

SOCIAL AND PSYCHOLOGICAL SUPPORT OF THE EDUCATIONAL PROCESS OF HIGHER EDUCATION INSTITUTIONS

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Abstract:

The article emphasizes the relevance of socio-psychological support in higher education institutions, which is an integral element of the educational process in the context of changes at the global level. Attention is focused on the impact of various socio-economic and technological changes on the psycho-emotional state of students and teachers. The key components of social and psychological support are described, including psychological, social and conflict spheres. The author considers support methods such as trainings, mediation, career counseling, volunteering, and the development of emotional intelligence, which facilitate student adaptation, reduce stress, and increase the efficiency of the educational process. The use of modern technologies to increase the availability and personalization of psychological support also plays an important role. It is determined that an integrated approach to social and psychological support is intended to form emotional maturity, social responsibility and prepare students for professional life.

Keywords: social and psychological support, methods of support, accessibility and personalization of psychological support, components of social and psychological support.

Introduction

In today's world, higher education institutions face numerous socio-economic and technological changes that significantly affect the psycho-emotional state of students and teachers. Globalization, digitalization, diversity of the student population, and growing competition in the labor market are placing new demands on the educational process and the psychosocial climate at universities. However, despite these challenges, social and psychological support is not sufficiently developed in many higher education institutions, which requires research into this phenomenon to create effective models.

A modern higher education institution is not only an institution that transfers knowledge, but also an environment in which students and teachers have the opportunity to socialize, develop, adapt to professional requirements, and overcome stress and conflicts. The educational process, in turn, is not just academic learning, but includes the interaction of students, teachers, administration and society.

Problems related to students' adaptation to the university environment, academic stress, lack of motivation, conflicts between participants in the educational process, low emotional intelligence or lack of social skills affect not only academic achievement but also the psychological climate at the university as a whole. The lack of social and psychological support can lead to a decrease in learning effectiveness, increased stress, reduced activity of teachers and students, and reduced interaction between participants in the educational process.

Social and psychological support is a system of targeted measures aimed at supporting the emotional and social well-being of students and teachers in the learning environment. It includes a set of psychological and social interventions that help students adapt to changes in the learning environment, improve the quality of interaction in groups, maintain their psycho-emotional state in stressful situations, and prevent problems.

The purpose of the study is to analyze the socio-psychological support in the educational process of higher education institutions.

The essence of the study

Ukrainian researchers are actively working on the issues of social and psychological support of the educational process of a higher education institution. The study of the problem we have outlined appears from different perspectives,

such as: Kichuk A. studies psychological support for strengthening students' psycho-emotional health, focusing on constructiveness; Korostianets T. presents the results of a study of pedagogical support of students in educational institutions of pedagogical higher education; Marchuk L. and Yatsyna O. study the support of psychologist's professional training in the context of education transformation; Shchedryna M. reveals the peculiarities of social and psychological support of students during the period of adaptation to studying in a higher education institution.

Nowadays, the issue of the effectiveness of social and psychological support in the educational process remains insufficiently researched. It is necessary to find out which methods of social and psychological support are the most effective in the conditions of modern higher education institutions, which influence such programs on academic performance, social adaptation of students and stress reduction. This includes analyzing the effectiveness of trainings on the development of nervous resilience, mediation, career counseling, and other measures.

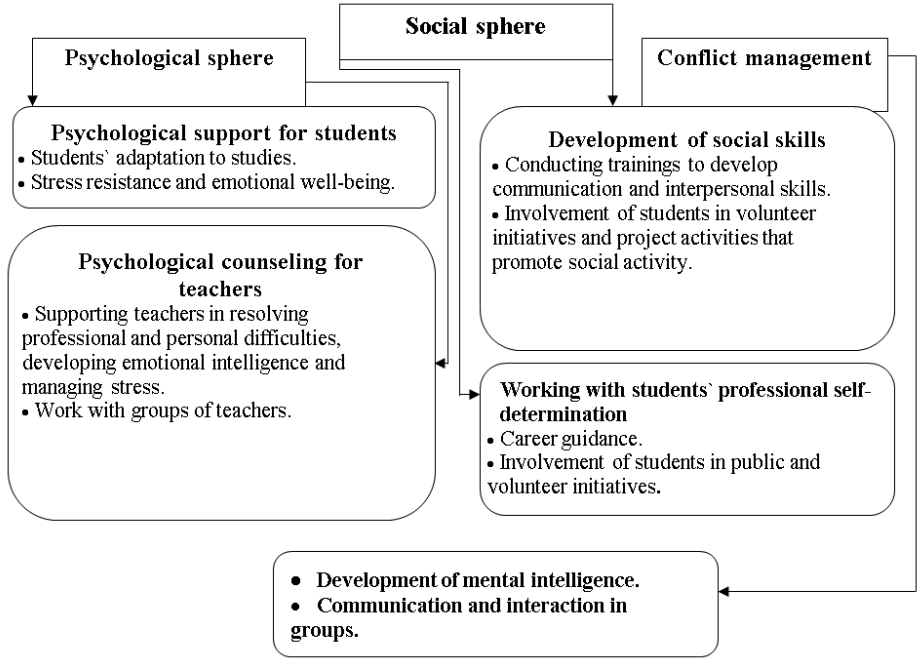
The method of social and psychological support is not only to help students in the learning process, but also to prepare them for professional life. Social and psychological programs that focus on the development of social skills, stress resistance, effective communication, and the ability to work in a team are of great importance for future professionals 152-164

With the attention to this, it is important to study how social and psychological support for students adapts to the conditions of a real professional environment and which interventions are most effective.

