

## MANAGEMENT PRINCIPLES OF ACTIVITY OF PSYCHOLOGICAL SERVICE IN THE EDUCATION SYSTEM OF UKRAINE

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**Abstract:** The article presents the results of theoretical and empirical research of the problem of organization of psychological services and corresponding activity in the education system of Ukraine. The authors assume that the psychological service provides a systematic socio-psychological study of psychophysical development of students and helps to create conditions for effective implementation of educational and upbringing tasks of educational institutions on the basis of diagnosis, counseling, prevention, correction, education. The article reflects the main theoretical principles of the psychological service: methodological, resource, organizational conditions and human resources, which ensures the success of the psychological service in the education system. In order to study the main trends in the development of psychological services, the authors of the article used theoretical and empirical research methods: theoretical analysis and generalization of psychological practice; poll; study of methodical and reporting documentation; methods of statistical processing of experimental results.

**Keywords:** Correction, Counseling, Diagnostics, Education, Methodologists, Social educators, Prevention, Psychological service, Psychologists.

### 1 Introduction

Modern Ukrainian society is undergoing deep transformational processes in economics, politics, culture, education, and science. Rapid social transformations create numerous problems and, as a consequence, the need to provide qualified socio-psychological assistance to the individual. This encourages the emergence of organizations or psychological services that take care of the problems of providing social and psychological assistance.

In the education system of Ukraine, in accordance with Article 76 of the Law of Ukraine "On Education" (2017, September 5 - 2145-VIII), there is a psychological service that provides a timely and systematic study of psychophysical development of students, motives for their behavior and activities, taking into account age, intellectual, physical, gender and other individual characteristics, helps to create conditions for educational tasks of educational institutions, social and intellectual development of students, mental health, providing psychological and socio-pedagogical support to all participants in the educational process in accordance with the goals and objectives of the education system.

Psychological support of the educational process in educational institutions is carried out by psychologists. Socio-pedagogical patronage in the education system promotes the interaction of educational institutions, families, and society in the education of students, their adaptation to the social environment, provides counseling to parents. Socio-pedagogical patronage is carried out by social pedagogues.

The analysis of psychological and pedagogical literature, the legislation of Ukraine showed that the psychological service makes a significant contribution to the reform of education, the introduction of psychological and pedagogical innovations, the implementation of the concept of "New Ukrainian School". Psychologists and social educators carry out activities in the following areas: diagnosis – identifying the causes of difficulties in learning, intellectual development, socio-psychological adaptation; study and determination of individual features of the dynamics of personality development, potential opportunities in

the educational process, professional self-determination; prevention – timely prevention of deviations in the development and formation of personality, interpersonal relationships, prevention of conflict situations in the educational process; correction – elimination of the revealed difficulties of social and mental development of students, reduction of risks of problems of adaptation to the educational environment, tendency to addictions and offenses, various forms of deviant behavior; educational activity – a form of active cooperation aimed at improvement, development, formation of personality; counseling – a multifunctional type of individual and group work aimed at addressing the requests of participants in the educational process; public relations – activities aimed at achieving mutual understanding, cooperation between individuals, teams, social groups, organizations, government agencies; education – the formation of psychological and social competence of participants in the educational process (Babak, 2016; Bondarenko, 2017; Gorbenko, 2020; Khokhlina, 2020; Maksimenko, 2019; Melnychuk, 2020; Panok, 2019; Flyarkovskaya, 2020, and others) [1, 2, 4, 7, 9, 11, 12, 14].

The activity of psychological service specialists has a positive effect on the development and formation of the personality of young citizens of Ukraine. At the same time, there are a large number of problems related to the need to increase the effectiveness of organizational and managerial principles, professional activities of psychologists and social educators, and generalization of their practical and theoretical experience in psychological services in Ukraine.

There is a question of the decision of methodical maintenance, observance of requirements of the application of psychological techniques; observance of ethical norms and standards in the professional activity of psychologists and social pedagogues; professional training of psychologists and social pedagogues in higher education institutions; coordination of activities and management principles of psychological services in the education system of Ukraine.

