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FEATURES OF COMMUNICATIVE QUALITIES AS ONE OF THE FACTORS OF HUMAN MENTAL HEALTH

Abstract. The article presents the results of a study of communicative qualities as a factor of mental health of an individual. The changes taking place at the beginning of the 21st century in the world and in our country in the sphere of economy, politics and geopolitics, in the social sphere, have led to such features of the life of a modern person, which significantly affect the experiences of his mental health. The innovative path of development of the economy and all other spheres of society, new information and telecommunication technologies, strengthening of globalization trends, increased requirements for the mobility of workers, sharply increasing pace of life, the need to increase labor productivity, sharply increased number of various natural and man-made disasters, geopolitical and social confrontations, peculiarities of work of world and domestic mass media, as well as various more private factors put forward constantly growing requirements for modern Ukrainians, which affect the level of their mental health. This has led to increased interest of domestic psychology in the problem of mental health and well-being experienced by a person.

Mental health is considered as a complex mental formation, which is manifested in the experience of meaning and value of life, a sense of satisfaction with life and oneself, the achievement of current motives and needs of the individual in the perspective of a socially significant goal and a positive assessment of one's own existence.

The sample of the study consisted of 118 people - master's degree applicants in various specialties of the State Institution "South Ukrainian National Pedagogical University named after K. D. Ushinsky".

The diagnostics were carried out using the following methods: "Diagnostics of psychological well-being of the individual" (DPBO), authored by N. V. Kargin. "Formal-dynamic indicators of sociability" - authored by O. P. Sannikova; "Test-questionnaire of qualitative indicators of tolerance" by O. P. Sannikova and O. G. Babchuk, "Test-questionnaire of communicative tolerance" (V. V. Boyko), "Test-questionnaire for determining destructive attitudes in interpersonal relationships" (V. V. Boyko).

According to the results of the correlation analysis, significant correlations were found between the mental health indicators of tolerance and sociability, which is a confirmation of the manifestation of a tolerant, tolerant attitude of the individual, the ability to establish contacts with others for the purpose of constructive professional communication.

Comparison of the psychological profiles of individuals with different levels of mental health showed that representatives of the group with a high level of this phenomenon can be characterized as communicative, sociable, active in communication, proactive, who feel calm, easy and free when establishing contacts with strangers.

These subjects are distinguished by emotional stability, trustworthiness, self-confidence, high self-control, the strength of their "I". Representatives of the group of subjects with a minimum value of the general indicator of psychological well-being are characterized by passivity in communication, difficulties in communication, narrowing of the circle of communication, dissatisfaction, emotional rejection of another person, manifestations of irritability, contempt, etc. Qualitative analysis showed that these psychological portraits of individuals with different levels of psychological well-being are consistent with the results of research aimed at studying the phenomenon.

Keywords: mental health, sociability, tolerance, personality.

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ОСОБЛИВОСТІ КОМУНІКАТИВНИХ ЯКОСТЕЙ ЯК ОДНОГО З ФАКТОРІВ МЕНТАЛЬНОГО ЗДОРОВ'Я ЛЮДИНИ

Анотація. У статті представлено результати дослідження комунікативних якостей як фактора ментального здоров'я особистості. Зміни, що відбуваються на початку 21 століття у світі та в нашій країні у сфері економіки, політики та геополітики, у соціальній сфері, призвели до таких особливостей життя сучасної

людини, які суттєво впливають на переживання її ментального здоров'я. Інноваційний шлях розвитку економіки та всіх інших сфер життя суспільства, нові інформаційно-телекомунікаційні технології, посилення глобалізаційних тенденцій, підвищені вимоги до мобільності працівників, різко зростаючий темп життя, необхідність підвищення продуктивності праці, різко зросла кількість різноманітних природних та техногенних катастроф, геополітичні та соціальні протистояння, особливості роботи світових та вітчизняних засобів масової інформації, а також різні більш приватні фактори висувають постійно зростаючі вимоги до сучасних українців, які впливають на рівень їхнього ментального здоров'я. Це призвело до підвищеного інтересу вітчизняної психології до проблеми ментального здоров'я та самопочуття, яке переживає людина.

Ментальне здоров'я розглядається як складне психічне утворення, що проявляється у переживанні смисловості та цінності життя, відчутті задоволення життям та собою, досягненні актуальних мотивів та потреб особистості в перспективі соціально значущої мети та позитивній оцінці власного існування.

