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RESOURCE APPROACH TO THE FORMATION OF STABILITY OF STRESS TOLERANCE IN PROFESSIONAL ACTIVITY ON THE EXAMPLE OF DENTAL DOCTORS

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Abstract

The variety of psychological methods in psychodiagnostics is due to the fact that none of the most modern and "advanced" methods can give a comprehensive psychophysiological characteristic of a person's personality and determine the degree of development of psychological stress in employees in a medical organization. Psychodiagnostic information, with the right selection of psychodiagnostic techniques, is an effective tool for feedback that characterizes medical activity and allows you to make timely adjustments. Subject mechanisms, factors, and patterns of stress tolerance due to various components of the individual, personal, and subject-activity spheres of the medical worker's psyche

The relevance of this study is due to the insufficient development of medical and psychological problems of diagnosing the level of organizational stress and the formation of stress tolerance in medical workers that arise during the provision of dental care. Based on psychodiagnostic information, it is possible to correct the identified shortcomings in psychophysiological and a number of mental qualities of the individual, to optimize the psychological climate in the team.

The aim is to diagnose personal and professional stress tolerance of specialists.

Methodology. A study was conducted using the method of observation, questioning and introspection of the state of a number of mental and psychophysiological functions of a medical worker.

Results. Our research showed that health workers working in direct contact with patients must possess special skills, anticipate potential risks decreasing the quality of life of the patient, in a certain way to analyze such risks and have the possibility and ways of solving the problems to mutual satisfaction.

Conclusions. Stress tolerance in professional activity is provided by variable strategies (resources) of coping, due to a different combination of coping resources of a medical worker as a person and a subject of activity

Keywords: organizational stress, psychological, resource-based approach, stress-tolerance in professional activities.

Introduction

Organizational stress associated with working conditions, professional responsibilities and finding solutions in uncertain situations in dentists in the provision of medical care is very high. As early as 2005, WHO experts and clinical psychologists noted in their studies that occupational stress is becoming an urgent problem for more than a third of residents in the countries of the European Union. [1, 2] According to the American Medical Association, 88% of the 2,069 doctors surveyed admitted that they constantly experience moderate or severe stress. [3] Accumulated internal tension leads to problems such as constant fatigue, sleep disorders, decreased productivity, conflicts in the team and/or at home, increased irritability and even unconscious anger. [4, 5] In Russia, the optimization of medicine led to an extreme degree of psychological and emotional exhaustion in 13.1% of medical workers, and a high degree of psychoemotional exhaustion in 49.7% of doctors of medical institutions. The manifestation of

psycho-emotional tension in the provision of medical care observed in 24.2 per cent of physicians, hospitals, and most of the time, almost 20% of cases, it is inappropriate to personal problems of the patient and relationship to the disease. [6, 7]

The stress tolerance of the doctor is considered as a resource for the formation of resistance to mental stress and is considered as the integrated, Multisystem feature that would, on the one hand, productivity of professional activity, and with another - the personal development of the subject medical practice. in our study, 3 main factors that play a significant role in the development of psychoemotional exhaustion came out in the first place: personal, role and organizational [8, 9].

The emergence and negative impact of organizational stress on the medical worker is primarily due to changes in approaches to professional and personal requirements of dentists. The doctor should not be a faceless entity that performs a social order, and the author's personality, implying the development of "self" (self-

cognition, self-actualization, self-development, self-realization), able to accept challenges and cope with them, to determine their life path on their own through their choice and responsibility, co-existing harmoniously with society [10,11]. all this leads to the need to solve the problem of finding resources for the development of the dentist's personality, and the dynamic change and complication of medical technologies leads to an increase in the requirements for the quality of services provided and the psychological readiness of the doctor to use modern methods of treatment and communication [12, 13, 14].

It should be noted that the resource approach is used quite effectively in psychology and in medical practice. The resource approach to the study of mental activity features was applied by J. D. Brown and E. C. Poulton and subsequently improved and developed by M. J. Posner and S. J. Boies [15, 16], F. Baker, D. A. Norman and D. J. Bobrow [17, 18], S. E. Jackson and R. S. Schuler [10], and other researchers in Western Europe and America. Domestic researchers also did not stay away.

