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PSYCHOLOGICAL ASPECTS OF THE CAUSES OF OCCUPATIONAL STRESS ARE SPECIALIZED IN VARIOUS AREAS

Abstract. The article reveals the main provisions of the theory of stress and analyzes the methods of forming stress-resistant behavior. The use of these methods and techniques in the practical work of teachers, psychologists and other specialists who provide psychological assistance in stressful situations increases the efficiency of work, eases the emotional stress of people. Stressful situations arise both at home and at work. If we consider it from the point of view of management, organizational factors cause stress in the workplace. This will help to avoid many stressful situations, increase labor efficiency, and also achieve the goals of the organization with minimal psychological and physiological costs of employees. After all, stress at work is the cause of many diseases, which means it causes significant harm to the health of any employee, and health is one of the most important conditions for success in any professional activity. Stress disrupts human activity, the normal direction of his behavior. Stress, especially frequent and prolonged, negatively affects not only the psychological, but also the physical health of a person.

Key words: psychology, human, behavior, physical and mental health, general adaptation syndrome, emotional burnout.

Introduction. The socio-economic and industrial state of modern society is closely related to changes in environmental, social, professional and other factors that directly affect human life and are unfavorable for activities in it. This is accompanied by the emergence, development of negative emotions in him, as well as overload of physical and mental functions. The mental state inherent in the human body, developing under the influence of extreme conditions, is stress. The problem of stress in recent years has been a scientific problem in which the efforts of scientists of different specialties and various scientific directions are concentrated. Stress resistance is the protection of physical and mental health from the effects of external irritating factors. This largely depends on the person himself, his desire and ability to apply specific methods and techniques of self-regulation. Today, the human body reacts to all forces coming from the outside, to the same extent as the current energy: to mental and physical pressure. This physiologically means triggering a conditioned reflex and the occurrence of stress in a person and the body's struggle with it. Today we know that stress really exists, how to identify a stressful situation in a timely manner and deal with it. In general, a person is in a stressful state, usually during the day between the morning rush and evening sleep. In today's hunting, stress has become an integral part of any person's life. In general, a person is in a stressful state, usually during the day between the morning rush and evening sleep. In today's hunting, stress has become an integral part of any person's life. Because we feel that we are experiencing stress from our daily hustle and bustle. As a result, too long accumulated stress can develop into a state of human health: the occurrence of psychosomatic chronic diseases, chronic diseases such as heart attack, hypertension, bronchitis, asthma, diseases of the nervous system, etc. Being stressed for too long time can lead to suicidal behavior.

Materials and methods of research. Today, one of the most common types of affect is stress. Stress plays an important role in a person's life. It directly affects a person's behavior, work, health, relationships with others and family. Stress is a very strong and long-term psychological condition that occurs in a person when the nervous system is emotionally overloaded. The most commonly used

definition: "Stress is a state of physical and mental oppression or exhaustion of the human body." Stress is present in all spheres of every person's life and his activities. The concept of stress first appeared in physiology to explain the "general adaptation syndrome" of a non-specific general reaction of the body, reaction to side effects. The content of this reaction was characterized mainly from the point of view of typical neurohumoral transitions that provide energy protection of the body. Later, the concept of stress was widely studied and used to describe the human condition in extreme situations at the physiological, psychological and behavioral levels.

To fully understand the meaning of this, it is important to know the characteristics of various extreme factors or stressors that cause stress. The general concept of stress is similar to the concept of frustration. The term itself, translated from Latin, means fear, remorse, the collapse of plans. Frustration is a feeling of pressure, fear, despair, anger that occurs when you encounter unexpected failures that prevent you from satisfying a certain need on the way to the goal. Thus, frustration creates a new protective motivation, different from the original one, to overcome the obstacles that have arisen. Old and new motivation is realized directly in emotional reactions. As a rule, the most common type of frustration is the emergence of aggressiveness directed at obstacles. Frustration occurs only when emotional disorders interfere with strong motivation. This can be cited as a simple example when a child who is just learning to drink with a cup pulls out a nipple, shows his anger, but no irrational manifestations.