Вибірку дослідження склали 118 осіб – здобувачів ступеня магістра різних спеціальностей Державного закладу «Південноукраїнський національний педагогічний університет імені К. Д. Ушинського».

Діагностика проводилася за допомогою таких методик: «Діагностика психологічного благополуччя особистості» (ДПБО), автор Н. В. Каргіна. «Формально-динамічні показники соціабельності» – автор О. П. Саннікова; «Тест-анкета якісних показників толерантності» О. П. Саннікової та О. Г. Бабчук, «Тест-анкета комунікативної толерантності» (В.В. Бойко), «Тест-анкета для визначення деструктивних установок у міжособистісних стосунках» (В.В. Бойко).

За результатами кореляційного аналізу виявлено значущі кореляції між показниками ментального здоров'я толерантності та товарищескості, що є підтвердженням прояву толерантного, терпимого ставлення особистості, здатності встановлювати контакти з іншими з метою конструктивного професійного спілкування.

Порівняння психологічних профілів осіб з різним рівнем ментального здоров'я показало, що представників групи з високим рівнем цього феномену можна охарактеризувати як комунікативних, товариських, активних у спілкуванні, проактивних, які почуваються спокійно, легко та вільно при встановленні контактів з незнайомими людьми.

Ці суб'єкти вирізняються емоційною стабільністю, довірливістю, впевненістю в собі, високим самоконтролем, силою свого «Я». Представники групи досліджуваних з мінімальним значенням загального показника психологічного благополуччя характеризуються пасивністю у спілкуванні, труднощами у спілкуванні, звуженням кола спілкування, невдоволенням, емоційним неприйняттям іншої людини, проявами дратівливості, презирства тощо. Якісний аналіз показав, що ці психологічні портрети осіб з різним рівнем психологічного

благополуччя узгоджуються з результатами досліджень, спрямованих на вивчення зазначеного феномену.

Ключові слова: ментальне здоров'я, комунікабельність, толерантність, особистість.

Setting problems . Scientists actively today is being investigated structure mental health(L. V. Zhukovska , L. V. Kulikov , V. O. Khashchenko, S. Ryff); relationships psychological welfare with : parental attitudes (L. V. Zhukovskaya); self - actualization (G. L. Puchkova, T. D. Shevelenkova); awareness of life (P. P. Fesenko); Internet addiction (O. P. Belinska , R. V. Ershova, V. A. Rozanov, T. M. Semina); stress resistance (T. L. Tseluk), etc.

Age differences in the experience of mental health are considered (A. V. Voronina, O. Yu. Grigorenko, Yu. B. Dubovyk, E. I. Kologryvova), the features of its manifestation in various conditions (V. V. Hrytsenko, Z. Kh. Lepshokova, V. O. Lobova, O. S. Shiryaeva), the specifics of formation (E. Diener, Yu. B. Dubovyk, O. A. Idobayeva, L. V. Zhukovska, I. V. Zausenko, L. B. Kozmina, T. D. Shevelenkova, P. P. Fesenko).

The relevance of the study of mental health is explained, first of all, by the fact that this phenomenon is one of the effective levers of harmonious development not only of an individual, but also of our independent Ukraine as a whole. The full-scale Russian invasion of Ukraine, the unpredictability and unpredictability of the present negatively affect the psychological well-being of the individual, which is manifested in the growth of depressive states.

Yu. M. Shvalb, the mental health of an individual in the continuum of the living environment should be considered in the context of separating its external and internal components [4].

The internal component of psychological well-being is represented by the semantic component (the semantic world of a person, the existential component), and the external component is represented by the behavioral and activity components (the behavioral and activity worlds), as noted by Academician S. D. Maksymenko [2].

So, let us emphasize that the psychological well-being of a person lies in the opposition of two motives - development and stability. A person makes a choice in favor of one of the motives. Using some opportunities, he thereby refuses others. A painful state occurs if a person cannot make this choice and the struggle of motives intensifies. The world around him is filled with disagreements, disharmony. Psychological well-being begins with attempts to hide from this disharmony. A psychologically well-being person, on the contrary, is ready to move forward, balancing on the edge of his own instability.

The disclosure of the essence of the phenomena of tolerance and sociability, their understanding from the standpoint of various scientific approaches, the description of the structures of tolerance and sociability can be complete only when, when outlining the psychological image of a tolerant and sociable personality and its attitude, tolerant

and sociable relationships begin, which positively affect the psychological well-being of a person.

