QUALITY OF LIFE OF INTERNALLY DISPLACED PERSONS IN UKRAINE: SOCIAL PSYCHOLOGICAL ANALYSIS

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The article presents a social psychological analysis of the quality of life of internally displaced persons (IDP) affected by the armed conflict in Ukraine. When examining the quality of life of IDP, three main components were assessed: 1) functional abilities, the ability to carry out daily activities, general health; 2) social functioning: perception, attitudes, priorities, values, meanings of a person; 3) subjective well-being, emotional state. Using the research results will allow to optimize social planning and management, as well as to implement a scientifically sound social policy regarding IDP in Ukraine, which, in turn, will contribute to improving the quality of life of this population group.
Key words: quality of life, internally displaced persons, socio-psychological factors, health
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Introduction

Armed conflicts are a big problem both for individual countries and for the world community as a whole.[1] A number of UN resolutions and decisions of other international organizations are devoted to combating them. Military-political clashes, ethnic conflicts, crises in the economic system of states as global world processes over the past decades have significantly increased the number of internally displaced persons (IDP). According to the UN, internal displacement affects more than 25 million people around the world, which is recognized as one of the most tragic phenomena of our time.[2]

Such displacements often destroy families, sever social and cultural ties, interrupt stable labor relations, block access to education, and to vital means (food, housing, medicines, etc.),

[1] Jobs after war. A critical challenge in the peace and reconstruction puzzle. http://www.ilo.org/global/publications/ilo-bookstore
[2] Внутренне перемещенные лица. http://www.refworld.org.ru/idps.html

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which has a very negative impact on the quality of life of the population.[3] All this also causes significant transformations in the world outlook and psychological state of people, their social behavior.

These processes, unfortunately, also affected Ukraine, in which, for more than 3 years, the military conflict and, as a result, the antiterrorist operation (ATO) have continued, which has led to the displacement of hundreds of thousands of people from one region of the country to another. The displacement of hundreds of thousands of people in Ukraine took place with simultaneous the displacement of universities, as well as the emergence of fake universities in territories beyond the control of the Ukrainian authorities.[4]

Most of displaced people in 2014-2017 received the status of internally displaced persons. In accordance with the Law of Ukraine "On ensuring the rights and freedoms of internally displaced persons", the citizen of Ukraine, a foreigner or a stateless person who is legally in Ukraine and has the right to permanent residence in Ukraine is called an internally displaced person if she/he was forced to leave her/his place of residence as a result, or in order to avoid the negative consequences of an armed conflict, temporary occupation, widespread manifestations of violence, human rights violations and natural or technogenic emergencies.[5] According to the Ministry of Social Policy, 1,684,815 internally displaced persons from the ATO area and Crimea area were registered in Ukraine.[6]

With regard to the economic consequences of involuntary resettlement in Ukraine, the following should be noted: 1) there are contradictions in the number of IDPs in different regions of the country provided by various state structures, which leads to the problem of control of allocated and expendable funds. As a rule, these figures are overstated and the allocated funds are not being used as intended, which further contributes to the development of corruption in Ukraine; 2) financing is an additional burden for regional budgets, which is a potential threat to the worsening of the socio-economic parameters of the region due to the need for a substantial release of funds that would otherwise be redistributed in another way and potentially aimed at improving the socioeconomic status of Ukrainians in the region; 3) some of the migrants are sufficiently qualified resources that cannot find work in their specialty and often do not agree to low-wage work offered by regional employment services, which contributes to the growth of social tension in the society; 4) the employment of internally displaced persons leads to an aggravation of disproportions in the Ukrainian labor market, as it increases the supply of labor of various qualifications with a constant demand for it; 5) problems arise with employment in a number of regions of certain categories of citizens – most of them have professions for which it is impossible to find work in one or another region – first of all, they are miners. Therefore, some citizens are forced to retrain, losing at the same time in wages.

