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MOTIVATIVE FACTORS OF SELF-EFFICACY OF FUTURE SOCIAL SERVICE SPECIALISTS

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МОТИВАЦІЙНІ ФАКТОРИ САМОЕФЕКТИВНОСТІ МАЙБУТНІХ СПЕЦІАЛІСТІВ СОЦІАЛЬНОЇ СЛУЖБИ

У статті висвітлено мотиваційні фактори самоєфективності майбутніх фахівців соціальних служб, що сприяють їхньому професійному зростанню, професіоналізму та майстерності у професійній діяльності. Самоєфективність як перманентна індивідуальна характеристика, пов'язана з механізмами саморегуляції як основною самооцінкою, передбачає впевненість у собі у формуванні ефективних планів дій, вирішенні проблем, управлінні емоціями, стресом та тривогою та здійсненні контролю. Мотивація та самоєфективність тісно пов'язані між собою у сфері професійної діяльності. Визначено фактори, які впливають на майбутніх фахівців соціальних служб задля забезпечення успіху, становлення і максимальної реалізації їхнього потенціалу в професійній діяльності, особистого та професійного зростання через чинники і середовище, що мотивують до кар'єри, самовдосконалення і самоствердження.

Ключові слова: *мотивація, задоволеність роботою, майбутні фахівці соціальних служб, самоєфективність, мотиваційні фактори, кар'єра*

Formulation of the problem. Social services are provided by budgetary, public and non-governmental organizations, which have a common task - to meet the needs of citizens, to help them solve social problems. Creating a motivating environment in social service institutions is one of the most important factors of effective future social service specialists' activity; the quality of provided services directly depends on the qualification and motivation of employees. Therefore, it is vital to find out what are the key factors that currently motivate future social service specialists to perform their work qualitatively. The problem of professional self-efficacy and professional development of the future social service specialist is becoming especially important in the transformation of society, which necessitates a thorough and comprehensive study of several social, psychological and pedagogical factors of success in professional activities. [7]. The study highlights the persistent and long-term failure in professional activity by at least two subjective circumstances: 1) lack of strong motivation for the chosen profession in the field of social services, i.e., unwillingness to work in full force in the assigned area of

work; 2) the lack of a set of abilities for professional activity and the presence of contraindications to it. Often this factor causes the most negative motivation for activity, and the person, as a rule, after some mistakes, changes work. [9]. Therefore, timely study of the motivation structure of higher education students in the speciality “Social Work” in the educational process of free economic education allows predicting the success of the educational process and the possible professional growth of future social work specialists. Instead, the issues that reveal the motivating factors for the self-efficacy of future social workers remain unstudied enough, even though modern crisis society needs professionals capable of adequately assessing their abilities, actions and professional activities, in general.

Analysis of recent research and publications. In the career process, as Bogatyreva notes, such components as intrinsic motivation for career growth and certain personality traits stand out. Various studies, including domestic ones, confirm the high importance more complex factor of career success - self-efficacy, as a belief in the effectiveness of their actions, which is manifested in the ability to organize their activities and succeed in relationships with others [2]. Theoretical analysis of scientific publications has shown significant achievements in terms of approaches, understanding, the structure of self-efficacy, and its components. The motivation should contain beliefs that are the primary, explicit explanation in self-efficacy theory. Self-efficacy is the belief that you are able to complete a certain task or achieve a certain goal, moreover, beliefs, action or purpose are specific [19; 20; 21]. According to Bandura, self-efficacy is “people’s judgments of their capabilities to organize and execute courses of action required attaining designated types of performances” [19]. The scientists consider the self-efficacy as a permanent individual characteristic associated with self-regulatory mechanisms as the main self-esteem [23; 24]. Self-efficacy involves self-confidence in forming effective action plans, solving problems, managing emotions, stress and anxiety, and exercising control [22]. In general, A. Bandura's research has shown that human behaviour is motivated and regulated by a sense of self-adequacy to internal standards. According to the scientist, people with a high assessment of self-effectiveness are easier to control their behaviour and the actions of others, and they are more successful in their career and communication. A person with a low assessment of personal effectiveness, on the contrary, is passive, and hard to overcome obstacles and influence others. A. Bandura also notes that adults and children who have a sense of self-efficacy are more persistent, less anxious and rarely get depressed. Self-efficacy beliefs also affect how people cope with frustration and stress in pursuing their life goals [1]. According to Schwarzer, a sense of personal control