It should be noted that the issue of the relationship between tolerance and sociability with other personality traits is quite complex, since it is difficult to clearly draw a line between manifestations of tolerance in communication with others and those psychological characteristics of the personality that accompany sociability and tolerance, and what impact they have on the psychological well-being of the individual.

Analysis of recent research and publications . Ukrainian scientists today study psychological well-being in the context of: post-traumatic life-building (T. M. Tytarenko); axiological dimension through the prism of quality of life (Zh. P. Virna); its specifics among participants in the anti-terrorist operation (I. V. Vashchenko, A. B. Kovalenko); social needs (T. V. Danilchenko); problems of poverty as a lifestyle (L. M. Korobka); emotional intelligence (E. L. Nosenko, M. M. Shpak); the relationship between religious activity and well-being (N. M. Savelyuk); factors of psychological well-being among atheists (I. I. Yagiyaev), psychological well-being and features of artificial intelligence (O. I. Skorobagatska, V. V. Zelenin, A. V. Momot), etc.

The purpose of the article is to present the results of research into communicative qualities as a factor in the psychological well-being of an individual.

Presentation of the main material . Understanding modern man as a subject of his own activity and his own creation encourages further study of the content of psychological phenomena, which would determine specific levels of organization of his psychological well-being. Considering the complexity and multifacetedness of the problem of psychological well-being, it is obvious that in the problem field of the phenomenon under study there are individual, sometimes very serious differences in its understanding and interpretation. At the same time, the conditions of modern society increase interest in the study of psychological well-being, in the process of which the potential possibilities of the individual in various spheres of life are revealed, among which communicative qualities acquire special significance, becoming a key condition for positive professional functioning.

In the conditions of integration, during the war against the Russian Federation, political pluralism, restructuring of the world community, the issues of conflict-free interaction between people are becoming increasingly acute, which has a significant impact on the psychological well-being of the individual, especially now, during the war. Therefore, in psychological science and practice, there is a problem in the diverse understanding of communicative qualities as a phenomenon in understanding the environment and understanding human nature, its inner world.

Also in the modern world , intolerance, and especially today it is connected with war, has become one of the global problems in Ukraine. Various forms of violence, unfortunately, have become the "calling card" of Ukrainian society today. The only way to self-preservation of humanity and its further cultural and value development is a tolerant attitude towards people who have different moral, religious and political

beliefs, which undoubtedly affects the psychological well-being of a person.

The concept of "psychological well-being" describes the state and characteristics of a person's inner world that determine the experience of well-being, as well as the behavior that produces and manifests well-being.

In modern psychology, the development of the problem of tolerance and sociability has many aspects, which is due to the diversity of its phenomenology.

The concept of tolerance, we emphasize, exists both at the level of an individual and an entire state. However, reducing the manifestations of tolerance to the level of an individual, and limiting its understanding to the limits of the psychological context, we still cannot avoid ambiguity both in the relationship of the categorical definition and the features of the psychological content of this phenomenon.

Sociability and tolerance, as established communicative qualities, are defined in psychological science as a set of abilities, properties, skills and abilities of a person that characterizes his attitude towards people, ensuring the possibility of establishing and maintaining contact and mutual understanding between them during communication [4].

That is, sociability is a personality trait that determines verbal activity in interaction with other people, which, in turn, has a significant impact on the psychological well-being of the individual [3].

According to the results of research by scientists (L.M. Abolin, K. O. Abulkhanova-Slavskaya, O. O. Bodalev, L. I. Bozhovych, V. P. Zinchenko, O. P. Sannikova, V. I. Slobodchikov, etc.), the main characteristics of a personality are those that reflect its attitude towards other people, which O. O. Bodalev spoke of as components of the "communicative block of the personality" [2].

The explanation of the concept of sociability by scientists is associated with a strongly developed, established desire for communication, for personal contact with people. Sociability is manifested in talkativeness, in the ease of entering into social contact, etc. Therefore, sociability is a property of a person that determines verbal activity in interaction with other people [3].

According to O.P. Sannikova, sociability is one of the types of mental activity and is defined by the author as a strongly developed persistent desire for communication, for personal contact with people. This desire is manifested in the realization of the need for communication, for initiative, ease, breadth, stability and expressiveness of communication, which has a significant impact on the psychological well-being of the individual. Sociability motivates human behavior, directing it towards certain objects [3].

