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**RESEARCH NEGATIVE MENTAL STATES CHIEFS  
OF DEPARTMENTS OF SOCIAL AND PSYCHOLOGICAL  
SERVICES PENAL UKRAINE**

*This article is devoted to research of negative mental states Chiefs of departments of social and psychological services penal Ukraine.*

**Key words:** *negative mental states; a syndrome of emotional burnout; stress; resistance; exhaustion; anxiety; depression; frustration.*

**I**nside activities of staff of penal institutions is extreme nature. In high-risk workers are exposed to stress and mental overload.

Professional activities of branch of social and psychological services penal institutions has its own specific characteristics. The successful implementation of educational activities requires the head of a deep knowledge of the legal framework, skills and attitudes reveal connections between different concepts among prisoners seamlessly tie the information into one belief system to use different means of mass communication (fiction, radio cinema, television) to effectively influence the mind of the convict, in order to enhance his social activism and independence.

Business chiefs of departments of social and psychological services penitentiary in some cases has strained responsible nature due execution of large amounts of complex, diverse work in a critical shortage of information and time. Typically, Neuropsychiatric overload compounded irregular change in working conditions, violations of the usual mode of daily life, especially in periods of mass disturbances, escape of prisoners, the release of hostages, forced abandonment of the usual holiday for many people, which sometimes leads to the development of destructive mental states, emotional instability, mental stress, excessive frustrovanosti, the emergence of neurotic reactions and the development of burnout. In order to detect burnout syndrome in chief branches of social and psychological services, we conducted a pilot study.

Types of subjects were chief branches of social and psychological services penal Ukraine. The sample comprised 25 people, including 17 people with experience in correctional facilities from 1 to 3 years, 6 persons 3–5 years and 2 persons – from 7 to 10 years.

To detect burnout syndrome has been applied «Methods of diagnosis of burnout V. Boyko»

As a result, we found that 28% of branch formed phase voltage, 24% of businesses reported is in its formative stages and 48% – are formed. The predominant symptoms in this phase in 19% of the subjects is a symptom of «the experience of stressful circumstances», that is, the tendency to mention situations and circumstances. Such circumstances could be sentenced attacks on staff hostage seizure, blackmail. Some time situations that may reference existing workers injure their psyche, accompanied by nervousness and tension.

In 11% of respondents in phase tension dominates symptom «anxiety and depression», which causes increased, often unwarranted anxiety, depression, apathy, lack of interest in life.

Symptom «place in a cage» dominates 8%. These people feel the hopelessness and futility of life.

Low self-esteem, a sense of helplessness and frustration are experiencing a 4% of branch, which dominates the symptom of «dissatisfaction with themselves».

Accompanied phase voltage following symptoms that have arisen: in 23% of branch – a symptom of «the experience of stressful circumstances», 11% – a symptom of frustration an «8% – a symptom of anxiety and depression». This means that the symptoms that have developed in this number of respondents is not dominant, but they are present and can lead to burnout.

Thus, more than half of our subjects of branch hosted tension they experience stressful circumstances, anxiety and depression feel hopelessness.

It should be noted that a large portion, namely 48% of the studied phase voltage not developed. This can be explained by the fact that workers with low levels of stress are able to resist the increasing stresses that begin with the onset anxious tension.

Studying the performance study phase Resistance, we found the ability of branch resist stress.

Resistance phase formed in 68% of branch managers, 12% – is in its formative stages, 12% – are formed. The predominant symptoms in this phase in 64% of the respondents are a symptom of expansion of the economy of emotions that leads to emotional exhaustion and forcing workers to retreat into yourself restoring mental energy and emotional resources savings.

In 44% of respondents dominant symptom is inadequate emotional response sample, ie, inadequate savings on emotion emotional impact is limited by the sample response. Outside observers thus can usually fix in people with severe symptoms of emotional callousness, rudeness and indifference.

In 28% dominating symptom of «reduction of their professional duties». Heads of departments, which dominates this symptom may lose interest in people and communication. Relationships with colleagues are only formal, which affects not only the identity of the head of the department, but also the moral and psychological climate in the team, because informal communication is an integral part of a positive moral and psychological climate.

In 12% of the subjects dominating symptom «emotional and moral disorientation» which expressed the need self justification, force out of consciousness unpleasant facts can often happen in professional activities of branch of social and psychological services.

Based on the results of the research phase of the Resistance, we can say that most of the heads of departments are able to deal with stress, but in order to regain strength and energy, they can retreat into yourself, be callousness and indifference to displace from the minds of unpleasant facts that might lead to emotional distress. Age depletion manifests itself in emotional stress, lack of power to the end of the day. When a person is exhausted, it muffle perception, sharpness is lost senses, the feeling 'emptiness' indifference to everything around him, especially to the profession.

According to our research phase depletion was formed in 16%, 44% – is in its formative stages and 36% – are formed.

The predominant symptoms in this phase, 20% is a symptom of «emotional deficit». Employees who are experiencing symptoms of emotional deficit is unable to sympathize with other people respond to help in a difficult situation. Strengthening symptoms occur less frequently positive emotions and increasingly negative.