The social consequences of displacement are related to economic consequences: 1) the lack or deficiency of livelihoods of migrants can lead to a surge in crime (theft, robbery, brigandage and other crimes); 2) the employment of migrants leads to a decrease in the number of vacant seats for the indigenous of the regions, which in turn can cause a certain social tension among the population of the country; 3) there is the problem of accommodation children in educational institutions, their subsequent psychological adaptation to the new conditions, as well as the material component (the need to provide textbooks, exercise books, stationery, clothing, etc.); 4) there is growing dissatisfaction on the part of the native citizens of the

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[3] Addressing Internal Displacement: A Framework for National Responsibility. http://www.refworld.org.ru/docid/54d8b5dc4.html

[4] NESTORENKO, T. etc. (2017): Displaced and Fake Universities – Experience of Ukraine, p. 268.

[5] Про забезпечення прав і свобод внутрішньо переміщених осіб. Закон України. http://zakon3.rada.gov.ua/laws/show/1706-18.

[6] Скільки іммігрантів з Донбасу та Криму зареєстровано в Україні сьогодні: інформація за регіонами. https://112.ua/statji

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migrants and the benefits granted to them, which can develop into an internal conflict in the territory of certain regions of Ukraine, where the number of refugees is quite significant.

Thus, the main features of the situation in Ukraine are the following: a large number of people suffer from extreme events; events are unpredictably long-lasting; almost the entire population of the country experiences negative informational and psychological impact. All this has its economic, social and psychological consequences.

Fear, depression, isolation, lack of self-confidence, lack of prospects for development and life, social conflicts are just some of the problems faced by people who were forced to move from their places of permanent residence to other regions of Ukraine. A significant number of internally displaced persons were directly in the areas of armed clashes, and therefore, by all indications, are people who are experiencing psychological trauma. Many of them have signs of posttraumatic stress disorder: flashbacks (repeated experience of thoughts, events or individual elements of a traumatic event), avoidance (public places, individuals, and habitual things), increased excitability / anxiety, invasive opinions ("the world is dangerous", "I am in danger"). In some cases, there are attempts to shift responsibility to others, forming a passive, consumer position: "we are the victims – you owe us", in this case, actualization and legitimization of the available personal resources is necessary.

Forced migration is a very powerful traumatic event that no one planned, did not expect, it came about as a natural disaster. In psychology, such circumstances are called "trauma of invasion", it is a kind of trauma that violates basic human needs: the need for belonging, safe and blocks the ability to care for others and the ability to love. People who have fallen into a traumatic situation may experience strong feelings, such as helplessness, defenselessness, a feeling of confusion in life. Some in this situation accept help, while others are closed from social support.

The situation in which displaced persons find themselves radically changes the entire structure of their motives and needs, which are the most important regulators of human behavior. Meanwhile, there are certain contradictions between the awareness of the importance of providing psychological assistance to internally displaced persons and the lack of attention to this issue by researchers and practitioners, between the recognition of the importance of psychological and social assistance to such people in the process of their integration into society and the lack of attention to the problem itself assessing the quality of life of people, while it is extremely important for their successful adaptation.

Thus, we can state that this problem is relevant for Ukraine, which determined the choice of the direction of our study.

1 Internally displaced persons in Ukraine

The problem of the occupation of part of the country's territory and the emergence of internally displaced persons, which Ukraine has faced, is not a single case. In the post-Soviet space, such countries as Georgia, Moldova and Azerbaijan have already faced a similar problem.

Research of the problem of the IDP and their quality of life in these countries showed the following. Despite the remaining problems, the Azerbaijani government was able to make significant progress in improving the situation of IDP, although involuntary displacements came here as a result of the occupation of part of the territory of mass character. The problems of internally displaced persons have always been a priority for the government, and the possibility of their solution was ensured by economic growth, revenues from oil sales. However, the long-term solution to the issue is associated solely with the return, and 20 years after the move people have a temporary status. In addition to the danger of "defrosting" the "frozen" conflict, this causes the dependence of the IDP on the state, creating a tension between them and the indigenous.

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In Georgia, the general government approach to this category of citizens is based on the temporary relocation. In this way, IDP assistance is also treated as temporary. Measures aimed at achieving a lasting solution are still not enough.

In Moldova there was created the Governmental commission with aim for the reintegration of the country to coordinate and ensure by all institutions of the country of a unified policy in this area, to consider proposals for creating conditions for the reintegration of the Transnistrian region into the economic, informational, political, social and cultural space of the Republic of Moldova, monitoring of the situation, coordination of activities to solve the problems identified.

