

Social Tension in Society in the Context of the Covid-19 Pandemic: Features of the Manifestation and Directions of Social Work - Zaporizhzhia Region Example

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Abstract: The article highlights the features of the social tension manifestation in society in the context of the COVID-19 pandemic and the priority areas of social work (the example of the Zaporizhzhia region). It is determined what is characterized by such manifestations as: the growth of the social fears' intensity and the emergence of new ones; depression of the population; alcoholization and drug addiction of the population; increase in crime; strengthening of protest moods; social and psychological maladjustment, a factor of which today is the COVID-19 pandemic and quarantine measures. The negative consequences of the pandemic and quarantine measures (unemployment, financial difficulties, a drop in production, etc.) and a socio-psychological nature (negative psychological and emotional states, an increase in addictive and suicidal behavior, sensory and psychological deprivation, etc.) are highlighted. Among the public spheres that are negatively affected by the situation with the pandemic, the following are identified: the sphere of interaction between the state and society, the socio-economic sphere, the sphere of medical care, the educational sphere, the psychological state and interpersonal relations. The priority areas of social work in the context of a pandemic and quarantine measures related to the provision of social services in a distance (electronic) form, employment services, psychological services, and distance learning services are highlighted.

1 INTRODUCTION

The purpose of the study is to highlight the features of the social tension manifestation in society in the context of the COVID-19 pandemic and the priority areas of social work (the example of the Zaporizhzhia region).

The methodological basis is formed by general scientific methods of social phenomena and processes cognition and sociological methods of obtaining empirical data: logical-historical, structural-functional and comparative analysis; analysis and synthesis; generalization and forecasting; sociological survey.

The empirical base of the study will be represented by the results of the features of social tension manifestations of the population under the COVID-19 pandemic influence, a sociological survey was conducted among clients of social services and social service institutions in the Zaporizhzhia region

(n = 150, November 2020). Sample characteristics: 1) men - 30.3%; women - 69.7%; 2) by age: 15-30 years old - 24.6%, 31-50 years old - 61.5%, 51 years and older - 13.9%; 3) by type of settlement. Zaporizhzhia - 40.2%, regional center, countryside - 59.8%.

Today, among the factors of the social tension growth in Ukrainian society associated with socio-political instability (ATO, political crisis, growth of corruption, political alienation of the elite, slowdown of European integration processes, geopolitical changes), socio-economic instability (poverty of the population, rising unemployment, imperfection, etc. social policy ineffectiveness) and the crisis in the socio-cultural sphere of society, the situation with the COVID-19 pandemic and quarantine restrictions comes to the fore, requires attention from the scientific community in the study of social tension manifestations among the population.

2 PRESENTATIONS OF THE MAIN RESEARCH MATERIAL

Let's consider the main approaches to the analysis of the «social tension» concept and the allocation of its main indicators. O. Kredentser, V. Lagodzinska and O. Kovalchuk indicate that in Russian sociology the concept of social tension is considered within the framework of the theory of social change and acquires a subjective-activity character (Kredentser et al., 2016). V. Rukavishnikov defines social tension as a concept that characterizes a particular state of social life, characterized by the exacerbation of internal contradictions of an objective and subjective nature. In this aspect, social tension signals a crisis in the social system, a violation of the homeostasis of social structures and social functions, on the one hand, and reflects the spiritual and psychological state of individuals and social groups, to a certain extent affects the reproduction of everyday social practices and motive-creating functions of social behavior and interactions, on the other (Rukavishnikov, 1992). According to O. Chernyavskoi, social tension is inherent, first of all, in social systems that are in the process of social changes and transformations, and the main manifestation is a persistent feeling of social dissatisfaction, as a result of the emergence and development of social contradictions, affect the state of public consciousness and behavior of social subjects' objects (Chernyavska, 2001).

