

PROVISION OF QUALIFIED PSYCHOLOGICAL ASSISTANCE AS A RESULT OF CRISIS-TRAUMATIC EVENTS

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Abstract: The development of methodology and tools of psychological assistance is due to the negative factors taking place in the world, in particular caused by the pandemic and the war in Ukraine. The peculiarities of modern approaches to the provision of psychological assistance are acute in psychological science. Prevention, detection, and overcoming of crises and traumatic events are essential for stabilizing the mental functioning of the human brain and restoring socio-economic and domestic activity. From this point of view, the research conducted in the article is relevant and timely with the increasing impact of global negative trends. The issue of the formation of psychological assistance, methods of its selection, and identification of critical points of influence on the human body is the subject of the study. The characteristic features of the study are the analysis of definitions and conducting an experimental study on the development of crisis and traumatic events and the consequences of negative factors occurring in the world space. The research aim is to study the peculiarities of providing psychological assistance to victims of crisis and traumatic events and to identify the key factors of the impact of war on human consciousness. The objectives of the research are to conduct an empirical study on the development and formation of the implementation of psychological assistance given current world events. The research methodology consists of the formation of qualitative tools of human activity following its internal environment and stimulation of cognitive-emotional intelligence. A range of scientific research methods has been used in the article. The given methods create conditions for empirical experimental research and provide an opportunity to study aspects of the development of psychological assistance and factors of crisis and traumatic events in the modern world. These factors have been investigated using synthesis and induction methods. In the article, the essence and types of psychological assistance have been studied, and the sources of crisis and traumatic events and their formation have been characterized. Moreover, an experimental study on the destabilization of the psychological state of servicemen has been conducted and recommendations for improving the provision of psychological assistance have been given.

Keywords: anxiety, existential crisis, nervous system, psychological diagnosis, psychological state, rehabilitation, psychotherapy, servicemen.

1 Introduction

Nowadays, there are significant transformations in the global political space, which directly affect the activity of the human psyche. Crisis and traumatic events are key factors of negative impact on the socio-economic activity of a person and hinder the progress of personal development and the possibility of acquiring cultural and spiritual advantages over one's ego. The problem of the modern dimension of development is an imperfect system of psychological assistance, which is used only in cases of mental illness, and an imperfect system of detection and prevention of traumatic events. The global coronavirus pandemic has led to the partial development of psychological assistance, which was able to overcome the basic negative consequences and stabilize the human psyche. However, humanity today is faced with a new problem, the emergence, and development of the war in Ukraine, for which society was not ready. This development of events stimulated the rapid development and emergence of crisis and traumatic events that qualitatively affect the cognitive-emotional behavior of people. That is why, to overcome such phenomena, it is necessary to identify critical points of influence on the psyche and to form relevant modern means of overcoming the consequences of the

war, since, through the use of modern technologies of influence on human psychological and social activity, it becomes possible to improve the psychological stability of a person and improve its functioning. An important issue regarding the provision of psychological assistance is the nature of the methodology. It should be based on comprehensive measures and contain preventive nature to return people to society and the possibility of activity in it. The problem of military conflicts and their negative consequences is known in the world. This is evidenced by the example of the war in Afghanistan and a significant number of soldiers who could not return to normal life after the hostilities. The war in Ukraine is the largest since the Second World War. It caused significant transformational processes not only in the ideological views of people, and the approach to building the system, but also led to the development of processes of restructuring the psychological state of people. Rethinking of values, an existential crisis, both in direct participants of hostilities and in people involved, is a mass phenomenon that generates global mental problems in world society. Therefore, the search and identification of the problems of its development is a priority task for today. Through the use of effective means of acquiring such activities, it is necessary to take into account the causes and trends in the development of crisis and traumatic events for a person, which led to a literature review on the subject of the article.