Apparent sharpness, roughness, irritation, resentment, whims that complement symptom «emotional deficit».

In 8% of respondents dominating symptom of «depersonalization», there is partial or complete loss of interest in people. Categories of workers with severe dominant symptom people bother their problems are very unpleasant fact of their presence.

In 8% of the subjects dominating symptom «emotional vidstonennosti». Heads of departments, which dominates this symptom react with feelings and emotions as a result of emotional protection. In some areas of life can become like a job that automatically carry out their duties and do not pay attention to any people, nor to their problems.

Accompanied phase depletion following symptoms that have arisen: 20% – «depersonalization» 12% – «emotional detachment» 12% symptom of «psychosomatic and psycho-vegetative disorders» when emotional protection rights not cope with the load, the energy is redistributed emotions between other subsystems of the individual, including physiological. There psychosomatic disorders.

It should be noted that overall depletion phase is in its formative stages, but a large portion of businesses reported appears rude, sharpness, irritability, loss of respect for people, some may experience psychosomatic disorders.

We conducted an additional pilot study using a 16-factor personality questionnaire RB Kettle (16-PF-105-C).

It was found that on a scale «Closed-sociability» 72% of the subjects prone to rigidity, it is difficult to switch and adapt to the activities vary, particularly perhaps characteristically for extreme situations where you need to react quickly and to switch from one situation to another. Dominated by such traits as coldness, isolation, extra scepticism, distrust and inflexibility towards people. These workers have difficulties in interpersonal contacts established. Prefer retreat, avoid compromise. Sometimes it can be critics. 28% of respondents characterized by sociability, openness, kindness, willingness to cooperate, attentive to people active in eliminating conflicts. They adapt easily and quickly can establish interpersonal contacts.

On a scale of «limited thinking – savvy» 52% of respondents perceive and quickly assimilate new information, have developed abstract thinking, efficient, smart, quickly perceive new information.

51% of the subjects with low intelligence, they are less intellectually developed than the first, think specifically, tend to slowly take new material, have difficulty in solving abstract problems, low efficiency of thinking, an insufficient level of general verbal culture. It should be noted that the low level of intelligence on a scale of «limited thinking – savvy» may depend on other characteristics of the individual, such as: anxiety, frustration, low educational level. This factor is probably the single factor method, which is not strictly, it is not good enough measure of intelligence. Therefore, the results for this factor are tentative and require detailed study.

Factor –emotional instability – emotional stability» 44% of branch characterizes stable behavior and emotions calm. They get along with the team, not afraid of difficult situations realistically assess them active. 56% of respondents are emotionally unstable, unsure of themselves, emotionally excitable, impulsive, easily irritated by any of the events or people are not happy with life situations and their own health, sensitive. Prone to frequent mood swings, easily upset. [3, c. 428] Because of the high level of emotional instability in these respondents there is fatigue, nervous exhaustion, which usually has a negative impact on physical health and morale of employees.

Results of the study on the factors of «independence-subordination» suggests that 64% of respondents tend to obey authority in which people can be acquiescent to adapt to situations and people, but have a tendency to dominance, that is independence, arrogance, stubbornness, aggression. Among subjects 36% of branch was found high levels of independence. They are self-confident, independent, stubborn, obstinate, persistent, for themselves are the law, conflicts tend to blame others, prone to authoritarian behaviour, follow their own rules of conduct [1].

Factor «concern-serenity» is aimed at measuring emotional colours and dynamism in the communication process. In 16% dominated by a high level of serenity. Heads of departments with high levels are active, cheerful, funny, talkative, frank and open communication, but can be impulsive and inattentive. In the 84% average of serenity, as they are active and sociable, trying to be careful prone to introspection, calmer than people with a high level of serenity.

Features of emotional and volitional, including persistence, organization, disorganization, irresponsibility and features of the

regulation of social behavior, namely, acceptance or ignoring conventional moral rules and norms characterizing factor «expressed the power of» I «unprincipled». In 20% of respondents expressed a high level of power «I» developed a sense of duty and responsibility, they are conscientious, responsible, balanced, persistent, demanding of himself, trying to adhere to moral rules and norms, persistent in achieving goals. 36% less consciously decide not sufficiently persistent in achieving the goals may be admitted mistakes, but is required and they can rely on. 48% of respondents are transitory, unstable in achieving the goals exposed feelings and circumstances do not strive to perform professional tasks. May be disorganized, irresponsible, impulsive, unprincipled but ignoring responsibilities and rules can show initiative in the work of «own style», which will be quite a good result.

According to the results of the pilot study factor «courage, timidity» in the heads of departments prevailing low level of courage. In 64% of low-guts present severe shyness, timidity, lack of confidence, caution, sensitivity, attentiveness to others. Heads of departments with low courage to prefer individual style of activity, it is difficult to take independent decisions, strictly observe the rules, to react quickly to danger, is a high sensitivity to threats. In 36% of respondents prevailing average, they show more courage, have a tendency to take risks and cooperation with strangers in the new circumstances, tend to exhibit leadership qualities.