Only joint work with the help of a psychologist and the person himself can lead the team to high achievements, optimize the work of the medical team, do not abuse harsh methods, as this can worsen the workflow and cause a state of general inhibition based on protective inhibition. [24, 25]

Thus, we Made The Resource approach the basis of our research.

Materials and methods: The variety of psychological methods in psychodiagnostics is due to the fact that none of the most modern and "advanced" methods can give a comprehensive psychophysiological characteristic of a person's personality and determine the degree of development of psychological stress in employees in a medical organization. Psychodiagnostic information, with the right selection of psychodiagnostic techniques, is an effective tool for feedback that characterizes medical activity and allows you to make timely adjustments. Based on psychodiagnostic information, it is possible to correct the identified shortcomings in psychophysiological and a number of mental

qualities of the individual, to solve organizational problems by optimizing the psychological climate in the team.

The study was conducted on the basis of UIA "SP No. 12" in Yekaterinburg and LLC "Dental Polyclinic No. 9 Azino" in Kazan. The study involved 54 people, the group of medical professionals is dominated by women (80 %).

The purpose of the study: diagnostics of personal and professional stress tolerance of medical workers.

To conduct an Experimental psychological study, the following methods were used [19]:

scale of organizational stress-the method allows you to measure the susceptibility to organizational stress (OS) associated with insufficient ability to communicate, accept the values of other people, adequately assess the situation without compromising your health and performance, inflexibility of behavior and passivity in relation to active forms of recreation and recovery of vitality. Organizational stress diagnostics refers to the identification and assessment of stress factors at work. Organizational stress diagnostics is a necessary component of stress management, which is understood as a comprehensive management of the psychology of the workplace and the stress response of employees. The higher the OS index, the greater the vulnerability to work stress, the more often the experience of distress, such psychological stress symptoms as: mental burn-out, chronic fatigue, "manager" syndrome, etc. We also identified role conflicts that arise in the medical environment, high professional requirements imposed by patients and professional organizations, and extreme working conditions for certain professions (dentist–surgeon, dentist-children's doctor, and others) as stress factors in the workplace. There is a special category of organizational stress, which is a factor of overestimated personal responsibility for colleagues and subordinates, for the performance of a common cause. Modern psychological studies prove that individuals with a high level of responsibility are more likely to develop the stress syndrome of "professional burnout".

The results obtained by the "SCO" method are presented in Figure 1, demonstrating the group-wide indicator of organizational stress at the first stage:



Figure 1. Indicator of organizational stress obtained in the group at the first stage.

The obtained result allows us to conclude that on average, the group has low stress resistance, people are tense, it is difficult for them to adjust to a new system of work, rigidity and a decrease in adaptive abilities are manifested.

Individual studies of organizational stress indicators are presented in Figure 2.