Stress is a non-specific effect of the body on the state of oppression, i.e., responding to various external forces that make an important requirement (in a stressful situation). It is important to note that as a result of stress, the human body experiences a strong load under the influence of pressure from the nervous system. Many experts, even scientists themselves, do not hide that they are exposed to biological stress under the influence of excessive nervous overloads and emotional excitement. In accordance with this, the former president of the American Society of Psychosomatics, a well-known researcher of psychosomatics and psychopathological stress, left his essay on the analysis of the theory of stress. In his opinion, he considers a common sign of all stresses to be "a physiological activator responsible for emotional arousal that occurs when dangerous or negative factors occur in a general life situation." In a person with a highly developed nervous system, emotional stimulation is the most common stress, and he said that such symptoms are often found in patients under the supervision of a psychiatrist. In addition, it has been proven that stress reactions are characteristic not only for humans, but also for lower-stage animals that do not have a nervous system, and even for plants. Stress is not just the result of trauma. The impact of stressors depends only on the intensity of the body's requirements for adaptive capabilities.

In recent years, the focus has been on the use of new technologies to prevent and overcome occupational stress. Some of them are intended to inform about the first signs of "emotional burnout" and its risk factors encountered by employees of a communication-oriented profession. Doctors say that the sooner they find out how this syndrome occurs and the symptoms that characterize this syndrome, the more likely they are to prevent it or reduce its severity. In many countries, special lectures and trainings on the development of effective doctor-patient relations and skills to overcome "emotional burnout" are often held in postgraduate education programs. In these models, a gradual change in subjective vision and understanding of the situation is carried out using various strategies for overcoming professional stress: emotional (realization of feelings, reduction of emotional tension), cognitive (reassessment of one's own resources aimed at resolving the situation) and behavioral (active, purposeful change of the situation). Based on the principle of VAS (visual analog scale), currently introduced by the Balint group, widely used in psychodiagnostics in 1998, we can work with occupational stress using a survey dedicated to identifying signs of occupational stress and the effectiveness of its correction in people of communicative professions. In 1998-2000, with the support of an international scholarship, a

study was conducted on the syndrome of professional "fatigue" and its group correction among medical workers, teachers and psychologists.

Anxiety can play a protective and stimulating role, as can pain. Anxiety is associated with an increase in behavioral activity, a change in the nature of behavior or activation of intrapsychic adaptation mechanisms. But fear not only stimulates activity, but also helps to eliminate insufficiently adaptive behavioral stereotypes, replacing them with more similar types of behavior.

Unlike pain, anxiety is a sign of undetected danger. This phenomenon can be predicted depending on the individual characteristics of a person. At the same time, the individual factor often plays a key role, and the intensity of fear reflects the individual characteristics of the topic, rather than the actual meaning of the threat. Insufficient intensity and duration of anxiety inhibits the formation of adaptive behavior, leads to a violation of behavioral integration and a general disorder of the human psyche. Thus, anxiety underlies all changes in mental state and behavior caused by mental stress.

Professor Berezin identified a chain of anxiety, which is an important link in the process of mental adaptation:

1) A feeling of inner tension - there is no clear shadow of danger, it only serves as a signal of its approach, causing severe mental discomfort;

2) Hyperesthetic reactions - the level of anxiety increases, stimuli that have become neutral become negative, irritability increases;

3) Real fear is the key element. This is manifested by a vague sense of danger. The peculiarity lies in the inability to determine the nature of the threat, to predict the time of its occurrence. Often the logical processing is insufficient, which leads to erroneous conclusions due to the lack of facts;

4) Fear – anxiety expressed in relation to a specific object. Objects associated with fear may not be the cause, but the theme gives an idea that fear can be eliminated with certain actions;

5) Awareness of the inevitability of an impending catastrophe - an increase in the intensity of anxiety disorders;

6) Anxiety - disorganization caused by fear reaches a maximum and the ability to act purposefully is lost.

With a paroxysmal increase in anxiety, all symptoms of anxiety can be observed in some paroxysms, and in others their change is gradual.

A group of volunteers suffering from experimental stress based on the placebo effect was called in to study anxiety. Anxiety reactions were observed in the vast majority of subjects. This clearly demonstrates the effectiveness of mental adaptation in people with low (I) and high (II) levels of anxiety in adulthood (A) and adolescence (b).

Tab.1 Results of the study of adaptation depending on the degree of anxiety

Effective adaptation	Unstable adaptation	Chronic adaptive disorders	
Adapting to a low level of anxiety (I)			
Adults	54%	36%	10%
Teenager	73%	24%	3%
Adaptation to the highest level of anxiety (II)			
Adults	4%	44%	52%
Teenager	19%	38%	41%

From this table we can see that young people are more adaptive and less susceptible to external anxiety than adults. It is concluded that the more flexible a person's neuropsychic system is, the easier the process of adaptation to age is and less susceptible to stress.

