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Stress in professional activity. The relationship between recreation and the degree of deformation of the personality of businessmen (on the example of small and medium-sized businesses in Pavlodar)

Annotation

Main problem: The article deals with the problem of preventing professional deformation of the personality of businessmen. Professional activity occupies a significant place in the life of every person. The choice of profession and the activity itself affects the further development of a person's personality, influences a person's behavior and lifestyle. At the same time, the influence of the profession can be both positive and negative. Sometimes this influence can be destructive in relation to a person performing a professional activity. In the current conditions of the global economic crisis caused by the pandemic, representatives of business structures need not only high professional training, but also stable moral and psychological qualities. An irregular working day, a large and constantly changing flow of information, constant contact with a large number of people, the need for full dedication of mental and physical strength reduce the functional reserves of the body up to their complete exhaustion. Chronic stress has a negative impact not only on mental cognitive processes, but also on the emotional and volitional sphere, mental states and personality traits, leading a person to emotional and professional burnout, depression, psychosomatic diseases. Therefore, the topic of deformation of the personality of businessmen is quite relevant today.

Purpose: To analyze the state of stress in professional activity, to reveal the relationship between recreation and the degree of deformation of the personality of businessmen (on the example of small and medium-sized businesses in Pavlodar).

Methods: The empirical base of the study was made up of 40 representatives of medium-sized businesses of the city of Pavlodar, equalized by gender. Respondents participated in the study on a voluntary basis. To study the peculiarities of recreation of representatives of small and medium-sized businesses, we conducted a questionnaire and a standardized interview with all respondents. The questionnaire and interview questions are compiled by the author and are aimed at studying the peculiarities of recreation by business representatives and their attitude to recreation. During the interview, the results of monitoring the behavior of businessmen were also recorded.

Results and their significance: The article shows the results of a study of the relationship between recreation (means of psychological relief) and the degree of deformation of the personality of businessmen (on the example of small and medium-sized businesses in Pavlodar).

Keywords: businessman, industrial stress, personality deformation.

Introduction

The image of an entrepreneur is popular among young people, because we live in an era of limitless opportunities. Right now, all the most daring and extraordinary ideas can become part of the triumphant story of a successful person. However, in addition to fulfilling a dream, an interesting job, a high level of prosperity, you will also have to face such a concept as stress in business.

Many people compare entrepreneurial activity with the dynamic turns of modern "roller coasters", where there are steep ups and sharp falls. For this reason, every aspiring entrepreneur should have an idea of how to cope with stress caused by unforeseen difficulties in work and unexpected changes in a crisis. This undoubtedly has an impact on the personality of businessmen and can be a factor contributing to the development of professional stress, which in turn leads to personal crises, exhaustion and burnout [1].

In the current conditions of the global economic crisis caused by the pandemic, representatives of business structures need not only high professional training, but also stable moral and psychological qualities. An irregular working day, a large and constantly changing flow of information, constant contact with a large number of people, the need for full dedication of mental and physical strength reduces the functional reserves of the body up to their complete exhaustion. Chronic stress has a negative impact not only on mental cognitive processes, but also on the emotional and volitional sphere, mental states and personality traits, leading a person to emotional and professional burnout, depression, psychosomatic diseases [2]. Therefore, the topic of deformation of the personality of businessmen is quite relevant today.

Materials and methods

The empirical base of the study was made up of 40 representatives of medium-sized businesses of the city of Pavlodar, equalized by gender. Respondents participated in the study on a voluntary basis. The sample of this study is random. The sample includes businessmen-owners:

- aspiring business owners (work experience in their own business from 3 to 5 years, age 25-40 years)
- businessmen-owners of the first generation (work experience in their own business 10-15 years, age over 40 years).

To study the peculiarities of recreation of representatives of small and medium-sized businesses, we conducted a questionnaire and a standardized interview with all respondents.

The questionnaire and interview questions are compiled by the author and are aimed at studying the peculiarities of recreation by business representatives and their attitude to recreation. During the interview, the results of monitoring the behavior of businessmen were also recorded.

Results

The analysis of the survey and interviews revealed the following results.

