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FEATURES OF COMMUNICATIVE QUALITIES AS ONE OF THE FACTORS OF PSYCHOLOGICAL WELL-BEING OF A PERSON

Abstract. The article presents the results of the research of communicative qualities as a factor in the psychological well-being of an individual.

The changes taking place at the beginning of the 21st century in the world and in our country in the sphere of economy, politics and geopolitics, in the social sphere, have led to such features of the life of a modern person, which greatly affect the experience of his psychological well-being.

An innovative path to the development of the economy and all other spheres of social life, new information and telecommunication technologies, increased globalization trends, increased requirements for employee mobility, a sharp increase in the pace of life, the need to increase labor productivity, a sharp increase in the number of various natural and man-made disasters, geopolitical and social confrontations, peculiarities of the work of the world and domestic mass media, as well as various more private factors make ever-increasing demands on modern Ukrainians, which affect the level of their psychological well-being. This led to increased interest in domestic psychology in the problem of psychological well-being and unhappiness experienced by a person. In Western psychology, the concept of "well-being" is defined as "well-being" (literal translation: "good" and "being") and implies a broad, but quite dynamic system of social connections for an individual, which involves interpersonal relations filled with positive experiences. Psychological well-being is considered a complex mental formation that manifests itself in experiencing the meaningful



fulfillment and value of life, feeling satisfaction with life and oneself, achieving the current motives and needs of the individual in the perspective of a socially significant goal, and a positive assessment of one's own existence. The research sample consisted of 118 people - holders of a master's degree in various specialties of the State institution "Southern Ukrainian National Pedagogical University named after K. D. Ushinsky.

The diagnosis was carried out using the following methods: "Diagnosis of the psychological well-being of the individual" (DPBO), author N.V. Kargina. "Formal and dynamic indicators of sociability" - author O.P. Sannikova; "Test-questionnaire of qualitative indicators of tolerance" by O. P. Sannikova and O. G. Babchuk.

According to the results of the conducted correlation analysis, significant correlations were found between indicators of psychological well-being, tolerance and sociability, which is a confirmation of the manifestation of a tolerant, tolerant attitude of the individual, the ability to establish contacts with others for the purpose of constructive professional communication. Further study of communicative qualities as a factor of psychological well-being took place using the "aces" method, which contributed to the selection from the total number of studied groups of persons with the maximum and minimum value of the overall indicator of psychological well-being.

Comparison of psychological profiles of people with different levels of psychological well-being showed that representatives of the group with a high level of this phenomenon can be characterized as communicative, sociable, active in communication, proactive, feeling calm, easy and free when establishing contacts with strangers.

These subjects are characterized by emotional stability, trustworthiness, self-confidence, high self-control, and the strength of their "I". The representatives of the group of subjects with the minimum value of the general indicator of psychological well-being are characterized by passivity in communication, communication difficulties, narrowing of the circle of communication, dissatisfaction, emotional rejection of another person, manifestations of irritation, contempt, etc. The conducted qualitative analysis showed that these psychological portraits of people with different levels of psychological well-being are consistent with the results of research aimed at studying the specified phenomenon.

Keywords: psychological well-being, sociability, tolerance, personality.

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ОСОБЛИВОСТІ КОМУНІКАТИВНИХ ЯКОСТЕЙ ЯК ОДИН ІЗ ЧИННИКІВ ПСИХОЛОГІЧНОГО БЛАГОПОЛУЧЧЯ ОСОБИСТОСТІ

Анотація. У статті викладено результати дослідження комунікативних якостей як чинника психологічного благополуччя особистості.

