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В 2016 году для развития и улучшения качества жизни казахстанцев был создан частный Благотворительный фонд «Халык». За годы своей деятельности на реализацию благотворительных проектов в областях образования и науки, социальной защиты, культуры, здравоохранения и спорта, Фонд выделил более 45 миллиардов тенге.

Особое внимание Благотворительный фонд «Халык» уделяет образовательным программам, считая это направление одним из ключевых в своей деятельности. Оказывая поддержку отечественному образованию, Фонд вносит свой посильный вклад в развитие качественного образования в Казахстане. Тем самым способствуя росту числа людей, способных менять жизнь в стране к лучшему – профессионалов в различных сферах, потенциальных лидеров и «великих умов». Одной из значимых инициатив фонда «Халык» в образовательной сфере стал проект Ozgeris powered by Halyk Fund – первый в стране бизнес-инкубатор для учащихся 9-11 классов, который помогает развивать необходимые в современном мире предпринимательские навыки. Так, на содействие малому бизнесу школьников было выделено более 200 грантов. Для поддержки талантливых и мотивированных детей Фонд неоднократно выделял гранты на обучение в Международной школе «Мирас» и в Astana IT University, а также помог казахстанским школьникам принять участие в престижном конкурсе «USTEM Robotics» в США. Авторские работы в рамках проекта «Тәлімгер», которому Фонд оказал поддержку, легли в основу учебной программы, учебников и учебно-методических книг по предмету «Основы предпринимательства и бизнеса», преподаваемого в 10-11 классах казахстанских школ и колледжей.

Помимо помощи школьникам, учащимся колледжей и студентам Фонд считает важным внести свой вклад в повышение квалификации педагогов, совершенствование их знаний и навыков, поскольку именно они являются проводниками знаний будущих поколений казахстанцев. При поддержке Фонда «Халык» в южной столице был организован ежегодный городской конкурс педагогов «Almaty Digital Ustaz».

Важной инициативой стал реализуемый проект по обучению основам финансовой грамотности преподавателей из восьми областей Казахстана, что должно оказать существенное влияние на воспитание финансовой

грамотности и предпринимательского мышления у нового поколения граждан страны.

Необходимую помощь Фонд «Халық» оказывает и тем, кто особенно остро в ней нуждается. В рамках социальной защиты населения активно проводится работа по поддержке детей, оставшихся без родителей, детей и взрослых из социально уязвимых слоев населения, людей с ограниченными возможностями, а также обеспечению нуждающихся социальным жильем, строительству социально важных объектов, таких как детские сады, детские площадки и физкультурно-оздоровительные комплексы.

В копилку добрых дел Фонда «Халық» можно добавить оказание помощи детскому спорту, куда относится поддержка в развитии детского футбола и карате в нашей стране. Жизненно важную помощь Благотворительный фонд «Халық» оказал нашим соотечественникам во время недавней пандемии COVID-19. Тогда, в разгар тяжелой борьбы с коронавирусной инфекцией Фонд выделил свыше 11 миллиардов тенге на приобретение необходимого медицинского оборудования и дорогостоящих медицинских препаратов, автомобилей скорой медицинской помощи и средств защиты, адресную материальную помощь социально уязвимым слоям населения и денежные выплаты медицинским работникам.

В 2023 году наряду с другими проектами, нацеленными на повышение благосостояния казахстанских граждан Фонд решил уделить особое внимание науке, поскольку она является частью общественной культуры, а уровень ее развития определяет уровень развития государства.

Поддержка Фондом выпуска журналов Национальной Академии наук Республики Казахстан, которые входят в международные фонды Scopus и Wos и в которых публикуются статьи отечественных ученых, докторантов и магистрантов, а также научных сотрудников высших учебных заведений и научно-исследовательских институтов нашей страны является не менее значимым вкладом Фонда в развитие казахстанского общества.

С уважением, Благотворительный Фонд «Халық»!