Modern higher education institutions should actively develop not only professional competencies, but also social responsibility, emotional maturity and the ability to interact effectively in society. Social and psychological support is a tool for developing these qualities.

The analysis of scientific literature has made it possible to state that social and psychological support of the educational process is an integral part of ensuring the psychological comfort and development of students in modern higher education institutions. The concept we are studying is a set of measures aimed at supporting students' personal growth, social adaptation and emotional well-being, as well as creating conditions for effective learning and professional development.

Pic.1. Structure of social and psychological support



Given the complexity and multifaceted nature of socio-psychological processes in the student environment, socio-psychological support requires a clear structure that allows for the effective organization and implementation of activities that support students at different stages of their education. The structure of socio-psychological support should be comprehensive, inclusive and flexible, taking into account various needs and challenges, so we have identified three main elements, such as: psychological sphere, social sphere, and sphere of conflictology.

Psychological sphere.

Let's take a closer look at each of the components we have identified. The modern educational process is characterized by significant changes in the conditions of education and upbringing, which have a significant impact on the psychological state of students. Under conditions of intense academic workloads, constant stress, anxiety due to uncertainty about the future and high competition, psychological support for students becomes a necessary component and part of

the social and psychological support of Perih.

It should be noted that psychological support includes not only assistance in solving individual problems, but also creating conditions for students' development, social and emotional adaptation, which, in turn, contributes to the successful assimilation of knowledge and effective career self-realization. Psychological support is an element of social and psychological support, after which it affects the emotional climate in the learning environment and contributes to an effective educational process. The result of psychological support in the component we have identified will be a decrease in the level of anxiety of students as subjects of the educational process.

It should be emphasized that teachers of higher education institutions also act as subjects of the educational process. In modern higher education institutions, teachers are the main carriers of knowledge and educational influence on students. However, their role is not limited to scientific and educational activities. Teachers are also under great pressure due to high responsibility, stresses related to organization of the educational process, interaction with higher categories of students, constant workload and requirements for professional activity Predko.

Psychological counseling for teachers is becoming a harsh reality for emotional development, stress reduction, improvement of the psychological climate at the university, and better interaction with students.

It should be emphasized that improving the psycho-emotional well-being of teachers has a positive impact not only on their health and performance, but also on the overall educational process. The main functions of psychological support for teachers include: reducing stress and overcoming burnout.

Social sphere

Social skills are an important component of a student's personal development, which contributes to their adaptation in society, successful interaction with other people and effective professional activity in the future. In a modern higher education institution, where students from different cultural, social and economic groups study, communication and interpersonal skills are especially important to create an effective and harmonious environment for learning and development. Social and psychological support in higher education institutions aims not only to transfer knowledge but also to develop these skills among students, resulting in the ability to interact with peers, teachers, and in further professional activities.

Trainings aimed at developing communication and interpersonal skills are a tool for social and psychological support of the educational process. They will help students improve their skills in interacting with other people, learn to understand the emotions of others, effectively communicate their thoughts, and restore healthy relationships. Students should learn how to show interest in the interlocutor, ask more detailed questions and listen to the answers. This is especially important for group work, where mutual understanding is key to achieving results.

An important element of training is the ability to monitor group dynamics. Group dynamics is the process of interaction between group members that begins its functioning. Understanding these processes can eliminate some sources of conflict and prevent their development.

We can highlight the main approaches to managing group dynamics, such as: modeling situations (studying real or simulated situations in a group of students, they see the possibility of conflicts and learn to solve them effectively); distribution of roles in groups (during group tasks it is important to correctly define the roles of participants to avoid situations where certain group members feel marginalized or underestimated; this creates an atmosphere of mutual respect and support); group cooperation and support (a system of support and mutual assistance among students).

Social and psychological support in higher education institutions plays an important role in providing students with some knowledge, skills and support so that they can make a conscious choice of their future profession and adaptation.

Professional self-determination is a key aspect of every person's life path, and it is especially important at the stage of studying at a university. In today's world, the pace of change in the labor market is high and the choice of professions is very wide, so helping students determine their professional path is becoming essential. This allows students to develop skills that match their interests and abilities, as well as prepare them for the real requirements of their professional activities.

Career guidance is a stage in the process of students' professional self-determination. It provides not only a choice of a future profession, but also helps students to develop their abilities, skills and abilities that ensure a successful career.

Volunteering and participation in community initiatives are sources of elements that contribute to the development of students' professional self-determination. Volunteering gives students the opportunity to develop social and organizational skills in practice, as well as gain experience in teamwork, interaction with people

and various organizations.