The nature of tolerance has many manifestations, starting from the psychophysiological and including the social and spiritual levels of the psyche, therefore it is advisable to study it, relying on the structure of the personality and views on the meta-characteristics of individuality [1; 3].

So, we note that sociability and tolerance are one of the main factors in the psychological well-being of an individual.

Psychological well-being is considered as a complex mental formation that manifests itself in experiencing the meaningfulness and value of life, feeling satisfaction with life and oneself, achieving the current motives and needs of the individual in the perspective of a socially significant goal, and a positive assessment of one's own existence.

The ability of a subject to accept models of behavior, values that differ from his own in interaction with others is a characteristic of tolerance. According to scientific research, tolerance is defined as an established property of a person, which is manifested in the ability to understand and accept another person, his position on social and religious views, in the readiness for active interaction with the world in a positive direction, based on resistance to various influences (threat, uncertainty, novelty, etc.) and awareness of the principle of reciprocity [3]. Tolerance in communication is an integral characteristic of professionalism and maturity of a person.

Although the above facts and assumptions allow us to outline the nature of the relationships between the qualitative characteristics of sociability and tolerance, determining their place as a factor in the psychological well-being of an individual requires empirical verification.

Therefore, we present its results.

The empirical study was attended by 118 masters of various specialties of the South Ukrainian National Pedagogical University named after K. D. Ushynsky.

A previously conducted correlation analysis confirmed the presence of significant positive relationships between the characteristics of sociability, tolerance, and psychological well-being.

The complex of psychodiagnostic methods consisted of: "Diagnostics of psychological well-being of the individual" (DPBO), authored by N.V. Kargin; "Formal-dynamic indicators of sociability" - authored by O.P. Sannikova, "Qualitative tolerance indicators test" by O.P. Sannikova and O.G. Babchuk, "Communicative tolerance test" (V.V. Boyko), "Questionnaire test for determining destructive attitudes in interpersonal relationships" (V.V. Boyko).

Using qualitative analysis methods, we identified two groups of subjects, differing in the level of psychological well-being: 1) PB+ – with the highest possible values of the general indicator of psychological well-being; PB – with the lowest possible values of the specified indicator.

Visual analysis of sociability profiles (Fig. 1) clearly indicates differences in the level of expression and combination of sociability indicators in both groups of subjects.

Also, the results of the statistical analysis of the differences indicate their reliability. The Student's t-test determined the differences in the indicators of initiative (I), ease of communication (L), expressiveness (V), the values of which prevail in the sociability profile of individuals with the highest level of psychological well-being. We identified those indicators in each group that deviate the most from the mean line of the series both towards high values (above the mean line of the series) and towards low values (below the mean line of the series).

Analysis of profiles shows that the sociability of individuals with a high level of psychological well-being is determined by high values of the indicators of the need for communication (Po), initiative (I), ease (L) and expressiveness of communication (V).

That is, individuals with the highest values of psychological well-being are distinguished by a desire for communication, courage, sociability, activity, emotionality, tolerance, empathy, a stable interest in persons of the opposite sex, and show a certain artistry in relationships (L+).

The need for communication, meeting new people, a feeling of ease, freedom in a new situation, and the need to demonstrate the entire palette of expressiveness of facial expressions and movements that is inherent to them are characteristic of representatives of this group.