Зміни, що відбуваються на початку XXI століття у світі та нашій країні у сфері економіки, політики та геополітики, у соціальній сфері, привели до таких особливостей життя сучасної людини, які в значній мірі позначаються на переживанні її психологічного благополуччя. Інноваційний шлях розвитку економіки та всіх інших сфер життя суспільства, нові інформаційні та телекомунікаційні технології, посилення тенденцій глобалізації, підвищені вимоги до мобільності працівників, різко збільшується темп життя, необхідність підвищення продуктивності праці, різко збільшене число різних природних та техногенних катастроф, геополітичних і соціальних протистоянь, особливості роботи світових та вітчизняних засобів масової інформації, а також різні більш приватні чинники висувають все зростаючі вимоги до сучасних українців, що впливають на рівень їхнього психологічного благополуччя. Це призвело до посилення у вітчизняній психології інтересу до проблеми пережитого людиною психологічного благополуччя та неблагополуччя. У західній психології поняття «благополуччя» визначається як «well-being» (дослівний переклад: «добре» та «буття») й має на увазі широку, але досить динамічну для індивіда систему соціальних зв'язків, що передбачає наповнену позитивними переживаннями міжособистісні відношення. Психологічне благополуччя розглядається як складне психічне утворення, яке проявляється у переживанні змістовної наповненості та цінності життя, відчутті задоволення життям та собою, досягненні актуальних мотивів і потреб особистості у перспективі соціально-значущої мети та позитивній оцінці власного існування. Вибірку дослідження склали 118 осіб – здобувачі освітнього ступеня магістра різних спеціальностей Державного закладу «Південноукраїнський національний педагогічний університет імені К. Д. Ушинського. Діагностування проводилось за допомогою наступних методик: «Діагностика психологічного благополуччя особистості» (ДПБО), автор Н.В. Каргіна. «Формально-динамічні показники товарищкості» - автор О.П. Саннікова; «Тест-опитувальник якісних показників толерантності» О. П. Саннікової та О. Г. Бабчук. За результатами проведеного кореляційного аналізу виявлено значущі кореляційні зв'язки між показниками психологічного благополуччя, толерантності і товарищкості, що є підтвердженням прояву терпимого, толерантного ставлення особистості, уміння налагоджувати контакти з оточуючими з метою конструктивного професійного спілкування.



Подальше вивчення комунікативних якостей як чинника психологічного благополуччя відбувалось за допомогою застосування методу «асів», що сприяло відбору із загальної кількості досліджуваних груп осіб з максимальним та мінімальним значенням загального показника психологічного благополуччя. Порівняння психологічних профілів осіб із різним рівнем психологічного благополуччя показало, що представників групи із високим рівнем даного феномену можна охарактеризувати, як комунікативних, товариських, активних у спілкуванні, ініціативних, що почувають себе спокійно, легко та вільно під час встановлення контактів з незнайомими людьми.

Ці досліджувані відрізняються емоційною стабільністю, довірливістю, самовпевненістю, високим самоконтролем, силою свого «Я». Представникам групи досліджуваних з мінімальним значенням загального показника психологічного благополуччя властиві пасивність у спілкуванні, труднощі комунікації, звуження кола спілкування, незадоволення, емоційне неприйняття іншої людини, прояви роздратованості, зневага тощо. Проведений якісний аналіз показав, що дані психологічні портрети осіб з різним рівнем психологічного благополуччя узгоджуються з результатами досліджень, спрямованих на вивчення зазначеного феномену.

Ключові слова: психологічне благополуччя, товариськість, толерантність, особистість.

Problem statement. Scientists are actively studying the structure of psychological well-being (L. V. Zhukovska, L. V. Kulikov, V. O. Khashchenko, S. Ryff); the relationships between psychological well-being and: parental attitudes (L. V. Zhukovska); self-actualization (G. L. Puchkova, T. D. Shevelenkova); awareness of life (P. P. Fesenko); Internet addiction (O. P. Belinska, R. V. Yershova, V. A. Rozanov, T. M. Semina); stress resistance (T. L. Tseluk), etc.

Age differences in the experience of psychological well-being are considered (A. V. Voronina, O. Yu. Grigorenko, Yu. B. Dubovyk, E. I. Kologryvova), the features of its manifestation in different conditions (V. V. Hrytsenko, Z. Kh. Lepshokova, V. O. Lobova, O. S. Shiryayeva), the specifics of formation (E. Diener, Yu. B. Dubovyk, O. A. Idobayeva, L. V. Zhukovska, I. V. Zausenko, L. B. Kozmina, T. D. Shevelenkova, P. P. Fesenko).

The relevance of the study of psychological well-being is explained, first of all, by the fact that this phenomenon is one of the effective levers of harmonious development not only of an individual, but also of our independent Ukraine as a whole. The full-scale Russian invasion of Ukraine, the unpredictability and difficulty of predicting the present negatively affect the psychological well-being of the individual, which is manifested in the growth of depressive states.

Yu. M. Shvalb, the psychological well-being of the individual in the continuum of the living environment should be considered in the context of the separation of its external and internal components [4].



The internal component of psychological well-being is represented by the semantic component (the semantic world of a person, the existential component), and the external component is behavioral and activity (behavioral and activity worlds), as noted by Academician S. D. Maksymenko [2].

So, let us emphasize that the psychological well-being of a person consists in the opposition of two motives - development and stability. A person makes a choice in favor of one of the motives. Using some opportunities, he thereby refuses others. A painful condition occurs when a person cannot make this choice and the struggle of motives intensifies. The world around him is filled with disagreements, disharmony. Psychological distress begins with attempts to hide from this disharmony. A psychologically healthy person, on the contrary, is ready to move forward, balancing on the edge of his own instability.