Sociologists note that the consequences of social tension are manifested at the socio-psychological and behavioral levels. So, I. Buzovsky (Buzovsky, 2008) says that historically the content of the social tension concept was considered in connection with such phenomena as social disintegration, a crisis of solidarity, deviation (in a stable society), anomie (in an unstable society), loss social identity, deprivation and frustration, class struggle, interethnic clashes and, finally, social crisis and social catastrophe. At the same time, V. Rukavishnikov speaks about the «socio-psychological piven of social tension» (Rukavishnikov, 1992). Its empirical analogue, an indicator is the state of public opinion and social well-being of the population, which is expressed in indicators of people's subjective assessment of their social position, the level of satisfaction of socio-economic and spiritual needs and interests, as well as their attitude to certain social life aspects and is characterized by the dissatisfaction mood with the existing position of the right in vital spheres of public life.

L. Orban-Lembrick points out that social tension arises as a result of social maladjustment, which

covers such spheres and processes: 1) physiological maladjustment of certain population segments to difficulties; 2) psychophysiological maladjustment, which is expressed in unconscious mass mental states (fear, anxiety, aggressiveness, apathy) in the course of adaptation to difficulties and social changes; 3) socio-psychological maladjustment, which reproduces the conscious conflict attitude of certain population segments to difficulties and changes (increased politicization, strikes, discontent, migration, crime, pandemic, etc.) (Orban-Lembrick, 2003).

So, the social tension of the population as a social quality of life, in our opinion, can be reflected in such indicators as: 1) the dominant social fears in society; 2) features of population social well-being; 3) the degree of social anomie in society, which can act as a concretized subject of social work.

It should be noted the variety of factors of the social tension growth in society, among which one can single out: socio-economic (economic crisis, high unemployment rate, low consumption capacity, high tariffs, etc.), socio-political (failure of state power, political and ideological contradictions, war, civil conflicts and other factors), socio-cultural (change in the value system, transformation of ideology, globalization). Currently, the COVID-19 pandemic is such a factor in the social tension growth in society, which in turn entails negative socio-economic, socio-political and socio-psychological consequences.

Today, many studies have already appeared aimed at determining the negative consequences of the pandemic and quarantine measures associated with its overcoming. So, the significant pandemic impact was in the socio-economic sphere. Thus, T. Krushelnyska, O. Matveeva, V. Naumov, studying the socio-economic impact of the COVID-19 pandemic in the context of the state policy of implementing the global sustainable development goal No. 5 «Gender Equality», identify five main factors that negatively affect the socio-economic sphere and well-being of the population: 1) reduction of trade operations and shutdown of certain economy sectors; 2) decrease in demand for services; 3) global interruption of value chains, primarily in production; 4) falling demand and falling prices for goods; 5) increasing asymmetry between developed countries and developing countries; an increase in the degree of inequality in the distribution of income between rich and poor people (Krushelnyska, et al., 2020). Indeed, in Ukrainian society there is a decline in production, a reduction in workers and an increase in unemployment, a decrease in the share of small and

medium-sized businesses, provoking an increase in social tension in society.

On the other hand, a pandemic and especially quarantine measures to overcome it (especially such as social isolation, social distancing and narrowing of the communicative space) create a number of psychological and socio-psychological problems in society. As V. Panok, I. Marukhina, D. Romanovska note, the main psychological problems of the pandemic and the threat of COVID-19 coronavirus infection are primarily in: 1) the spread of panic and trouble, anxiety and fears; 2) the release of time during social isolation or self-isolation and, as a result, frustration (blocking) of the main needs of the individual - the need for communication and social contacts.

Moreover, quarantine as social isolation should have a significant impact on psychological well-being, the signs and manifestations of which are sensory and psychological deprivation, monotony, the room interior sameness, permissive nature, lack of exercise, boredom, which are factors of negative emotional states. V. Artyukhova, on the basis of her own research, came to the conclusion that «forced isolation and other quarantine restrictions caused by the coronavirus pandemic cause certain transformations of psychological health in the field of social interaction, the person is forced to adapt to new requirements and function in accordance with them, which requires certain psychological resources, and these changes occur at a deep personal level, and to the organization of human interaction with others, that is, its social context, which can take on a number of negative characteristics (conflict, aggressiveness, social distancing, etc.) and be accompanied by a subjective feeling of disadvantage» (Artyukhova, 2020). In general, researchers identify the following stress factors in quarantine conditions: duration of quarantine, fear of infection, frustration, inadequate information, stigmatization, financial losses (Slyusarevsky, et al., 2020).