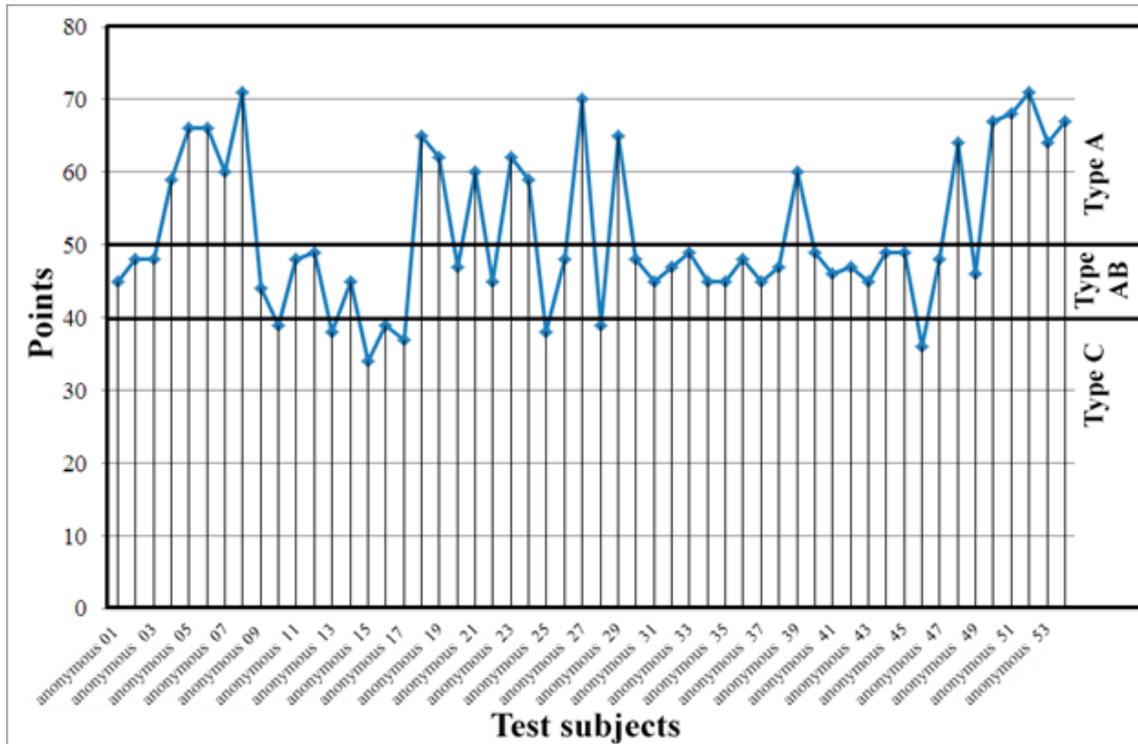


Figure 2. Individual results of the study of stress experience.

Diagnostics of stress factors in the activity of a manager – at present, the activity of a manager of any level is associated with intense loads, large volumes of processed information, high professional, social and economic responsibility for the results of work. Organizational changes, and with it a significant change in the content and conditions of professional work of medical workers, are accompanied by an increase in the role of the manager in achieving high performance. This leads to an increase in neuropsychic tension due to the need to work with large information flows, new and complex technology, making complex decisions in situations of uncertainty and lack of time. Professional and personal

significance and responsibility for the results and consequences of activities are increased. The method of diagnosing stress factors in the activity of a manager was used in the study to identify working stress factors and auto-diagnosis of the risk of developing psychological stress in managers of various levels in a medical institution. This technique allowed us to determine in which types of management activities there is the greatest tension, and in which direction it is necessary to develop managerial skills.

The results of this study of stress factors in four areas of work stress in the activities of the manager are presented in Figure 3.