over events helps a person [31]. The belief in self-efficacy is one aspect of this control. From this perspective, professional self-efficacy is likely to influence the enriched perception of job characteristics. According to Srivastava et al. [28], the understanding of job characteristics interferes the relationship between fundamental self-esteem and job satisfaction.

Of particular note, there are studies of motivational factors that serve as a basis for determining the constructive characteristics of the self-efficacy of professionals. These are a hierarchy of motives, problems of "system of motives", "motivational systems", systemic relations between motivational phenomena and polymotivation of behaviour. It is this context of studying motivation that will best reveal the motivational determination of professional self-efficacy of the individual. In particular, in the formation of its motivational sphere, there is a tendency to systemic development, which is manifested in the integration, the unification of spontaneously formed motivations into larger motivational units [9, c. 50].

The problem of the hierarchy of motives [11] is characterized by the functions of motives: the highest position in the hierarchy corresponds to the motive that provides the meaning-forming function. In this case, the motive-stimulus will occupy a lower position in this hierarchy [10]. There are two hierarchical levels of functioning of motives: semantic and stimulus. According to L. Bozhovych, the hierarchy of motives explains the emergence of dominant motives in the personality [3] at different age stages, which determine its orientation. A. Maslow proposed a hierarchical series of human needs: physiological needs, security, affection and love, respect, self-actualization, knowledge and understanding, aesthetic [27].

The hierarchy of the structure indicates a certain property of the system organization of phenomena, which requires the study of the hierarchy of the motivational sphere of the individual. It can be most adequately applied in connection with the study of other system parameters of motivational phenomena. As R. Weissman points out, the "systemic" nature of the motivational sphere presupposes the interrelation of motivational variables, the existence of various relations (hierarchical) between them. Besides, each need (motive) at the psychological level is realized by a different set of motives (goals) - the relationship of "realization". It is also worth noting that the same motive may be subject to different needs, and the same goal may serve, satisfy different motives. Accordingly, the relationship will be "subordination" [5, c. 6]. According to R. Weissman, the relations of management, regulation, compensation, orderliness, cooperation, etc. also deserve special attention in the motivational sphere of personality.

The scientist G. Allport considers the process of transformation, development of motives as a systemic process in which some motives function and develop by the nature of semi-closed systems (perseverative functional autonomy of motives (reactive - exists according to the laws of reinforcement)). The study characterises personality mostly by motives that change and develop as open systems (propriative functional autonomy). Describing open, closed and semi-closed systems, the scientist emphasizes that “the model of a closed system cannot be applied to a person and his motivation; an open system of motives determines the search for new tensions, progressive development, which cannot be explained in terms of reinforcement” [18]. In general, the idea of functional autonomy of motives is directly related to the idea of a system of motives. Thus, the various views described above on the motivational sphere of personality reflect systemic ideas, which are an integral part of research on the problems of the motivation of professional self-efficacy of the individual.

The article aims to theoretically investigate the motivational factors of self-efficacy of future social service specialists.

Presenting the main material. The phenomenon of motivation in the disclosure of the motivational dimension of professional self-efficacy is considered as “the willingness of the individuals to act in a certain way, making sufficient efforts for the necessary time under the influence of a set of internal factors that stimulate their activity” [14].

