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ОСОБЕННОСТИ ВЛИЯНИЯ СТРЕССА НА ПСИХОЛОГИЧЕСКОЕ ЗДОРОВЬЕ СОТРУДНИКОВ ОРГАНИЗАЦИИ

Аннотация

В данной статье будет рассмотрено понятие стресса в общей психологии и его типы, основные причины и последствия. Кроме того, стресс оказывает негативное влияние на психологическое здоровье, особенно в различных организациях. В статье будут определены особенности воздействия стресса на психологическое здоровье сотрудников организации и в итоге предложены пути решения этой проблемы.

Ключевые слова: стресс, психологическое здоровье, эмоциональное выгорание, профессиональный стресс, психологическое благополучие, психическое здоровье, дистресс, потребности, мотивация.

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ҰЙЫМ ҚЫЗМЕТКЕРЛЕРІНІҢ ПСИХОЛОГИЯЛЫҚ ДЕНСАУЛЫҒЫНА СТРЕСС ӘСЕРІНІҢ ЕРЕКШЕЛІКТЕРІ

Аңдатпа

Бұл мақалада психологиядағы жалпы стресс ұғымы мен оның түрлері, туындау себептері мен салдарлары қарастырылады. Сонымен қатар, стресстің психологиялық денсаулыққа тигізер зияндары, әсересе ұйым қызметкерлерінің психологиялық денсаулығына стресс әсерінің психологиялық ерекшеліктерін анықтай отырып, қорытынды бөлімде берілген мәселемен күресу жолдары ұсынылады.

Түйін сөздер: стресс, психологиялық денсаулық, эмоционалды күй/жану синдромы, кәсіби стресс, психологиялық салауаттылық, психикалық денсаулық, дистресс, қажеттіліктер, мотивация

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FEATURES OF THE STRESS EFFECT TO THE PSYCHOLOGICAL HEALTH OF ORGANIZATION EMPLOYEES

Abstract

This article will discuss the concept of stress in general psychology and the types, the main causes and consequences of the stress. As well as, there are negative impacts of the stress on psychological health, especially in different organizations. The article will define features of stress effect on psychological health of employees in organization and in conclusion part will offer strive ways of this problem.

Keywords: *stress, psychological health, emotional burnout, professional stress, psychological well-being, mental health, distress, needs, motivation.*

Introduction:

In general psychology, stress is considered a process caused by anxiety in a person, which often leads to changes in the body related to the psychological health. The English word "stress" is translated as «pressure, tension». Canadian physiologist Hans Selye was the first to introduce this concept into science. By his definition, stress is a set of abnormal adaptive actions of the newborn in response to very negative influences. [1] At the current time, stress is becoming more and more popular at any spheres of our life. If, it will be related to professional stress, there are two main stress consequences: first- health of employees, second- company's profit.

Nowadays, the majority of people spend most of their time at the workplace. Even at home, some of us cannot forget about her. Often we are stressed by our work and stress. Because of this, a person's interest in life decreases, many diseases appear. Occupational stress can cause short-term nervous stress:

- working capacity significantly decreases;

- health deteriorates;

- the likelihood of erroneous decisions increases;

- conflict situations are provoked. This factor also affects the effectiveness of a person's professional activity. [2]

As well as, today conflict and stress are considered as the result of human interaction and interaction in any organization. There is competition and tension between people, as well as the desire of each person to achieve their goals. One of the most pressing problems in today's rapidly changing world is the changing socio-economic and political situation, the abundance of information and neuropsychological burden, increased competition between people, management and overcoming stress in organizations. Recently, there has been an increased interest in stress, even in relation to working in organizations. Prolonged occupational stress, in turn, leads primarily to the development of burnout. Therefore, there is a need to accumulate and delve into scientific knowledge about the impact of stress on the psychological health of employees of the organization, as well as to carry out diagnostics and measures to prevent or mitigate the consequences of stress. In recent years, there has been a high incidence of mental disorders in many countries around the world. There is a growing trend towards the spread of mental illness, personal frustration, anxiety, stress, various suicides, interpersonal conflicts, addictions (drug addiction, alcoholism, drug addiction, gambling, etc.). The relevance of stress research is determined by the influence of various social, psychological, environmental, i.e. stress factors in society. Therefore, the relevance of the topic is beyond doubt at this time.