So, the COVID-19 pandemic affects all areas of public and private life and increases the overall level of social tension.

The main indicators of the survey were: 1) assessing the impact of the pandemic on social and psychological well-being; 2) social expectations regarding the impact of the pandemic on various spheres of life; 3) attitudes towards quarantine measures (such as social isolation) and restrictions on meeting needs.

An important indicator of social tension in society under the influence of a pandemic situation is the assessment of social and psychological well-being.

As K. Rieff notes, psychological well-being includes such parameters as: «a positive attitude towards others (acceptance of others) self-acceptance (satisfaction with oneself and life) autonomy (independence of judgment and the ability to withstand social pressure) personal growth (openness to changes, self-development) competence in environmental management (the ability to overcome difficulties, complications) life goals (meaningfulness of life and one's own life goals)» (Titov, et al., 2020), and N. Bradburn believes that an important component of psychological well-being is «subjective well-being as an intellectual assessment by a person of satisfaction with various aspects of his life and his emotional self-acceptance» (Orlova, 2015). On this basis, social and psychological well-being represents the level of satisfaction with life in the social and individual psychological terms.

The respondents were asked to subjectively assess the severity of the social situation associated with quarantine on their personal life and psychological well-being in individual and social dimensions (Fig. 1).

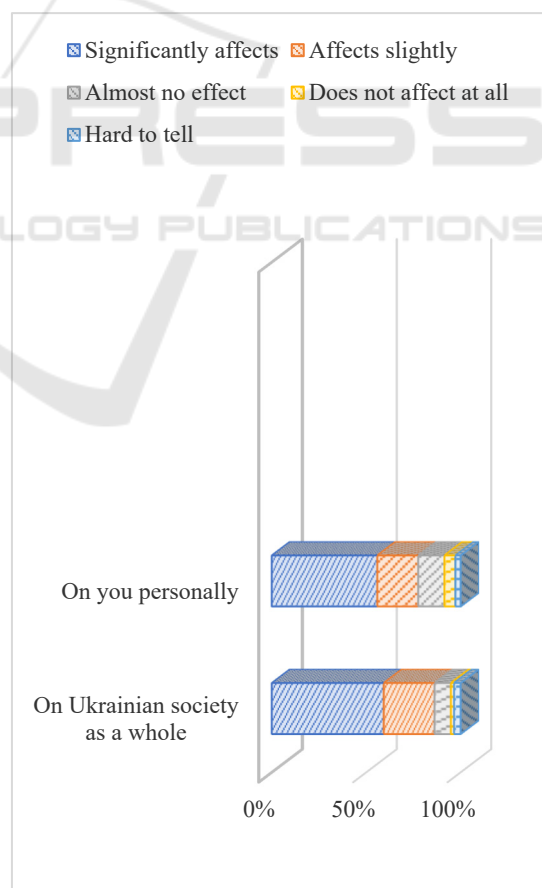


Figure 1: Degree of COVID-19 pandemic impact on social and psychological well-being

According to the results of the study, more than half of the respondents noted a high level of the pandemic impact on the social and psychological well-being of the respondents, and at the level of assessing the impact on society as a whole, this indicator is even higher, which indicates the formation of such a mechanism of psychological defense in a stressful situation as repression and projection (others are attributed higher impact of the pandemic on life). There are no significant statistical differences in socio-demographic characteristics, although at the level of trends, high impact rates are characteristic of women and youth. This confirms the results of other studies and indicates that it is impossible to draw unambiguous conclusions about the influence of certain socio-demographic and socio-psychological characteristics on the perception of psychological well-being (Fedosenko, 2020).

Fig. 2 presents an assessment of the COVID-19 pandemic impact on various spheres of public life and the negative consequences of such an impact.