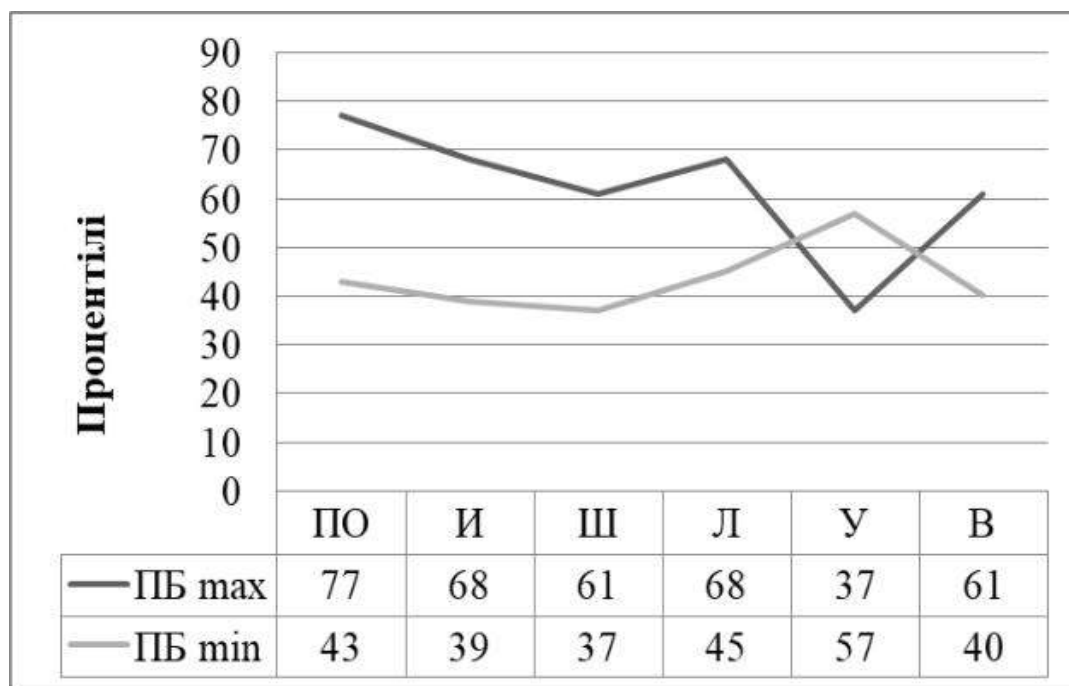


Fig. 1. Sociability profiles of individuals with different levels of psychological well-being

Note. Conventional abbreviations of the scales: По – need for communication; И – initiative; III – breadth of communication; Л – ease of communication; У – stability of communication; В – expressiveness of communication.

Individuals with the lowest values of the psychological well-being index are characterized by dependence, decision-making together with a group, orientation only to social support (I-; S-), sensitivity to the reactions of others, self-doubt (B-), a constant feeling of the need for internal protection and tension, suspicion, egocentrism (U-), but at the same time, emotional discipline and decisiveness give them the opportunity to easily and quickly enter into social contacts (L-), have a large number of acquaintances and make new acquaintances (S-), and use means of emotional expression (B-).

Figure 2 presents the tolerance profiles of individuals from certain groups of subjects. Visual analysis of the profiles characterizes their some homogeneity, with the exception of their location on the plane.

The presence of high values of the cognitive tolerance index in the group of individuals with the maximum values of the general psychological well-being index highlights radicalism, analyticalness, criticality, intellectual interests, awareness, tendency to freethinking, and distrust of authorities.

Among their characteristic negative manifestations, one should mention mannerism, arrogance, pretense, uncontrolled fantasy. But at the same time there is a positive side - sophistication, artistry, a tendency to romanticism, artistic perception of the world. Some of the listed qualities contradict each other, but it is known that a living person can really be contradictory in his emotional nature (ET). Contradictions can manifest themselves at the level of thoughts and behavior (PT). The portrait of people with a high level of psychological well-being is complemented by the qualities of self-sufficiency and social courage. This indicates their ability to be independent (to make decisions independently), independent of society.

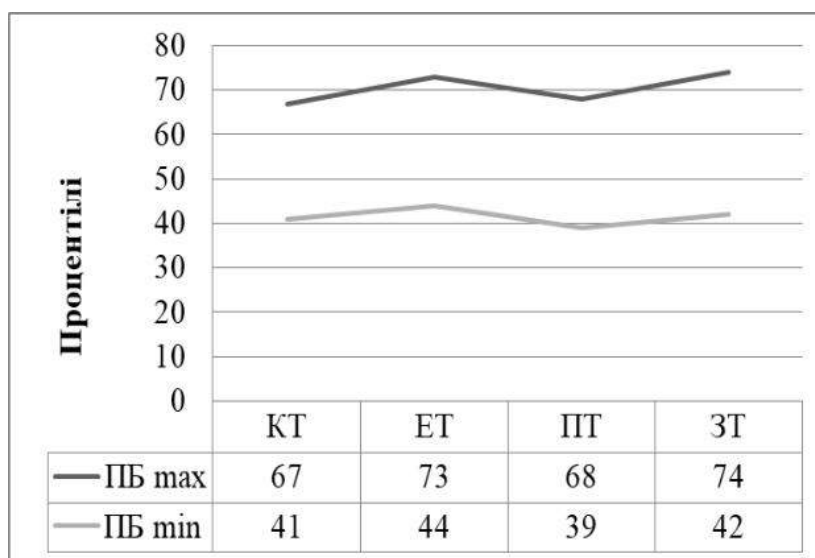


Fig. 2. Tolerance profiles of individuals with different levels of psychological well-being