It should be noted that the issue of the connection of tolerance and sociability with other personality traits is quite complex, since it is difficult to clearly draw a line between manifestations of tolerance in communication with others and those psychological characteristics of the personality that accompany sociability and tolerance, what impact they have on the psychological well-being of the individual.

Analysis of recent research and publications. Ukrainian scientists today study psychological well-being in the context of: post-traumatic life-building (T. M. Tytarenko); axiological dimension through the prism of quality of life (Zh. P. Virna); its specifics among participants in the anti-terrorist operation (I. V. Vashchenko, A. B. Kovalenko); social needs (T. V. Danilchenko); the problem of poverty as a lifestyle (L. M. Korobka); emotional intelligence (E. L. Nosenko, M. M. Shpak); the relationship between religious activity and well-being (N. M. Savelyuk); factors of psychological well-being in atheists (I. I. Yagiyaev), etc.

The purpose of the article is to present the results of the study of communicative qualities as a factor of psychological well-being of an individual.

Presentation of the main material. Understanding modern man as a subject of his own activity and his own creation encourages further study of the content of psychological phenomena, which would determine specific levels of organization of his psychological well-being.

Considering the complexity and multifacetedness of the problem of psychological well-being, it is obvious that in the problem field of the phenomenon under study there are individual, sometimes very serious differences in its understanding and interpretation. At the same time, the conditions of modern society increase interest in the study of psychological well-being, in the process of which the potential possibilities of the individual in various spheres of life are revealed, among which communicative qualities are of particular importance, which become a key condition for positive professional functioning.

In the conditions of integration, during the war against the Russian Federation, political pluralism, restructuring of the world community, the issues of conflict-free interaction between people are becoming increasingly acute, which has a significant



impact on the psychological well-being of the individual, especially now, during the war. Therefore, in psychological science and practice, there is a problem in the versatile understanding of communicative qualities as a phenomenon in understanding the environment and understanding human nature, its inner world.

The concept of "psychological well-being" describes the state and features of a person's inner world, which determine the experience of well-being, as well as the behavior that produces and manifests well-being.

In modern psychology, the development of the problem of tolerance and sociability has many aspects, which is due to the diversity of its phenomenology.

The concept of tolerance, we emphasize, exists both at the level of an individual and an entire state.

However, reducing manifestations of tolerance to the level of an individual, and limiting its understanding to the limits of the psychological context, we still cannot avoid ambiguity both in the relationship of the categorical definition and the features of the psychological content of this phenomenon.

Sociability and tolerance, as established communicative qualities, are defined in psychological science as a set of abilities, properties, skills and abilities of a person that characterizes his attitude towards people, ensuring the possibility of establishing and maintaining contact and mutual understanding between them during communication [4].

That is, sociability is a property of a person that determines verbal activity in interaction with other people, which, in turn, has a significant impact on the psychological well-being of the person [3].

According to the results of research by scientists (L.M. Abolin, K. O. Abulkhanova-Slavskaya, O. O. Bodalev, L. I. Bozhovych, V. P. Zinchenko, O. P. Sannikova, V. I. Slobodchikov, etc.), those that reflect his attitude towards other people are distinguished as the main characteristics of a person, which O. O. Bodalev spoke of as components of the "communicative block of the person" [2].

The explanation of the concept of sociability by scientists is associated with a strongly developed, established desire for communication, for personal contact with people. Sociability is manifested in talkativeness, in the ease of entering into social contact, etc. Sociability is therefore a property of a person that determines verbal activity in interaction with other people [3].

According to O.P. Sannikova, sociability is one of the types of mental activity and is defined by the author as a strongly developed, stable desire for communication, for personal contact with people.

This desire is manifested in the realization of the need for communication, in initiative, ease, breadth, stability and expressiveness of communication, which has a significant impact on the psychological well-being of the individual. Sociability motivates human behavior, directing it towards certain objects [3].

So, we note that sociability and tolerance are one of the main factors of the psychological well-being of the individual.



Psychological well-being is considered a complex mental formation that manifests itself in experiencing the meaningful fulfillment and value of life, feeling satisfaction with life and oneself, achieving the current motives and needs of the individual in the perspective of a socially significant goal, and a positive assessment of one's own existence.

The ability of a subject to accept behavioral models and values that differ from his own in interaction with others is a characteristic of tolerance. According to scientific research, tolerance is defined as an established property of a person, manifested in the ability to understand and accept another person, his position on social and religious views, in the readiness for active interaction with the world in a positive direction, based on resistance to various influences (threat, uncertainty, novelty, etc.) and awareness of the principle of reciprocity [3]. Tolerance in communication is an integral characteristic of professionalism and maturity of a person.