Results and their discussion. Factors that cause stress in the process of activity in the team:

1. Overload or too small workload, a task that must be completed within a certain time. The employee was assigned excessive assignments or an unreasonable level of productivity for a certain period of time. At the same time, there is usually a feeling of anxiety, frustration (a sense of decline), as well as a sense of hopelessness and material damage. However, overloading can cause the same feelings. An employee who holds a position in an unfavorable environment, as a rule, is disappointed, worries about his value and place in the social structure of the organization and feels bad.

2. Conflict

Conflicts arise when conflicting demands are made to an employee. For example, the seller may be instructed to respond immediately to customer requests, but when talking to the buyer, he says that you should not forget to fill the shelves with goods. In addition, conflicts may arise due to violations of the principles of unity of command. Two managers in the hierarchy can give opposite instructions to an employee. For example, a factory manager may require the store manager to maximize products, and the head of the technical control department may require compliance with quality standards. In such a situation, the employee experiences severe stress. Conflicts can also arise due to the difference between the norms of an informal group and the requirements of a formal organization. In this case, a person may feel pressure and fear from the external environment, because, on the one hand, he wants to be accepted as a member of the group of friends, on the other hand, this offer may not meet the requirements of the official group.

3. Uncertainties. Uncertainty during the service occurs when an employee is not sure what is expected of him. People should have a correct understanding of the expectations of management -that is, in any case, you need to be prepared for questions about what to do, how to do it and how to evaluate them in the future.

4. Uninteresting work. Some studies show that people who do what they like are less anxious and less stressed physically than people who do what they like.

5. Other factors. Stress can be caused by poor physical condition, such as a sharp drop in room temperature, poor lighting or excessively noisy environment, etc. In addition, the balance between power and responsibility, poor relations within the team and unreasonable demands of employees to each other can cause stress. Factors associated with reducing the likelihood of stress include proper nutrition, maintaining a healthy lifestyle through exercise and achieving overall balance in life.

Personal factors. If we focus on various life situations and events that can cause stress, we will see that some of them have a positive and positive impact on our lives (wedding, success, the birth of a child in life, passing exams). In addition, we experience other pleasant sensations throughout our lives. For example, joy (graduation from school, University, meeting with friends and family, winning your favorite team), love, creativity (inspiration), achieving excellent sports results, etc.. However, stress can cause both positive and negative states. In accordance with this, stress is divided into eustress - positive, distress - negative depending on the positive and negative states. Some life circumstances that cause Stress can be predicted in advance. For example, a change in the stages of development and formation of a family or biological changes in the body that are characteristic of each of us. And in some cases, there may be problems with preliminary forecasting. For example, sudden (accidents, natural disasters, death of a loved one). There are also situations caused by a person's behavior, making certain decisions, a certain stage of events (divorce, change of place of work or place of residence, etc.). Any of these conditions can cause mental discomfort. In this regard, a person needs the ability to adapt to any

environment. This will help to cope with the most difficult life situations, to pass the most difficult tests. We can explore and improve these adaptive abilities on our own through various exercises. In this context, we can offer some tips to be prepared for stressful situations.

1. First of all, sufficient information is needed about the possibility of such situations.
2. To avoid the expected difficult situation, think about the danger and try to find ways to reduce it.
3. Do not rush to make premature conclusions, do not make decisions in case of a fight or hysteria before the expected events occur. On the eve of the event, do not try to jump to conclusions based on your own assumptions. After all, there may not be enough material in your thoughts and imagination that does not always correspond to making the right decision.
4. Remember that you can solve some Stress-causing issues yourself without resorting to the help of a special specialist.
5. It is very important that you have enough energy and willpower to cope with difficult situations. This is one of the main conditions for active resistance to stress. There is nothing worse than fainting and obeying events. Therefore, try to actively intervene in a stressful situation.
6. You must understand and accept that important changes, including negative ones, are an integral part of life.
7. Remember that when faced with stressful situations, it is better to use relaxation methods. This is the surest way to prepare for overcoming it.
8. An active lifestyle helps to increase the activity of the body, protecting it from stress. Also, in stressful situations, favorable opportunities for self-control are created.
9. Reducing the negative impact of a stressful situation requires reliable emotional support. This will help you gain self-confidence and provide you with emotional and moral support.
10. Some social institutions help to cope with stressful situations: for example, kindergartens, courses for expectant mothers, consultations for newlyweds, etc.

