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THEORETICAL ANALYSIS OF THE PROBLEM OF SOCIAL AND PSYCHOLOGICAL ADAPTATION OF INFORMATION TECHNOLOGY WORKERS IN THE CONDITION OF UNCERTAINTY

Стаття присвячена дослідженню соціально-психологічної адаптації працівників сфери інформаційних технологій в умовах невизначеності. Розглянуто основні теоретичні підходи до розуміння адаптаційних процесів, зокрема, психоаналітичний підхід, модель стресу та копіngu, біопсихосоціальна модель та концепція адаптаційного потенціалу. Підкреслюється важливість розвитку внутрішніх ресурсів особистості, таких як стресостійкість, адаптивні здібності та самооцінка, для успішної адаптації в умовах кризи. Проаналізовано досвід зарубіжних та вітчизняних компаній у впровадженні програм підтримки працівників, що включають психологічне консультування, тренінги з управління стресом, соціальні ініціативи та гнучкі умови праці. Особливу увагу приділено комплексному підходу до підтримки, який охоплює як індивідуальні, так і колективні потреби. Підкреслюється роль відкритого спілкування, професійного розвитку та заходів, спрямованих на зміцнення фізичного і психічного здоров'я. Окреслено важливість регулярного моніторингу стану працівників для своєчасного надання необхідної допомоги. Висвітлено практичні аспекти адаптації та подолання стресових факторів у кризових умовах, таких як військовий конфлікт. Зроблено висновок про необхідність впровадження комплексних програм підтримки, які допоможуть зберегти психічне здоров'я працівників та забезпечити ефективне функціонування сектору інформаційних технологій та комунікацій. Представлені результати можуть бути корисними для розробки стратегій підтримки персоналу в кризових ситуаціях. Впровадження ефективних методів адаптації допоможе створити здорове робоче середовище, що сприятиме підвищенню продуктивності праці та зниженню рівня професійного вигорання. Підтримка здоров'я працівників у кризові періоди має особливе значення для мінімізації негативних наслідків стресу і тривоги, а також для запобігання психологічним травмам і збереження професійного потенціалу

Ключові слова: адаптація, стресостійкість, копінг-стратегії, соціально-психологічна адаптація, невизначеність.

The article is focused on the study of socio-psychological adaptation of information technology workers in conditions of uncertainty. The main theoretical approaches to understanding adaptation processes are considered, in particular, the psychoanalytic approach, the model of stress and coping, the biopsychosocial model and the concept of adaptive potential. The importance of developing internal resources of a personality, such as stress resistance, adaptive abilities and self-esteem, for successful adaptation in times of crisis is emphasised. The experience of foreign and national companies in implementing employee support programmes, including psychological counselling, stress management training, social initiatives and flexible working conditions, is analysed. Particular attention is paid to an integrated approach to support, which covers both individual and collective needs. The role of open communication, professional development and measures to promote physical and mental health is highlighted. The importance of regular monitoring of the employees' condition for timely provision of the necessary assistance is outlined. The article highlights the practical aspects of adaptation and overcoming stress factors in crisis conditions, such as military conflict. The conclusion is drawn that it is necessary to implement comprehensive support programmes that will help preserve the mental health of employees and ensure the effective functioning of the information technology and communications sector. The presented results may be useful for developing strategies to support staff in crisis situations. Implementation of effective adaptation methods will help create a healthy work environment that will increase productivity and reduce the level of professional burnout. Supporting employees' health in times of crisis is of particular

importance to minimise the negative effects of stress and anxiety, as well as to prevent psychological trauma and preserve professional potential

Keywords: adaptation, stress resistance, coping strategies, social and psychological adaptation, uncertainty.

Statement of the problem. The relevance of the topic of socio-psychological adaptation of information technology and communication workers in the face of uncertainty is due to a number of social, economic and psychological factors. The military conflict creates extremely difficult conditions for maintaining mental health and effective professional activity, especially for employees whose work requires high concentration, creativity, and stress resistance. The information technology and communications sector plays a key role in supporting critical infrastructures, digitalisation and economic development, making the adaptation of its employees a strategic priority. Changes in the work environment, the need to relocate, anxiety about the safety of loved ones, and uncertainty about the future pose new challenges for employees. The lack of appropriate support mechanisms can lead to professional burnout, reduced productivity and poor psychological well-being. That is why research into support strategies, such as flexible working conditions, psychological counselling and the development of coping strategies, is essential to maintain the efficiency of the industry and the well-being of its employees. This topic is of practical importance for both companies and society as a whole, as ensuring the sustainability of the industry contributes to overall social and economic development.