So, 16 businessmen (40 % of respondents) said that they do not take a vacation at all. At the same time, 87 % (14 people) of them belong to the category of novice businessmen.

25 % (10 respondents) replied that they had not been on vacation for so long that they could not remember the last time it was.

Another 25 % rest no more than 1-2 times a year. And only 4 business representatives rest every quarter within 3-10 days. At the same time, they are all female representatives, with more than 15 years of experience in business.

At the same time, entrepreneurs regularly sacrifice their free time for the sake of their business:

- more than 50 % (21 respondents) are periodically forced to work on weekends and holidays;
- 27.5 % admit that they constantly have to sacrifice their free time for business, almost daily staying at work for an hour or more;
- 20 % of respondents work every day.

Interestingly, despite the results obtained, most entrepreneurs believe that an entrepreneur should have free time that he can spend on vacation (65 % of respondents).

The remaining 35 % said that they consider it necessary to work even on holidays.

But, as the results of the survey show, even in such a rare vacation for them, entrepreneurs continue to work. 60 % of businessmen admitted that they control the workflow of their companies, answer letters and calls even during rest.

Of these, 50 % replied that they constantly stay in touch, 25 % respond only to the most important and urgent messages. Only about 10 % of entrepreneurs prefer to rest on vacation and do not monitor their team, and only 5 % turn off their mobile phone so that they are not disturbed.

Among the reasons for this attitude to work and neglecting rest, the following were identified:

- irregular schedule (35 %);
- urgent tasks and frequent force majeure situations (35 %);
- distrust of the professionalism of their team (25 %);
- constant feeling of anxiety for the possibility of an emergency (25 %);
- heavy burden on business (12.5 %);
- specifics of work (17.5 %);
- frequent business trips (10 %).

All these factors lead to the fact that more than 40 % of respondents regularly exceed the working day standards and are forced to work more than eight hours a day. Of these, 5 % spend even 14 hours or more at work a day.

An important issue in the study of the features of recreation for representatives of small and medium-sized businesses was the identification of a way to relax. The results are presented below:

- outdoor recreation (55 % of respondents);
- good company of friends (50 % of respondents);
- rest in silence (interesting book, watching movies) (25 %);
- lack of cellular communication and Internet (12 % of respondents);
- external and internal tourism (15 %);
- sports (hunting, fishing, extreme sports) (15 %);
- SPA treatments, bathhouse, sauna (35 %).

Discussion

The results obtained allow us to formulate the following conclusions:

- the amount of time allocated for rest directly depends on the length of service in business. The more experience, the more time businessmen can allocate to rest;
- businessmen under the age of 40 spend more time at work every day, constantly staying for 3-5 hours, unlike older businessmen;
- novice business owners prefer the following types of recreation: external and internal tourism, sports (hunting, fishing, extreme sports), rest in a good company of friends;

– businessmen who have worked in their own business for 10-15 years prefer slightly different types of recreation: outdoor recreation, relaxing in silence, reading books, watching movies, SPA treatments, visiting baths and saunas, as well as the absence of cellular communication and Internet;

– a general type of recreation that attracts both categories of businessmen – external and internal tourism.

The first technique that we used to diagnose the level of regulation in stressful situations and the degree of professional deformation of Pavlodar businessmen was the test of D. A. Leontiev's life orientations. This technique allows us to trace three life orientations of a person and two aspects of locus control, as well as the overall level of meaningfulness of the respondent's life [3].

According to this method, we have obtained high results in almost all indicators. We attribute this result to the fact that businessmen have a high pace of life, new goals are constantly being set, high tasks that need to be achieved.

The overall indicator of the meaningfulness of life showed high scores for 57.5 % of Pavlodar businessmen and average scores for 42.5% of respondents. At the same time, it is important that novice businessmen-owners, work experience in their own business from 3 to 5 years, aged 25 to 40 years showed average scores in 7.5 % of cases. And businessmen-owners of the first-generation experience of working in their own business for 10-15 years, over the age of 40, 100 % showed high results of meaningfulness of life.

Let's consider in detail all the scales of the test.

Goals in life are present in 100 % of the surveyed businessmen. The professional activity of businessmen essentially presupposes the existence of professional goals, the direction of business, the predictability of a time perspective. For most businessmen, according to their answers to the questionnaire, 80% of life consists of work, so business goals become life goals, and work replaces all other areas of life.

