

## VERIFICATION OF THE SUPERVISION MODEL AS AN EFFECTIVE METHOD OF PREVENTING OCCUPATIONAL DEFORMATION

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**Abstract:** The study analyzed the effectiveness of the author's model of supervision, which consists of 7 phases (initial orientation, report of the supervisee, group discussion while the speaker is silent, exchange of feelings, conceptualization of the request, generalization of the supervisor, summing up) and is aimed at corrective and restorative work on emotional burnout of professional workers help, namely practical psychologists, who are most affected by professional burnout. The research used the method of psychodiagnostic examination. Criterion and control groups consisted of 26 women (100%) from 25 to 59 years of age with a higher education (100%), a total of 52 people. The results of the study were processed using the Student's t-test, which made it possible to record reliable differences between the indicators of emotional burnout in the criterion (after conducting a formative experiment) and control (did not participate in the experiment) groups. It is proved that significant differences were found in the criterion group "Practical psychologists" according to all indicators of the "Stress" phase: "experiencing psychotraumatic circumstances" (EPC) ( $p < 0.001$ ), "self-dissatisfaction" (SD) ( $p < 0.001$ ), "Evilness in the corner" (EC) ( $p < 0.001$ ), "anxiety and depression" (AD) ( $p < 0.001$ ); according to indicators of the symptoms of the "Resistance" phase - "Inadequate selective emotional response" ISER ( $p < 0.001$ ), "Expansion of the sphere of emotional economy" (ESEE) ( $p < 0.001$ ), "Reduction of professional duties" (RPD) ( $p < 0.001$ ), "Exhaustion" phases - symptoms of "Emotional alienation" (EA) ( $p < 0.001$ ), "Personal alienation" (PA) ( $p < 0.001$ ), "Psychosomatic and psychovegetative disorders" (PPD) ( $p < 0.001$ ), there are no differences according to the symptom "Emotional alienation" (EA). Statistically significant differences were found, respectively, in the phases "Tension" (T) ( $p < 0.001$ ), "Resistance" (R) ( $p < 0.001$ ), "Exhaustion" (E) ( $p < 0.001$ ) and the general level of emotional burnout (EB) ( $p < 0.001$ ). Thus, according to all average indicators, the dynamics of a decrease in symptoms of emotional burnout in the criterion group of "Practical psychologists" and an increase in them in the control group, which did not undergo supervision, are clearly observed. According to some indicators, the difference is not statistically significant, but the main symptoms indicate the presence of different levels of significant difference in the groups.

**Keywords:** professional deformation, emotional burnout, prevention, helping professions, professions of the "higher type" of prosocial activity, practical psychologists, supervision, statistical method

### 1 Introduction

In modern psychology, the term "professional deformations" became available relatively recently and has taken a strong place among the terms denoting negative professional phenomena, such as, for example, mental burnout and professional destruction. Despite the interest in the topic, there is an ambiguous understanding of these phenomena: they are considered both as independent and as identical, and as those that are in a species relationship: professional deformations are also considered as a type of professional destruction and as identical concepts, therefore, the method of research of professional (emotional) burnout was chosen to diagnose professional deformation Astremska I. (2019). We developed a supervision model that was implemented over a period of nine months with a criterion group of medical workers who were selected based on the criteria of having symptoms of emotional burnout and their own desire to participate in group supervision. The control group was selected according to the same criterion of the presence of symptoms of emotional burnout, but it included subjects who did not express a desire to participate in group supervision, but agreed to a repeat diagnostic study of emotional burnout after nine months. Each meeting is structured by phases of work (control over the structuring of time and focus of work is carried out by the supervisor). The report was addressed to the supervisor and other group members Astremska I. (2019).

### 2 The initial presuppositions

In the article, the following research methods were used to solve the set tasks: theoretical (study and analysis of scientific and pedagogical, psychological and pedagogical, reference, specialized literature, regulatory documentation on the topic of research, additional professional advanced training programs; analysis, comparison, classification of the information received and generalization); empirical (pedagogical experiment, observation, questionnaire survey, survey, conversation, testing); mathematical (statistical data processing).

### 3 Methods

Phases of group supervision.