The problem of the motivation of professional self-efficacy mainly concerns the description of the structure, mechanisms and process of functioning of achievement motivation as a motivational and semantic formation, which is characterized by the attitude to effectiveness and success, self-confidence, awareness of the value, persistence in achieving goals, self-criticism and independence. Achievement at the same time provides the specialist with realistic goals, hope for success, the desire for continuous self-improvement and improvement of performance through knowledge and strengthening efficiency and effectiveness. According to M. Vyshnyakova, “forecasting high efficiency is the fact of the source and sustainable maintenance of professional activity.” The social service specialists, based on the assessment of the level of their effectiveness, further projects the nature of their course of action, increases the range of choice of areas of activity and type of career, allows you to correctly identify opportunities for their career growth. Adequate self-esteem helps to build friendly relationships with others. Predicting success in combination with high self-efficacy usually leads to a favourable outcome and, as a consequence, promotes a sense of self-esteem. “People with high self-efficacy are more

persistent, less anxious and not prone to depression, and also have great abilities for learning and self-learning” [8]

Motivation and self-efficacy are closely linked in the field of professional activity. Boyarintseva A. V. determined in the research work that the level of motivation to achieve increases with the level of growth of self-efficacy in the sample of entrepreneurs [4].

Theories of cognitive assessment reflect how a person perceives the events around him, and their impact on internal and external motivation, events are divided into controlling, non-motivating and informative. While non-motivating situations hinder the achievement of the goal (impossibility to achieve the goal, threats and encouragement), the controlling ones harm internal motivation. Informative reinforce intrinsic motivation, such as success and positive feedback [16]

Scientist S. Zanyuk argues that motivation is a set of all factors (personal and situational) that motivate a person to active activity and ensure success in certain activities, offering a formula for success that depends not only on abilities but also on the desire to achieve goals, from purposeful and persistent work to achieve success:

Success = A + MA + S, where A - ability; MA - motivation to achieve; S - situation or favourable circumstances. This formula allows you to predict the future career of an individual (strive to succeed), determining the strength (level) of motivation to achieve. The study of professional success reflects the systemic ideas of the motivation of professional self-efficacy [12]. The conditions for successful professional activity, as I. Tymoshenko notes, are survival, efficiency and effectiveness [15]. At the same time, we considered that the most essential components of success are the unique abilities, experience and competence, allowing solving relevant, non-standard tasks to achieve the overall goal of professional activity.

Well-known psychologist N. Chepeleva considers success in a system of two factors - external (socially conditioned) and internal (personally conditioned) and argues that focusing only on external factors, on socially acceptable criteria of life success often causes neuroticism of the individuals, their dissatisfaction with life, especially in case of impossibility to achieve the goals approved by the society [17]. Researcher L. Podkoritova points to the main criterion of success-failure, which determines the material level (wealth, earnings) and social status, which the individual seeks to achieve by the time of evaluation. There is an unwritten formula: money + status = success, which, describes the external, socially acceptable (essentially imposed by mass culture) side of success. According to the researcher, the concept of “the internal success

of the individual” combines “a high level of spirituality, continuity and success of self-development, the minimal conflict between “I-real” and “I-ideal”, which provides this continuity of self-development without neurotization of the individual, adequate self-esteem and evaluation world and life circumstances, etc. Besides, each individual has their criteria for their success, which, in turn, may be quite the same as the criteria for “external success”, and maybe too different from it” [13].

T.O. Gordeeva considers that a complex construct consisting of many factors. She identified the following blocks that compose it: motivational-regulation block, target block, intentional block, “reaction to failure” block, and “efforts” block. [16]

The participation in supervisions is one of the efficient measures that can help future social service specialists to increase their motivation, avoid frustration with their profession, and prevent the occurrence of professional “burnout” [25]. By applying supervision, it is possible to motivate future social service specialists, change their attitude to their activities, increase motivation to work, and promote change processes in the organization

Wages are one of the main factors that motivate people to work. The authors, who study the motivation of the staff, agree that the amount of salary is important, but more importantly, whether it is adequate for the work performed [26; 29; 32]. If the employees believe that the remuneration received for the work is fair, based on requirements commensurate with their abilities, they will be satisfied with the work. Otherwise, they will feel resentment, which will reduce their work motivation, may lead to apathy or a desire to change jobs.