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STRESS MANAGEMENT IN THE SOCIO-PEDAGOGICAL PROCESS AS PREVENTION OF PROFESSIONAL BURNOUT

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Abstract. This research aims to study the professional fatigue problem of teachers working in a socio-pedagogical environment. The article describes the professional and personal characteristics of modern social educators that arise as a result of the relationship between stress tolerance and professional fatigue. In recent years, the preservation of psychological health in educational institutions and its difficulties have become particularly tense in connection with the emergence and development of inclusive education. The need for theoretical and practical research on the topic is due to the high responsibility of social educators and a large amount of overtime work. The demands and responsibilities placed on teachers in the pedagogical process cause professional exhaustion and lead to neuropathy and psychosomatic disorders. In a social society, it is believed that human social behavior undergoes many changes, such as work, production, organization and communication. At the same time, "labor discipline" is correctly separated from work and is defined as a set of human actions and behaviors that connect employees with work. The interest in the theoretical aspect following the topic of professional exhaustion is due to practical requirements. Situations of emotional burnout arise in an individual within the framework of his activities and negatively affect the psychological health of both the individual and the entire organization. It cannot be said that the syndrome of

среде. В статье описаны профессиональные и личностные особенности современных социальных педагогов, возникающие в результате взаимосвязи между стрессоустойчивостью и профессиональной утомляемостью. В связи с возникновением и развитием инклюзивного образования в последние годы особую напряженность приобретает сохранение психологического здоровья в организациях образования. Потребность в теоретических и практических исследованиях по теме обусловлена высокой ответственностью социальных педагогов и большим количеством сверхурочной работы. Требования и ответственность, предъявляемые к педагогам в педагогическом процессе, вызывают профессиональное истощение и приводят к возникновению невропатии и психосоматических расстройств. В обществе считается, что социальное поведение человека претерпевает множество изменений, таких как труд, производство, организация и общение. При этом «трудовая дисциплина» правильно отделяется от трудовой деятельности и определяется как совокупность человеческих действий и поведения, связывающих работников с трудовой деятельностью. Интерес к теоретическому аспекту профессионального истощения обусловлен практическими требованиями. Ситуации эмоционального выгорания возникают у индивида в рамках его деятельности и негативно сказываются на психологическом здоровье как личности, так и всей организации. Нельзя сказать, что синдром профессионального истощения полностью изучен. В современном мире в педагогической деятельности достаточно фактов, касающихся эмоционального выгорания, поэтому данная проблема никогда не теряет своей актуальности. Поиск путей диагностики и профилактической работы с профессиональным истощением среди педагогов еще не нашел полноценного решения. Одним из способов профилактики профессионального истощения в педагогической деятельности в университете выступает обучение будущих педагогов способности противостоять стрессу. Результаты данного исследования могут представлять интерес для будущих педагогов, социальных педагогов и воспитателей с точки зрения профилактики профессионального истощения и развития стрессоустойчивости.

Ключевые слова: уровень стрессоустойчивости; профессиональная утомляемость; социальный педагог; профилактика профессиональной утомляемости педагога

Introduction

The teaching profession is one of the most demanded, since its role is directly related to the quality of professional activity in education. In modern society, many children face life problems and difficult situations. Minors are socially vulnerable, in need of legal and psychological support, and it is provided by a social teacher.

A social pedagogue is a person who works in schools, hospitals, rehabilitation centers, orphanages, boarding schools, and social services. He has to work with difficult, problematic children from disadvantaged families, with the disabled, with those who lag in their studies, and with those who have experienced mental

trauma. The activity of a social pedagogue is to help children living in unacceptable conditions, often without even basic material support. Such a child often faces psychological and physical violence — at home, at school, and in an extracurricular environment. A teacher should have a high level of empathy, sincerely love children and want to help them.

A social pedagogue works in an informal communication environment, remaining in the position of an informal leader, assistant, or adviser. This puts a huge responsibility on him. Today, by pushing the child away, no matter what he is, tomorrow we will get another antisocial element of our society. There are no bad, incorrigible children, there are difficult fates, illiterate upbringing and irresponsibility. (Brovets & Rybakova, 2016). Such difficult responsible work, which leads teachers to professional burnout, often takes place in modern society. Therefore, as a prevention of professional burnout in future professional socio-pedagogical activities, it is important to teach students stress tolerance and develop skills to overcome stress at the university.