Analysis of recent research and publications. The problem of social and psychological adaptation of an individual has been the subject of consideration of many scientific concepts. J. Piaget distinguished the concepts of adaptation as a process by which a person adapts to new environmental conditions and assimilation - a change in environmental components in accordance with the structure of the organism or in accordance with the behaviour of the subject.

The influence of adaptive capacities depending on individual psychodynamic properties was considered in the concepts of H. Eysenck and G. Allport.

In his scientific works, A. Nalchadzhyan studied the problem of adaptation, social and psychological adaptation, adaptive functions of self-awareness and adaptive strategies.

Domestic psychologists have studied adaptation and socio-psychological adaptation in terms of its resultant and procedural significance. V. Romenets considered adaptation as a subject's creativity. I. Revasevych designed a model of the psychological structure of personal adaptability as an integral form of personality's vital activity. On the one hand, adaptability is determined by the relationship between the individual and the environment, and on the other hand, by the characteristics of the individual's inner world.

I. Chukhriy studied the phenomenon of over-adaptation of people with disabilities as the use of excessive internal potential to adapt to the environment by overcoming the consequences of disorders of the musculoskeletal system.

The purpose of the article is to theoretically comprehend the socio-psychological adaptation of information technology and communication workers in conditions of uncertainty, to consider the main approaches to understanding adaptation processes, and to analyse the practical aspects of overcoming stress factors and implementing support programmes to maintain mental health and improve the efficiency of their professional activities.

Outline of the main material. Socio-psychological adaptation is the process of adapting an individual to changing conditions of the social environment in order to maintain mental health and function effectively in society.

Socio-psychological adaptation is an important aspect of human functioning in society, especially in conditions of significant changes and stressful situations, such as military conflict. In the scientific literature, this concept is considered from different perspectives, taking into account various theoretical approaches and models. The psychoanalytic approach (S. Freud, A. Adler, C. Jung) focuses on internal conflicts and unconscious processes that affect an individual's behaviour and adaptation. In particular, defence mechanisms such as displacement, rationalisation, and projection can be used by IT and communications professionals to overcome stress and psychological discomfort in war. From a psychoanalytic point of view, stressful situations can trigger the activation of subconscious defence mechanisms that temporarily reduce emotional stress, but at the same time can impede full adaptation. It is important for employees to be able to recognise these mechanisms and find healthier ways to respond to stress. In this context, the role of psychological support in organisations becomes extremely important, as it helps to identify and overcome barriers arising from the use of unconscious defence strategies. Stress management strategies used by IT and communications workers can vary from cognitive-behavioural

methods to meditation practices and peer support. Adapting to war requires not only professional skills, but also the ability to flexibly adjust psychologically, which will ensure stability in difficult conditions. In addition, effective adaptation strategies include stress management training and the development of emotional intelligence to facilitate interpersonal communication in crisis situations. Therefore, it is important to create specialised psychological support programmes aimed at improving employees' stress resistance and adaptive capacities in crisis situations.

Research on this topic focuses on understanding the mechanisms, factors and strategies that ensure successful adaptation of individuals to new conditions. R. Lazarus and S. Folkman: In their work 'Stress, Appraisal and Coping' (1984), they consider adaptation as a process of interaction between the individual and the environment, where stressful situations are evaluated in terms of possible resources and coping strategies. Coping strategies can be problem-oriented (aimed at changing the situation) and emotion-oriented (aimed at reducing emotional discomfort). R. Lazarus and S. Folkman emphasise that adaptation to stressful situations depends on how an individual assesses the situation and his or her ability to overcome it. They distinguish two main types of coping strategies: problem-oriented, which focus on changing the stressful situation or eliminating it, and emotion-oriented, which help reduce emotional discomfort without changing the situation itself. These strategies can vary depending on individual characteristics as well as the social context. In particular, people who use problem-focused strategies may be more effective in environments where there is an opportunity to change the situation or find a solution to the problem. In contrast, emotion-focused strategies are often used when an individual cannot change the situation but is looking for ways to cope with the emotional effects of stress. Support from the social environment is also an important part of this process, as it can help to choose effective coping strategies.