It is worth highlighting the benefits of volunteering for professional self-determination: development of organizational and leadership skills (students involved in volunteer initiatives have the opportunity to develop managerial and leadership skills, which are essential for a career in any field); strengthening social skills (participation in social projects helps students develop communication skills, learn to interact with people of different social groups and cultures); connection with the real world (through participation in volunteer and community initiatives, students can learn to work with a larger group of people, as well as with real social problems, which helps to develop critical thinking and responsibility). Volunteering allows them to gain experience in working with a larger group of people, as well as in solving real social problems, which contributes to the development of critical thinking and responsibility); opportunities for professional growth (volunteer initiatives can become a major component of a future career, although for rich students, it is the volunteer experience gained during their studies at the university that will help them find a job).

We believe it is necessary to distinguish types of civic initiatives, such as: social projects and actions (organization of assistance to the poor, support of environmental initiatives, participation in health projects or cultural events. Participation in such projects gives students real experience in interacting with social institutions and communities); educational initiatives (students can be involved in organizing seminars, trainings, cultural and educational events for young people or people with disabilities. These activities not only improve communication and organization skills, but also provide an opportunity to influence the development of social processes in society).

To achieve maximum effect in students' professional self-determination, it is important to integrate career guidance and volunteering into the educational process. This can be done through the organization of career days and job fairs, joint projects with businesses and non-governmental organizations, integration of volunteering into the educational process, etc.

Conflict management

In today's higher education institutions, students interact with different social groups, where conflicts can arise for various reasons: differences in opinions, misunderstandings, cultural differences, stressful situations, etc. Conflicts are a natural part of human relationships, but they cannot always be avoided. However,

an important part of social and psychological support in higher education institutions is to teach students effective conflict resolution methods, develop skills of constructive thinking.

Conflictology, as a science and a practical discipline, is aimed at studying the causes of conflicts and developing methods for their effective resolution. It becomes especially important in the context of intense social and cultural change, when interaction between other groups becomes increasingly complex. As part of the social and psychological support of students in higher education institutions, conflictology includes the development of practices that help to reduce aggression and tension in the learning environment and increase the effectiveness of teamwork.

The main principles of effective communication in this component are active listening, clarity and accuracy, open communication, and conflict resolution through compromise.

It should be emphasized that within the framework of social and psychological support, conflictology can be integrated into the educational process through the organization of trainings and workshops that promote the development of communication skills, effective interaction in groups, and teaching students methods of constructive conflict resolution.

Emotional intelligence is an important complex conflict resolution, after which it considers how good a person is at recognizing, understanding and managing their emotions, as well as interacting with the emotions of others. In higher education institutions, the development of emotional intelligence in students not only helps them avoid conflicts, but also resolve them in a constructive way. The main aspects of emotional intelligence development are self-awareness, self-control, empathy, social skills (Plyaka, L. V., Olkhovska).

The development of new technologies has a significant impact on the social and psychological support of the educational process in higher education institutions. Modern technologies create new opportunities to improve psychological support for students, to work effectively with their emotional and social development, and to develop new approaches to providing counseling and support. Innovative technologies are changing traditional methods of support, making them more accessible, personalized and interactive. A variety of online platforms and mobile applications, available nowadays, provide opportunities for psychological support, emotional intelligence and self-help. Thanks to video conferencing platforms such as Zoom, Skype, or specialized psychological services, students can receive psychological help from specialists without the need to be physically present in the office. Online counseling can be conducted individually or in groups, which

allows us to reach a larger number of students while ensuring confidentiality and accessibility Mytsko.

Conclusion.

In today's world, social and psychological support is an important part of the educational process that can significantly improve the quality of education, socialization and professional development of students. In the context of rapid social, economic, and technological changes that create new challenges for these higher education institutions, support should become the basis for ensuring the psychological well-being, emotional and social adaptation of students and teachers. In the process of social and psychological support, it is important not only to provide emotional support to students, but also to promote the development of key social and professional skills, such as communication, stress resistance, conflict resolution, and to assist in professional self-determination through career guidance and volunteerism.

The identified components of social and psychological support - the psychological, social and conflictological spheres - have a significant impact on the educational process and development of students. The psychological sphere reduces stress and anxiety, supports the emotional climate, and socially improves the development of interpersonal and communication skills, while conflictology provides conflict resolution skills and improves interaction between participants in the educational process. All these aspects contribute not only to improving the quality of education, but also to preparing students for the real challenges of professional activity.

The social and psychological support of the educational process, especially through the active use of new technologies and innovative approaches, allows students to effectively adapt to the changed conditions and help them find their way in the professional world. Given the importance of social and psychological support for the formation of students' personal, social and professional qualities, it is important to continue to develop and improve these programs.

The research on the development of effective models of social and psychological support for students and teachers, in particular to improve their emotional well-being, social adaptation and reduce stress in the face of modern problems such as globalization, digitalization and changes in the labor market, was further developed.

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