



## The employee of psychiatric service: the professionally important qualities

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*In modern conditions of development of psychiatry the formation of a complex image of the expert of modern psychiatric service is necessary (in view of his personal, professional, moral and ethical and other features) with the purpose of increase of the professional competence and in view of inquiry of consumers of psychiatric services. The author formulates necessary and undesirable characteristics of the employee of service for realization of professional work.*

**Key words:** *employee of psychiatric service, professionally important qualities (PIQ), moral and ethical values, strategy of behaviour, personal features, features of communication, willed regulation of activity, neurodynamic features of mental activity.*

At the present moment in society there is no realistic, differentiated idea of employees of psychiatric service; it is revealed the tendency to a negative estimation of their professional work, attribution of negative personal qualities [1, 10].

Such situation develops on a background of active reforming of the psychiatric service. There are developed new principles of the service organization [5, 6, 8, 12], in medical and rehabilitation processes there join experts of adjacent directions (psychologists, social workers, labor therapists, lawyers, managers) [2, 6, 9, 13], there is an integration of psychotherapeutic services with stationary and outhospital psychiatric brigades [4, 8, 11]. Abroad within last 30 years users are actively involved in planning and estimation of the psychiatric service work [3, 7].

All this defines the service of mental health as the complex mechanism of interaction of experts of different categories with consumers of the psychiatric help, allowing to solve a number of medical and other problems (social, legal, psychological, information).

These tendencies promote that in modern system of psychiatric service it is necessary the formation of a complex image of the employee which on the one hand, will promote effective functioning of the expert (delimitation of professional competence, formation of professional self-consciousness, interaction with colleagues, distribution of powers and responsibility and so forth), and on the other – to correspond to inquiry of consumers of the psychiatric help.

**The aim and problems of the research.** The aim of this work is formation of a complex image of the expert of the psychiatric service as a part of professional collective and the representative of psychiatric service.

For achievement of this aim in the work there were investigated individual and psychological, professional, moral and ethical features of the expert's personality. Also there has been spent studying of a system of interpersonal interaction of experts in collective, research of ideas about employees of psychiatric service among the "consumers of the psychiatric help" (patients).



**The materials and methods of the research.** The tool of research was the original questionnaire (64 questions), reflecting subjective perception of the image of the expert. With the purpose of studying of the system of interpersonal attitudes the technique of diagnostics of interpersonal attitudes (the modified variant of interpersonal diagnostics of T.L.263 persons took part in the research, from whom 233 are employees of psychiatric service (6 professional groups: 1) "the head physician, the assistant to the head physician" (HP, AHP); 2) "the main nurse, the senior nurse" (MN, SN); 3) "hospital nurse" (HN); 4) "the psychiatrist" (TP); 5) "the social worker" (SW); 6) "psychologist" (P); 30 persons – "the patient of psychiatric service" (PPS).

**The results of the research.** In this article the results of the analysis of professional sphere of the employee of the psychiatric service are described.

The analysis of professionally important qualities (PIQ) of the experts in following spheres: moral and ethical, communicative, in sphere of willed regulation of behaviour, emotional sphere, sphere of behaviour and neurodynamic properties. In each professional group there were received characteristics which from the point of view of the expert are necessary and undesirable for realization of the professional work.

#### **I. Characteristics of personality of the expert necessary for successful work in psychiatry.**

1. Orientation on moral and ethical values during the work: humanism, decency, justice, conscientiousness, tolerance, love to patients, respect, unselfishness, feeling of duty, mercy.
2. Strategies of behaviour and role relations.
3. The most effective in work is the flexible strategy of behaviour built according to a position occupying in collective. For example, for the head it is an active position, described by efficiency, insistence, persistence, straightforwardness, for the HN it is ability to submit, follow the instruction, "reactive" behaviour.
4. Personal features of the experts:
  - keenness, responsiveness, ability to empathy, empathy, sensitivity;
  - stability of emotional sphere (emotional stability, steadiness, calmness, self-reliance), optimism (forecasting of positive results of treatment);
  - high ability for willed regulation of activity: sense of duty, compulsion, conscientiousness and responsibility. Self-control of emotions and behaviour (accuracy, attentiveness, discipline, punctuality, concentration, patience, consistency) – are most significant in the work of the hospital nurses sisters personnel;
  - features of communicative sphere: goodwill, sociability, skill to inform the patient with medical information. In groups of the experts working with patients "by the word" (TP, P), besides the named above characteristics of communicative sphere there are named: tact, empathy, politeness. In the group of Psychologists there are distinguished the distance in communication, simplicity of explanation, flexibility, empathetic hearing;



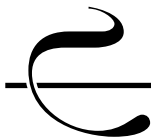
–neurodynamic features: neuropsychic stability shown in high working capacity, readiness to unnormative regime, low fatigue. Good memory and ability for high concentration of attention are necessary, first of all, in the work of HN.

## **II. Factors negatively influencing the realization of professional work.**

1. Low moral and ethical level: cynicism, envy, pride, self-interest, arrogance.
2. Strategies of behaviour and role attitudes:
  - directive approach to subordinates from a management that can suppress the opportunity of self-realization and initiative among subordinates;
  - role uncertainty (“adaptation”) in the collective that conducts to a role conflicts (to “rivalry”, “competition”);
  - inability to listen to employees.
3. Personal features of the experts:
  - special sensitivity to problems (trustfulness, pity, kindness, sympathy for the patient, keenness);
  - aggressive solution of a situation, solution of a situation “at any cost”, fieriness. It is described as irascibility, rage, anger, irritability, impulsiveness, fieriness;
  - low level of self-estimation (indecision, diffidence, shyness);
  - in the group of Psychologists – excessive emotiveness, emotional instability, anxiety;
  - features of communication connected with unsociability, isolation. Besides there have been distinguished: softness in communication with subordinates (HP, AHP), inability to listen (to understand, adjust the communication) to employees (MN, SN), garrulity, excessive sociability, love to advice giving (HN), silent voice, indistinct pronunciation (HP), indulgent intonation, dispassionateness (P);
  - features of willed regulation of behaviour: carelessness, impatience, fieriness, restlessness, absent-mindedness, carelessness, disorganization. In the group of HP, AHP it is distinguished excessive regulation of activity: superresponsibility and supercompulsion;
  - neurodynamic features: sluggishness, drowsiness, fatigue, forgetfulness.
  - The most disputed zones of the PIQ are moral and ethical, emotional spheres. Characteristics of these spheres are ambiguously differentiated by the experts on positively influencing the professional work realization and those that render negative influence.

**Conclusions.** The professionally important qualities of the expert of psychiatric service cover not only professional skills and the skills received during training, but also include personal characteristics, features of emotional sphere, moral and ethical qualities and so forth.

Results of the research have allowed to reveal the most disputed zones of PIQ and to define specificity of professional support of the expert, both at the initial stages of work, and during realization of the professional work.



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