Biopsychosocial model of adaptation: considers adaptation as a process that includes biological, psychological and social components. For example, G. Engel (1977) argues that in order to understand health and illness, it is necessary to take into account the complex influence of biological, psychological and social factors. Engel's biopsychosocial model of adaptation emphasises the importance of integrating different aspects of human existence to understand adaptation processes. It argues that health and illness cannot be viewed through the prism of biological or psychological factors alone; the interaction of all three components must be taken into account. According to this model, biological factors such as genetics, physiology and health status interact with psychological aspects such as emotional state, cognitive processes and individual coping strategies. Social factors, such as family support, cultural norms and social environment, are also critical in the adaptation process, as they can both amplify and reduce the impact of stressors. This holistic approach allows for a deeper understanding of individual variations in adaptation processes and emphasises the importance of an interdisciplinary approach to health care and health promotion.

G. Tard, E. Fromm, D. Mead and other researchers in the social psychology field consider adaptation through the prism of social roles and relationships. They study how social contexts and interactions affect adaptation processes. Adaptation through the lens of social roles and relationships is an important component of the social and psychological process. The researchers emphasise that adaptation does not occur only at the individual level, but is the result of the interaction of the individual with the social environment. The social roles that individuals play in society determine their behaviour, attitudes to change and ways of adapting to new conditions. Interactions with other people, as well as cultural and social contexts, influence how individuals experience stress and adapt to change. Vygotsky emphasised the importance of the social context for personal development, as it is through interactions with other people that mental health and adaptive strategies are formed. Thus, adaptation is a complex process that depends on many factors, including social ties, cultural norms and role expectations.

The problems of human adaptation are developed on the basis of neo-behaviourism (N. Miller, J. Dillard, R. Sears) and branches of psychoanalytic psychology related to cultural anthropology (R. Benedict, M. Mead), psychosomatic medicine (F. Alexander, T. French); modern theories of adaptation and coping behaviour (M. Chaturvedi; L. Kahle, R. Lazarus; S. Folkman; R.H. Moos, J.A. Schaefer); positive psychology, which considers adaptation as a process of 'positive adaptation' or 'post-traumatic growth' of a person in difficult life situations (R. Tedeschi, L. Calhoun, S. Joseph, P. Linley, C. Peterson, N. Park, N. Pole, M. Seligman). Western psychology considers the problems of human adaptation through a number of different theoretical approaches, including neo-behaviourism, psychoanalytic psychology, cultural anthropology and positive psychology. Within neo-behaviourism, Miller and Dillard focus on external stimuli and the environment, emphasising that adaptation is the result of learning through stress and negative events. Psychoanalytic approaches, whose representatives, such as R. Benedict and M. Mead,

focus on internal mental conflicts and cultural norms that shape behaviour and adaptation strategies. Theories related to psychosomatic medicine (F. Alexander, T. French) explain adaptation through the interaction between physiological and psychological aspects, considering stress as a result of a violation of this balance. Modern theories of adaptation and coping behaviour, such as the works of R. Lazarus and S. Folkman, focus on coping mechanisms, dividing them into problem-oriented and emotion-oriented strategies. Positive psychology, in particular the concept of post-traumatic growth (R. Tedeschi, L. Calhoun), sees difficult life situations as an opportunity for personal development and strengthening of internal resources, which allows one to adapt to new conditions and even surpass previous achievements.