2 Literature review

Modern scientific approaches to psychological assistance and identification of crisis and traumatic events are ambiguous, due to the wide range of applications and impact on the cognitive-emotional activity of a person and his psychological state. The peculiarities of the development and acquisition of factors regarding the possibility of applying modern empirical and analytical methods to identify the most vulnerable areas of the human psyche remain a controversial issue. The issue of the development of traumatic events as a result of war creates additional areas of research, which are recognized as a post-war syndrome. However, recent studies have shown that the negative factors of war and isolation, which is a characteristic challenges in modern society, have much deeper roots and origins. According to the scientist Bursztyn (2020), the main factors in the development of crisis and traumatic events are the experience of overloading the human nervous system and the impossibility of its normal functioning. This is caused by global processes and creates the need to find tools to improve psychological perception in society. Another scientist Yuan (2016) notes that the peculiarities of the development of psychological assistance to victims of crisis and traumatic events can form qualitative approaches to the formation of its methodology. The scientist directs his attention to the fact that the construction of the methodology should be based on three key concepts. The first is the identification of the primary sources and factors of negative psychological impact on a person. The second concept is aimed at localizing psychological damage, which can describe the most vulnerable psychological aspects of normal cognitive and emotional behavior. The third is the analysis of tools and practices in the provision of psychological assistance and the possibility of its improvement. This concept is most appropriate from the point of view of systemic treatment of psychologically traumatic events that occurred as a result of certain critical consequences because with their help a person can acquire appropriate characteristics of their activities and direct them to solve these problems in the long term.

According to Chatmon (2020), psychological assistance in its current form is imperfectly provided. In addition, it is mainly not medical, but personal. The lack of a clear mechanism for providing psychological assistance hinders the development of human psychological activity and inhibits its functioning in modern socio-economic life. According to the scientist Zohren (2020), it is important to introduce institutions at the state level

that could provide quality psychological care and stimulate their financing at the expense of the state and corporate social responsibility.

Foreign scientist Zhang (2019), determines that psychological assistance should be combined with physical therapy and medical treatment. Acute crises and traumatic events stimulate a person not only to restructure their psyche but also to partially change the processes in the body, which can adversely affect their activities. The importance of such approaches is due to the qualitative modern development of the use of psychological assistance tools and means of their improvement at the emotional, conscious and unconscious levels. Thus, the analysis of literature sources indicate the relevance of conducting a study on the provision of psychological assistance, the basic principles of its formation, and opportunities for further development. With the help of quality tools for creating and providing psychological assistance, it is possible to overcome the negative phenomena of the pandemic and war in Ukraine.

3 Research aims

The purpose of the article is to analyze psychological assistance to victims of crisis and traumatic events, and the main methods of its provision. Significant for the study is to identify the definition of psychological assistance and crisis and traumatic events. According to the analysis of the essence, this creates the problem of identifying the causes of mental destabilization and as a result, requires the creation of a treatment and prevention program. The objectives of the study are to identify current trends and features of psychological assistance in the context of the spread of global negative processes that affect the psychological climate in society.

Solving the purpose of the study will create opportunities for improving modern methods of providing psychological assistance. Moreover, it will develop quality tools for its implementation in the modern global social space and the context of global geopolitical challenges.

4 Materials and methods

When writing the article and conducting the research, the applied methodology of its implementation is used. It is based on the use of a line of scientific research methods. Such methods can describe the current state of psychological care and identify the primary sources of the development of current crises and traumatic events, such as the global disease of human mental disorders. The research methodology is based on three stages. The first stage is characterized by the study of the essence of the concept of psychological assistance, its meaning, the possibility of measurement, and the types of its provision. The second stage involves identifying the factors of influence crisis and traumatic events and their general concept. They directly affect a person and can weaken cognitive-emotional activity, creating negative consequences for human activity. The third stage involves conducting an experimental empirical study. According to its approach, it involves the development of the most popular criteria for negative crisis and traumatic events, their identification with military personnel and people involved in the war, and grouping along with analysis of the results. The final stage will be the formation of recommendations and the processing of results. Such methods can be used to create a qualitative study on psychological assistance to victims of crisis and traumatic events, based on current challenges. According to such approaches, it will be most appropriate to use the method of synthesis to identify critical areas of formation and formation of crisis and traumatic events that negatively affect the human psyche and can cause destabilization. An important feature is also the use of the analysis method. It can determine the key means of influencing the psychological state of the environment, explore the role of society in human life and characterize the basic principles of building a method of psychological assistance. In particular, by using modern tools for the development of human psychological activity in the existing paradigm of the world, it is possible to describe complex research methods following the inductive and deductive

methods. With their help, it becomes possible to describe the modern impact of digital technologies on the human psyche. Empirical research methods were used to analyze the characteristic features of the psychological state of victims of crisis and traumatic events. They allow an improvement in the quality of its development under the global trends of our time. Thus, the described results can help to determine the characteristic features of the impact on the psychological state of a person. Furthermore, they can also create an effective methodology for its development under global challenges, which led to the relevant research results.