Canadian psychologist Paul Wong identified the following types of life stress: internal, interpersonal, family, work, environmental, financial and social. He developed a model of resources and how they fit the requirements of effective stress management. An important feature of this model is that a person tries to avoid stress, deliberately avoiding various dangerous situations, developing his abilities in this regard. The author of this model shows the following human abilities in dealing with stress: psychological, intellectual, spiritual, social, physical, financial, cultural and environmental conditions. At this stage, in order to effectively overcome stress, the compatibility of two types of resources is important: firstly, a person must be able to correctly assess himself, and secondly, the strategies chosen must correspond to the nature of stress. [3]

American researcher David Myers showed that stress is not a stimulus or a reaction, but a process of assessing and overcoming a dangerous situation. [4]

Doctor of biological sciences, psychologist Y.V. Sherbatykh, in his book described in detail professional stress and divided it into several types: academic stress, medical stress, managerial stress, sports stress. The author analyzes the causes of occupational stress and the phenomenon of

occupational fatigue. According to the author, professional causes of stress are characterized by a lack of skills and knowledge, and in some cases are associated with human health. Many of the problems of employees in different institutions and professions are caused by psychological stress, which affects the efficiency and success of work, as well as a variety of health problems. As a result, stress prevents you from performing basic tasks at work. The following factors affect the occurrence of work stress: too much or too little workload to complete in a certain period of time, uninteresting work with no special requirements for the employee and unfavorable working conditions. As well as, according to him, manifestations of stress in human behavior can be divided into four groups: lifestyle changes, professional mistakes, psychomotor disorders, social and role functions disorders. Psychomotor disorders are observed: excessive muscle pressure, hand tremors, changes in respiratory rhythm, voice tremors, decreased sensory response rate, speech impairments, and writing disorders. [5]

One of the most important socio-psychological mechanisms of any organization is based on the personality of the control object. Therefore, special attention should be paid to the "human factor" in the formation of personnel policy. Especially in the field of public service, one of the most pressing issues is the study of values and the socio-psychological situation and the emotional sphere, starting with the motivation of people.

Currently, special attention is paid to the problem of stress resistance, especially the stress of employees of various organizations and its impact on the psychological health of a person. Features of activity in any field of activity, transformational leadership, relevance, double responsibility, an abundance of information, a variety of social status, etc. Undoubtedly, this affects human psychology, as well as psychological health. Therefore, resilience to stress at work and in personal life is one of the necessary structures.

In recent years, many countries around the world have experienced a high incidence of mental disorders. There is a growing trend towards the spread of mental illness, personal frustration, anxiety, stress, various suicides, interpersonal conflicts, addictions (drug addiction, alcoholism, drug addiction, gambling, etc.). It also turned out that as a result of socio-economic changes, the overwhelming majority of the population has formed a psychological phenomenon, which is described in the psychological literature as a crisis of equality. This is the result of loss of self-awareness, inability (or difficulty) to adapt to their role in a changing society. This situation arises due to the difference in requirements between changing social and economic relations and the difficulty of changing personal goals, behavior stereotypes.

The problem of psychological health is considered in the studies of many scientists.

-philosophers (V. E. Davidovich, V. M. Rozin, I. N. Smirnov, K. S. Khrutsky, A. E. Chekalov, etc.),

-valeologists (R. I. Izman, G. L. Apanasenko, I. N. Gurvich, V. P. Kaznachaev, V. P. Kulikov, A. G. Kuraev, V. A. Lishchuk, T. N. Malyarenko),

- psychologists L. A. Popova and others A. A. Ananiev, B.S. Bratus, O.S. Vasilieva, A.V. Voronina, I.V. Dubrovina, I.V. Ezhov, R.E. Kaliteevskaya, L.V. Kulikov, A.A. Maslow, Yu.I. Melnik, G.S. Nikiforov, K. Rogers, V. Frankl and others).[6]

When analyzing modern psychological literature, many researchers considered the psychological aspects of health, using similar terms:

- "mental health" (B.S. Bratus),

- "psychological health" (I.V. Dubrovina),

"personal health" (L.M. Mitina),

"spiritual health". "(Y.A. Korelyakov),"

health of the soul "(O.I. Danilenko) and others. [7]

According to the World Health Organization, mental health or mental health is a condition that contributes to the full development of the human mind, physical and emotional development.

Psychological health is a state of balance between a person and the world around him, the adequacy of his reaction to the social environment, physical, biological and mental influences, the correspondence of the strength of the nervous reaction and external stimuli, harmony between the person and the environment, to be aware of other people's opinions, to be critical of any life situation.

The term "psychological health" was introduced by I.V. Dubrovin, explaining psychological health in connection with the manifestation of a person's spiritual development. [8]

There are three levels of mental health:

1. The level of health in psychophysiology (determined by the function and state of the central nervous system);
2. The level of psychology of personal health (determined by the state of mental activity, activity);
3. the level of human health (determined by the ratio of human needs and the requirements of the social environment, opportunities); [9]

The structure of psychological health.

1. Axiological;
2. Instrumental;
3. Needs and motivation.

Axiological - a person's understanding of the value of himself and others (perception of himself and others, regardless of gender, age, cultural characteristics)

Instrumental - the skill of reflection as a means of self-knowledge, as the ability to understand one's own soul and relationships with others. (understanding the emotional state of oneself and others, behavior patterns).

Need-motivation - the need for self-development (a sense of responsibility for self-development). To determine the form of psychological support, it is necessary to take into account the norm and indicators of psychological health. The norm is determined by a person's ability to adapt to the environment and adapt it to his needs. [10]

According to the definition of this norm, the level of psychological health is determined as follows:

-High creativity - a person does not need psychological help (the ability to constantly adapt to the environment, cope with stressful situations, have an active, creative attitude to the world around us)

-The middle level is the organization of group work in the direction of prevention, adaptation and development (the ability to adapt to society, the predominance of anxiety).