The object of research in the article is the activity of psychological services in the education system of Ukraine.

The subject of research in the article is the management principles of the psychological service in the education system of Ukraine.

Goal is the analysis of managerial principles, identification of conditions of psychological service in the education system of Ukraine.

*Achieving the goal will be enabled due performing the following tasks:*

1. Identification of the main trends in the development of psychological services in the education system of Ukraine.
2. Definition of human resources, organizational conditions, and characteristics of methodical work.
3. Identification of factors that hinder the activity of psychological services in the educational system of Ukraine.

*Research hypotheses:*

1. Management principles of psychological service in the education system of Ukraine have their own specifics and reasons:

a) The logic of the development of scientific and psychological thought as a reflection of cultural, historical, and scientific traditions in Ukrainian science;

b) Socio-economic and mental factors related to the formation of psychological services in the education system of Ukraine;

c) Features of the development of psychological practice and psychological services in the education system of Ukraine.

2. The activity of the psychological service in the education system of Ukraine and the professional training of specialists should be based on a specific methodology.

## 2 Materials and Methods

The study used theoretical and empirical research methods, namely theoretical analysis and generalization of psychological practice; construction of theoretical approaches and organizational and methodological conditions for improving the practical activities of psychological service specialists; poll; study of methodical and reporting documentation; methods of statistical processing of experimental results.

Empirical data were processed on the basis of qualitative and quantitative analysis. The study involved 25 regions of Ukraine. In the 2019/2020 academic year, the number of psychological service specialists was 23,296.

## 3 Results

The theoretical foundations of this study were determined on the basis of the analysis of the works of scientists. The urgency of this problem is confirmed by the provisions of the main legislative acts of Ukraine, in particular:

- Constitution of Ukraine;
- Laws of Ukraine “On Education”;
- “On Preschool Education”;
- “On Child Protection”;
- “On Social Work with Children and Youth”;
- “On Organizational and Legal conditions of social protection of orphans and children deprived of parental care”;
- “On amendments to some legislative acts of Ukraine on combating bullying (harassment)”;
- “On prevention and combating domestic violence”;
- Regulations on psychological services in the education system of Ukraine and others regulations.

International documents in the field of psychological services were used to study this problem: the European Social Charter, the Declaration of Human Rights, the Convention on the Rights of the Child, and others.

The psychological service in Ukraine has been officially functioning since 1993. In the following year, 1994, 2,852 psychologists already worked in educational institutions of Ukraine. As of 2020, the number of psychological service specialists was 23,296. Among them: psychologists – 15 068, social pedagogues – 7 355, methodologists – 873 (Figure 1, Figure 2).

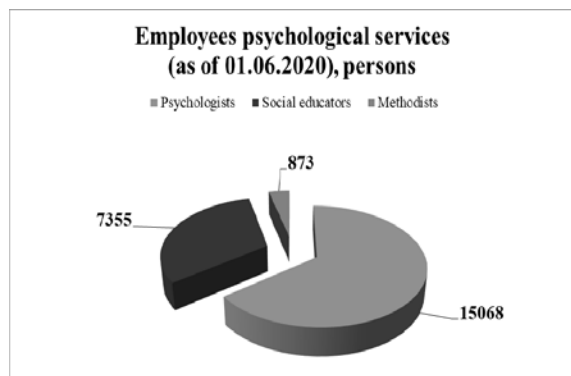


Figure 1 – Data on the number of employees of the psychological service in the education system of Ukraine as of 01.06.2020