The results on the satisfaction with your life scale, the perception of your life as interesting, emotionally saturated and filled with meaning are slightly lower, satisfaction is 97.5 %. The content of this scale shows the respondents' attitude to the opinion that "the only meaning of life is to live."

The "Performance" scale shows satisfaction with the lived part of life [4]. According to this scale, high and average scores were shown by the responses of % of respondents, while 65 % of businessmen have high satisfaction.

The "Locus of control – I" scale characterizes the idea of businessmen about themselves as a strong personality, which corresponds to the essence of the professional activity of businessmen who build their business in accordance with their goals and ideas[5]. 77.5 % of respondents believe that they are the masters of their lives, while 100% of respondents have a sufficient level of locus of control.

According to the test results, 95 % of respondents manage to control their lives. And only 5 % of respondents are not sure that a person himself consciously controls his life.

The results of this test showed that all respondents at a fairly high level comprehend their life in all its aspects, including locus control. This, in principle, is commensurate with the professionogram of the owners of their own business. It is important that the level of meaningfulness of life is higher among older businessmen whose experience in business exceeds 10 years.

The next technique that we used in our study is the technique of V.V. Boyko. The questionnaire of the level of emotional burnout characterizes the presence in respondents of the psychological phenomenon "emotional burnout syndrome", which occurs in people under the influence of adverse stress factors during the performance of professional activities[6].

Respondents were offered 84 judgments, after reading which they need to answer "yes" or "no".

The respondents passed this methodology in the form of online testing on the website <https://psytests.org>, at the same time, respondents immediately received the results of their test in the form of a diagram and a meaningful interpretation of the results.

As a result of the conducted research using this technique, we saw that the syndrome of emotional burnout developed in 6 respondents. These are representatives of the older generation. However, when talking to these people after diagnosis, we found out that they do not feel such symptoms in full, and agree with the test results only partially. Perhaps this is due to the fact that in most cases these people simply do not reflect on their condition due to constant total employment.

A meaningful interpretation of the test results showed the presence of 5 symptoms formed in the phase of resistance and exhaustion. Let's look at them in more detail.

The symptom of "inadequate selective emotional reaction" manifested itself in 5 respondents, or 12.5 %. It is expressed in the fact that the person-professional ceases to distinguish between economical display of emotions and inadequate selective emotional reaction. That is, the person begins to inadequately "save" on emotions, limiting the emotional return at the expense of selective response in the course of his professional contacts. He acts according to the principle "I want to or I don't want to": if I find it necessary, I will pay attention to this partner, if I am in the mood, I will respond to his states and needs.

In this situation, most often the person feels that he or she is doing the right thing, so this style of behavior is very common. From the outside, it seems to be a manifestation of emotional callousness, insensitivity and indifference. Sometimes, in especially neglected cases, the style of behavior is transferred to personal contacts, which certainly negatively affects relationships within the family and with friends.

The symptom of "reduction (simplification) of professional duties" appears in one respondent. In professional activities that involve a lot of communication with people, the reduction manifests itself in attempts to simplify or reduce duties that require emotional expenditures (paying little attention, trying to avoid emotional contact) [7].

The reduction of professional responsibilities in life manifests itself as a lack of culture in business contacts.

The exhaustion phase is characterized by a more or less pronounced decrease in the general energy tone and weakening of the nervous system. Emotional protection in the form of "burnout" becomes an integral attribute of a person.

The symptom of "emotional deficit" was not revealed among our respondents, but other symptoms appeared.

The symptom of "emotional detachment" was also revealed in 12.5 % of the interviewed businessmen.

The personality almost completely excludes emotions from the sphere of professional activity. She does not care about almost anything, almost nothing evokes an emotional response – neither positive circumstances, nor negative ones. And this is an emotional protection acquired over the years of serving people. Man has gradually learned to work like a robot, like a soulless automaton in other spheres he lives with full-blooded emotions. Reacting without feelings and emotions is the brightest symptom of "burnout". It indicates professional deformation of the personality and is detrimental to the subject of communication. The partner usually experiences the indifference shown to him/her, and can be deeply traumatized. Especially dangerous is the demonstrative form of emotional detachment, when a professional shows with all his/her appearance: "I don't care about you."