For the factor «compliance – rigid» 68% of respondents self-confident, harsh judgments, flexible, practical, relying only on themselves, sometimes exhibit rigidity and callousness towards others. Independent, responsible, but skeptical of the subjective and cultural aspects of life. Sometimes it can be ruthless and cruel. 32% of respondents have an average level of compliance, they tend to depend on others, weak, not independent, dreamy. [3, p. 429].

Factor «suspicion – trust» reflects the emotional attitude of the people. A high score on this factor are talking about extra protection and emotional tension frustration personality. Low level characterizes identity as a good-natured but prone to conformism. In 64% of respondents prevailing high level of suspicion, they do not trust people, cautious, self-centered, are slow in relation to people prone to jealousy, try to take responsibility for the mistakes of others, irritable and stubborn. Heads of departments with a high level

of suspicion careful in its actions, few care about other people, do not work in a group, they prefer to work alone. 20% of heads of departments tend to average level of suspicion to have their own opinion, can not be cheating, do not always trust others, especially in professional activities in their actions carefully. In 16% of the subjects revealed a low level of suspicion, they do not seek to compete, take care of others, work well in a group, it is easy to forget the difficulties that occur in extreme working conditions, tolerant, open, well adapted to the new conditions.

According to the results of research on the factor «impracticality – practicality» 41% of branch is quite practical, they are attentive to detail can quickly perform tasks, realistic, balanced. However, unexpected situations, they often lack the imagination and ingenuity. 59% of respondents have an average level of practicality, people with advanced imaginative, dreamy, immersed in the inner world, more idealists than realists tend to unbalance.

The ratio of branch to people and actually measured environmental factor «straightness-diplomacy». 12% straight, can easily offend others for their directness, emotional, unable to analyze the motives of the partner may sometimes be rough and harsh towards others, usually spontaneous, but they are honest, simple, naive, uncratty. 66% of heads of departments tend to diplomacy, they are cunning, better know how to behave in a group than straight employees, more diplomatic in conversation, sometimes unreliable, can find a way out of difficult situations. 22% – independent of the complex, clever, subject to analysis, intellectual approach to the assessment of the situation, have leadership qualities, able to behave in society, diplomatic communication, emotionally restrained, able to quickly find a way out of a difficult situation [1].

However, the results of research on the factor «anxiety – peace» can we talk about something else. 22% of branch calm, cheerful, they are hard to ruffle, confident in themselves and their abilities, fearless. These people do not suffer from guilt, can easily cope with their failures, as opposed to those who are experiencing failure, an internal conflict. 26% have a tendency to anxiety, depression, concern, feel guilty. High levels of anxiety are 50% of heads of departments. Such persons in difficult situations can be emotionally unstable, tense, full of pity and compassion. Employees with high levels of anxiety can often be shy, finding it difficult to

make contact with other people. They dominated a bad mood, depression, in extreme cases may show increased anxiety, it is difficult to adjust their status.

For the factor «radicalism-conservatism», we found that 88% of branch managers are conservative, resistant to traditions, often skeptical towards new ideas and principles tend to moralization and morality, unsure of what they were taught and take all as approved, despite the controversy. Tend to be conservative and compromise in dealing with new people. Tend discourage and resist change. 12% are willing to disruption of established habits and traditions, their inherent independence of opinions, attitudes and behaviours. This skeptical people are more likely to experiment in life have developed analytical thinking, tend to lead.

How many heads of departments are independent in their work, we see the results of the factor «self-suggestibility». 22% of respondents are not independent, easily influenced, have their own positions depend on others prefer to work and make decisions with others, not always sociable, often need the support of the team. 55% have their own opinion, may offer their own decisions, be proactive, self-reliant, but they need support. 22% of the subjects with a high level of autonomy. They are independent and are themselves able to make their own decisions and act independently. Not with someone else's opinion counts, fully confident in yourself and your actions.

The specificity of the professional activities of branch requires not only independence but also control their emotions and behavior. 56% of branch factor for «high self-low self-control» have low self-control. Activities such people are not ordered and impulsive, they may not pay attention to social demands, be attentive to each other in conflict. 44% tend to have high self-control, they are able to control their emotions and behavior. Attentive, purposeful, persistent, prone to organizational activities, with a strong will, but sometimes stubborn.

An important element in the professional activities of branch is relaxation, ie, the ability to reduce tension, cope with stress. But the results of our research on the factor «strain – relaxation» 62% of respondents have a tendency to tension, irritability, frustration, that dissatisfaction and frustration that can be caused by the specific conditions of professional activity and lead to depression. In 38% low tension, they are calm, balanced, happy. But it's not always good



because their peace and contentment can lead to low motivation, laziness, apathy and achieve poor results in [3, с. 430].

Summarizing the results of the pilot study, we can say that we have studied of branch of social and psychological services penal manifest such traits as coldness, isolation, distrust of people impulsivity. The negative mental states is dominated by low mood, anxiety, depression, frustration, apathy, dissatisfaction. It should be noted the tendency of branch to tension, irritability and frustration arising from the inability of employees to use relaxation techniques that negatively affects both mental and physical health. Therefore, an important goal is to develop a program to prevent negative mental states of branch of social and psychological services penal institutions.

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