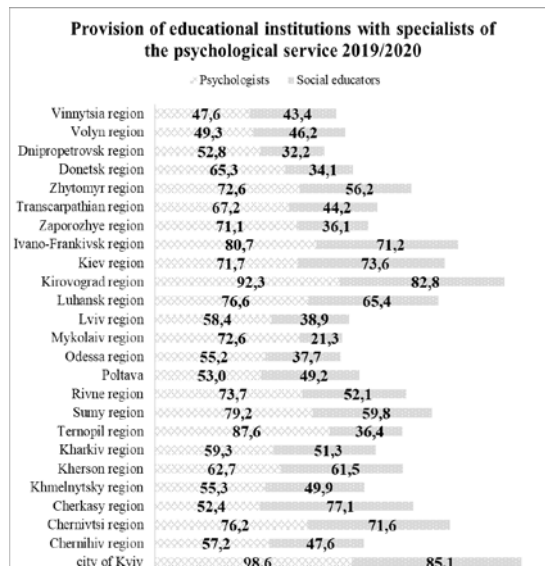


Figure 2 – Data on the provision of educational institutions with specialists in the psychological service

According to the generalized data provided by the regional educational and methodical centers/offices/laboratories of the psychological service in the education system in 2019/2020, the number of offices of practical psychologists of educational institutions of Ukraine was as follows: separate room – 55%, combined – 42%, no office – 3%. In the Dnipropetrovsk region, the provision of a separate office was 79%, in the Mykolaiv region – 69%, in the Lviv region – 34%.

The number of social educators' offices is much lower: 36% have separate rooms, 61% have combined rooms, and 4% have no offices (Figure 3, Figure 4).

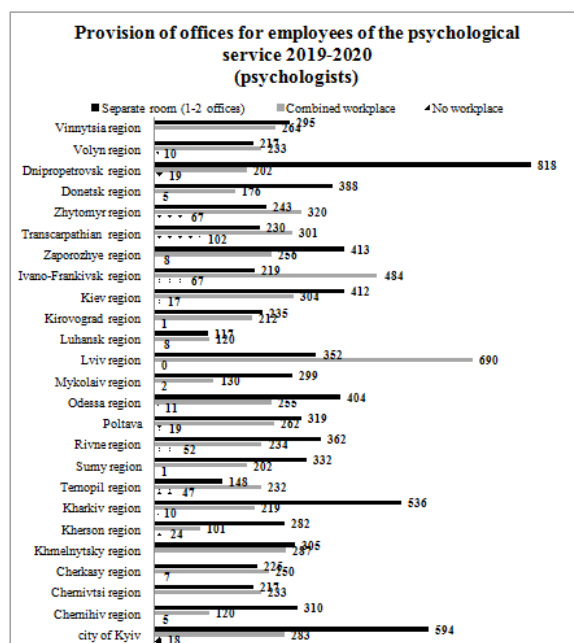


Figure 3 – Data on the provision of offices for employees of the psychological service (social educators)

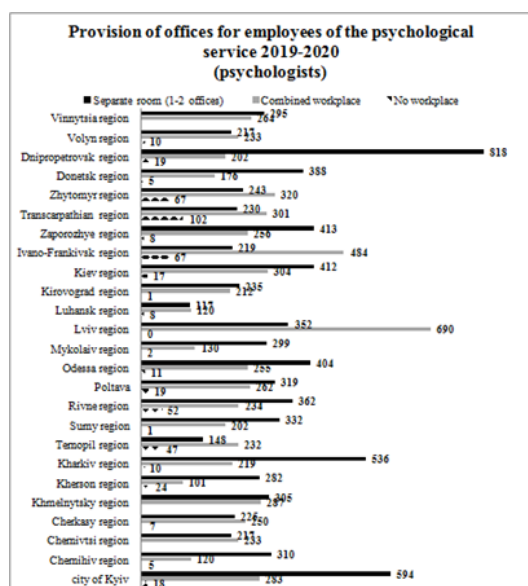


Figure 4 – Data on the provision of offices for employees of the psychological service (psychologists)

The next stage of empirical research implied studying of methodological features of the main areas of functioning of psychological services.

The educational work of psychological service specialists is related to the provision and dissemination of knowledge, an acquaintance of students, parents, teachers with the specifics of the psychological service of the institution, their methods of work, and opportunities.