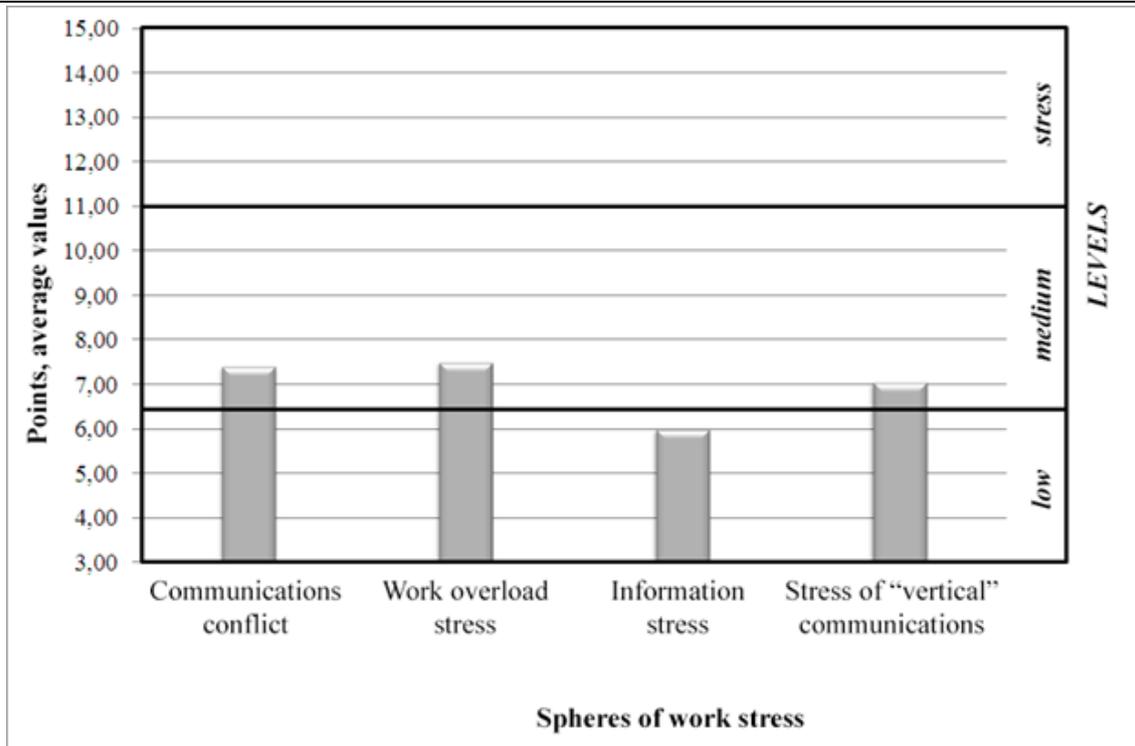


Figure 3. The results of the indicators of job stress

Inventory of stress symptoms – to study the signs of stress response and diagnose psychological tension for short-term and long-term stressful actions, we used the questionnaire "Inventory of stress symptoms" (T. Ivanchenko and co-authors). The method chosen by us was used to study the development of ob-

servation of stress signs, self-assessment of the frequency of their manifestation and the degree of exposure to the negative consequences of stress.

The results of the study of psychological stress are shown in Fig. 4. the overall group indicator is in the range of values corresponding to the average level of stress experience in the study group.

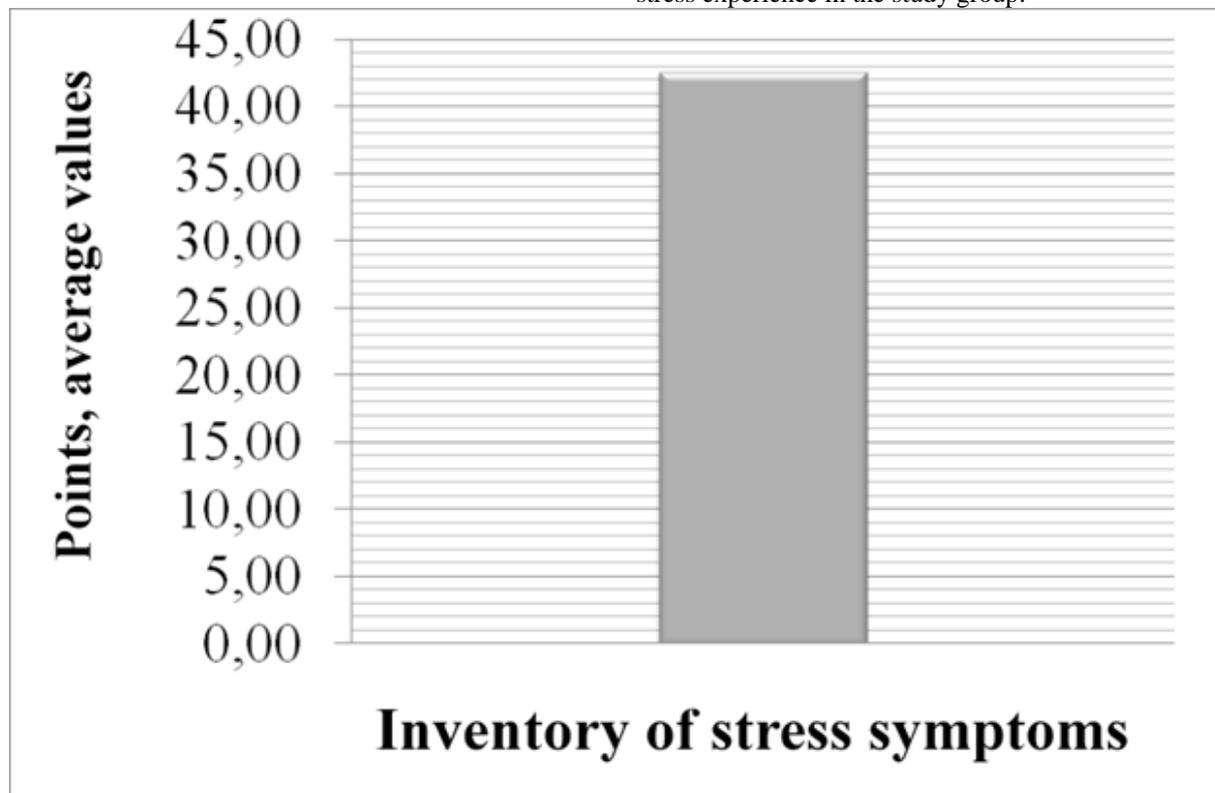


Figure 4. Results of the study of psychological stress.