A modern social pedagogue must possess certain professional qualities and high technical skills, but there is a problem of uncertainty of many factors affecting the entire process of his professional development (Brovets & Rybakova, 2016). In particular, it is important to influence several factors on the stability of the mental health of teachers, which negatively affects professional activity and leads to professional burnout. However, not enough research has been conducted to identify problems in teachers' professional burnout, which is affected by occupational stress. It is known that in the professional sphere, people experience great stress due to the stress associated with collecting information, physical and mental work, with a great psychological burden, especially when the profession calls for being in the center of society.

Occupational stress is a state of persistent physical and mental stress caused by negative factors related to a person's professional activity. The work of a professional teacher is a work that is complex in its structure of activity and psychological issues, requiring a person to show all his qualities and use all resources (Garskova, 1999).

According to his professional appointment, a social pedagogue should promptly identify the causes of the problem, prevent it, ensure the prevention of negative phenomena of a social, moral, physical nature, deviations in behavior and communication of children and adolescents, improve the social microenvironment surrounding them. A social pedagogue carries out his activities based on a systematic approach, involving state and public structures in social work (Gonina & Maklakova, 2019).

The purpose of the study is a scientific and theoretical justification for the formation of the readiness of future social educators to manage stress in their professional activities, its scientific and methodological support and experimental verification.

The object of the study is students of the specialty of social pedagogy at the L.N. Gumilev Eurasian National University

The subject of the study is the state of professional readiness of future social educators to manage stress in their professional activities.

Methods

Currently, the scientific community pays special attention to the problem of professional self-realization (Vardanyan et. al. 2021). The UNESCO International Report on the Future of Education for 2021 notes: «It must be recognized that regardless of certification or experience, teachers are never «complete» or «complete» in their professional identity, abilities, or professional development. Teacher development is a rich and dynamic continuum, learning and experience that last a lifetime and are intertwined with life» (Vodopyanova, 2018).

This interest gave rise to an expansion of the research focus in the field of professional activity and teacher development, which led to the search for the main signs and factors of pedagogical self-realization, as well as the study of the influence of these factors on other processes and phenomena of pedagogical activity, including destructive ones, namely professional (emotional, mental) burnout. Professional burnout deprives modern teachers of something important - internal resources (Yarotsky & Krivolapchuk, 2001).

Psychologists say that stress management is important so that professional burnout does not occur in the educational process. Scientists also offer methods of neurobiological learning. The necessary treatment of professional burnout should be carried out through physical exercise: this not only affects health, but also affects cognitive activity (Kasymova & Sangilbayev, 2018).

After analyzing the ideas of many scientists, we concluded that there was no professional burnout in the educational process, it is necessary to train future teachers in stress management while studying at the university. Then it will be possible to prevent the problem of professional burnout of teachers in their future professional activities. In this regard, we conducted research among future social educators.

The empirical study was conducted from March to June 2023. Students in the 2nd-4th year of full-time study at the Eurasian National University (Astana) in the specialty «social pedagogy» took part in the survey as respondents.

The total sample was 49 people.

Anonymity was ensured at all stages of data collection.

The observed variables of the study were: the age of the respondents, the level of professional burnout, professional self-realization (including variables based on signs of professional self-realization).

The main method of data collection was a survey. The research materials include 2 questionnaires: diagnosis of professional burnout by K. Maslach (1986) and the questionnaire «Coping strategies» by R. Lazarus (1988).

Spearman correlation coefficients were chosen as data processing methods). Descriptive statistics were calculated in SPSS (version 28).

Results

The survey results showed a different level of professional burnout of future teachers (Figure 1), which indicates the presence of professional difficulties and problems for all respondents. Although the indicators are mostly low, they do not significantly correlate with the indicators of teaching experience (Figure 3) and the age of the respondents.

Diagnostics of professional self-realization of teachers (Figure 2) showed an average level of manifestation of most signs of self-realization. Moreover, there are no significant correlations.