The content of the educational work of the specialist of the psychological service of the educational institution can be summarized as follows:

- 1) Acquaintance of teachers and parents with the basic laws and conditions of favorable development of the child;
- 2) Popularization and explanation of the results of the latest psychological/socio-pedagogical research;
- 3) The formation of the need for psychological knowledge;
- 4) Acquaintance of students with the basics of self-knowledge, self-education;
- 5) Promoting understanding of the need for a psychologist/social educator in an educational institution.

Forms of educational activities are visual and verbal-visual. Visual forms: information booklets, leaflets, posters, memos. Flyers and booklets are more often used as elements of the design of the office of a psychologist / social educator and perform an informational function. The poster performs an informational function well. More effective forms of education are communication and oral verbal forms of information: conversation, lecture, speech, article.

After analyzing the work in the direction of educational activities of employees of the psychological service for 2019/2020, it was found that this area of work covered 3,259,309 students, teachers – 701,433, parents – 1,941,633.

Career guidance work in an educational institution should be based on a set of activities designed to identify in the younger generation professional qualities that are necessary to master the professional knowledge, skills, and abilities that determine the success and efficiency of professional activities. A psychologist should help the younger generation to choose the right career path.

According to information from the regions, employees of the psychological service during the 2019/2020 school year provided counseling services to 233,398 people on professional

self-determination: parents – 64,573, teachers – 43,120, students – 111,448, others – 14,448.

Diagnosis in the work of psychological services has its own characteristics. Given the wide range of functional responsibilities and activities of a psychologist, social teacher, the diagnosis should be simple and accessible in the processing and analysis, and the results are formulated using lexical means in the context of educational terminology that will enable efficient process of building further psychological-pedagogical support.

Speaking about psychologists and social educators activity, it should be noted that in 2019/2020 5,766,254 people were covered by diagnostic work, of which 1,357,006 people were covered by individual diagnostics, namely: 1,084,977 students, 104,114 pedagogical workers and 167,915 parents; group work – 4 409 248 people: students – 3 556 530, teachers – 335 425, parents – 517 293.

The preventive work of psychological service workers is a system of measures aimed at mental health maintenance and strengthening, prevention of human, group, society developmental disorders, personality disorders, conflicts and problems in interpersonal relationships, prevention of conflict situations in the educational process.

Areas of preventive work in the educational institution are as follows:

- Ensure the activities of the psychological service in the education system of Ukraine and identified factors that complicate the effectiveness of work;
- Prevention of stress and post-stress conditions;
- Prevention of psychological tension in a society experiencing crisis phenomena (economic and political crises, pandemics, interethnic, interfaith conflicts, etc.);
- Prevention of deviations in the mental development of the child, which are related to family problems;
- Prevention of disorders in the mental and personal development of students;
- Prevention of drug and alcohol use among young people;
- Prevention of deviant behavior of young people and more.

The preventive work of employees of the psychological service of the educational institution should be aimed at creating conditions that would promote the harmonious mental and personal development of students. Such conditions are summarized below:

- Adaptation to a new life with its requirements;
- Differentiation and individualization of education, identification of interests and aptitudes of the child, development of abilities, creative possibilities;
- Prevention of neglect of children and adolescents;
- Favorable psychological climate in each class/group of an educational institution.

Data from 2019/2020 showed that 541,856 students, 98,669 teachers, and 139,956 parents and other legal representatives were involved in preventive (individual) work; preventive (group) work covered 2,306,294 students, 316,978 teachers, as well as 519,626 parents and other legal representatives.

The education system has great potential for violence prevention. The activities of psychologists and social educators allow for a comprehensive and systematic impact on parents, teachers, students, in order to form a non-violent model of behavior, mutual respect, and prevention of violence in relationships, joint activities.

Psychological staff received 68,562 inquiries from participants in the educational process to combat domestic violence. 16,745 appeals were received from parents, 18,335 from teachers, 29,106 from children, and 4,376 from others.

Employees of the psychological service received 96,979 inquiries from participants in the educational process to combat bullying (harassment) in educational institutions. 31,636 appeals were received from parents, 28,313 from teachers, 29,520 from children, and 7,510 from others.