5 Results

The development of civilization causes the transformation of the socio-economic and psychological life of a person. The process of psyche formation and its role in ensuring human activity forms a set of means to stabilize the reflexes of perception of the environment, the ability to think analytically, and the formation of human cognitive function. Psychological assistance is a rehabilitation, prevention, and restorative tool aimed at improving cognitive and empirical human activity. Means of psychological assistance provide an opportunity to improve the epistemological interaction with the environment. In addition, they allow an improvement in the process of personality formation as a mechanism of human functioning. Psychological assistance is the most effective tool for creating opportunities for human activity in a space that has experienced certain traumatic events or psychological disorders. In the scientific works of Prykhodko (2021), psychological assistance is interpreted as a tool aimed at restoring thinking and stabilizing human mental processes.

The human psychological crisis is formed due to the influence of external non-verbal factors on the psychological state of a person. It can cause several shocks in a person functioning with the environment. Human crises can be divided into certain characteristic directions of their occurrence. Internal - ontological and existential crisis, accompanied by many transformations and perception variables. External - caused by external factors that change the spiritual culture of a person, and directly affect the worldview and hierarchy. crisis and traumatic events are a manifestation of the external human psychological human crisis, which completely changes the traditional views of a person on the worldview and the ability to normal life. Due to traumatic crisis events that arose as a result of social and domestic reasons or were caused by global processes, the cognitive state of a person is suppressed. Consequently, there is a significant destabilization of the functioning of the human psyche.

Crisis and traumatic events in the research of scientists are both key tools for human development and progress, which stimulates the psyche to transformation and the possibility of finding new means, and is the main negative factor that suppresses human psychological activity. The main indicators of negative factors are a decrease in the speed of thinking, the inability to make decisions effectively, the inhibition of basic empirical processes, and the restraint of their development. Despite several negative processes, crises, and traumatic events, according to the research of scientists, namely Matsehora (2021), have become a catalyst for the development of human brain activity. In times of increased psychological stress, they encourage a person to search for effective tools to resolve the situation. During full psychological stress, the human body stimulates the organs of perception to high neuronal conductivity, which overloads the limbic system. The frontal part of the brain can suffer from overload. In the long-term process of human development, this will restrain the factors of social and domestic activities and reduce cognitive activity. This part of the brain is responsible for planning, motivation, and attention, and the overload of neural systems caused by external factors stimulates the inhibition of this part of the brain. The issue is that the brain part is not involved until it is artificially brought out of a temporary rehabilitation state. Psychological assistance is a qualitative tool that can bring human brain activity to the previous level.

Scientists, namely Prykhodko (2018), consider the positive impact of the crisis and traumatic events to be the ability of a person to change the paradigm of world perception and develop adaptation. Such crises and traumatic events can stimulate the search for effective human solutions and transform the personality by reassessing values and cultural life.

The development of global geopolitical processes directly affects the psychological activity of a person and causes several problematic factors in their activity and the ability to function in society. Through the formation of effective means of developing psychological assistance, negative factors such as Covid-19 and the war in Ukraine can reduce their impact on the psychological state of a person. The main problems of the pandemic are long self-isolation and the inability of a person to be in society and function as a unit of the social system. Due to the psychological nature of human interaction in society, there is a problem of deterioration of psychological health and the formation of negative consequences that temporary isolation leads to. Psychological shock creates several negative factors that significantly worsen the possibility of psychological activity, reduce the motivation to interact with society, and suppress the analytical capabilities of an individual. The war in Ukraine has caused global upheavals in the modern world space, as its development has become a problem for every person. Death is an innate instinctive human fear that causes increased protection of the human body. The activity of the nervous system becomes inhibited, and the process of production of vital enzymes: reduces the state of endoenzymes and exoenzymes that provide energy metabolism and provides the necessary level of dopamine. Moreover, modern war has caused some psychological processes aimed at transforming the personality of a person and reassessing internal values, which are key factors in causing traumatic events. Personality change and reassessment of values is a high internal crisis. During its implementation, the psychological activity of a person increases, but later it significantly decreases. The issue of psychological assistance during such phenomena is extremely important.