A variable pay system is recommended, which consists of three parts: fixed, variable and bonuses. Depending on the complexity of the work, the stress and the level of responsibility, a fixed part of the salary is allocated. The quality of work and additional skills must be reflected in the variable part of the salary. Prizes are recommended for special, unique, important achievements for the organization [26; 29].

Career is a stimulus that forces a person to strive for better work results, productivity and improvement. By successfully planning an individual career, it is possible to satisfy the aspirations of employees for professional development, to increase their confidence in their own abilities, thus increasing the motivation of work activities [30]. In organizations, career planning combines employee training, professional development, and retraining, which is also a very important motivating factor.

Conclusions and prospects for further research. Thus, the research revealed that the lack of self-realization, self-development, a satisfaction of

higher human needs harm work, but may sufficiently motivate a person to achieve the desired goals. Having the motivation to achieve leads to the right actions and increases efficiency. Moreover, the analysis of the problem of motivational factors of professional self-efficacy indicates the need to consider the success of the activity as a whole (not in isolation from the individual who performs this activity). As J. Verna aptly points out, the specificity of the conditions for the implementation of professional activity determine its result, but the individual can change the conditions or obey them [6]. Among the indicators of success are a) external conditions in which professional activities take place (the nature of socio-political relations and views of society on human value, its place during social production; conditions and organization of professional activities, including training). Significant factors for success are the following: the ability to be active, choice, responsibility, a person to gain positive experience in the performance of professional activities, the formation of value orientations that determine the level of personal activity and orientation; b) internal conditions that determine the psychological properties and inclinations of the individual to professional activity and allow to achieve success (mental health, which allows resisting the possible negative external influences and the use of real external opportunities, success, high self-esteem, the presence of subjective control over the situation, leading activity, which is due to the desire to know their capabilities and realize them).

Furthermore, such factors as the lack of social security, too hard and stressful work, insufficient opportunities for further education and careers reduce motivation.

To increase the motivation of future social service specialists and ensure the efficiency and quality of managerial work in both budgetary and non-governmental organizations, it is necessary to legalize, organize and implement supervisions as a form of professional development of future social service specialists.

The choice of the form of supervision is determined by the current need, i. e. for what purpose and to whom it will be allocated: managers are recommended to apply administrative supervision, for future social service specialists working directly - training or support supervision.

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Мотивационные факторы самооффективности будущих специалистов социальной службы

В статье освещены мотивационные факторы самооффективности будущих специалистов социальных служб, способствующих их профессиональному росту, профессионализма и мастерства в профессиональной деятельности. Самооффективность как перманентная индивидуальная характеристика, связанная с механизмами саморегуляции как основной самооценкой, предусматривает уверенность в себе в формировании эффективных планов действий, решении проблем, управлении эмоциями, стрессом и тревогой и осуществлении контроля. Мотивация и самооффективность тесно связаны между собой в сфере профессиональной деятельности. Определены факторы, влияющие на будущих специалистов социальных служб с целью обеспечения успеха, становления и максимальной реализации их потенциала в профессиональной деятельности, личного и профессионального роста с помощью факторов и среды, которые мотивируют к карьере, самосовершенствованию и самоутверждению.

Ключевые слова: *мотивация, удовлетворенность работой, будущие специалисты социальных служб, самооффективность, мотивационные факторы, карьера*

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Motivative factors of self-efficacy of future social service specialists

The article highlights the motivational factors of self-efficacy of future social service specialists, which contribute to their professional growth, professionalism and skill in professional activities. Self-efficacy as a permanent individual characteristic associated with the mechanisms of self-regulation as the main self-esteem; provide self-confidence in the formation of effective action plans, problem-solving, management of emotions, stress and anxiety, and control. Motivation and self-efficacy are closely linked in the field of professional activity. Therefore, some factors influence future social service specialists to ensure success, formation and maximum realization of their potential in professional activities, personal and professional growth through factors and environment that motivate career, self-improvement and self-affirmation.

Keywords: *motivation, job satisfaction, future social services specialists, self-efficacy, job personality, motivational factors, career*