A brief overview of the developments in Azerbaijan, Georgia, and Moldova gives a few conclusions that should be taken into account in Ukraine. In particular, their experience shows that the only indisputable way to address the problems of IDP is to stop the conflict and return people to their homes. At the same time, a humanitarian component should be central to solving the problem, which should not depend on political decisions. In particular, the obvious damage is the politicization of the issue, the selective attitude towards IDP depending on their ethnicity or political orientation. Delaying active action on IDP in hopes of solving their problems through return can only lead to a deterioration of the situation, the emergence of tension in the relations between the IDP and the indigenous of the places of residence, the use of mutual dissatisfaction with forces which aimed at further destabilizing the situation in the country.

At the first stage, after forced relocation, the focus should be on meeting such vital needs as temporary housing, nutrition, and medical services. The optimal approach is tailored to the needs, with particular attention to the least protected categories of the population. Simultaneously with ensuring the urgent needs of IDP, the state must plan long-term solutions, considering that they must be sustainable and comply with certain conditions: the decision on return or relocation should be taken voluntarily; places where people are moving must be safe; protection and support from the state should continue until the completion of the reintegration; In the planning and organization of long-term decisions, IDP should be directly involved. According to the experience of foreign countries, a special legislative base, administrative bodies for its implementation, coordination of the efforts of various agencies and proper financing from the state budget are necessary for solving the problems of IDP. Given the limited resources available in conflict situations, international organizations can be of great help, and cooperation with them should take place within the framework of the policy of protection of IDP. Responsibility for the status of IDP, as emphasized in the Guiding Principles, lies with the Government of the country of their nationality. This fully complies with the legislation of Ukraine, according to which the IDP, as its citizens, should be provided with all the full rights. At the same time, national legislation does not take into account the specifics of the current situation and may sometimes create additional difficulties for IDP, so it needs to make the necessary changes. It is also urgent to create an administrative structure for work with IDP, to establish interaction between different ministries and departments, various levels of government, cooperation with non-governmental and international organizations, to provide public control over state measures and to continuously evaluate their effectiveness and adjustments. However, excessive bureaucratization of IDP procedures should be avoided, bearing in mind that establishing their specially documented status may stigmatize and discriminate against them. Although Ukraine has not previously faced the problem of IDP, the country has accumulated considerable experience in adapting and integrating into the Ukrainian society of former deportees, which is also worth taking into account. In particular, this is a programmatic approach, registration procedure, interagency coordination, interaction with non-governmental organizations, cooperation with international organizations, etc.

Taking into account and systematizing the experience of the countries of the European Union, North and Latin America, Africa, certain initiatives of the Ukrainian government, as

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well as public organizations, it can be argued that the actual for Ukraine today is the implementation of a balanced integrated policy that would cover all aspects of the life of internally displaced persons and the goal of which is a significant improvement in their quality of life.

2 Study of the quality of life of IDP in Ukraine

Quality of life is a broad concept that encompasses a number of different dimensions (by which we understand the elements or factors making up a complete entity that can be measured through a set of sub dimensions with an associated number of indicators for each). It encompasses both objective factors (e.g. command of material resources, health, work status, living conditions and many others) and the subjective perception one has of them. The latter depends significantly on citizens' priorities and needs. Measuring quality of life for different populations and countries in a comparable manner is a complex task, and a scoreboard of indicators covering a number of relevant dimensions is needed for this purpose.[7]

Most researchers give the following definition of the quality of life: it is a complex characteristic of socio-economic, political, cultural-ideological, environmental factors and conditions of the existence of the individual, the position of man in society.[8]

Researchers studying this phenomenon emphasize the importance of job satisfaction, which affects the level of satisfaction with life in general,[9] importance of perception of consumers.[10] Thus, as a result of psychological studies conducted under the guidance of J. Harter and T. Rath in 2014, a direct correlation was found between job satisfaction and a positive emotional state: a sense of joy in work feel 52% of employees which satisfied with the current working situation and only 8% of employees, dissatisfied with their work. However, the authors found that only 20% of people like what they do every day, only 38% of those surveyed feels happy at work.[11] The process of migration introduces threats to psychosocial health and well being in a number of ways. The decision to move, for example, is often replete with fear of the unknown, anxiety about those being left behind, and a sense of impending loss. Some observers have termed it a type of cultural death that seriously affects the well being of migrants and their capacity to settle elsewhere, especially where there are additional obstacles of language, culture as well as policies and practices designed to make migration unattractive.[12]