An equally important modern tool for the development and formation of human crisis phenomena is the rapid pace of development of the information society and information technology. The problem is that when interacting with digital technologies, a person, according to Bolshakova (2021), suppresses his analytical thinking capabilities, and loses concentration, which negatively affects social activity. Furthermore, digital technologies create several problems that can affect the formation of relationships with the social environment. The problem with information technology is a significant reduction in contact with the surrounding social environment. According to surveys, the main problem of the 21st century appears to be the feeling of loneliness and the inability to form positive social relationships (Tang, 2019). The social problem of communications has become a global crisis and a traumatic event for humanity. The problems of using digital technologies are widely studied. All the negative factors of these phenomena remain unknown because information technology tools are aimed at improving and enhancing human activities in the socio-economic environment. However, on the other hand, these tools contain several negative consequences that can significantly reduce the quality of human functioning.

Psychological assistance in the development of crisis and traumatic events is aimed at solving issues that a person can not do on their own. Adaptation to the perception of a new world and dimension in which a person finds himself, as a result of external stimuli, often slows down or stops completely the ability to analyze and the possibility of natural adaptation processes. Thus, a problem is created regarding the ability of a person to solve this problem independently and encourages the search for material solutions to these problems, which is not effective. Psychological assistance is aimed at a comprehensive systematic approach to solving the problem of human formation and activity in society and stimulates the solution of internal crises and existential issues.

According to the directions of psychological assistance, it can be divided into the following factors:

1. Psychological counseling is aimed at diagnosing the mental state of a person and identifying possible problems. They are used to direct further factors of the development of psychological rehabilitation of a person and the possibility of using effective means of its activity following the acquired social standards.
2. Psychological correction is the first stage that forms the problems of the human psyche and is localized by converting attention to this problem and the possibility of adapting the human psyche to the desired spiritual and cultural institutions. Psychological correction of traumatic events is aimed at partial elimination and reduction of the risk of developing psychological diseases. It uses techniques aimed at the psychological health of a person.
3. Crisis intervention is used through increased load on the social environment of a person. It allows us to solve the problem and create an effective social space. In addition, crisis intervention is the most effective means of shaping the psychological activity of a person, because of the possibility of influencing a person through society and the environment.
4. Psychological rehabilitation is the possibility of using methods not only aimed at finding effective solutions for the development of the human psyche and its stabilization but also aimed at the physiological relaxation of the person. It may involve taking medications to ensure cognitive functionality. The rehabilitation process should consist of a set of solutions. Namely, the formation of methods of psychological transformation of a person, the spread of contacts with the social environment and communication in a favorable environment, and physiological rehabilitation. These factors can eliminate the threat of crisis traumatic phenomena that were caused by certain events.
5. Psychological training, as a rule, has a purely cognitive and preventive nature. The essence of this method is to familiarize people with the most relevant, to date, negative processes aimed at destabilizing the psychological activity of a person if we consider the crisis and traumatic events. Psychological training is aimed at overcoming the negative consequences in advance and the possibility of their prevention.
6. Psychotherapy is a communication solution to human problems. It will help to improve cognitive-emotional behavior, as well as enhance the quality of human perception of the environment. In addition, with the help of psychological therapy, a person can solve an existential problem through the constructed method of influence of the psychotherapist.

These types of psychological assistance are most widely used in the European space and can qualitatively improve the functionality of a person in the modern environment. An important factor in the implementation of psychological assistance for the acquisition of crisis and traumatic events is the formation and development of human emotional intelligence. Human emotional intelligence is aimed at stabilizing the activities of psychological sectors and improving the perception of the world. This, in turn, can positively influence the dynamics of the formation of key tools for the development of human psychological activity and eliminate the negative consequences of the crisis and traumatic events.

