

## PECULIARITIES OF PROVIDING PSYCHOLOGICAL SERVICES TO DIFFERENT SEGMENTS OF THE POPULATION

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### Abstract:

This article is aimed at highlighting articles on providing psychological services to neighborhoods, providing psychological services to unorganized youth, and providing psychological services to the population in extreme situations.

**Keywords:** Neighborhood, unorganized youth, extreme situations, emergency, stress, depression.

### Introduction

Today, the practice of providing psychological services is implemented in different forms in all countries. It is the conduct of psychological activities related to the life of the neighborhood that serves to ensure the clear manifestation of specific social factors in this system. After all, the neighborhood system and the government's high attention to this system is unique and appropriate only in our country and our millennial values. At the same time, neighborhoods have been a cradle of virtue, a center of education, and a place where national customs and traditions have been formed since time immemorial. It has become important in establishing mutual kindness, tolerance and harmony among people. Moreover, even today our neighborhoods are recognized as the primary link and main pillar of state administration in our country.

After Uzbekistan gained independence, the attitude towards neighborhoods changed radically. In accordance with Article 105 of the Constitution of the Republic of Uzbekistan and the Law "On Self-Governing Bodies of Citizens" adopted in 1993, neighborhoods operate as a legal entity, an important local support of the state. Experiments show that, indeed, different strata of the population live in neighborhoods. But each stratum has its own socio-psychological opportunities, and it is necessary to make effective use of these opportunities. In this process, the practice of psychological services is important.

In fact, many things are being done for the development of neighborhood institutions in our republic today. Currently, psychological service departments are being opened in each neighborhood through the interaction, communication, and research of spiritual and psychological aspects of the citizens living in the neighborhood. In particular, psychological problems in working with unorganized youth in the neighborhood, troubled families and disabled people are gradually being solved. In this regard, a number of socio-psychological studies are being conducted, and appropriate scientific and practical recommendations are being developed. As a result, over the years, research has been conducted examining the need for psychological services in the neighborhood. Answers received by citizens of different regions were analyzed and relevant conclusions were made.

Due to the fact that the neighborhood system includes a wide range of problems related to the psychology of the individual, it is necessary and necessary to provide psychological services to

different layers of the population living in the neighborhood today.

Understanding, analyzing, and paying serious attention to the development of human psychology has always been one of the leading tasks of socio-economic development in all countries.

At the threshold of the 20th century, the science of psychology and its advanced representatives were able to theoretically and scientifically substantiate their next universal scientific goal - the inevitability of the system of providing psychological services to a person and, at the same time, to society.

Assessing the current state of the psychological service in Uzbekistan from a scientific and organizational point of view, we see that there are many achievements, shortcomings and issues that need to be eliminated soon.

The neighborhood is an oriental self-government system formed over centuries. Therefore, in the years of independence, serious importance is attached to increasing and developing the effectiveness of its activities, strengthening its material and technical base, increasing its influence in society, and strengthening its organizational and legal foundations. In fact, the measures to improve the neighborhood institution, in their essence, serve the development of our country, further improve the living conditions of the population, and organize the work of citizens' assemblies at a high level.

In the neighborhood, in the process of providing psychological services to the family, families of different ages and different categories are helped to analyze and direct all situations related to family life, interpersonal relationships in the family, and various conflicts in a positive direction. In the neighborhood, family life, work, interactions between adults and children, moral-spiritual images, political and spiritual levels of parents, their economic security, different forms of activities, proper time planning, living conditions, etc. are manifested as factors that ensure the effectiveness of family education. .

Therefore, on the basis of the above recommendations, the organization of psychological services in neighborhoods is of great importance in further promoting psychological knowledge in different strata of the population.

Paying special attention to young people by the President of our country is of great importance in ensuring specific socio-economic development in Uzbekistan. Of course, one of the main tasks of psychology, like all fields, is to correctly interpret the unique psychological capabilities of every young person growing up today and guide them to life and to fulfill various social tasks on this basis. Because the contingent of unorganized youth (those who do not study or work somewhere, only work seasonally or daily) in neighborhoods, villages and cities is very large. In addition, every young teenager has his own nature, spirituality, interests and worldviews, and based on these characteristics, it will be possible to form the life of teenagers in a correct and meaningful way in all respects. Of course, in order to implement this work, it will be necessary to work together with neighborhood activists, neighborhood prevention inspectors, heads of educational institutions, and all parents.