In this context, the practical experience of psychological work with the population in countries experiencing the consequences of military conflict, such as Israel and Georgia, is also important. This experience shows that it is necessary to work not only with direct victims of war, but also with their families, communities and the country as a whole. An important task is to increase their psychological resilience, which includes trust in the authorities, mutual trust, as well as knowledge and understanding of their capabilities and security resources (M. Doron, D. Javakhishvili, N. Sarjveladze). Practical experience of psychological work with the population in countries experiencing the consequences of military conflict, such as Israel and Georgia, shows the need for a comprehensive approach to supporting victims. It is important to work not only with the direct victims of war, but also with their families, communities and other social groups, as stressful situations caused by war affect all levels of society. One of the key tasks is to increase the psychological resilience of the population, which includes not only individual resources but also social factors such as mutual trust and support among people. Psychological resilience depends on the ability to adapt in the face of constant change, restore normal social ties and institutional support. One of the key aspects of this resilience is trust in the authorities, which contributes to a sense of security in the community. An important element is teaching the population to recognise their capabilities and security resources, which reduces anxiety and stress. Studies conducted by scholars such as M. Doron, D. Javakhishvili and N. Sarjveladze show that effective psychological assistance programmes should include not only individual work but also collective support. In addition, it is important to develop social activity and interaction, which allows for the creation of sustainable social networks that support recovery processes. This allows not only to cope with the consequences of the war, but also to prepare society for further challenges. In general, the support strategy should be aimed at developing collective resilience, which includes social cohesion, mutual support and readiness for self-help in crisis situations.

Among Ukrainian scholars, the problem of socio-psychological adaptation has been covered by Chukhriy I.V., Vizniuk I.M., Gubina A., Kushnikova S., and Zagariychuk [15,1,2]. I.M. Vizniuk studies the socio-psychological adaptation of an individual in the context of health maintenance. Her work considers aspects related to mental and physical health, as well as the impact of the social environment on adaptation processes. Tkachyshina O. highlighted the problem of peculiarities of social and psychological adaptation of an individual in crisis situations [11,12,13], and Nesterenko V.O. studied the peculiarities of social and psychological adaptation in a professional team. [8] L.M. Korobka studies the social and psychological adaptation of communities to the conditions and consequences of military conflict. She emphasises the importance of collective mechanisms of adaptation and support, as well as the role of social cohesion in overcoming the consequences of conflicts. [6] The problem of socio-psychological adaptation is an important topic in Ukrainian research, as it covers not only individual aspects but also collective mechanisms of overcoming stressful situations. Chukhriy I.V. and Shevtsov A. study the psychological mechanisms of social adaptation of young people with disabilities, in particular, how to adapt to new social conditions and realities. Vizniuk I.M. emphasises the importance of health in adaptation processes, noting the importance of mental and physical well-being in the face of environmental change. She also draws attention to the importance of social support for the successful adaptation of individuals in society.

A. Gubina and S. Kushnikova focus on the phenomenon of individual adaptation to the conditions of modern society, in particular in the context of technological change and social tension. Their research shows how social transformations affect adaptation processes. Tkachyshina O. studies adaptation in crisis situations, focusing in particular on the psychological mechanisms of stress and coping that allow individuals to adapt to extreme conditions.

Nesterenko V.O. considers adaptation in the professional environment, studying the importance of team support in stressful situations in the workplace. Her work highlights the connection between professional adaptation and psychological comfort in the team, which is important for maintaining efficiency and effectiveness. In her research on the impact of military conflicts on social and psychological adaptation, L.M. Korobka points out the importance of collective support, social cohesion and the role of

NGOs in helping those who have survived the crisis. She emphasises the importance of restoring social ties and resources in the process of post-conflict adaptation.

Research on social and psychological adaptation in Ukraine also includes the study of adaptation strategies of young people facing difficulties in the transition to adulthood. These strategies include, in particular, the development of emotional resilience, self-regulation skills and interaction with the environment. It is also important to raise awareness among young people about possible psychological risks and ways to overcome them. In this context, social programmes aimed at psychological support and stress prevention play an important role. In general, these studies help to better understand the need to integrate psychological support into various social institutions for effective adaptation of individuals to change. All of these studies demonstrate how social and psychological adaptation is a complex and multifaceted process that includes not only individual but also collective strategies.