Note: Conventional abbreviations of scales: CT – cognitive tolerance, ET – emotional tolerance, PT – behavioral tolerance, TZ – general tolerance index.

profiles of individuals with low levels of psychological well-being are characterized by low values of the communicative (CT), behavioral tolerance (BT) and general tolerance (GT) indices. The pronounced expression of emotional tolerance indicates, on the one hand, a pronounced ability to sympathize and empathize, which is consistent with the psychological essence of emotional tolerance; on the other hand, it indicates manifestations of such qualities as frivolity, changeability, anxiety, and dependence.

Individuals with a high level of psychological well-being have the ability and skill to adapt to others (NPI-), show tolerance to discomfort created by others (ND-). They treat other people, their partners, with respect, perceive them as they are, with all their achievements and shortcomings, do not try to impose their own image as a model for imitation (VS E-). They are frank in their relationships with partners (NPP-), do not try to adjust the partner to themselves (PPS-), or re-educate (PP-), are able to forgive other people's mistakes (NP-). In general, such individuals can be characterized as communicatively tolerant, their behavior in communication is characterized by tolerance and respect.

Individuals with a low level of psychological well-being are characterized by an inability to forgive other people's mistakes (NP+), the source of which is mutual resentment, a desire to complicate relations with a partner, and to give a special unpleasant meaning to actions and words. Such individuals demonstrate intolerance to discomfort created by others (ND+), which is manifested in complaining, fussiness, and seeking empathy. Such individuals try to use themselves as a standard when assessing other people (VSE+), demonstrate unsociability in relation to their communication partner (NPP+). Such individuals may have rejection, misunderstanding of another person (NI+), a desire to adjust the partner to themselves (PPS+), and a desire to re-educate partners (PP+).

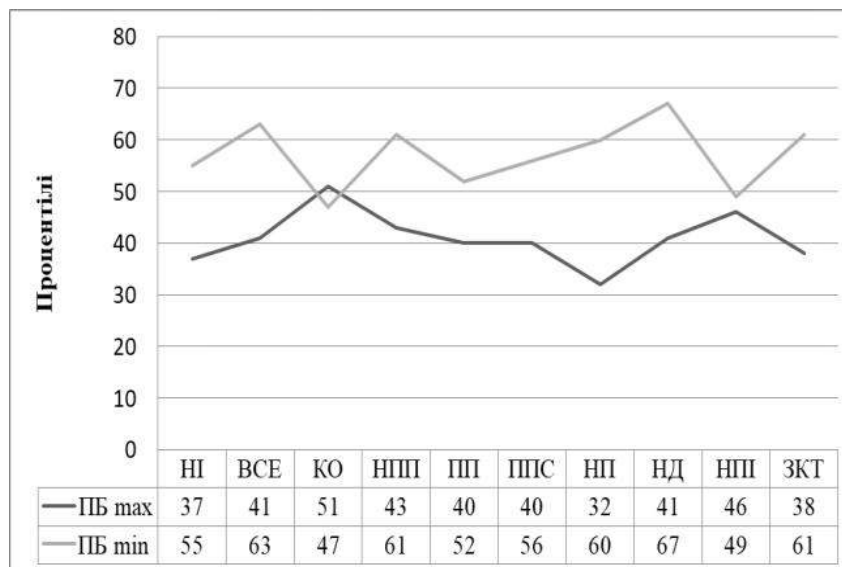


Fig. 3. Profiles of communicative tolerance of individuals with different levels of psychological well-being

Note: Conventional abbreviations of the scales: NO – rejection, misunderstanding of another person, ALL – using oneself as a standard when assessing other people, KO – categoricalness, conservatism in assessing other people, NPP – not hiding one's attitude towards the communication partner, PP – desire to re-educate partners, PPP – desire to adapt the partner to oneself, NP – inability to forgive others' mistakes, ND – intolerance to discomfort created by others, NPI – inability to adapt to the personality of others, ZKT – general communicative tolerance.