Also, 1008 specialists of the psychological service increased the level of pedagogical competence and were trained in the prevention of violence in educational institutions under the program "School Service of Understanding". 107,744 participants of the educational process took part in this program.

According to statistical and analytical data, 15,506 students had thoughts of suicide. Conflict with teachers or peers, the influence of religious sects, domestic problems, unrequited love, misunderstandings with parents, violence - this is not a complete list of causes of child suicide. If to notice a difficult state of mind in time, a terrible tragedy can be avoided.

In 2019/2020, the number of appeals to psychological service specialists is 38,137: from parents – 8,217 appeals, from teachers – 10,265 appeals, from children – 15,506 appeals, from others – 4,149 appeals.

Forms and methods of prevention have different opportunities for the formation of cognitive, affective, behavioral components of personality behavior, so a single application will not provide positive results. Preventive measures will be effectively provided the systematic, comprehensive implementation of various forms, methods, tools aimed at creating conditions for a full life and self-realization of participants in the educational process.

Corrective work in the activities of a specialist in the psychological service of an educational institution is the most difficult and responsible. Such work is recorded in the journal of a practical psychologist/social educator.

The corrective work of a practical psychologist is aimed at raising the general level of the child's development, filling gaps in previous development and learning, developing skills, preparing the child for the perception of educational material, and more.

In 2019/2020, psychologists carried out correctional (individual) work and covered 341,179 students, 23,754 teachers, and 27,899 parents and other legal representatives. Psychologists carried out correctional (group) work and covered 1,237,331 students, 52,353 teachers, and 97,682 parents and other legal representatives.

Today, inclusive education is being actively implemented. State policy in the field of education is aimed not only at obtaining knowledge, skills, abilities by students with special educational needs, but also at the formation of competencies that will promote the ability to communicate with other people, arrange their own lives and be useful to family, community, and society.

In each school, the specialist must prepare students as well as their parents for healthy interaction with a child with special educational needs. The specialist should conduct training, lectures, seminars, consultations for teachers who work with children with special educational needs.

Counseling in the work of employees of the psychological service is one of the popular areas of work. According to the generalized data from the regional educational-methodical centers/offices/laboratories of psychological service in the education system in 2019/2020 individual and group counseling covered 4 715 835 participants of the educational process. Specialists of the psychological service provided consultations in group form - 2,744,465 participants in the educational process, and an individual form – 1,971,070.

The planning of activities by employees of the psychological service is described in the legislation of Ukraine. An important component of this area is organizational and methodological work is the organization of own activity, analysis and generalization of results, an increase of professionalism through self-education. Psychologists and social pedagogues in 2019/2020 organized and

conducted 1,622 events: methodical, instructive-methodical meetings (Skype meetings) – 199, seminars, webinars – 348, scientific-practical conferences – 52, methodical associations of psychologists and social pedagogues – 153, creative groups of psychological service specialists – 138, training of psychologists and social pedagogues – 86, schools of young psychologists and social pedagogues – 97, workshops, training – 380, creative workshops, masterclasses – 169.

#### 4 Discussion

Thus, as a result of empirical research, data were obtained on the professional and logistical support of employees of the psychological service from different regions of Ukraine. It was found that the Kirovohrad region, Ivano-Frankivsk region, Kyiv region, Sumy region, Luhansk region, Zhytomyr region have a sufficient supply of specialists in educational institutions. Provision of employees of the psychological service with separate offices remains at the average level.

The educational work of psychological service specialists is performed at a high professional level and depends on the needs of a particular educational institution. Specialists of the psychological service promote psychological/socio-pedagogical knowledge, implement and use scientific works, provide psychological/socio-pedagogical assistance to participants in the educational process and carry out counseling work. It was found that this area of work covers 3,259,309 students, 701,433 teachers, 1,941,633 parents.

Specialists of the psychological service carry out career guidance work. Consulting services on professional self-determination covered 233,398 participants in the educational process: 64,573 parents, 43,120 teachers, 111,448 students, and 14,448 others.