The symptom of "personal detachment, or depersonalization" was revealed in 7.5% of respondents. It is shown in full or partial loss of interest in subjects of professional action. A person at work is perceived as an inanimate object, as an object for manipulation - something has to be done with him/her. In such cases the professional is sure that work with people is not interesting, does not give satisfaction, does not represent social value.

The symptom of "psychosomatic and psycho-vegetative disorders" was revealed in 5 people (12,5 %).

It is manifested as deterioration of physical and mental well-being: bad mood, bad associations, insomnia, fear, unpleasant feelings in the heart, vascular reactions, exacerbations of chronic diseases. In this way, the body saves itself from the destructive power of emotional energy.

The degree of personality deformation can be traced by the results of respondents' diagnostics by the PSA technique, adapted by N.F. Kalin. The technique is designed to diagnose the indices and level of personality self-actualization[8].

The first scale is time orientation. The main motto of those with a high level of this indicator is "here and now. These people are able to enjoy life in the present without running away to the past, and without dreaming about the future. There were 25 % of such people in our diagnostics, that is 10 respondents.

For 20 % of respondents time orientation is at low level, which means either overestimated aspiration for future achievements, or immersion into experiences of the past. Most often these are people who are suspicious and unsure of themselves.

For 55 % this indicator is at an average level, which indicates a normal state, not deprived of any experiences, but within the limits of the norm.

The second scale – values – is of the greatest interest to us, as this particular indicator clearly demonstrates the level of deformation of values in the personality of the respondents.

According to the results, we observe a high level of values in 20 % of the respondents. These people share personal values: beauty, kindness, justice, order, self-sufficiency, humor, and play. A person's preference for these values indicates his or her desire for harmony in life and communication with others, rather than a desire to manipulate people in his or her own interests. This indicator is normal for 57.5 % of respondents. However, there is a category of businessmen (22.5 %) for whom these values are unimportant, for whom the people around are a means to an end.

The third scale – a view of human nature – is an indicator of the level of belief in people and their capabilities.

12,5 % of respondents are characterized by well-developed sincere and harmonious interpersonal relations, sympathy and trust in people, honesty, open-mindedness, goodwill.

For 72.5 % of respondents this indicator is within the normal range. However, 15 % of respondents have a low level of belief in people and their capabilities.

The next scale is the need for knowledge. A high level of cognition is characteristic of 17.5 %, which is reflected in readiness to receive new impressions, thirst for new things, interest in objects not related to satisfaction of any needs. Such people are not inclined to judge, compare or evaluate others. Rather, they appreciate what they see. To a greater or lesser extent this can also be said about 55 % of respondents who have this indicator developed at an average level.

Nevertheless, 27.5 % have a low level of this indicator.

Creative attitude to life or creativity at high and medium level is developed by 82.5 % of Pavlodar businessmen. Only 17.5 % have uncreative attitude to life.

One of the main criteria of personal mental health, according to the majority of humanistic psychologists, is autonomy. It is expressed in vitality, self-support, maturity, independence of judgment, and freedom.

This quality is at a high and medium level developed in 87.5 % of businessmen of Pavlodar, which is a high indicator. Only 12.5 % of autonomy is developed at a low level.

If a person has a developed sense of self-confidence and trust in the world around him or her, then most likely this person can develop such a quality as spontaneity. Spontaneity is characteristic only of people with a high level of self-actualization. People with a high level of spontaneity value ease of life, play, freedom in communication, ease without effort. This quality is developed at high level in 17.5% of our businessmen, at average – in 65 %, at low – in 17.5 %. In other words, only 7 businessmen do not have the necessary level of spontaneity.

The eighth scale of the PSA questionnaire is self-understanding. Self-understanding is closely related to the scales of autosympathy and spontaneity. 37.5 % of surveyed businessmen are characterized by a high level of self-understanding, which means understanding of their desires and needs. Such people are not inclined to change their tastes and habits depending on external social standards. In life it is manifested in wearing favorite comfortable clothes, taste preferences not subject to fashion or standards in accordance with social status.

