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Psychological particularities of the transformation of the context sphere while getting extra qualification

In the contemporary psychological science there is a well formed scientific direction, which considers personal transformations in the specific professional context and reveals, how professional context influences personal features, not only destroying them but changing them, stimulating the development of the personality value intentions. Particular aspect of the studies is connected with the particularities of the influence upon the personality in the period of getting extra qualification. People of the different professional background in different way perceive and assimilate the information concerning new professional knowledge and skills, there is a particular group of the office workers, who already have high education.

Key words: context sphere, value and context образования, value-context barriers, purpose- in life strategies, positive strategies, crisis strategies, personal transformations.

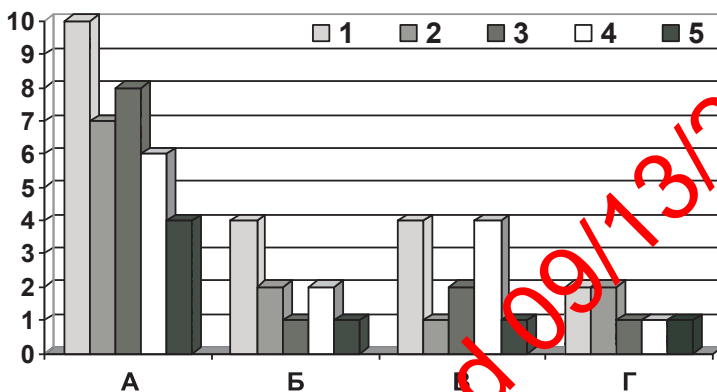
Getting the extra qualification in the conditions of the economic crisis becomes more and more popular. The extra qualification doesn't mean the second high professional education, but in fact it is an analogue for the second high education. In the described research we examined the process of getting qualification when the respondents have already basic high education. The sample consisted of 500 specialists, working in different professional fields, who completed a questionnaire that allowed to discover what categories of the employees would like to receive most of all the extra qualification: medical workers – 7 %, teachers – 13 %, servicing – 24 %, the bank clerks and employees of insurance companies – 52 %. If in 2007 only 27 % of the bank clerks and employees of insurance companies wanted to get the extra qualification (N.M. Kadiakina), then in the middle of 2011 more than 50 % of specialists having this profile believe, that the extra qualification is absolutely necessary, both for the professional growth, and for deciding their own psychological problems (with communicative interactions, overcoming value and context barriers, decreasing the level of personal anxiety). It is confirmed by other researches. The psychologists speak about the new «disease from work» XXI c., which negatively influences the man's health. The following results are given in static studies: satisfaction from work receive only 16,8 % of the asked bank clerks, however in other spheres (teachers, medical workers) this figure increases to 42,2 %. 74 % of respondents suffer permanently from the depression – office workers, and 53% – outside the working place. The intense work, connected with psychological stresses, more often leads to depression among the office workers – 22,6 %, which twice higher than in other groups of respondents. Besides, the authors of the research (P.N. Ermakov, N.M. Kadiakina) underline that, mental instability and depression lead to different diseases. Many office workers (especially bank employees and those of large insurance companies), being afraid of loosing their job during the disease, prefer not



to see the doctor, they take other sleeping draughts, or stimulating physical activity medicines and biologically active additives. Self-treatment is exercised by 45,1 % of the respondents in the bank sphere and only 11,1 % in other sectors. Q-date let us also to reveal, that the women are under stress at work more often than men. We found out some factors, which, in respondents' opinion, hurt them most of all:

- 1) high intensity of work (the rush of the city life);
- 2) high level of responsibility;
- 3) socio-psychological climate and interaction with other employees;
- 4) absence of high hierarchy;
- 5) high requirements for reliability (diagram1).

The factors were analyzed according to 10-pointed scale.



A – bank clerks and employees of insurance companies; B – teachers;
C – doctors; D – employees of Horeca (hotels, restaurants).

Diagram 1. Comparative analysis of hurting factors among employees of different professional groups

The feeling of the uncertainty in their professional future and extremely intensive work, trigger first of all the representatives of the group «A» to get extra qualification. Besides it is possible to distinguish three directions, where the office workers would like to get extra qualification:

- Foreign language studies – 17 %;
- programs of qualification improvement, closely connected with permanent improvement of the professional duties – 37 %;
- programs connected to management psychology and communicative psychology – 56 %.



In this research we carried out the comparative analysis of the transformations of the value and context sphere among bank clerks, workers of insurance agencies, realtors, workers of traveling agencies who completed the course in order to get the extra qualification of «Management psychology and recruitment» (147 respondents); «Interpreter in communication sphere» (34 respondents) and control group, those employees, who don't have any extra qualification (69 respondents).

In the contemporary psychological theory (I.V. Abakoumova, V.I. Bakoulin, S.U. Golovin, D.A. Leontiev, A.N. Soukhova) they outline context-value barriers. The construction material of the world outlook is the personal contexts as the products of the human relation towards it. The context has a systematic ability, the ability to spread its influence upon all the human systems and submit them in some way or another. D.A. Leontiev defines the context sphere of personality as an organized in particular way complex of the context entities (structures) and links between them, providing the context regulation of the whole life-sustaining activity of the subject and all its aspects. Under the term of context regulation he means the system of the psychological mechanisms, which guarantee the congruity of the activity in the subject's intentional sphere. The man's relations with the world are formed through the context links, turning them in the context structures, which organize this world. D.A. Leontiev distinguishes dynamic context system, relatively stable, autonomous, hierarchically organized, including multilevel context structures functioning as a whole. It also determines man's outlook. The context sphere is unhomogeneous and multilevel entity. The compounds of the context sphere have the context forming function, including the context regulation of the life-sustaining activity of the subject. The individual blocks in the context regulation can be defined as the personality value – context barriers.