In studies of the quality of life, including internally displaced persons, conducted earlier, the economic component of this phenomenon was analyzed mainly, which gave us grounds for studying its psychological component. We proceed from the concept of the quality of human life as a set of three main components: 1) functional abilities, the ability to carry out daily activities, general health; 2) social functioning: perception, attitudes, priorities, values, meanings of a person; 3) subjective well-being, assessment of the emotional state.

The purpose of the study is to assess the quality of life of internally displaced persons in Ukraine. To achieve this goal, we conducted a study on the basis of the IDP assistance centers located in the cities of Kharkiv and Slavyansk (Donetsk region) in close proximity to the zone of armed conflict in the Donbass (for example, Slavyansk is located 100 km away, and Kharkov is 300 km from area of military operations).

The study was carried out in September-October 2017. 2500 people took part in it, of which 1150 are indigenous of the cities listed, 560 women and 590 men between the ages of 18

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[7] BHUGRA, D. (2004): Migration and health, p. 245.
[8] БОЙКО, И. В., ОСТОПОЛЕЦ, И. Ю. (2016): Проблема качества жизни в современных научных исследованиях, с. 19.
[9] ГОМАН, Е.Ю. (2012): Краткий обзор концепций качества жизни, с. 71.
[10] WITEK, W. (2016): Influence of socio-demographic characteristics of consumers on attitudes towards cause related marketing. p. 2178.
[11] RATH, T., HARTER, J. (2014): The economics of wellbeing. http://www.gallup.com/strategicconsulting.
[12] The Oxford Handbook of Refugee and Forced Migration Studies.

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and 55 (1st group); 1,350 people who left the zone of armed conflict, 700 women and 650 men between the ages of 18 and 55 (group 2). The sample includes 42.1% of respondents with higher education, 57.9% – with secondary and special secondary. Among the respondents who left the zone of armed conflict, 26% are highly educated specialists, mostly engaged in private business; 50% – doctors, teachers, engineers, lawyers, accountants, educators of preschool institutions, drivers, cooks, etc.; 24% – respondents without education, qualifications and experience of permanent work.

Table 1: Demographic characteristics of respondents who participated in the study

Features	*Number of respondents*	
	Abs.	*%*
Gender:		
Male	1240	49,6
Female	1260	50,4
Age (years):		
- (18-34) young;	1595	63,8
- (35-55) adult	905	36,2
Married	1713	68,5
Unmarried	787	31,5
Education:		
- higher education;	1052	42,1
- medium-special;	590	23,6
- the average	858	34,3
Indigenous	1150	46,0
Persons who left the zone of armed conflict	1350	54,0
Have no employment	600	24,0
Have employment, of which:		
- predominantly mental labour	1318	52,7
- predominantly physical labour	582	23,3

Source: the authors' results.

Next tasks were set during the research:

1. Conduct a comparative analysis of the quality of life of internally displaced persons and indigenous on the basis of their self-assessment.

2. Identify the meaningful orientations of internally displaced persons.

3. Investigate the level of subjective well-being of internally displaced persons.

4. To formulate psychological recommendations for improving the quality of life of internally displaced persons in Ukraine.

In accordance with the tasks, psycho-diagnostic methods were chosen that correspond to the principle of complementarity and are determined by the specifics of the study.

To study the quality of life of internally displaced persons, the Methodology for assessing the quality of life "*Sf-36 health status survey*" was used.[13] The questionnaire is designed to investigate how the respondent feels and how well she/he copes with his usual loads. The following indicators were quantitatively evaluated:

1) General Health (GH) – the general state of health – the respondent's assessment of his state of health at the moment.

[13] McHORNEY, C.A. et. (1994): The MOS 36 Item Short Form Health Survey (SF 36), p.52.

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2) Physical Functioning (PF) – physical functioning, reflecting the extent in which health limits the performance of physical exertion (self-service, walking, climbing stairs, carrying heavy loads, etc.).