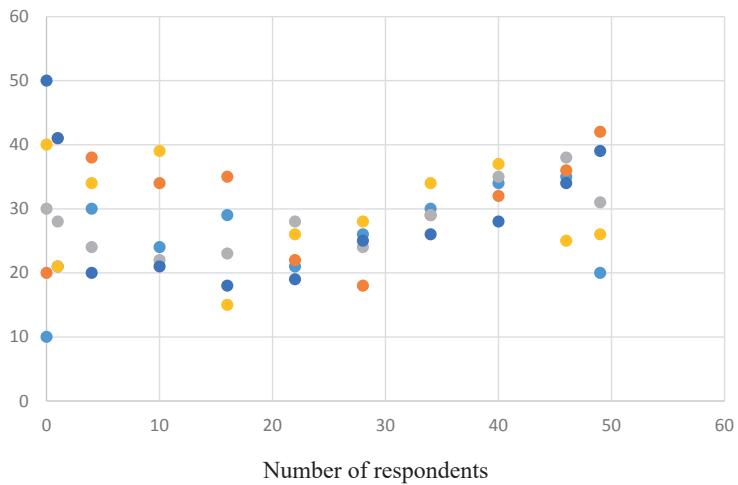


Figure 1 – Psychological burnout of future social educators

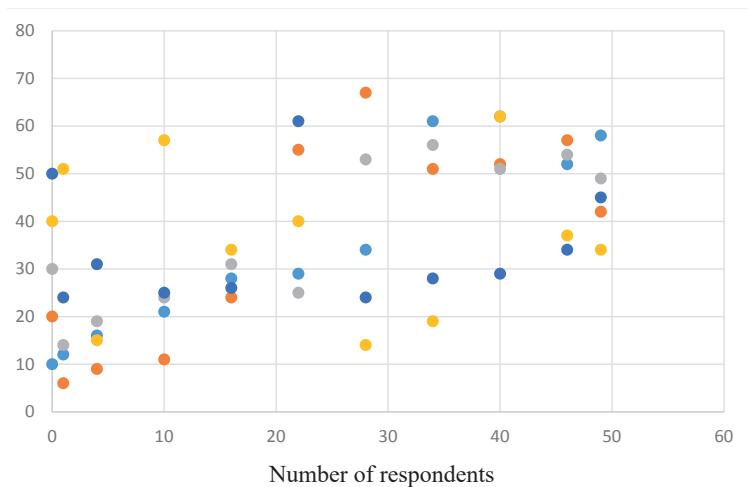


Figure 2 – Professional self-realization of future social educators

In this regard, the following assumption is made: the quality and success of professional self-realization of social educators is not related either to their age or to their work experience. However, work experience may be a secondary factor if other significant factors are present, which will be discussed later.

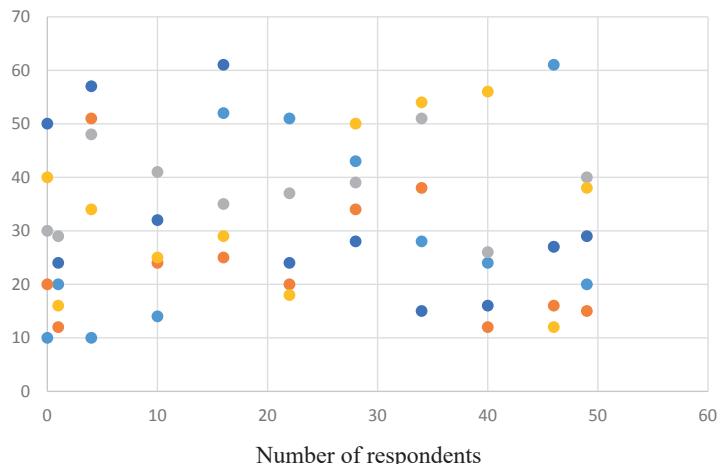


Figure 3 – Indicators of professional burnout and professional self-realization of respondents

Using the questionnaire «Coping strategy» by R. Lazarus (1988), aimed at identifying preferred behaviors in difficult life situations and for a more complete assessment of the effectiveness of symptoms that can lead to professional burnout of teachers in the surveyed sample, we will analyze the depth of severity of stress stages in them (see Table 1).

Table 1

Assessment of stress severity

	The severity of the stress stage (number of pedagogues)					
	not formed		at the stage of formation		formed	
	abc.	%	abc.	%	abc.	%
Voltage	14	23,3	32	53,4	14	23,3
Resistance	20	33,3	35	58,3	5	8,4
Exhaustion	27	45	22	36,7	11	18,3

According to the results, the unchanged part of the "difficulty" was found in almost a quarter of the respondents (23.3 %). They are characterized by low-stress levels, self-satisfaction, calmness, high spirits, activity and self-confidence. The same proportion in the experimental part was found in almost half of the students (53.4 %). They are characterized by mild symptoms of psychological stress, constant mood changes, anxiety, activity and depression.