Individuals with a high level of psychological well-being demonstrate a positive attitude towards people, a willingness of the individual to be friendly to most of those around them (ZKU), which is formed under the influence of successful, mainly personal experience of interaction with others (NOD-), as a result of positive experiences, such people are dominated by positive judgments about people, belief in their best qualities (ON-). They are not inclined to make expansive generalizations based on their individual shortcomings (B). They show a friendly attitude towards almost all partners (O Zh-). They demonstrate friendliness, openness, sincerity in communication (ZZh-).

Individuals with a low level of psychological well-being are characterized by a pronounced negative communicative attitude. This is manifested in veiled cruelty in their attitude towards people, in judgments about them, and in reluctance to respond to their problems (ZZH+). Such individuals do not hide or soften their negative assessments and experiences regarding most of those around them: conclusions about them are sharp, unambiguously made, perhaps forever (VZH+). Negative communication experience plays the role of a capacitor that maintains a constant high voltage of negative emotional energy. Sometimes a minor provoking circumstance is enough for such a negative experience to be reproduced in the consciousness and behavior of the individual, affecting relationships with people (NOD+). Sometimes they are inclined to make unfounded generalizations of negative facts in relationships with partners and in observing social reality (B).

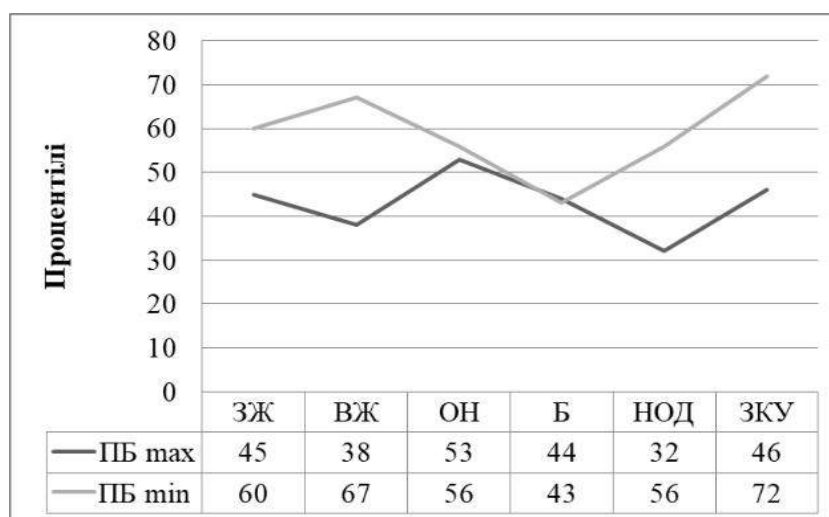


Fig. 4. Profiles of communicative attitudes of people with different levels of psychological well-being

Note: Conventional abbreviations of the scales: ZZH – veiled cruelty in relations with people, VB – open cruelty in relations with people, ON – justified negativism in judgments about people, B – grumbling, i.e. the tendency to make unfounded generalizations of negative facts in the sphere of relationships with partners and in observing social reality, NOD – negative personal experience of communication with others, ZNKU – general indicator of negative communicative attitude.

Conclusions. Thus, the results of the theoretical and empirical study prove the presence of differences in the characteristics of the communicative qualities of the personality of representatives of groups with high and low levels of psychological well-being, having a sufficiently pronounced specificity in the manifestations of communicative qualities, which corresponds to the psychological characteristics of each of the levels of psychological well-being of the personality.

Individuals with a high level of psychological well-being are characterized by pronounced sociability and tolerance, communicative tolerance; their communication is energetic, proceeding quite dynamically; they are aimed at active interaction with the world, at self-expression and knowledge of the individual world of others, at research, discovery and expansion of the world of their circle of communication; they act as initiators and authors of creating a world of relationships, they are satisfied with their own lives, and are able to find resources within themselves to maintain a large circle of communication.

Individuals with a low level of psychological well-being also need communication, they are somewhat expressive, but their sociability and tolerance are characterized by the narrowness of their relationships with this world, the limited social space, a certain selectivity, and a sufficiently pronounced stability, which provides them with a certain comfort and protection from unwanted contacts, which undoubtedly affects their psychological well-being.

Tolerance and sociability, communicative tolerance have a significant impact on the psychological well-being of an individual, as it is formed under the influence of many internal and external factors throughout a person's life.

Further scientific research is needed to determine the individual characteristics of the manifestation of communicative qualities of the personality in individuals with different levels of psychological well-being and to conduct a theoretical and empirical study of causality in the relationship between these phenomena.

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