3) Role-Physical (RP) – the influence of the physical state on the role of functioning (work, doing everyday activities).

4) Role-Emotional (RE) – the influence of the emotional state on role functioning, involves an assessment of the degree to which the emotional state interferes with the performance of work or other day-to-day activities (including increasing time, reducing the amount of work done, reducing the quality of its performance, etc.).

5) Social Functioning (SF) – social functioning, is determined by the degree to which the physical or emotional state restricts social activity (communication).

6) Bodily Pain (BP) – the intensity of pain and its impact on the ability to engage in daily activities, including work at home and away from home.

7) Vitality (VT) – vitality (implies a feeling of full strength and energy, or, conversely, exhausted).

8) Mental Health (MH) – self-assessment of mental health, characterizes the mood (the presence of depression, anxiety, a general indicator of positive emotions).

The results of the survey are presented in Table 2.

Table 2: Indicators of assessing the quality of life of internally displaced persons and indigenous (%)

Scale	*1st group*	*2nd group*	*φ*	*P*
General Health (GH)	77,4	66,2	1,15	-
Physical Functioning (PF)	71,4	59,5	1,21	-
Role-Physical (RP)	73,2	61,4	0,91	-
Role-Emotional (RE)	75,3	51,8	1,64	0,05
Social Functioning (SF)	79,5	54,3	1,64	0,05
Bodily Pain (BP)	87,3	79,1	0,91	-
Vitality (VT)	69,7	48,4	1,64	0,05
Mental Health (MH)	62,1	37,8	1,71	0,05

Source: the authors' results.

The results of the research show that, in general, the assessment of the quality of life and the state of physical and mental health in subjects of the 1st group (indigenous of Ukrainian cities) is higher than in the subjects of the 2nd group (forced migrants). On some scales, we obtained significant differences in the indices, namely: according to the scale of role functioning, the test scores of group 1 subjects are significantly higher than those of the 2nd group ($p \leq 0.05$ by the Fisher criterion). This means that for forced migrants the influence of the physical state on everyday role-playing activities, the performance of daily duties is more noticeable. Physical activity is limited to a certain extent by their physical state.

According to the scale of social functioning, the test scores of the 1st group are also significantly higher than those of the 2nd group ($p \leq 0.05$). This indicates that the IDPs have a physical or emotional state that limits social activity (communication). There is a significant restriction of social contacts, a decrease in the level of communication due to the deterioration of the physical and emotional state.

According to the scale of vital activity, the test scores of group 1 subjects are significantly higher than those of the 2nd group ($p \leq 0.05$). This indicates a fatigue, a decrease in the life activity of internally displaced persons.

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On the scale of mental health, the test scores of the 2nd group are significantly lower than those of the 1st group ($p \leq 0.05$). This indicates the presence of depressive, unsettling experiences, mental distress among internally displaced persons.

Thus, our study of the assessment of the quality of life of indigenous of Ukrainian cities and IDP showed that migrants have a much worse subjective assessment of the quality of life, associated primarily with the deterioration of the physical and emotional state. That is, in fact, this may be due to migration, be a consequence of the negative impact of moving to a new city, changing the habitual environment and activities on human health.

With a high assessment of the quality of life positively correlated: the presence of significant social contacts; assessment of the social status as satisfying, assessment of one's own health as a prosperous one; the state of need for important people; assessment of the material state as satisfying; the opportunity to show creativity; satisfaction with the process of professional activity; vision of your own prospects; availability of free time; autonomy as the ability to act according to one's beliefs; personal growth as an opportunity to progress in all areas of life; satisfying intimate relationships: love, friendship. Negatively correlated factors include: the state of poverty and the lack of material wealth for existence; assessment of health as bad and worsening; depression, phobic personality disorders; low self-esteem; high anxiety; low social activity and significance.[14] Accordingly, to improve the quality of life, it is necessary to provide forced migrants with a way of life that would allow them to satisfy not only vital, but higher needs.