Today, it is increasingly felt that the issue of the unorganized youth group and its positive influence is an urgent issue facing all social institutions. After all, while life itself is becoming more complicated, the forces affecting each person, especially the youth, are also becoming stronger. Therefore, in order to study the disorganized youth group and research the mechanisms of psychological influence on it, practicing psychologists must have the appropriate level of



knowledge and skills. Practicing psychologists are required to know and correctly interpret the following scientific information about this.

The concept of "group" is interpreted as an association of people who are in direct contact with each other and act together. A subgroup is seen as a commonality formed mainly through emotional bonds (likes, dislikes, indifference, amusement, etc.). Concepts such as the cohesion of small groups, the stability of their structure against the influence of forces aimed at breaking ties within the group, the effectiveness of the group's activity depending on its size and the way of leading it, the adaptation (conformity) of the individual to the group or his independence from the group serve as the basis for the analysis of the psychological climate in groups. In addition, today there is a lack of a single theoretical basis for understanding various socio-psychological phenomena, which is the basis for different interpretations in Western and Eastern countries. The patterns of behavior of people in different groups are essentially rooted in unconscious connections: the group exerts pressure, and group members obey or do not obey group pressure (conformism is adaptation, non-conformism is non-adaptation); the group approaches the same individuals, and withdraws from others or, on the contrary, excludes them from its essence; if the number of connections within a group increases, then group connections become more sophisticated (cohesiveness, compatibility), etc.

Behaviorism, one of the more influential currents of American psychology, was once ready to describe a person as a mechanism influenced by various factors. Successors of behaviorism and other theoretical trends in social psychology are now interpreted as a collective action of individuals who are externally connected and acting together in any social group. In particular, under the influence of group pressure, less than a third of individuals change their opinion, and when their private opinion does not correspond to the evaluations of other people participating in the experiment, mechanisms for expressing their opinion and self-defense are organized. All subsequent studies confirm this conclusion. Whether or not flexibility increases as a result of group size, how the test subjects themselves interpret the flexibility feature, is directly related to gender and age characteristics of flexibility impressions.

Putting the issue in this way goes back to the internal and external mechanisms of groups influencing individuals in the interpretation of psychologists. This process was formed as a result of the accidental association of people and was called "mixed group" (derived from the Latin word *diffusio* - scattering, spilling, the opposite of "plaster"). A number of studies are being carried out related to the issue of studying the involuntary influence of the group as a simple collection of individuals who are not connected by anything other than the common place and time of being present with each other under the conditions of the experiment.

In general, when observing the group, its organized or unorganized forms, it is necessary to take into account the above theoretical points. In the process of psychological service, it is important to know a number of scientific concepts about the psychology of groups in order to study the youth group and have a positive effect on it.

Based on the above methodological views, different definitions are given to organized and unorganized groups. In particular, at each individual stage of development, there is a group of people who are ready to follow their intentions, interests, standards of action, ideas and thoughts, take a model from their actions, and imitate them. Such a group is called a "reference group" in psychology. American sociologists distinguish several types of reference groups. That is,



normative groups are for a person such a group of people whose norms he approves and is always ready to follow. First of all, family, religious or national associations, and professional groups can be included in such groups. For example, for the Uzbek people, it is customary for the host to say "Welcome" to the guests as soon as they sit down at the table, and a positive attitude towards such actions is formed in every family. Parents, adults, respectable people in the neighborhood play the role of referent for the child.

Emergencies and extreme situations (earthquakes, various accidents, fires, outbreaks of epidemics, etc.) have always caused various emotional stress and psychological trauma to mankind. Pandemic, earthquakes in Turkey, flooding of Sardoba reservoir and similar man-made events.

Therefore, the study of the impact of the above extreme situations on the human psyche requires the large-scale development of a new direction in the practice of psychology - the science of extreme psychology. From this point of view, the science of extreme psychology is a science that studies various unusual or extraordinary psychological patterns in the human psyche.

In the relevant literature, certain levels of definitions are given to emergency and extreme situations. In particular, an emergency situation is determined by the circumstances of accidents occurring in certain limited areas that have a negative impact on human health, his mind and emotions, and his mental state.

"Extreme situation" lot. "extremus" is derived from concepts such as "last, crisis", in which a person as a separate subject is surrounded by negative effects due to various threats to his perception, life, and health.

It should be noted separately that in extreme situations, the human body is more likely to fall into a state of stress. In order to provide psychological services to people, it is very important to know the nature and causes of stress. Therefore, Hans Sehle (1907-82), a Nobel laureate, a mature physiologist, is the world's leading specialist in the study of stress. According to the scientist, the patients who are under stress are more likely to experience loss of appetite, decreased movement, increased arterial blood pressure, and depression. G. Sele defines these symptoms of stress as "a sign of a simple disease".