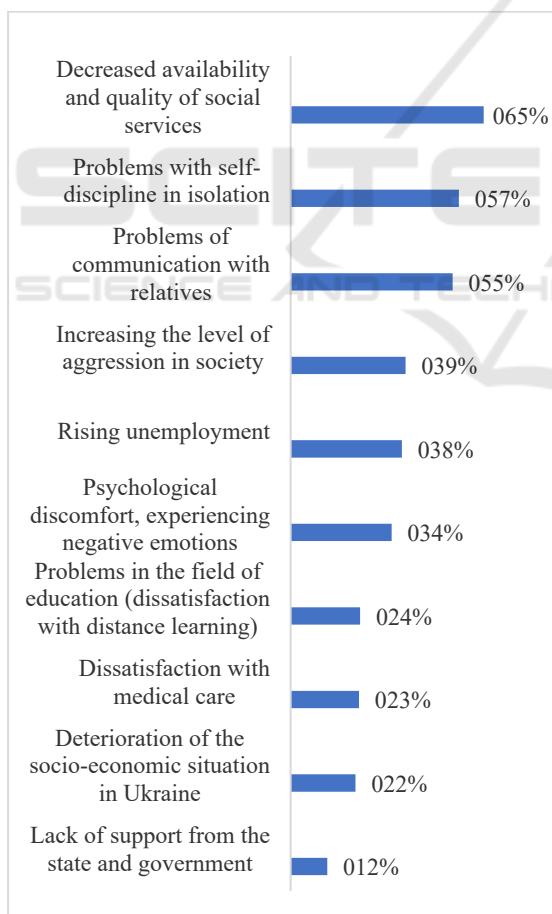


Figure 2: Assessment of the COVID-19 pandemic impact on various spheres of public life (multiple answers could be chosen)

Among the public spheres, which are negatively affected by the situation with the pandemic, the respondents identified: the interaction sphere between the state and society (as a decrease in confidence in the actions of the authorities in an emergency); the socio-economic sphere as a drop in production, curtailment of a significant share of the services and small provision and medium-sized businesses, an increase in the unemployment rate; the field of medical care; the educational sphere, which is associated with the forced transition to distance learning and a decrease in the quality of the education received. A significant part of the respondents emphasizes the negative impact of the pandemic on the psychological state and interpersonal relationships, which is expressed in an increase in the intensity of experiencing negative emotions associated with social isolation - fear, depression, anxiety, aggressiveness, social deprivation, and the like.

A pandemic with its high uncertainty, social isolation, financially brought new vulnerable groups with them. A number of researchers indicate that among the persistent COVID-19 (especially among those who suffered a disease in severe) there are pronounced neurological complications after the disease, a post-traumatic stress disorder is developing, and therefore become a group of increased risk in relation to the commitment of suicide (Afanasyeva, 2020).

In fig. 3 is presented an assessment of the pandemic situation impact and quarantine activities on some aspects of the respondents' privacy; on the whole, they create conditions for an increase in the level of socio-psychological tension in society in general.

The results of the study indicate the tendency to increase suicidal risk among youth during a pandemic. The situation of coronavirus infection, which in addition to the threat of health carries the problems of social insulation, undermines the basic beliefs of a person in the predictability of the world, in his own invulnerability (after all, they used to believe that unpleasant things are taking place with others), destroys the illusion of control over circumstances, and therefore as a factor of suicidal behavior.

It is also important to assess the effect of a pandemic on the adaptive features of the individual. We, to identify the level of socio-psychological adaptation of personality, applied the methodology of diagnosing the socio-psychological adaptation of R. Rogers and R. Daimond, adapted by T. Snegirova. Stimulus material is represented by allegations that

are formulated in the third face without the use of pronouns, which avoids the influence of «direct identification» and neutralize the installation of the subjects for social and desirable responses.