- Phase 1. Initial orientation. The goal is to orient yourself in choosing a topic, a request.
- Phase 2. Report of the supervisee. The goal is to define the desired states and formulate the problem and goals. Determination of desired states and formulation of the problem and goals.
- Phase 3. Then a group discussion while the speaker is silent. The goal is to find and choose solutions.
- Phase 4. Exchange of feelings: group members, if possible spontaneously, share their feelings about the situation. The goal is for supervisees to become aware of "blind spots" in their work, perception, awareness of their actions, emotions.
- Phase 5. Conceptualization. The goal is the formation of cognitive reinforcement, a sense of the presence of opportunities.
- Phase 6. Generalization of the supervisor. The goal is to summarize the group's statements, get feedback from the supervisee and summarize (the supervisee's leading role in summarizing).
- Phase 7. Postscript. The goal is to receive feedback, reflection of feelings from the work of the super model session of the group.

The material for supervision was the supervisee's oral report about one incident, a situation that had an emotional negative effect on him (caused intense feelings of resentment, anger, anxiety, etc.) Iasechko, M., Iasechko, S., Smyrnova, I. (2021). The study of emotional burnout after supervision (repeated study with the aim of clarifying significant individual differences in the values of ratings for each of the parameters of emotional burnout) was carried out using the most comprehensive method of diagnosing the level of "emotional burnout", which is explained by its possibilities to systematically and in detail study the level of development of such three components as stress, resistance and exhaustion and their twelve symptoms: the "Stress" phase (SP) (symptoms of "experiencing psychotraumatic circumstances" (SEPC), "self-dissatisfaction" (SD), "backed into a corner" (BC), "anxiety and depression" (AD); "Resistance" phase (PR) (symptoms of "inadequate selective emotional response" (SER), "emotional and moral disorientation" (ESEE), "expansion of the sphere of emotional economy" (REE); "reduction of professional duties" (RPD); "Exhaustion" phase (EP) (symptoms of "emotional deficit" (ED), "emotional alienation" (EA), "personal alienation (depersonalization) (PA), "psychosomatic and psychovegetative disorders" (PSP)) and the general level of emotional burnout (EB).

### 4 Results and discussion

According to the methodology, taking into account the qualitative and quantitative indicators that are calculated for the various components of the "burnout" syndrome, it is possible to provide a meaningful analysis of the manifestations of the syndrome and determine both group and individual measures of

prevention and psychocorrection of the personality Astremska I. (2020). Recommends paying attention to the following aspects for qualitative data interpretation:

- on the dominant symptoms;
- what exactly, already formed symptoms, is accompanied by "exhaustion";
- Is there a regularity between "exhaustion" (symptoms of burnout) and factors, certain aspects of professional activity, or subjective factors;
- which symptoms (symptoms) are most aggravated by the emotional state;
- what exactly should/can be changed in professional activity, environment, to reduce tension;
- which aspects, signs of personality behavior provoke tension, need to be changed in order to improve the emotional state of the individual and his interpersonal business communication.

Thus, we chose a sufficiently reliable method for the study of emotional burnout Iasechko, M., Kharlamov, M., Skrypchuk, H., at al. (2021).

To identify statistically significant differences in the level of expression of indicators of emotional burnout in the criterion and control groups "Medical workers" before and after the formative experiment, differences were detected using the Student's t-test, which made it possible to record reliable differences between groups Ushakova I.V. (2011).

Statistically significant differences in the criterion group of "Practical psychologists" according to the results of indicators of emotional burnout (expressed in points) are summarized and presented.

Statistically significant differences in the control group of "Practical psychologists" according to the results of indicators of emotional burnout (expressed in points) are summarized and presented in the table 1.

Therefore, according to the obtained data, statistically significant differences were found in the criterion group "Practical psychologists" for all indicators of the "Tension" phase: "experiencing psychologically traumatic circumstances" ( $p < 0.001$ ), "dissatisfaction with oneself" ( $p < 0.001$ ), "backed into a corner" ( $p < 0.001$ ), "anxiety and depression" ( $p < 0.001$ ); according to the indicators of the symptoms of the "Resistance" phase - "Inadequate selective emotional response" ( $p < 0.001$ ), "Expansion of the sphere of saving emotions" ( $p < 0.001$ ), "Reduction of professional duties" ( $p < 0.001$ ).

According to the data in the table, it can be seen that statistically significant differences in the criterion group are observed according to the indicators of the "Exhaustion" phase - symptoms of "Emotional alienation" ( $p < 0.001$ ), "Personal alienation" ( $p < 0.001$ ), "Psychosomatic and psychovegetative disorders" ( $p < 0.001$ ), there are no differences in the symptom "Emotional alienation".

Thus, statistically significant differences were found, respectively, in the phases "Tension" ( $p < 0.001$ ), "Resistance" ( $p < 0.001$ ), "Exhaustion" ( $p < 0.001$ ) and the general level of emotional burnout ( $p < 0.001$ ).