10.5 % of respondents, on the contrary, are insecure, oriented in tastes from the outside, in accordance with fashion or tastes of people who are an example for them. As an example, smoking cigars when the smoker himself does not like it, but it corresponds to the standard and the social status

The basis of mental health and personal wholeness is autosympathy, or sympathy for oneself. Autosympathy should be distinguished from complacency or uncritical self-perception. Rather, it is a source of adequate self-esteem and a positive "self-concept. This position at a high and medium level according to the results of the questionnaire was found in 95 % of the respondents.

Two respondents, which amounts to 5 %, revealed neuroticism, anxiety, insecurity.

Contactivity is not just the level of a person's communicative abilities, but also a general predisposition to pleasant, mutually beneficial contacts with other people, business partners, subordinates. For 15 % of respondents this ability to establish strong and benevolent relationships is diagnosed at a low level. The remaining 85% of respondents are contactable at a high or average level.

The scale of flexibility in communication is related to the previous scale. 35 % of questioned Pavlodar businessmen are oriented on personal communication; they are not inclined to resort to falsification and manipulation of people, can communicate without social stereotypes, and can adequately express themselves in communication. 37.5 % of the respondents have the quality of "flexibility in communication" at an average level.

27.5 % of respondents are rigid people, not confident in their attractiveness, in the fact that they are interesting to the interlocutor, and that communication with them can bring pleasure. Or, on the contrary, arrogant people, able to communicate only in "their social circle".

In this paper, we still focus on the Total Self-Actualization Score, as this is the indicator that determines the respondent's place in the "healthy self-actualizing person-neurotic" scale.

According to this scale, 77.5 % of the respondents can be classified as healthy people to a high or average degree 22.5 % of businessmen tested are neurotic.

Conclusion

According to the results of PSA diagnostics, we see that self-actualization as a sign of personal mental health is inherent in 77.5 % of respondents. Personality deformation touched 22.5 % of Pavlodar businessmen.

Thus, experimental research of degree of personality deformation of businessmen of Pavlodar city in industrial stress was carried out, and the analysis of connection with quality and quantity of rest of these businessmen was carried out.

We made a table in which we entered the results of each businessman on all diagnostics and conducted a horizontal comparison for each respondent.

Based on our research, we see that almost a quarter of SMEs (22.5 %) have a low level of values. Human values are of little importance, and the people around them are a means to an end. This is a consequence of deformation of a businessman's personality. These same people, according to the results of the PSA test, are also neurotic on the Total Self-Actualization Scale.

Having tracked the stress level of these people, we noticed that 100 % of them had symptoms of emotional burnout that had formed or were forming.

The next step was the comparison with the results of the questionnaire about the quantity and quality of rest.

In 100 % of cases of personality deformation businessmen didn't take a vacation for the last several years. In 80 % of the cases, they take a day off not every week. On the contrary, businessmen who allow themselves a vacation once a week and take a vacation every year are characterized by a high level of self-actualization and a high level of values

Thus, the results of the study allowed us to formulate a conclusion: the degree of deformation of the personality of businessmen in industrial stress directly depends on the quantity and quality of recreation as a means of psychological relief in the life of businessmen.

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Кәсіби қызметтегі күйзеліс. Бизнесмендердің жеке басының деформациялану дәрежесі мен демалысының өзара байланысы (Павлодар қ.шағын және орта бизнес мысалында)