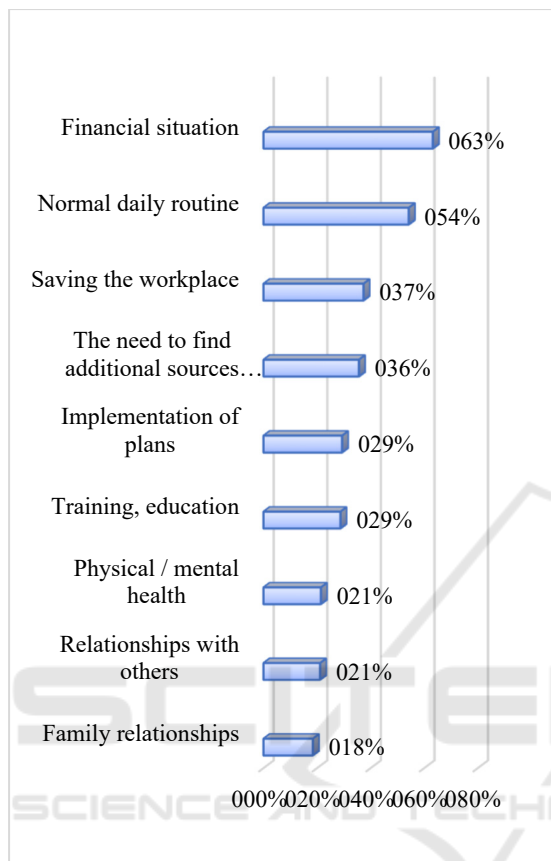


Figure 3: Expectations of the negative COVID-19 situation impact on various spheres of personal life (multiple answers could be selected)

For the experienced, the greatest indicator of the negative pandemic and quarantine impact concerns the financial and material situation, every day, accepted practices of social interaction and their own habits. A significant percentage pays attention to the negative consequences for learning and education - mainly young people and respondents whose children go to school, which indicates the unpreparedness of the national system for functioning in a distance mode, on the one hand, and parents' unwillingness to pay more attention and control children who study remotely. This leads to internal family tension, an increase in the load of upbringing and educational functions on the part of the family. Interestingly, health as a personal sphere is not considered by the respondents as a risk zone; it may be associated with such an emotional attitude to the pandemic as apathy,

indifference, distrust of information about the coronavirus or fatigue from its saturation in the media space, and the like.

Indicators of the respondents' concern about the possibility of meeting/frustrating their needs during a pandemic and quarantine is shown in Fig. 4.

The pandemic situation and quarantine measures related to the fight against COVID-19 limit the satisfaction of some social, psychological and personal needs. If objective restrictions are regulated by quarantine measures on the part of state authorities, then the subjective assessment of these restrictions and the idea of the impossibility of realizing their own needs form a certain psychological state of the individual and social groups during a pandemic.

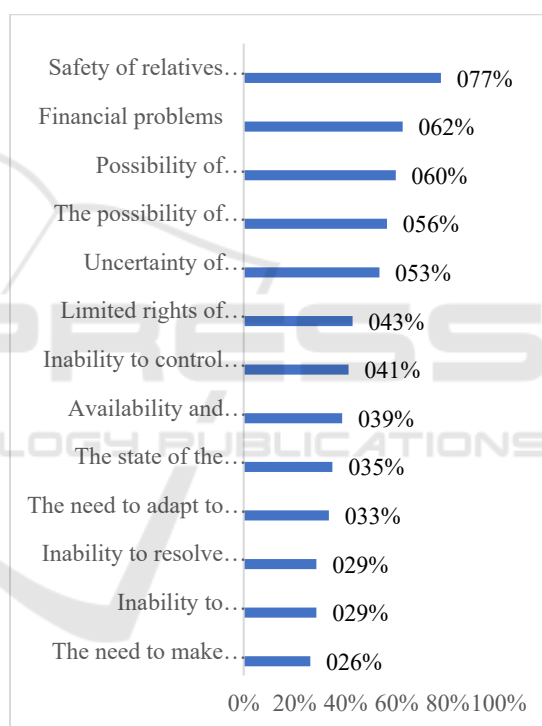


Figure 4: Assessment of the concern about the possibility of meeting / frustrated needs during the COVID-19 pandemic (multiple answers could be selected)

Despite the fact that the indicators according to the methodology are found within the average values, it should be noted a tendency to reduce the level of overall adaptation, emotional comfort and the adoption of others, while the desire to dominate and the initial performance increased somewhat. This, in our opinion, testifies to the presence and proceedings in student youth processes of social and psychological and psychological adaptation to new conditions for existence and interaction in the context of reducing

social contacts, reformatting educational activities, increasing the level of negative psycho-emotional states.

