatment plan. Through careful psychological care and kind and gentle language communication, the negative emotions of patients can be alleviated, the treatment environment of patients can be comfortable, warm and clean, promote the treatment of psychosis and reduce the time for patients to recover.

Subjects and methods: The subjects were 81 psychiatric patients who were treated in a hospital from June to September this year. These patients were divided into intervention group and control group. The number of patients in intervention group and control group were 41 and 40 respectively. The average age of patients in intervention group was (45.5 ± 3.4) years and that of patients in control group was (45.2 ± 2.9) years, there was no significant difference between the two groups ($P > 0.05$). The control group received general psychological recovery and treatment. The intervention group added two auxiliary treatment methods: language communication and psychological nursing on the basis of the conventional treatment methods of the control group. During the intervention, the relevant experimental data of the two groups of psychiatric patients were recorded, and the activities of daily living and the degree of depression of psychiatric patients were scored by Barthel Index and Hamilton Depression Scale. The Barthel Index scoring standard is divided into three parts. Below 40 points, 41 points - 60 points and more than 60 points respectively indicate poor, moderate and good ability of daily living, while the depression rating standard is also divided into three parts. More than 24 points, 18 points - 24 points and 8 points - 17 points respectively indicate the severity, moderate and mild degree of depression. The data collected from the intervention experiment were statistically analyzed by SPSS software.

Results: Through the processing and analysis of relevant data by SPSS software, the treatment effects of the intervention group before and after intervention are shown in Table 1.

Table 1. Therapeutic effect of intervention group before and after intervention

Time	Self-care ability	Degree of depression	P
Nursing intervention	25.36±6.25	29.41±4.37	<0.05
After nursing intervention	69.03±6.53	9.36±2.95	

In Table 1, the scores of self-care ability and depression degree of the intervention group before the intervention were (25.36 ± 6.25) and (29.41 ± 4.37) respectively, and the scores of self-care ability and depression degree of the intervention group after the intervention were (69.03 ± 6.53) and (9.36 ± 2.95) respectively. The score difference between the two groups was statistically significant ($P < 0.05$). It can be seen that language traffic and psychological nursing can promote the improvement of patients' self-care ability and reduce the degree of depression.

Conclusions: Language communication and psychological nursing are very important for the psychotherapy of psychiatric patients. They are of great help to the improvement of patients' daily self-care ability and emotional stability. Drug treatment, supplemented by psychological nursing and language communication, can promote the early recovery of psychiatric patients.

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RESEARCH ON INCENTIVE MECHANISM IN HUMAN RESOURCE MANAGEMENT TO ALLEVIATE EMPLOYEES' PSYCHOLOGICAL ANXIETY

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Background: At present, the incentive mechanism of enterprises pays more attention to material rewards and pays little attention to the psychological factors affecting employees. The incentive mechanism of enterprises does not play the expected incentive effect. However, on the basis of material satisfaction, people often pursue spiritual satisfaction. Therefore, the incentive mechanism of enterprises should combine material incentive and spiritual incentive, so as to cultivate employees' sense of responsibility and mission to the enterprise. In addition, the enterprise's incentive mechanism lacks certain transparency and pertinence, and there is no appropriate reward and punishment system, which will increase the pressure of employees and even make employees anxious, which cannot play the role of incentive mechanism.

Emotion management can understand the emotion of individuals and groups, and cultivate the emotional intelligence quotient and emotional control ability of individuals and groups under the measures of guidance, interaction and control. At present, emotional management has become a part of enterprise management. Through the identification and analysis of employees' emotional changes, we can strengthen employees' emotional management. The exertion of employees' potential has a great relationship with employees' emotions. Through the stimulation of employees' positive emotions and the mitigation of negative emotions, we can tap employees' potential and increase more interests for the enterprise. Employees' emotions are closely related to the physical environment, psychological environment and the characteristics of work and industry. Employees in a comfortable working environment can stimulate them to produce positive emotions, and then their work efficiency will be greatly improved. If the working environment is poor, employees will feel slack and feel that everything is not going well, which will attack employees' enthusiasm. The interpersonal environment can also have an impact on employees' emotions. If employees have a poor relationship with leaders and surrounding colleagues, the psychological anxiety brought by interpersonal relationships will have an impact on employees' enthusiasm. In addition, the limitations of their own work attributes and industry attributes will also have an impact on employees' emotions.

Objective: To build a harmonious corporate culture by creating a good organizational emotional atmosphere and promote the formation of positive emotions in enterprises. Pay attention to employees' opinions, so that employees can work relatively independently, reduce employees' pressure, alleviate employees' negative emotions such as anxiety, depression and irritability, improve employees' ability to regulate emotions, and enhance the adaptability of enterprises and employees. Through timely control and guidance of employees' emotions, promote the cultivation of employees' high EQ, and further guide employees' emotions under the condition of timely reward.

Research objects and methods: The research object is enterprise employees. 340 employees of different ages, positions and educational backgrounds were randomly selected from 8 enterprises through stratified cluster random sampling. A total of 340 questionnaires were distributed. The effective questionnaires and effective rates were 306 and 90.00% respectively. SCL-90 symptom Checklist-90 was used. The scoring method was grade 1-5. 1-5 points indicated no, very light, medium, heavy and serious respectively. The data collected from the questionnaire were statistically processed by SPSS software to analyze the alleviating effect of incentive mechanism on employees' anxiety under emotion management.

Results: The relevant data were statistically analyzed by SPSS software. The scores of anxiety symptoms of employees with different educational backgrounds are shown in Table 1.

Table 1 Anxiety symptom scores of employees with different educational backgrounds

Education	Worry	Sorrow	Panic	Uneasy
Vocational school	3	3	1	2
Undergraduate	2	2	1	1
Graduate student	1	2	1	1

In Table 1, on the whole, the anxiety symptoms of employees with higher vocational education, undergraduate education and graduate education are not serious. Among the four anxiety symptoms, employees with different education have the highest score of sadness and the lowest score of panic. Among them, the anxiety symptoms of employees with higher vocational education are more obvious than those with the other two degrees. The anxiety symptoms of employees with graduate education are not obvious. The scores of anxieties, sadness, anxiety and panic are 1, 2, 1 and 1 respectively.