

PERSONAL QUALITY OF SPECIALISTS

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Abstract: The article raises the problem of the essence and main characteristics of professional and personal qualities of specialists in social work, gives the author's assessments of their description in scientific publications. The ideas of scientists about professional and personal qualities of social workers and their list in regulatory documents governing the professional activities of workers in the social sphere are compared.

Keywords: professional and personal qualities, social worker, ideal image.

INTRODUCTION

The quality of social services to the population is assessed by a number of criteria, one of which is the personality of the social worker providing the services, his personal professionally significant qualities. This circumstance served as the reason for choosing the goal of our scientific research aimed at studying and comparing the ideas of scientists and practitioners about the professional and personal qualities of employees of social protection and public service institutions; studying the requirements of modern professional standards that normatively set the personal qualities necessary for work, as well as the expression of these qualities in employees of social institutions.

MATERIALS AND METHODS

To achieve the goal, we used theoretical research methods such as analysis, comparison, generalization, as well as empirical ones: questionnaires, ranking. In the scientific literature, the problem of the essence, characteristics of professional and personal qualities of social work specialists (most often they are called social workers) is covered quite widely [1]. Before making analytical conclusions regarding the essence and specificity of these qualities, we will dwell on the formulation of this concept. Personal qualities are understood as innate or acquired characteristics of a person's character that can change throughout life, especially under the influence of society, and also remain unchanged. Professional qualities are a manifestation of the psychological characteristics of an individual that are necessary for the acquisition of special knowledge, skills and abilities, as well as for achieving substantially acceptable efficiency in professional work [2].

RESULTS AND DISCUSSION

Having analyzed the opinions of various authors [3], we noted a number of shortcomings in the presentation of professional and personal qualities of social work specialists:

- 1) lack of system, lack of typology: professional and personal qualities are very often not classified by the authors; different types of qualities are presented as juxtaposed;
- 2) in the description of professionally significant personal qualities, their specificity and features of manifestation in professional activity are not clearly expressed;
- 3) personal qualities are listed together with professional communication, organizational, projective skills.

Note that the specificity of the professional and personal qualities of a social work specialist is determined by the characteristics of the profession of the "person-to-person" group, which determines their humanistic focus; characteristics of the object/subject of activity – the clients

with whom they work – people who have found themselves in a difficult life situation. Hence, the priority qualities that are named by almost all researchers are: politeness, empathy, stress resistance, tolerance, attentiveness, a heightened sense of justice.

From our point of view, the professional and personal qualities of social workers should be divided into the following groups:

- a) intellectual, determining knowledge preparation for the performance of professional duties;
- b) managerial (organizational), reflecting the key role of a specialist in organizing work with a client, in educating a client as a person capable of independently solving emerging social problems;
- c) emotional-volitional - qualities that act as regulators in working with clients, reflecting the human in a specialist.

According to the standard, a social worker must be sensitive, attentive, polite, prudent, patient with citizens and take into account their physical and psychological state. In addition, the documents outline the requirements to be responsible and guided in work by the principles of humanity, fairness, objectivity and goodwill [4].

Professional and ethical codes also focus on the specialist's compliance with high moral standards of his behavior. As the analysis of these documents showed, honesty and professionalism are especially important qualities. Responsibility for the quality of work, the desire for professional growth are also mentioned. In relation to the client, a social worker must be honest, respect his secrets. In relations with colleagues - show respect, honesty, politeness, be fair, observe tact [1; 4].

When assessing the qualities that are noted in the standard as mandatory for a social worker, there is a predominance of personal characteristics that reflect the humanistic orientation of the profession.

Comparing the qualities noted in scientific literature [2] and regulatory documents [3], we concluded that they are presented more systematically in regulatory sources. In addition, research methods of analysis and comparison made it possible to reveal that most often publications raise the problem of the ideal image of a social worker and do not discuss the difficulties of realizing spiritual and moral qualities in professional activities. This conclusion determined the choice of the goal of the empirical study - to study the ideas of social work specialists about the ideal image of a social worker and to assess the formation of these same qualities in themselves.

CONCLUSION

The conducted theoretical and empirical studies allowed us to create a portrait of a modern social work specialist: this is a female employee with more than three years of work experience, who is aware of the importance of the chosen process, who recognizes the significance of kindness and humanity as priority personal qualities, but at the same time notes the problematic nature of their implementation in professional activities; who highlights the difficulty of remaining stress-resistant and mastering social work technologies during the adaptation period; who strives for professional self-improvement through training and advanced training, and most importantly, who accepts proper behavior as the basis of professional activity.

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