Professional stress is, first of all, a consequence of a decrease in professional motivation. And "fatigue" and maintaining motivation to work is an important process in the relationship between a person and a profession. A number of studies have shown that gradually developing professional deformation among medical personnel is often characterized by a high level of "fatigue".

Professional stress is "difficult" (unresolved) situations in the structure of interpersonal communication caused by instability of social roles and functions, as well as insufficient emotional support from colleagues and management.

Once again returning to the definition of stress, the word "stress" in English means "pressure, tension, stress". In the encyclopedic dictionary, the following explanatory equivalents are given to the definition of stress: "a set of physiological protective reactions that occur in the body of animals and humans in response to the effects of various (external or internal) adverse factors (stressors). "The first to define the concept of stress from a scientific point of view is the Canadian physiologist Hans Selye. According to his definition, "stress" is the only way that can lead to rapid aging of the body or cause it to get sick. How can the human body resist stress and control it? Anti-stress-is there? Looking at the active methods of increasing the overall stability of the human body, you can show the 3 most active ways to prevent stress. They:

- The first group includes methods using factors of physical impact. This includes factors such as physical fitness, hardening of the body, running, etc., leading to active physical movement.
- The second group is autogenic training: psychotherapy, hypnosis.
- The third group of methods for increasing the overall resistance of the body is associated with biologically active substances. The use of this method dates back to ancient times.

The first use of cocaine occurred during critical periods when famine swept parts of South America (XIV century) and the Middle East (XVII century). Methods of treating depression (raising mood) at the beginning of the 8th century BC. during the famine period, the weak gained strength, forgot about adversity and used the leaves of the cocaine tree for entertainment.

In addition, the use of alcoholic beverages also had significant signs. This is due to the fact that alcohol consumption consists of the characteristics of the impact on the human psyche. The effect of alcohol is different. For example, the simple use of alcohol improves mood, relieves anxiety, pressure, helps a person to enter into relationships with others more easily.

Lifestyle is our daily life (from morning to evening, weekly, monthly, yearly). The components of an active and normal lifestyle are the beginning of the working day, nutrition, physical activity, quality of rest and sleep, communication with others and reaction to stress, etc. Directly in accordance with this, it is possible to determine what our daily lifestyle will be - active or passive.

If we can positively influence our basic principles of life, achieve relaxation exercises and concentration of our mind in a particular system, then we can easily master any stressful factors and react seriously. We need to know that we can consciously influence certain processes taking place in the body, that is, we can regulate our lives. There are three main methods of stress prevention using autoregulation: changing the situation depending on stress, First aid for acute stress and analysis of individual stress. These methods are available to everyone and, if necessary, can be used at any time.

Conclusion.

Is it possible to live without stress? No, it is impossible to live without stress and even living without stress is harmful for a person. "How to live in a stressful situation?" it is much more difficult to try to resolve this issue in the context of the issue." In this context, we have considered the concept of stress in 2 sides. There are different stresses. Firstly, we can say that stress is a stimulating force that brings great benefits to our health and promotes creative activity. Well, a stressor is a factor that is ignored, forgotten after an hour or two, or causes a feeling of dissatisfaction. However, stress also has a harmful side for a person. This is due to the fact that excessive severe stress is an internal dangerous enemy that severely hits vital organs in the human body.

Stress disrupts human activity, the normal direction of his behavior. Stress, especially frequent and prolonged, negatively affects not only the psychological, but also the physical health of a person. It is considered the main risk factor in the manifestation and exacerbation of diseases such as cardiovascular and gastrointestinal diseases.

One of the stressful factors is emotional stress, which is physiologically manifested in changes in the human endocrine system. Experimental studies conducted in patient clinics have shown that people with a poor nervous system often find it more difficult to tolerate viral infections or severe diseases. In such cases, you definitely need the help of a qualified psychologist.

Each person reacts differently to external stresses. It reflects his personality. Thus, the personal characteristics of each person are closely related to how they react in stressful situations and with the likelihood of developing emerging negative consequences.

Thus, stress is a reaction of the body that occurs under the influence of strong influences. Currently, a person's life is constantly connected with stressful situations: traffic jams, dismissal or promotion, etc.