Let us consider the example of Ukraine as the country that has experienced the greatest geopolitical factor in the development of traumatic events. The pandemic and war have led to the development of several crisis processes that completely destabilize the socio-economic situation of people and cause critical processes in the psyche. The problem of war is a massive violation of human psychological activity and exacerbation of the main negative processes aimed at fear, suppression of communicative and analytical abilities of people, and the ability to make effective decisions. In addition, traumatic crisis events

during the war concern people who lost their homes, or relatives and changed their place of residence. To this are added such negative economic factors as the development of the inflation in the country and the rapid growth of prices. This leads to the development of crisis and traumatic events.

Given the above, the largest proportion of victims is military personnel and law enforcement agencies, which are most affected by the war. Therefore, to achieve an effective solution to this problem, attention should be paid to specialized internal formations aimed at providing psychological assistance in all six areas that have been characterized as the most effective.

An experimental study will be conducted on the return of servicemen from the combat zone and the possibility of identifying their psychological stress and the development of traumatic crisis events. One hundred servicemen who directly participated in combat operations and returned for temporary rehabilitation with the possibility of a further return to the front will be selected for the sample. The methodology of the study involves the use of empirical surveys and the methodology of shifts, which can show key indicators of the negative impact on the state of servicemen and the level of development of crisis and traumatic events. The list of indicators is presented in Table.

Tab. 1: Indicators of the manifestation of crisis and traumatic events

№	Never	Rarely	Sometimes	Constantly
1. Any reminder of this event (situation) made me relive everything that happened.	0	1	3	5
2. Lack of normal sleep	0	1	3	5
3. Some things made me think about what happened to me all the time	0	1	3	5
4. Constant anger and annoyance	0	1	3	5
5. Trying to avoid the event, isolating from it	0	1	3	5
6. Thoughts about the immutability of events, the inability to influence	0	1	3	5
7. Feeling of loss of reality, the impossibility of such a course of events	0	1	3	5
8. Trying to lose the associative connection with the war and what is connected with it	0	1	3	5
9. Constant memories and images of war, thoughts that follow every day	0	1	3	5
10. Constant tension, increased sense of threat	0	1	3	5
11. The desire to isolate from society	0	1	3	5
12. Understanding the presence of constant worries and the inability to eliminate them	0	1	3	5
13. Feeling of paralysis in social activities and any activity not related to the war	0	1	3	5
14. Constant feeling that I am in a war zone	0	1	3	5
15. Difficulty sleeping, insomnia	0	1	3	5
16. Hard feelings about the loss of friends or relatives	0	1	3	5
17. Artificial elimination of experienced memories	0	1	3	5
18. Difficulty concentrating	0	1	3	5
19. Feeling of rapid heartbeat, difficulty breathing, stress	0	1	3	5
20. Nightmares and bad visions	0	1	3	5
21. Constant expectation of hardships	0	1	3	5
22. Lack of desire to communicate about the hostilities	0	1	3	5

*Source: compiled by the author.

As we can see from the above table, it can be concluded that the peculiarities of the functioning of servicemen during combat operations are in unsatisfactory state. There is a strong increase in traumatic crisis events, which is characterized by the need for preventive measures to restore and improve the perception of psychological stress. Servicemen faced several existential problems, increased anxiety, and fear. In some cases, an increased level of aggression can be observed. This indicates the need to provide psychological assistance in three stages. The first stage is the identification of key factors in the development

of traumatic events, and their localization. The second is the selection of individual methods for solving each of these factors and the possibility of its conclusion in a single group with other militaries, which will improve the quality of problem-solving. The third is psychological rehabilitation to eliminate the key problems that occur with the military and the possibility of establishing the means of perception of the main problems and problematic factors of its activity. Given this mechanism, the indicators will be grouped and displayed in Table 2.

Tab. 2: Distribution of crisis and traumatic events of war victims, IES-R methodology.

Scale Object	IN – invasion	AV – avoidance	AR – physiological reactivity	IES-R total score
Servicemen	5,76±5,72	7,16±6,71	6,51 ±6,99	26,64 ±24,75
Refugees	20,10 ±8,11	21,27 ±8,79	7,24 ±7,46	9,62 ±12,76
Members of rescue services	5,95 ±1,91	5,09 ±5,47	3,15 ±3,61	24,40 ±22,05
Doctors	7,65 ±6,12	9,16±6,08	5,50 ±6,28	81,42±27,11

Source: compiled by the author.