Transformations of context and value sphere of the personality and dynamic motivational changes, as well as the internal links and relations between multilevel compounds and parameters, determining the level of the personal stability and professional reliability of the employees working in the offices.

The strategies of value and context sphere can be classified as positive, providing high level of professional self-realization, and crisis, leading to the deformations and regressions in the relations with the surrounding people and public (social) structures (A.A. Volkov).

The employees with the positive strategies are oriented in their purpose-in life intentions to self-development, they differ by the structured and consistent actions in the situations of the personal choice. They are creative in finding the intermediary contexts of their actions, the active and pro-social outlook is typical for them.

Crisis strategies are caused by value and context barriers, which appear in the process of the professional activity, preventing personality self-realization in this the most important life context. Value-context barriers, specific to office workers will be different depending on the objective and subjective factors. The objectives (interpersonal factors) are caused by the existing regulations of the professional activity and professional experience in the field.



Among the subjective factors the most significant are: level of the development of the context sphere of the employee, especially his professional motivation, value orientations, and general personality orientations. Besides, we find consistent the goal-oriented influence from the side of the professional environment, forwarded to create the corresponding context attitudes as an important accelerator of the introspective needs and, as a consequence, of those context intentions, which lead the person gradually to the level of self-realization, in the form of needs of self-understanding, reflexion, self-assessment while analyzing success and failure in the process of the professional activity.

More often the value and context barriers are connected with the absence of the reflexion, difficulties in the verbalization of self-attitude and the extrapolation of the personal sense in the situation connected to professional activity. These barriers demonstrate themselves in the difficulties of context actualization and the correlation of the external object of the activity with the internal need, the impossibility of the subjective transfer of the context content of one situation in other professional conditions.

Bearing in mind the qualitative analysis of the gathered diagnostic results, we made the comparative analysis and found that the employees who attended the training in «Management psychology and recruitment» have the following configuration of the compounds of the purpose-in life orientation: Aims > PQ-Self > PQ-Life > Result > Process. They aren't satisfied by their life at present and assess as average the efficiency of the spent life, and, however, the goals oriented towards future give the life the full –value context. The orientation to the goals contribute to their representations about themselves as strong personalities, having enough freedom of choice and able to build their life according to their aims and life purposes, contrary to the fact that the man can't always control his life, to make the decisions and make them true.

The employees, who studied according to the program «Interpreter in the communication sphere» have the following configuration of the compounds of the purpose-in life orientations: Aims > Result = PQ-Self > PQ-Life > Process. They appreciate the fact of having purpose in life. They aren't satisfied with their present life. They assess their life span in correspondence with their representations of their personal possibilities and the freedom of the choice, the freedom of choice from the point of view of these employees is limited.

After making diagnostic we can make a conclusion, that the representatives of the 1-st and 2-nd group have the strict orientation towards the changes (100% and 76% correspondingly). The representatives of the 3-rd group (those who didn't get extra qualification) demonstrated the tendency to keep the things in the way which already exists or they admit the minimum changes (correspondingly 47% and 53%).

The representatives of the first group are characterized by high level of transforming and achievement motivation (table 1). Even women (in our research there is a majority of them) judging by many traits are similar to standard characteristics, typical for the men. It means a well –formed orientation to the achievements and a decreased orientation towards the communication.



Table 1

The primary results (the average statistic data by the group, getting extra qualification in «Management psychology and recruitment»)

Motivation:	money		team		profession		Total points, %	
	w	t	w	t	w	t		
transforming;	4	4	5	5	4	1	23	22,4
communicative;	4	1	0	5	5	3	18	13,95
pragmatic;	3	1	2	2	5	1	13	11,2
co-operative;	5	4	4	1	4	2	20	18,71
competitive	5	0	3	3	2	0	13	12,1
achievement	5	1	4	5	4	1	20	22,56

Test results testify that the representatives of this group have an active position in the professional activity in whole (predominance of the result over the process). The co-operative motivation is well formed, which speaks about the orientation towards the society interests in whole, and not only towards the personal interests or the interests of the notary's office where the respondents work. The most important one is the motive of the achievement, which emphasizes the desire to overcome the difficulties, the desire to face the tasks of the high level of the difficulty and decide them, mainly, supporting themselves, counting on their own forces. The certain deformations of the context sphere are observed по ряду стимулов. Thus, for instance, the competitive and transforming motivation is clearly demonstrated towards the words «money» and «team» and less expressed to the words connected to the labor activity. It is necessary to underline, that the most often the representatives of this group believe, that «good work» doesn't give the man the confidence that he will be appreciated, and that he will be successful in colleagues' opinion. Such confidence, from their point of view, is only given by the money, professional status and self-confidence.

The data received as the result of the diagnostic and experimental work, testify:

- among bank clerks, insurance employees, realtors and the workers of the traveling agencies, positive personal changes are initiated by the extra qualification in «Management psychology and recruitment»;
- after attending the program they show a small percent of the value and context barriers, they better analyze the strategies of overcoming the crisis situations, connected to the professional activity, they treat more optimistically their future.

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