Individual indicators of stress experience allowed us to distribute the subjects according to the levels of

stress experience. Figure 5 shows the levels of stress experience.

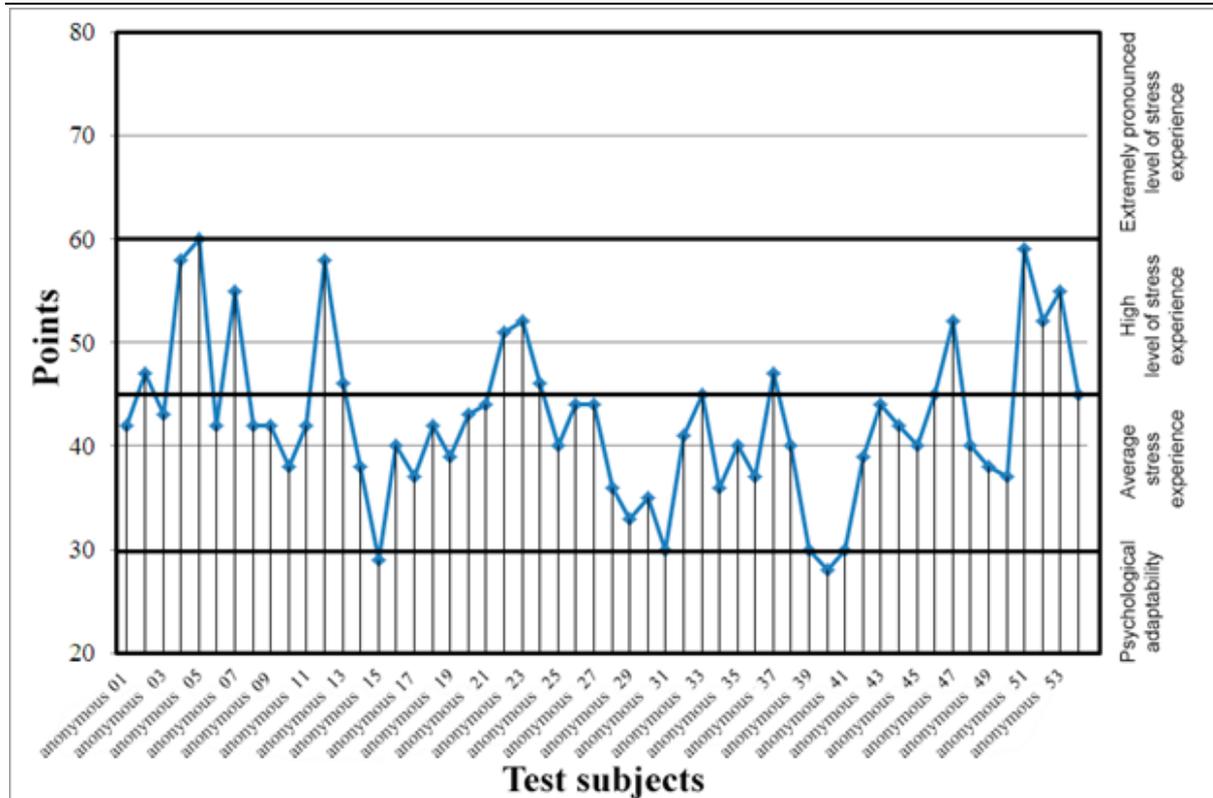


Figure 5. Individual results of the stress experience study.

Space of organizational problems-the methodology is aimed at identifying what employees believe prevents more effective work at different levels: at the personal level; at the level of the department; at the level of the organization. [20, 21, 22, 23]

the interviewed specialists had difficulties with filling out the questionnaire "space of organizational problems": only 35% of the respondents filled out the questionnaire. it can be assumed that this is due to the lack of motivational readiness of employees to research in this area.

Results and discussion.