The indicators indicate a high rate of development of traumatic events and the need to address the psychological problems of servicemen. According to this approach, it is necessary to carry out a comprehensive assessment of the possibility of rehabilitation and strengthen the formation of effective methods of rehabilitation of the military. As can be seen, the problem of the effectiveness of servicemen's activity partly depends on their psychological state. Therefore, the issue of providing psychological assistance to the most affected during the hostilities should be a priority to ensure the effectiveness of morale and eliminate socioeconomic problems for society in Ukraine.

The results of the study indicate the rapid aggravation of traumatic events in Ukraine and the world, which stimulates the search for effective means of solving them. The study shows that servicemen and people who were directly involved in the war directly or indirectly have existential disorders and increased symptoms of crisis problems. Because of this, it is necessary to improve the world's methods and practices of analysis, identification, and prevention of crisis and traumatic events, which has led to the discussion of this issue.

6 Discussion

The study encourages the formation of opportunities for the development of new tools and approaches to the possibility of

providing psychological assistance to victims of traumatic events. The importance of further research is due to the need to improve the social policy of the state to protect citizens and improve the living standards of the population as a strategic goal of the country. In addition, modern science needs to establish a clear correlation between the negative factors of the pandemic and the war in Ukraine on the psychological state of a person. Through the use of innovative methods of providing psychological assistance, it will be possible to widely implement the financing of the psychological assistance sector as one of the advanced principles of ensuring the development of human capital.

One of the key areas of further research should be the peculiarities of the impact of crisis traumatic events on the nervous system at the biological level. Analysis of the production of enzymes, hormones, and aspects of the limbic system and hypothalamus should be carried out in medical institutes. This will help to identify key changes in the human body. Human psychology mustn't be perceived as an imaginary spatial unit. The human psyche is the result of brain activity, so the need for further research is to analyze special tools and modeling of human psychological activity and the possibility of providing psychological assistance for correction and rehabilitation.

Also, an important area for further research should be the use of digital technologies and their impact on human cognitive and emotional behavior. This can become a significant factor in the influence and development of activities in a global society. The use of digital technologies changes the social and everyday functionality of a person. However, based on sociological surveys, depressive moods are rapidly growing in the European space. In the Chinese region, the level of loneliness reaches critical levels. It is possible to trace the concept that psychological diseases and negative phenomena in the human psyche are rapidly developing in the most digitized countries of the world. Therefore, the further direction of analysis should be the study of the relationship between the use of digital technologies and the psychological state of a person.

The issue of war in Ukraine has a key role in psychological assistance because the war has caused significant changes not only in the Ukrainian dimension but also in general. Such principles create the problem of testing hypotheses about the effectiveness of modern mechanisms of psychological assistance for the military. It is worth analyzing what methods are available, what is their effectiveness, the number of relapses, etc. It is important to observe time intervals in conducting the study because the aggravation and escalation of the war in Ukraine have their character of development and cause negative trends regardless of the quality of approaches to psychological assistance.

Thus, the issue of psychological assistance to victims of crises and traumatic events is a relevant topic for research in scientific circles. It requires a detailed analysis both at the physiological level and at the level of identifying methods of preventing this problem.

7 Conclusion

The conducted research enables us to conclude that psychological assistance in the modern world is imperfectly developed. It requires significant improvements by the state and representatives of psychotherapeutic assistance. The most effective means of providing psychological assistance to victims of crisis and traumatic events is the use of psychotherapy, counseling, and a full range of analysis and prevention of destabilization of the psychological state.

Modern conditions that cause traumatic consequences for the human psyche are the main factor that has a destructive impact on the human psyche in general. The war in Ukraine has caused several processes to reassess values, and change the spiritual culture of Ukrainian space and the world. It started the tendency

of transformation of human consciousness. However, despite this, it caused some global problems in the psychological state of a person. Based on empirical research, it was found that the key negative consequences are the increase of existential problems, aggravation of aggression and anxiety, and the formation of low communication ability.

Further research on psychological assistance should concern the tools for the development and application of qualitative methods for providing psychological assistance to people as a result of crisis traumatic events. Thus, psychological assistance to victims of crisis traumatic events should be implemented by the support program of international organizations and be aimed at stabilizing the psychological state of people as a priority in the world.

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Primary Paper Section: A

Secondary Paper Section: AN