3 Investigation of the meaningful orientations of IDPs in Ukraine

The evaluation of the quality of life of IDP should be supplemented by a study of their meaningful orientations, which we carried out with the help of the D. A. Leontiev test "Meaningful orientations" (MO).[15] This test contains the following subscales:

1. Goals in life. Characterize the presence or absence in life of tested purposes in the future, which give life meaningfulness, direction and a temporary perspective.

2. Process of life or interest and the emotional richness of life. The content of this scale coincides with the well-known theory that the only meaning of life is to live. This indicator indicates whether the subject himself perceives the process of his life as interesting, emotionally saturated and filled with meaning.

3. Effectiveness of life, or satisfaction with self-realization. Scores on this scale reflect the assessment of the passed life span; a sense of how productive and meaningful was the part of it.

4. The locus of control – I am (I am the master of life). High scores correspond to the idea of yourself as a strong person who has sufficient freedom of choice to build your life in accordance with your goals and perceptions of its meaning.

5. The locus of control – life or the controllability of life. Determines the presence/absence of conviction that a person is given control over his life, freely make decisions and implement them.

The analysis of the results obtained by the method of MO showed that the subjects do not have high indices for any of the scales of this method. For the majority of IDP, a low level of meaningful orientations is characteristic for all six subscales of the questionnaire. So, according to the "Goals in life" subscale, 65.7% of respondents had low rates, and according to the subscale "Process of life" – 71.4% of respondents; according to the subscale "Locus of control – I" and "Effectiveness of life", respectively, 80.1% and 82.9% of respondents have low rates. That is, it can be argued that the forced relocation affects the personal meaning and temporal prospects of the individual.

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[14] BHUGRA, D. (2004): Migration and health, p.245.

[15] ЛЕОНТЬЕВ, Д. А. (2000): Тест смысложизненных ориентаций, с.3.

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Most of the internally displaced people lose their past, do not feel confident about the future, and experience difficulties in regulating the life program in the present. There is a need to build new meanings of life.

Also, a study of the subjective well-being of internally displaced persons was carried out using the **Scale of subjective well-being (Perrudel-Badoux, Mendelsohn and Chiche)**, which is a screening psycho-diagnostic tool for measuring the emotional component of subjective well-being or emotional comfort.[16] The results are shown in Table 3.

Table 3: Indicators of subjective well-being of internally displaced persons (points)

Scales	*M±σ*
Tension and sensitivity	3,3
Signs accompanying the main psycho-emotional symptoms	4,1
Mood changes	4,9
The significance of the social environment	6,8
Self-evaluation of health	5,3
Degree of satisfaction with daily activities	3,2

Source: the authors' results.

The results indicate a medium-low level of subjective well-being of the subjects. The most prosperous are the spheres: "The significance of the social environment" (6.8 points) and "Self-evaluation of health" (5.3 points). The rest of the spheres need improvement.

Subjective well-being is a state of physical and spiritual satisfaction with life. Well-being is characterized by emotional saturation of human life in its relation to other people and nature, in its ability to overcome alienation and to feel unity with the surrounding world, on the one hand, and the awareness of one's own separate and indivisible "I am" on the other. This well-being implies the full realization of the potential built into the personality. Thus the person should be capable to create.

The concept of satisfaction and well-being of a person is based on a subjective emotionally colored relationship to the content side of events and phenomena. Internal comfort, spiritual balance, satisfaction with the quality of life allow a person to feel happy. This, in turn, makes the subjective well-being of the person emotionally positive. The problem of subjective well-being is born as a result of the process of socialization, which determines the qualities of the individual, as well as the specificity and diversity of human life that contributes to or does not contribute to the well-being of the individual. Thus, society and social institutions determine the qualitative components of the subjective well-being of the individual, which have the greatest impact on satisfying these or those needs.

Thus, the conducted study showed that the majority of IDP lowly assess the quality of their lives and the level of subjective well-being, they do not feel confident in the future, they need to acquire new meanings of life. The results of the study make it possible to develop the basic principles and approaches of psychological support aimed at improving the quality of life of internally displaced persons.

4 Psychological ways to improve the quality of life of IDP in Ukraine

The situation in Ukraine is complicated by the fact that the "hybrid war" continues, and it is impossible to predict the time and the way to complete it. This affects the psychological state of people, and their motivation for further activities, and the adaptation of those who have just left the zone of armed conflict. The search for adequate ways and methods of psychological assistance to people, which as a result of migration forced to adapt to life in a new socio-cultural

[16] СОКОЛОВА, М. В. (1996): Шкала субъективного благополучия, с. 11.