The formed «tension» phase was diagnosed in about a quarter of the students (23.3 %). Their most pronounced symptom in this phase is «dissatisfaction with themselves» and «being trapped in a cage». These students were found to have excessive anxiety, increasing irritation, anxiety, experiencing traumatic factors, constant dissatisfaction, dissatisfaction with themselves, a feeling of hopelessness, anxiety and depression.

The «resistance» phase characterizes the possibility of resistance to increasing stress. An unformed phase of «resistance» was diagnosed in a third of the respondents

(33.3 %). They are characterized by an adequate emotional response to traumatic situations, a lack of economy in feelings and emotions, a positive psychological response, and an expansion of working social contacts and responsibilities that require emotional costs. The same phase in the formation stage was found in more than half of teachers (58.3 %). They are dominated by mood-based action, selective emotional response in social contacts, their simplification and reduction, and the containment of a psychological response. The formed phase of «resistance» was determined in less than a tenth of the respondents (8.4 %). The most pronounced symptom in this phase is emotional and moral disorientation and the expansion of the sphere of saving emotions. They tend to reduce social contacts and responsibilities that require emotional costs.

The third stage is «fatigue», in which there is a significant decrease in energy tone and loss of the inner strength of the human mind. The category of chronic «fatigue» was identified in less than half of the respondents (45 %). They are characterized by the absence of negative events, the inspiration of labor and the labor collective, the presence of an internal charge of strength and power. The same proportion in the field of education was found in more than a third of teachers (36.7 %). They are characterized by a bad mood, low efficiency and important work; difficulties in emotional contact, difficulties in fully understanding the needs of others, a manifestation of apathy or disappointment. The category of «burnout» was recorded in less than a fifth of the respondents (18.3 %). Their most common symptom in this section is a lack of attention.

Let's consider the stress tolerance estimates of the surveyed future social educators obtained using the test used (see Table 2).

Table 2

Data on the assessment of the level of stress resistance

The level of stress resistance	Total	Number of teachers (in %)		
		The stage of professional burnout		
		not formed	at the stage of formation	formed
High	10	6,67	3,33	0
Above average	16,66	3,33	13,33	0
Average	35	5	30,00	0
Below average	38,34	1,67	35,00	1,67

According to the data obtained, 10 % of future social educators revealed a high level of stress tolerance, which is combined in 6.67 % of them with the absence of signs of professional burnout, and in 3.33 % with emerging emotional burnout. They were characterized by neuropsychic and emotional balance, purposefulness, a wide range of interests, a stable motivational and need sphere, self-confidence, the ability to rationally allocate time, work long and hard, adequately assess the situation, respond effectively to stressful situations, learn lessons from proposed life situations, consciously self-regulate actions, restore their emotional, physical and psychological condition. 16.66 % of respondents showed a higher than average level

of stress tolerance, which is combined in 3.33 % of them with the absence of signs of professional burnout, and in 13.33 % with emerging emotional burnout. They were characterized by significant neuropsychic and emotional balance (however, there was a threat of nervous breakdowns in emergency circumstances), a stable motivational and need sphere, the presence of emotional experience gained in overcoming the negative effects of problematic situations, a combination of the ability to quickly assess the situation with a slow response to stressful situations, difficulties in restoring their condition (emotional, physical and psychological) in emergencies.

35 % of respondents were diagnosed with an average level of stress tolerance, which is combined in 5 % of them with the absence of signs of professional burnout, and in 30 % with emerging emotional burnout. They are characterized by neuropsychic and emotional instability, the threat of nervous breakdowns with prolonged exposure to problematic circumstances, unstable motivational and need-based sphere, fragmented emotional experience of overcoming the negative effects of problematic situations, difficulties in assessing a problematic situation, rapid response to stressful situations, difficulties in restoring their condition (emotional, physical and psychological).