3 RESULTS

Thus, the results of the study allow us to highlight the priority areas of social work in the pandemic and quarantine context measures associated with the provision of certain social services groups, and the actual form is full or electronic, which are fully or partially provided using the online services of social protection services to the population, to individuals, to individual social groups, the characteristic feature of which is: they are carried out by social subjects of social services using information and telecommunication technologies due to the full or partial integration of social services into online spaces, ensuring the efficiency, availability, convenience, mobility of receiving social services. These services include the following:

- employment services as an opportunity to obtain information about available vacancies of a permanent or temporary nature, will reduce the financial and material pressure on a person and his family during quarantine;

- provision of psychological services in electronic and online forms: firstly, as an appeal through the line of trust via Skype in emergency and crisis situations and circumstances; secondly, as the provision of the first psychological counseling; third, as an additional form of psychological support for the client; fourth, as a form of psychodiagnosis examination of the client. Thus, V. Panok, I. Marukhina, D. Romanovska define the main forms and technologies of a psychologist's work in quarantine conditions: «online counseling in order to reduce possible negative effects (panic, rumors, aggressive manifestations), counseling on the “helpline» principle by electronic mail and operational assistance through social networks; diagnostics via the Internet with the ability to collect data on a single resource (for example, testing through Google forms) psychological education and psychoprophylaxis by creating interesting video content, live broadcasts, webinars, etc.; psychological correction using mobile online simulators, online games (for example, for the correction and development of cognitive processes); organization in a remote form of self-help groups for parents, students, teachers, increasing stress resistance at home, increasing the level of communication in the family» (Panok, et al., 2020)

- pedagogical and socio-pedagogical services, consisting in the distance learning organization - a feature of the electronic technologies use in the provision of social and pedagogical services is the introduction of SMART-learning technologies;

- social and domestic services, which involve, first of all, strengthening the care of risk groups during the COVID-19 pandemic (elderly people, with chronic diseases, etc.).

According to scientists, adaptation to the conditions of new public challenges (and the pandemic is such an emergency global challenge) on: an emotional level activates the processes of emotional self-regulation; on cognitive - orientation in new conditions of activity, changing evaluation constructs, overcoming cognitive dissonances; on behavioral - the actualization of behavioral patterns (samples, templates), which is manifested in the manifestation of relations, forming new rules, models of behavior in the process of individual and joint activities (Box et al., 2018).

Despite the fact that the indicators according to the methodology are found within the average values, it should be noted a tendency to reduce the level of overall adaptation, emotional comfort and the adoption of others, while the desire to dominate and the initial performance increased somewhat. This, in our opinion, testifies to the presence and proceedings in personality processes of social and psychological and psychological adaptation to new conditions for existence and interaction in the context of reducing social contacts, reformatting educational activities, increasing the level of negative psycho-emotional states.

4 CONCLUSIONS

Thus, the results of the study allow us to draw the following conclusions: firstly, social tension is a special social system state, which is at the level of functioning of both the social system in general and at the level of the individual and social groups and is characterized by such manifestations as: social fears and the emergence of new ones; value anomie; depression, insecurity, suicidality of the population; alcoholization and drug addiction of the population; increase in crime; strengthening of protest moods and readiness of the population for an active and aggressive confrontation with the authorities; social and psychological maladjustment, a factor of which today is the COVID-19 pandemic and quarantine measures; secondly, a pandemic and especially quarantine measures to overcome it (social isolation,

social distancing, narrowing of the communicative space), creates a number of socio-economic (unemployment, financial difficulties, production decline, etc.), psychological and socio-psychological problems (negative psychological and emotional states, increased addictive and suicidal behavior, sensory and psychological deprivation, and others); thirdly, among the public spheres that are negatively affected by the situation with the pandemic, the following are identified: the sphere of interaction between the state and society, the socio-economic sphere, the sphere of medical services, the educational sphere, the psychological state and interpersonal relations; fourthly, the priority areas of social work in the context of a pandemic and quarantine measures related to the provision of social services in the remote (electronic) form, employment services, psychological services, and distance learning services are highlighted.

A promising direction for further research may be the analysis of social tension manifestations among population groups who have been ill (or acquired immunity according to testing data) for COVID-19.

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