Stress is basically not harmful if a person is able to respond to it correctly. If a person cannot respond correctly to stress, then many symptoms appear in the human body. These are: high or low blood pressure, overeating or loss of appetite, fatigue or increased activity, lack of speech or communication, aggravation of feelings or coldness. Under the influence of stress, a person becomes more and more prone to infections, depression, accidents, viruses, colds, heart attacks and even oncological diseases. A person cannot lead a daily life without being subjected to stressful situations. Therefore, when faced with

any stressful events, you should not immediately succumb to anxiety, but pull yourself together as soon as the initial symptoms of stress symptoms appear.

The stressful state that occurs in people is as active a phenomenon as the person himself. Every born child and an elderly person experience different stressful processes, and everyone reacts differently. Activity is the only way to stop stress. Maintaining an active lifestyle contributes to the optimal solution of various life difficulties for any person, improving the situation, focusing on their own health and achieving success. We can all handle stress. To do this, we need the desire and free time to cope with the problem. It is important to note that a person who has no desire to struggle with difficulties, realizing that he is under stress, walks around only with complaints, expecting constant understanding and support from the environment. However, life is not as simple as we think. Failure doesn't always deceive, as you think. Therefore, if you want your free time to be as effective as possible, try to repeat the methods of overcoming stress described above more often. Gradually, starting with relaxation (10-15 minutes 2-3 times a day), having mastered the exercises for self-analysis and meditation, you will be able to easily respond to any stressful factors. As well as sports, hobbies, etc. positive habits will greatly help you to lead an active lifestyle.

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ӘРТҮРЛІ САЛА МАМАНДАРЫНЫҢ КӘСІБИ СТРЕССКЕ ҰШЫРАУ СЕБЕПТЕРІНІҢ ПСИХОЛОГИЯЛЫҚ АСПЕКТІЛЕРІ

Аңдатпа. Мақалада стресс теориясының негізгі ережелері ашылады және стресске төзімді мінез-құлықты қалыптастыру әдістері талданады. Бұл әдістерді стресстік жағдайларда психологиялық көмек көрсететін мұғалімдердің, психологтардың және басқа да кәсіп мамандардың практикалық жұмысында қолдану қызмет тиімділігін арттырады, адамдардың эмоционалды стресстерін жеңілдетеді. Стресстік жағдайлар үйде де, жұмыста да кездеседі. Кәсіби тұрғыдан қарастыратын болсақ, көбінесе ұйымдастырушылық факторлар жұмыс орнында стрессті тудырады. Зерттеу әдістері көптеген стресстік жағдайларды болдырмауға, еңбек тиімділігін арттыруға, сондай-ақ, қызметкерлердің минималды психологиялық және физиологиялық әлеуетін ескере отырып мақсаттарға қол жеткізуге көмектеседі. Өйткені, кәсіби стресс көптеген аурулардың себебі болып табылады, демек, ол кез - келген қызметкердің денсаулығына айтарлықтай зиян келтіреді. Стресс адамның белсенділігін, оның мінез-құлқының қалыпты бағытын бұзады. Стресс, әдетте жиі және созылмалы болып бөлінеді. Ол адамның тек психологиялық ғана емес, физикалық денсаулығына да теріс әсер етеді.

Негізгі сөздер: психология, адам, мінез-құлық, физикалық және психикалық денсаулық, жалпы бейімделу синдромы, эмоционалды қажу.

ПСИХОЛОГИЧЕСКИЕ АСПЕКТЫ ПРИЧИН ПРОФЕССИОНАЛЬНОГО СТРЕССА СПЕЦИАЛИСТОВ РАЗНОГО НАПРАВЛЕНИЯ

Аннотация. В статье раскрываются основные положения теории стресса и анализируются методы формирования стрессоустойчивого поведения. Использование этих методов и приемов в практической работе педагогов, психологов и других специалистов, оказывающих психологическую помощь в стрессовых ситуациях, повышает эффективность работы, снимает эмоциональное напряжение людей. Стрессовые ситуации возникают как дома, так и на работе. Организационные факторы вызывают стресс на рабочем месте. Методы исследования помогут избежать многих стрессовых ситуаций, повысить эффективность труда, а также достичь целей организации с минимальными психологическими и физиологическими затратами сотрудников. Ведь стресс на работе является причиной многих заболеваний, а значит, наносит значительный вред здоровью любого сотрудника, а здоровье - одно из важнейших условий успеха в любой профессиональной деятельности. Стресс нарушает активность человека, нормальное направление его поведения. Стресс, особенно частый и длительный, негативно сказывается не только на психологическом, но и на физическом здоровье человека.

Ключевые слова: психология, человек, поведение, физическое и психическое здоровье, общий адаптационный синдром, эмоциональное выгорание.

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