Мақалада кәсіпкерлердің жеке басындағы кәсіби деформациясының алдын-алу мәселесі қарастырылған. Әр адамның өмірінде кәсіби қызмет маңызды орын алады. Мамандықты таңдау және іс-әрекеттің өзі адамның жеке басының одан әрі дамуына әсер етеді, адамның мінез-құлқына және оның өмір салтына әсер етеді. Сонымен қатар, мамандықтың әсері оң да, теріс те болуы мүмкін. Кейде бұл әсер кәсіби қызметті жүзеге асыратын адамға қатысты деструктивті болуы мүмкін. Пандемиядан туындаған жаһандық экономикалық дағдарыстың қазіргі жағдайында бизнес құрылымдарының өкілдеріне жоғары кәсіби дайындық қана емес, сонымен қатар тұрақты моральдық-психологиялық қасиеттер қажет. Қалыпты жұмыс күні, ақпараттың үлкен және үнемі өзгеріп отыратын ағымы, көптеген адамдармен үнемі байланыста болу, психикалық және физикалық күштерді толық қалпына келтіру қажеттілігі дененің функционалды резервтерін олардың толық сарқылуына дейін төмендетеді. Созылмалы күйзеліс-психикалық танымдық процестерге ғана емес, сонымен бірге эмоционалды-еріктік салаға, психикалық күйлер мен жеке қасиеттерге теріс әсер етеді, бұл адамды эмоционалды және кәсіби күйзеліске, депрессияға, психосоматикалық ауруларға әкеледі. Сондықтан кәсіпкерлердің жеке басын деформациялау тақырыбы бүгінгі күні өте өзекті.

Мақсаты - кәсіби қызметтегі күйзеліс жағдайын талдау, бизнесмендер тұлғасының демалысы мен деформация дәрежесінің өзара байланысын ашу (Павлодар қ. шағын және орта бизнес мысалында). Зерттеудің эмпирикалық базасына жынысы бойынша теңестірілген Павлодар қаласындағы орта бизнестің өкілдерінің ішінен 40 адам қатысты. Респонденттер зерттеуге өз еріктерімен қатысты. Шағын және орта бизнес өкілдерінің демалыс ерекшеліктерін зерттеу үшін біз барлық респонденттермен сауалнама және стандартталған сұхбат жүргіздік. Сауалнама мен сұхбат сұрақтарын автор құрастырған және бизнес өкілдерінің демалу ерекшеліктері мен олардың демалуға қатынасын зерттеуге бағытталған. Сұхбат барысында кәсіпкерлердің мінез-құлқын бақылау нәтижелері де тіркелді.

Түйінді сөздер: кәсіпкер, өндірістік күйзеліс, тұлғаның деформациясы.

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Стресс в профессиональной деятельности. Взаимосвязь отдыха и степени деформации личности бизнесменов (на примере малого и среднего бизнеса г. Павлодара)

В статье рассматривается проблема предупреждения профессиональной деформации личности бизнесменов. В жизни каждого человека значительное место занимает профессиональная деятельность. Выбор профессии и сама деятельность влияет на дальнейшее развитие личности человека, оказывает влияние на поведение человека и образ его жизни. При этом влияние профессии может быть как позитивным, так и негативным. Порой это влияние может носить деструктивный характер по отношению к человеку, выполняющему профессиональную деятельность. В современных условиях глобального экономического кризиса, вызванного пандемией, представителям бизнес структур необходимы не только высокая профессиональная подготовленность, но и устойчивые морально-психологические качества. Ненормированный рабочий день, большой и постоянно меняющийся поток информации, постоянный контакт с большим количеством людей, необходимость полной отдачи психических и физических сил снижают функциональные резервы организма вплоть до их полного истощения. Хронические стрессы оказывают негативное влияние не только на психические познавательные процессы, но и на эмоционально-волевую сферу, психические состояния и свойства личности, приводя человека к эмоциональному и профессиональному выгоранию, депрессии, психосоматическим заболеваниям. Поэтому тема деформации личности бизнесменов является достаточно актуальной на сегодняшний день.

Цель статьи – проанализировать состояние стресса в профессиональной деятельности, раскрыть взаимосвязь отдыха и степени деформации личности бизнесменов (на примере малого и среднего бизнеса г. Павлодара). Эмпирическую базу исследования составили 40 представителей среднего бизнеса города Павлодара, уравненных по половому признаку. Респонденты принимали участие в исследовании на добровольной основе. Для изучения особенностей отдыха представителей малого и среднего бизнеса нами проведено анкетирование и стандартизированное интервью со всеми респондентами. Вопросы анкеты и интервью составлены автором и направлены на изучение особенностей проведения отдыха представителями бизнеса и их отношения к отдыху. Во время интервью также фиксировались результаты наблюдения за поведением бизнесменов.

Ключевые слова: бизнесмен, производственный стресс, деформация личности.

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