38.34 % of future social educators revealed a level of stress tolerance below average, which is combined in 1.67 % of them with the absence of signs of professional burnout, in 35 % – with emerging emotional burnout, and in 1.67 % – with formed emotional burnout (absent in this sample at other levels of stress tolerance). These respondents are characterized by a high probability of neuropsychiatric breakdowns and emotional outbursts in extreme conditions, instability of needs and motives, frequent inadequate response to a problematic situation, inability to analyze it and effectively solve it, comparing the accumulated experience with extreme conditions. They experienced significant difficulties in recovering their condition (emotional, physical and psychological).

Discussion

The available stress management methods can be divided into several categories depending on the impact (group and individual), as well as tools that reduce the risk of stress. An integrated approach to building a stress management system involves an impact at the organizational level in terms of changing the institution's policy related to increasing the workload of social educators and their well-being (Kasymova & Sangilbayev, 2018). This is usually followed by two levels of direct management in difficult situations: group (solving internal conflicts in groups, taking measures to develop cooperation and mutual support among the team) and individual. Following the included integration process, when problems are assessed differently depending on the situation, it can be assumed that the amount of work exceeds what is accepted by the opinion of employees and is considered a threat rather than a problem. This means the importance of an initial assessment of the acceptance of stressful factors in terms of admission to the profession. This kind of work can manifest itself in the distribution of other negative aspects: for example, if the work in an institution is set

in such a way that the employee's work is as stressful as possible, then stress must be minimized (Astapova, 2017).

Stress itself is considered concerning intra-organizational and macrosocial factors. The logic of the approach leads to the fact that the causes of stress in the workplace cannot be considered as universal: in each national, professional, and organizational context, ideas are formed about the permissible amount of stressors that maintain a balance of stress tolerance and well-being of teachers (Sidorov, 2023).

Therefore, it can be assumed that in stressful situations, social educators with a high level of personal anxiety are more likely to resort to a strategy of using other people to make decisions and perform actions leading to the achievement of their own goals, as well as to aggressive actions directed at people around them (Lepilina, 2016). Statistically significant differences in the severity of most strategies for overcoming stressful situations: «assertive actions», «entering into social contact», «seeking social support», «impulsive actions», «manipulative actions», «antisocial actions» and «aggressive actions». Thus, firstly, it can be argued that it is statistically proven that the predominance of a prosocial behavior model in a stressful situation among social educators with a moderate level of personal anxiety.

The tendency to use either a prosocial behavior model or an indirect one in a group of social educators with a low level of personal anxiety. And the dominance of an indirect model of behavior in a stressful situation in a group of teachers with a high level of personal anxiety. Secondly, focusing on the average group values, it can be noted that with an increase in the level of personal anxiety, the degree of severity of "healthy" behaviors – active and prosocial — decreases and the degree of severity of passive, direct, indirect and antisocial behaviors increases (Kabakova, 2021).

Conclusion

Emotional burnout of a teacher is associated with energy and psychological culture, a coping strategy, if he is normal and knows how to manage this process, then a person creatively manifests himself, if not, and does not have a psychological culture, then it affects detachment, increased stress levels and a decrease in the quality of satisfaction with his professional work.

An analysis of the data obtained during the assessment of the first parameter showed that, in general, less than half of the surveyed future teachers did not show stress, while the remaining majority showed stress severity in different phases and stages. In particular, in the stages of formation or completion, the stress phase was found in 76.7 % of the surveyed future social educators, «resistance» – in 66.9 %, and «exhaustion» – in 55 %.

The analysis of empirical data in assessing the second parameter showed that about three-quarters of the number of teachers surveyed have stress resistance levels below average and average, and one-quarter – above average and high. It was also revealed that the lower the level of stress tolerance of future teachers, the smaller the proportion of them with unformed emotional burnout and the greater the proportion with emerging emotional burnout. This pattern is also characteristic of a single case found in this sample in a future social pedagogue with a low level of stress tolerance and formed emotional burnout (1.67 %).

Thus, it was found that the lower the level of stress tolerance of a teacher, the more likely neuropsychiatric breakdowns, emotional outbursts, instability of motives and needs, inadequate response to a problematic situation and the search for ways to solve it, the presence of significant difficulties in trying to restore their condition (emotional, physical and psychological).

Taking into account the data obtained, it becomes obvious that professional burnout begins to form even among teachers with average, above average and high levels of stress tolerance, which makes it difficult for them to fully integrate into modern large-scale innovative changes and poses a threat to the psychological safety of the educational environment.

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