Therefore, the mean before and after group supervision for all indicators of emotional burnout, except for "emotional and moral disorientation" of the "Resistance" phase, decreased; changes in the "emotional deficit" symptom of the "Exhaustion" phase are not statistically significant, other symptoms showed statistically significant differences of different levels.

Tab. 1: Statistical indicators of measuring indicators of emotional burnout in the control group of "Practical psychologists" (n=29)

Indicators of emotional burnout	Mean		t-student criterion	
	to experiment	after the experiment	criterion indicator	levels of significance of differences
	value in points			
Experiencing psychotraumatic circumstances	25,58	26,77	0,0548	Insignificant
Dissatisfaction with oneself	15,38	16,38	0,0407	Insignificant
Cornered	25,54	22,65	0,2636	Insignificant
Anxiety and depression	20,35	21,42	0,2990	Insignificant
Tension	82,85	87,23	0,0081	Significant ( $p < 0,001$ )
Inadequate selective emotional response	19,50	20,42	0,3870	Insignificant
Emotional and moral disorientation	9,00	15,42	0,0001	Significant ( $p < 0,001$ )
Expansion of the sphere of economy of emotions	27,00	23,73	0,0001	Significant ( $p < 0,001$ )
Reduction of professional duties	20,73	23,42	0,0094	Significant ( $p < 0,001$ )
Resistance	70,23	83,00	0,0001	Significant ( $p < 0,001$ )
Emotional deficit	8,65	12,81	0,0026	Significant ( $p < 0,001$ )
Emotional alienation	19,88	23,58	0,0005	Significant ( $p < 0,001$ )
Personal alienation	17,19	21,19	0,0001	Significant ( $p < 0,001$ )
Psychosomatic and psychovegetative disorders	16,85	22,04	0,0001	Significant ( $p < 0,001$ )
Exhaustion	62,58	79,62	0,0001	Significant ( $p < 0,001$ )
General level of emotional burnout	215,65	249,85	0,0001	Significant ( $p < 0,001$ )

On the basis of the obtained data, it is possible to build profiles of the emotional state of a specialist in the helping profession, namely, a practical psychologist who underwent group supervision (criterion group) before and after the formative experiment, which is presented in fig. 1. On the abscissa, the symptoms of emotional burnout ("experiencing psychotraumatic circumstances"), "self-dissatisfaction", "backed into a corner", "anxiety and depression", "inadequate selective emotional response", "emotional and moral disorientation", "expansion" are noted spheres of economy of emotions, "reduction of professional duties", "emotional deficit"; "emotional alienation", "personal alienation (depersonalization)", "psychosomatic and psychovegetative disorders"), on the ordinate axis - their numerical values, expressed in points.

Therefore, according to the obtained data, statistically significant differences were found in the control group "Practical psychologists" according to the indicators of the symptoms of the phase "Resistance" - "Emotional and moral disorientation" ( $p < 0.001$ ), "Expansion of the sphere of economy of emotions" ( $p < 0.001$ ), "Reduction professional duties" ( $p < 0.01$ ); according to the indicators of the "Exhaustion" phase - the symptoms "Emotional deficit" ( $p < 0.01$ ), "Emotional alienation" ( $p < 0.01$ ), "Personal alienation (depersonalization)" ( $p < 0.001$ ), "Psychosomatic and psychovegetative disorders" ( $p < 0.001$ ); no significant differences were found in the symptoms of the "Tension" phase.

Thus, statistically significant differences were found, respectively, in all indicators of the phases "Tension" ( $p < 0.01$ ), "Resistance" ( $p < 0.001$ ), "Exhaustion" ( $p < 0.001$ ) and the general level of emotional burnout ( $p < 0.001$ ).

Therefore, the mean before and after the group supervision for all indicators of emotional burnout, except for the symptoms of

"backed into a corner", the "Tension" phase and "expansion of the sphere of saving emotions", "Resistance", increased; changes in all symptoms of the "Tension" phase are insignificant ("experiencing psychotraumatic circumstances", "self-dissatisfaction", "backed into a corner", "anxiety and depression") and the symptom "inadequate selective emotional response" of the "Resistance" phase is not statistically significant, other symptoms showed statistically significant differences of different levels.

## 5 Conclusion

Thus, according to all average indicators, the dynamics of a decrease in symptoms of emotional burnout in the criterion group of "Practical psychologists" and an increase in them in the control group, which did not undergo supervision, are clearly observed. According to some indicators, the difference is not statistically significant, but the main symptoms indicate the presence of different levels of significant difference in the groups.

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