- Low level - the importance of the need for individual psychological help in the assimilative-accommodative style of adaptive behavior (the assimilative style of behavior tries to adapt to the environment to the detriment of its own needs and capabilities, the accommodative style of behavior tries to subdue others); [11]

Psychological wellbeing / health, as opposed to mental health, is the subjective self-knowledge of the integrity and meaning of human nature. This concept belongs to the category of concepts of existential-humanistic psychology. This concept has been around since the 1960s. However, the problem of psychological well-being of the individual remains one of the least studied problems of foreign and domestic psychology. There is no generally accepted definition of mental health. [12]

Occupational stress is a form of facial deformation due to negative work-related anxiety. People are becoming more emotionally, mentally and physically exhausted. And professional stress is a "disease" of modern society. However, it is not about chemical, physical or biological harmful effects, but about emotional and stressful effects. Occupational stressors, since they are directly related to the work of a specialist, can lead to a variety of neurological disorders, including psychosomatic ones. Professional deformation is a change in human behavior under the influence of the work of a professional.

Causes of occupational stress (stress factors that lead to it): burnout, mobbing, subjective mobbing, occupational abstinence syndrome, fatigue, hectic work, work uniformity, etc. can occur for a number of reasons.

Let's take a quick look at these factors:

1. Work in a negative field - in any profession you have to work with negative material, in this case there are negative emotions. In turn, they build up and lead to occupational stress.
2. Burnout syndrome is a process that manifests itself as a gradual loss of cognitive and physical energy, intellectual exhaustion from work, physical fatigue, self-withdrawal and low levels of satisfaction.
3. Hard work and conflicts - misunderstandings between colleagues, their excessive criticism. In the practice of a specialist, in some cases there are disagreements and misunderstandings with colleagues.
4. Mobbing is one of the newer terms in psychological science that is characterized by grief at work and harassment.
5. Subjective mobbing is a destructive form of human adaptation to work. Inspection, examination, commission, etc. Reasons - concern.
6. Immediate addiction is an unintentional overload of unfulfilled commitments.
7. Extreme situations - you need to make quick and responsible decisions in the process of work.
8. The biggest responsibility is to report on the work done. [13]

Based on modern literature, the problem of psychological health is characterized by the concept of human psychological well-being. That is, a person's ability to respond to the conditions of the external world and actively adapt to it. From this point of view, the methodology "Measuring psychological well-being" proposed by K. Riff (Scales of psychological well-being) is used. "Psychological well-being", in contrast to mental health, means the subjective self-knowledge of the integrity and content of human life. This concept belongs to the category of concepts of existential-humanistic psychology. [14]

The concept of emotional pressure or stress, which is characteristic of many organizations, is characterized by autonomous reactions of the organization's employees, negative aspects of physical and psychological self-awareness. The concept of stress is usually accompanied by the concept of burnout. To study this phenomenon, the methodology "Diagnostics of the study of professional emotional burnout / burnout" by V.V. Boyko, K. Maslach, S. Jackson.

Scale of psychological stress PSM-25 (Psychological Stress Scale PSM-25) - the main goal of the method is to determine indicators of somatic, behavioral and emotional stress. The Stress Scale methodology is suitable for all ages (18 to 65 years) and is applicable to any profession.

Conclusion

Although the question of the influence of the profession on personality is in the minds of researchers, it is still relevant and requires consideration. People find it difficult to adapt to a rapidly changing environment and need to adapt emotionally. Since the human body does not have time to recuperate, this situation leads to weakening and fatigue of the nervous system and is a prerequisite for the onset of psychosomatic diseases. One of them is professional stress, that is, overwork from the work of different specialists.

Sources of stress at work:

- depending on the job: low physical fitness at work, overwork, lack of time, life-threatening.
- role in the institution: instability of the role, role conflicts, responsibility for another person.
- career growth: very fast growth or decline, low security, limited ambition.
- attitude to work: communication with the boss, colleagues, difficulties in taking responsibility.
- institutional structure and climate: inability to express opinions in decision-making, budget deficits, office politics, lack of consultation [15]

In conclusion, there is no need to prove that occupational stress is one of the normal conditions in the era of globalization, which is dangerous for the health of a healthy person and reduces his ability to work. However, the study of this large-scale problem dates back centuries, but it is still a topic that requires careful analysis, in-depth study, is not fully disclosed and is not removed from the agenda. Given that everyone has one or more professional positions, it is impossible to ignore this topic and add it to the list of pressing issues. For this reason, one of the main tasks of a psychologist is to take timely measures to prevent occupational stress.

The list of stressors is very extensive. Any aspect of professional activity can cause stress if a person underestimates their ability to cope with them. It should be borne in mind that in any professional activity there is a psychological cause for the development of stress, which affects the psychological activity of each person and each psychological stress.

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