Diagnosis in the work of psychological service specialists has its own principles and methods of work. Psychologists and social pedagogues in 2019/2020 covered 5,766,254 participants in the educational process: individual diagnostics was provided to 1,084,977 students, 104,114 pedagogical workers and 167,915 parents; group diagnostics – 3,556,530 of students, 335,425 of teachers, 517,293 of parents.

The preventive work of employees of the psychological service of the educational institution is aimed at creating adaptive socio-psychological conditions for teaching and educating the younger generation. These are the prevention of antisocial behavior, the establishment of a favorable socio-psychological climate, effective assistance to teachers and parents in working with children with special educational needs. Preventive (individual) work covered 541,856 students, 98,669 teachers, and 139,956 parents and other legal representatives; preventive (group) work covers – 2,306,294 students, 316,978 teachers and 519,626 parents, other legal representatives.

Corrective work by specialists of the psychological service is carried out with participants in the educational process. In 2019/2020, correctional (individual) work covered 341,179 students, 23,754 teachers and 27,899 parents and other legal representatives; Correctional (group) work covered 1,237,331 students, 52,353 teachers and 97,682 parents and other legal representatives.

Educational staff, psychologists, and social educators work with children with special educational needs. Psychologists, teachers who work in special and inclusive educational institutions, use correctional and developmental programs to work with children with special educational needs. The programs are developed on the basis of the State Standard of Primary General Education for Children with Special Educational Needs. Basic principles of organization of psychological and pedagogical support of children with special needs are the following: priority of interests and needs of students; continuity of support; multidisciplinary. In working with children with special needs, various classes are held: classes on the development of communication skills, effective social interaction, classes on self-confidence, classes on reducing anxiety and overcoming fears, classes on developing emotional self-regulation

skills, classes on creativity, classes on the development of assertiveness and others.

Counseling is one of the areas of work of employees of the psychological service. Counseling (individual, group) is provided at the request of participants in the educational process. This service is aimed at analyzing and understanding the essence of a difficult life situation. The specialist offers a variety of options that can be used to solve the problem. The peculiarity of counseling is the emphasis on the personal responsibility of the person who asked for help. Counseling is a technology of helping participants in the educational process.

An important component of planning the activities of employees of the psychological service is the organizational and methodological work. This direction of work of employees of psychological service is carried out according to the order of the Ministry of Education and Science of Ukraine from 28.12.2006 № 864 "About planning of activity and conducting documentation of social pedagogues, social pedagogues on work with children with disabilities of the Ministry of Education and Science of Ukraine". Organizational and methodical work is the preparation of work plans, preparation of a report on the work performed, preparation for training, business games with students, parents, teachers, pedagogical consultations, speeches at parent meetings, pedagogical meetings, seminars for teachers, educational classes with students, classes, electives, clubs, work in the library, self-training, consultations in educational and methodological and research centers, participation in educational and methodological activities of psychologists, social educators.

The study found that the managerial principles of psychological service have their own specifics, due to the logic of the development of scientific and psychological thought, as a reflection of cultural, historical, and scientific traditions in Ukrainian science; socio-economic and mental factors related to the formation of psychological services in the education system of Ukraine.

## 5 Conclusion

The study found that the psychological service in the education system is the only system that contributes to the creation of conditions for intellectual and social development of students to maintain mental health and provide psychological support to participants in the educational process. Research has shown that improving the efficiency of educational institutions is closely linked to the psychological factor of the educational process. Personality development should be not only the goal of educational institutions but also become a real criterion for the effectiveness of their work.

Today, specialists of the psychological service have accumulated a significant number of prevention programs. The use of prevention programs in pedagogical practice requires a certain psychological competence. The psychological service in the education system has accumulated significant positive work experience, which is confirmed by a large number of appeals to specialists of the psychological service, developed methods, methodological and scientific developments, printed works in periodicals, and more.

Thus, for the effective development of psychological service management in modern conditions, it is necessary to coordinate and purposefully use the arsenal of efforts and means for the productive use of human capital for the benefit of professional activity. The professional activity of psychological service specialists should be expanded through the introduction of effective innovative psychological and socio-pedagogical approaches.

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