The theoretical analysis of domestic and foreign theories of socio-psychological adaptation shows that both approaches have their own unique emphases and ways of understanding adaptation processes. Domestic research focuses on social relationships, the role of the social environment and collective mechanisms of adaptation, in particular in the context of military conflicts. It is important to approach adaptation as a process of social cohesion and support that helps to cope with the consequences of the crisis. In turn, foreign theories offer comprehensive models that take into account biopsychosocial components, including psychological resources, social ties and individual coping strategies. They emphasise the importance of subjective assessment of stressful situations and the use of various coping strategies to reduce emotional discomfort. Both approaches also pay attention to the development of internal resources, such as stress resilience, self-esteem and adaptive abilities. They recognise the importance of social support and interaction with other people for successful adaptation in the face of change and crisis. Given the current realities, especially in the context of armed conflict, the integration of different approaches is important for the development of effective adaptation strategies at both the individual and collective levels. In particular, Ukrainian research highlights the importance of adaptation in wartime and ensuring the psychological resilience of the population. Thus, social and psychological adaptation is a multifaceted and complex process that requires attention to various aspects, including social, psychological and cultural factors.

In wartime, IT and communications professionals face numerous challenges that require special support measures. Existing support programmes include different approaches to addressing psychological and social problems that arise in times of crisis. Foreign companies, such as Google, Microsoft and Amazon, are actively implementing psychological support programmes that include individual and group counselling, stress management training, and resilience building programmes. Domestic companies, such as SoftServe and EPAM, are also implementing employee support initiatives, including access to psychological counselling and social support programmes.

Psychological support programmes for IT and communications workers in times of uncertainty should be comprehensive and address different needs. Such programmes should include individual counselling by qualified psychologists to help identify and resolve psychological problems in a timely manner, regular group sessions to develop stress management skills and build resilience, and training to help learn relaxation, meditation, and cognitive behavioural techniques.

Social initiatives are an important aspect of supporting adaptation, as they help to strengthen team spirit and create a positive working environment. Organising social events, such as corporate meetings, workshops and activities, helps to bring the team together, and transparent and open communication between management and employees reduces anxiety and uncertainty.

Flexible working conditions are essential in times of uncertainty. Providing remote work options, flexible working hours that take into account the needs of employees, and support for those who are forced to relocate create comfortable conditions for maintaining psychological and physical health.

Professional development and training are important components of adaptation processes. Training, professional development courses, and career opportunities motivate employees and help reduce stress levels. It is also important to support employees' physical health, which includes organising sports events, yoga and meditation classes, as well as providing access to medical services.

In addition, to effectively manage crisis situations, companies should develop support policies that take into account both individual and collective needs of employees. Regular monitoring of staff conditions helps to respond to problems in a timely manner, and open dialogue between employees and management helps to create an atmosphere of trust.

Additionally, cultural sensitivities and specific needs of employees should be taken into account, adapting programmes to meet their expectations. Effective social and psychological adaptation is only

possible with an integrated approach that takes into account the professional, social, psychological and physical aspects of employees' lives.

Conclusions and Prospects for Further Research. In today's world, the information technology and communications sector plays a critical role in ensuring the functioning and development of society. Employees in this sector make a significant contribution to various areas of life, from business and education to medicine and public administration. However, in wartime, they face unique challenges that affect their social and psychological adaptation and performance.

Having examined the main theoretical approaches to psychosocial adaptation, including the psychoanalytic approach, the stress and coping model, the biopsychosocial model and the concept of adaptive capacity, we have realised the importance of a comprehensive approach to this problem. Adaptation includes biological, psychological and social components that interact in the difficult conditions of military conflict.

An analysis of existing support programmes for IT and communications workers, both domestic and foreign, showed the need for comprehensive measures. Individual and group counselling, stress management training, professional development support, social initiatives, and flexible working conditions are key components of effective support. It is especially important to provide access to psychological counselling, organise sports events, provide medical services and create conditions for remote work.

The management of IT and communications companies should develop policies to support employees in times of crisis, regularly assess the condition of employees, and maintain open communication. This will reduce anxiety and increase trust within the company.

In summary, we can conclude that the social and psychological adaptation of IT and communications workers in the face of uncertainty is a complex and multifaceted process. To ensure their mental health and effective work, it is necessary to implement comprehensive support programmes that take into account both individual and collective needs. The development of such programmes and the implementation of effective strategies will allow companies to operate successfully even in difficult conditions, ensuring the stability and development of the industry.

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