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environment, constantly requires studying their psychological state, identifying the main psychological factors that impede successful adaptation and satisfaction of life.

In accordance with the results of the study, the main tasks of psychological support for internally displaced persons are identified: maintaining the optimal emotional balance, managing negative feelings caused by adverse events; help in overcoming fears, feelings of vulnerability, hopelessness, anger; help in maintaining and maintaining the "image of the I am", social identity, self-confidence; the search for a balance between costs in the event of assistance from the outside and the preservation of self-esteem. That is, the tasks of psychological support are concentrated on three main areas: on assessing the situation, solving a practical problem and on own emotional condition.

Analysis of psychological problems of internally displaced persons shows that they are complex in nature, affecting all the main spheres of the individual: emotional, cognitive, behavioral, motivational, needful, communicative ones. Violations in various spheres of the psychological life of IDP, overlapping each other, can lead to the emergence of global problems of the individual. The most important of them is a crisis of identity, a decrease in tolerance, and as a result – a decrease in self-esteem, self-confidence, distorted perception of surrounding people.

Psychological support of persons of this category includes two main directions:

1. Creation of conditions for conditionally adapted settlers aimed at forming an adequate internal picture of adaptation.

2. Systemic work with clients who have difficulties in the adaptation process, in the personal-semantic, motivational and psycho-regulatory spheres, aimed at the formation of adequate realistic self-esteem, professional identity and self-concept, professional motivation, increasing of communicational potential and the mastery of The psychologist together with the client analyzes three hypotheses on the problems of client adaptation: differential (what is the problem?), dynamical (why problems?) and precedential (how can the problem be solved?). The facts obtained in the analysis (thoughts, feelings, behavioral reactions) form the basis for creating strategies that should lead to the solution of problems and the full realization of various aspects of life – intellectual, personal, social and professional.

In the process of psychological support, eclectic methods are used. At first, client-centered and development-centered counseling is used to identify the problem. The second stage of the process is dominated by psychodynamic methods, such as interpreting, explaining the causes of problems. At the final stage of the process, the use of a factor-based and behavioral approach is used to help the client solve problems. Psychological support and assistance consists in the removal of anxiety, the formation of a positive attitude to overcome difficulties, develop a sense of demand and social security, actualization of the reserve capabilities of the individual.

Conclusion

The socio-psychological consequences of the armed conflict in Ukraine have a significant impact on the social, economic, political development of the state. They stipulate a large number of IDP and actualize the issues of protecting their rights, creating living conditions in resettlement regions, as well as the process of socialization and harmonization of their internal mental state as important components of the quality of life.

Our study of the assessment of the quality of life of the indigenous of Slavyansk and Kharkov and IDP in these cities showed that the migrants have a much worse subjective assessment of the quality of life, primarily due to the deterioration of the physical and emotional state.

The results of diagnostics of IDP meaningful orientations showed that the forced relocation affects the personal meaning and temporal perspectives of the person. Most of the

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internally displaced people lose their past, do not feel confident about the future, and experience difficulties in regulating the life program in the present. There is a need to formation a new meanings of life for this category of the people.

The obtained results of the study of the subjective well-being of respondents indicate its average low level, which indicates the experience of internal discomfort and intrapersonal crisis, disturbance of mental equilibrium, a sense of unhappiness, etc.

Properly organized psychological assistance IDP is able to mitigate the emerging difficulties of adaptation, to smoothly integrate into the host community and improve the quality of their lives. To do this, psychological assistance should be aimed at activating the internal resources of the IDP personality, mastering effective self-help methods, overcoming the crisis life situation, symptoms of post-traumatic stress and the tendencies of social dependency and infantilism that emerged due to life circumstances.

Thus, the socio-psychological analysis of the world experience of assisting IDP and the specifics of its course in modern Ukraine has shown its significant impact on the individual and society as a whole. To improve the quality of life of internally displaced persons, it is necessary to use specially developed technologies of psychological support, the main purpose of which is optimization of adaptation and integration processes.

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