A person's psychological defense mechanisms can directly affect the subjective causes of some conflicts. Reasons such as not allowing a person to fulfill his personal or group needs and violating his personal or group interests lead to conflict situations. Consequently, an individual's participation in conflicts is determined by the extent to which the obstacle that has arisen interferes with the realization of the goal he has set before him. The more important the subject's goal is and the more he wants to achieve it, the more he will resist conflicting situations and the person who interferes with him.

At the root of the social, political, economic and spiritual reforms that are being implemented in Uzbekistan with a unique consistency are the factors that serve the dignity, intelligence, spiritual potential and unique socio-psychological development of each person. After all, protecting these factors in every way means protecting the person who is considered the highest gift of mankind. At the same time, it should not be forgotten that the issue of studying, researching and developing the system of being able to protect oneself from various failures and falling into various negative situations is also very important.

For example, the following scientific and practical conclusions are based on all the theoretical and





practical research conducted:

1. The analysis of scientific-theoretical and methodical literature in extreme psychology shows that there is a lack of research devoted to the special analysis of the process of self-psychological protection characteristic of a person. However, various failures, internal conflicts, and high stress situations that can negatively affect the development of any person prepare the person to be able to psychologically protect.
2. The use of a set of selected and developed methods creates an opportunity to study and research the dynamics of indicators related to psychological protection criteria specific to a person and his hierarchical system in the process of systematically organized psychological service. In particular, the self-emotional assessment criteria according to the Ricks-Wessman scale, using the "methodology for studying reactive and personal anxiety scales" created by C. D. Spielberg, the anxiety characteristics of a person, the proportionality indicators within it provide new information about the psychological protection factors characteristic of a person.
3. In today's psychological service process, each of the criteria that affects the process of psychological protection of a person and has become the subject of research has its own protective factor, sign, dynamics and hierarchical system, and this is to strengthen the interconnected hierarchical chain of common psychological protection and is characterized by the fact that it serves perfection. From this point of view, the interpretation of these criteria proved that it is possible to provide empirical information about the system of psychological self-protection of a person.
4. The analysis of the empirical data obtained according to the Ricks-Wessman scale, the process of self-psychological protection in individuals, in most cases, the norms of anxiety related to school life in adolescents, self, general interpersonal communication, as well as calmness, enthusiasm, emotional upliftment, which ensures the activity of individuals, shows that self-reliability qualities are related to the manifestation of indicators of proportionality or disproportion. In particular, it has been confirmed that the increase in the recorded proportionality indicators can lead to a further expansion of the possibilities of psychological protection in a person.

All the reforms carried out in our republic are primarily aimed at protecting the human personality and its interests, as well as ensuring the social and psychological development of each individual. Based on the results obtained in the republic, taking into account the need to implement the achievements of modern psychology in our country, the following practical recommendations are being developed aimed at the correct understanding and research of the conditions related to the psychological protection process in individuals and increasing its share in the work of educating our youth today.

1. It is necessary to draw up a program of work necessary for individuals in cooperation with emergency personnel, fire safety personnel, and persons in extreme situations operating in our republic today, and determine measures aimed at studying the process of psychological protection in accordance with this program.
2. As a result of studying, analyzing and researching the requirements of psychological services, psychologists working in our republic, in addition to the "Regulations" that make up the work content of psychological services, are recommended the following tasks that should be performed by practicing psychologists:



❖ Determining the level of adequacy between activity and individual capabilities; to determine the individual style associated with the successful performance of work in each person; in the course of work, opportunities are being created to determine indicators of normative emotional activity related to the provision of successful self-management of each person.

❖ It is required to carry out special explanatory work among parents and operatives about the possibilities and prospects of psychological protection.

❖ It is necessary to develop and implement a corrective work plan that serves to determine the hierarchy of psychological protection in relation to satisfaction with the activity characteristic of each person.

❖ Based on the psychological protection capabilities of each person, to achieve success in fulfilling the requirements of labor activity, at the same time, to provide appropriate individual advice in order to avoid various failures, to create appropriate conditions for the development of a successful individual style of this person in relation to the activity. It is important to develop recommendations that provide.

We believe that the regular implementation of these tasks will ensure the effectiveness of psychological protection, and at the same time, the effectiveness of psychological services in extreme situations related to the research of psychological protection factors in a person.

Therefore, studying the person in extreme situations and being aware of the mechanisms of psychological influence on him requires great skill from every practicing psychologist.

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