The SCO study showed that 50% of the subjects correspond to type AB, i.e. the situation of changes in the usual rhythm of work is stressful for them, but they learn to adapt and cope with stress, apparently with varying success. 35.2% of the subjects correspond to type A – this is a critical indicator, because for these people, any changes in the usual rhythm of work were a serious stress, which they find difficult to cope with independently and urgently need help and psychological support. 14.8% correspond to type B – they are stress-resistant people who are able to cope with difficulties on their own and who can independently find the best ways to adapt.

Indicators of work stress of managers were arranged in the following sequence:

1. Low level-information stress (6.00 points) - which can be regarded as the absence of difficulties for the subjects in obtaining up-to-date information, access to it, from the management, apparently, the information arrives on time, it is clear, does not cause unnecessary questions.

2. Average level: work overload Stress (7.50 points) - the amount of work that is difficult to cope

with in the allotted time, work negatively affects your personal life. Communication conflicts (7.41 points) - interaction with colleagues and managers, difficulties in establishing communication links. Stresses of "vertical" communications (7.06 points) - difficulties in Manager-subordinate communication: when a subordinate does not know how the Manager evaluates him and because of this there is tension, the boss's reaction is unpredictable, which is a stressogen.

Individual indicators of feelings of stress as follows:

64.8 % - the average level of feelings of stress employees are busy active activity associated with tension, with the result that under constant exposure to stressful situations of different origin such as heavy workload, patients with different demands and attitudes, the requirements of the head, etc., as a result, intrapersonal development time are left, which leads to fatigue and tension.

25.9% - the area of high level of experienced stress-the subjects are at risk.

9.3% - the state of psychological adaptation – the person fully copes with the workload, is included in the system of social, socio-psychological and professional - activity relations and relationships, in the performance of appropriate role functions.

employees who answered the questions of the questionnaire "space of organizational problems" identified the following organizational problems:

Lack of facilities for recreation of employees of the organization, the need to repair individual departments of the institution.

Lack of clear division of responsibilities in the unit.

Difficulties in establishing contact and communication with some patients.

For employees who participated in the study, working in this particular organization is quite attractive. They have confidence in the security of the workplace, satisfaction with professional self-realization and the quality of life that work provides. The organization provides an optimal level of work tension (stress), which encourages employees to professional development and personal growth, as well as promotes their loyalty to their organization.

specialists of this institution are characterized by quick response, activity in solving emerging problems, striving to achieve their goals, ability to prioritize and act, taking into account the peculiarities of the current situation.

During the study, employees were found to have an average level of stress tolerance. This suggests that the ability of employees to consciously resist the negative effects of stress factors is not sufficiently developed. Employees mostly see the causes of negative experiences in external circumstances and do not associate them with their own style of responding to stressful situations. In normal life conditions with a minimal amount of stress, a person with an average level of stress tolerance can feel quite comfortable, but if the number of stressful situations or their intensity increases, the ability to cope with negative experiences decreases. This may affect a person's psychosomatic health, professional activities, and interpersonal relationships.

As a result of the study of stress tolerance of specialists, it was revealed that all the subjects have an average level of stress tolerance.

Conclusion

The study revealed that the causes of organizational stressors are most often the lack of awareness of medical personnel about the plans and prospects for the development of a medical organization, the apparent unfairness of material incentives for employees, due to the lack of transparency of decisions made, and exclusion from the decision-making process. Lack of awareness of employees about upcoming and ongoing decisions and organizational changes, and lack of involvement in the discussion of changes leads to a decrease in stress tolerance. All of the above causes lead to the accumulation of negative experiences and lead to the formation of pronounced emotional stress. When medical professionals are unable to influence significant events that affect their work, there is a feeling of helplessness, loss of control over the situation and, as a result, there is a decrease in self-confidence, professional self-efficacy.

Our research has shown that all of the above reasons arise in the case of inefficient management of senior management and in the case of an uncomfortable psychological climate in a medical institution. As a result, the possibility of professional growth is limited, the possibility of discussing professional problems, obtaining approval, support and peace of mind from the realization that colleagues are experiencing the same difficulties is reduced.

Versatile psychodiagnostic information about the subject of medical activity allows you to find the most optimal, effective ways of psychological impact, predict successes and failures in professional activities, objectively assess psychophysiological and motivational readiness for the work performed, predict the psychological climate in the team, anticipate cases of psychological instability and effectively solve psychological problems in the implementation of the activities of medical workers and during organizational changes.

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