Although the above facts and assumptions allow us to outline the nature of the relationship between the qualitative characteristics of sociability and tolerance, determining their place as a factor in the psychological well-being of a person requires empirical verification.

Therefore, we present its results.

The empirical study was attended by 118 masters of various specialties of the South Ukrainian National Pedagogical University named after K. D. Ushinsky.

A previously conducted correlation analysis confirmed the presence of significant positive relationships between the characteristics of sociability, tolerance and psychological well-being.

The complex of psychodiagnostic methods consisted of: “Diagnostics of Psychological Well-Being of the Personality” (DPBO), author N.V. Kargin; “Formal-Dynamic Indicators of Sociability” - author Sannikova O.P., “Test-Questionnaire of Qualitative Tolerance Indicators” by Sannikova O.P. and Babchuk O.G.

Using qualitative analysis methods, we identified two groups of subjects that differ in the level of psychological well-being: 1) PB+ – with the highest possible values of the general indicator of psychological well-being;

PB – with the lowest possible values of the specified indicator. In these groups, profiles of sociability (Fig. 1) and tolerance (Fig. 2) were studied.

Visual analysis of sociability profiles (Fig. 1) clearly indicates differences in the level of expression and combination of sociability indicators in both groups of subjects.

Also, the results of statistical analysis of differences indicate their reliability. According to the Student's t-test, differences were determined in the indicators of initiative (I), ease of communication (L), expressiveness (V), the values of which prevail in the sociability profile of individuals with the most pronounced level of psychological well-being.

We identified those indicators in each group that deviate the most from the average line of the series both towards high values (above the average line of the series) and towards low values (below the average line of the series).

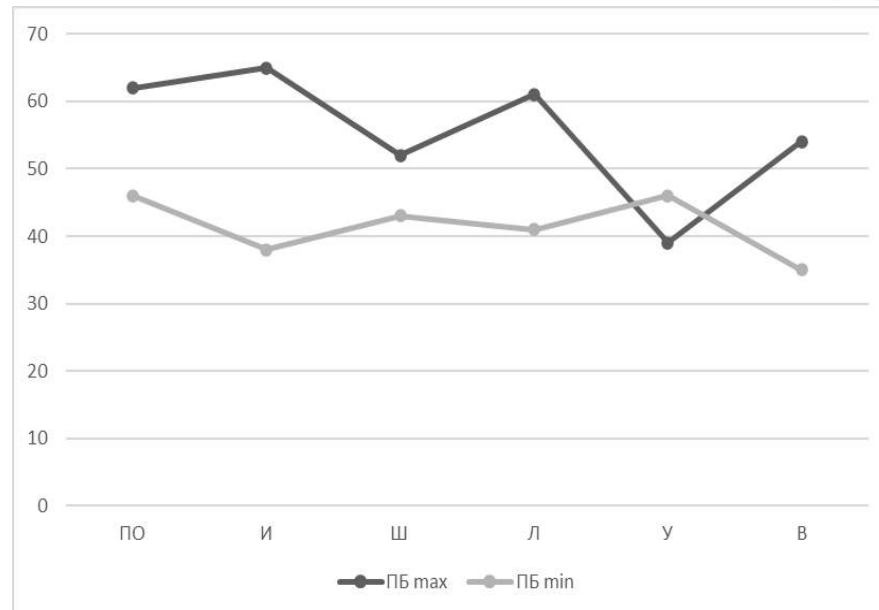


Fig. 1. Sociability profiles of individuals with different levels of psychological well-being

Note. Conventional abbreviations of scales: По – need for communication; И – initiative; Ш – breadth of communication; Л – ease of communication; У – stability of communication; В – expressiveness of communication.

Analysis of profiles shows that the sociability of individuals with a high level of psychological well-being is determined by high values of indicators of need for communication (По), initiative (И), ease (Л) and expressiveness of communication (В).

That is, individuals with the highest values of psychological well-being are distinguished by a desire for communication, courage, sociability, activity, emotionality, tolerance, empathy, stable interest in individuals of the opposite sex, and show a certain artistry in relationships (Л+). Representatives of this group are characterized by the need for communication, meeting new people, a feeling of ease, freedom in a new situation, the need to demonstrate the entire palette of expressiveness of facial expressions and movements that is inherent to them.

Individuals with the lowest values of the psychological well-being index are characterized by dependence, making decisions together with the group, orientation only to social support (И-; Ш-), sensitivity to the reactions of others, self-doubt (В-), a constant feeling of the need for internal protection and tension, suspicion, egocentrism (У-), but at the same time emotional discipline, determination give them the opportunity to easily and quickly enter into social contacts (Л-), have a large number of acquaintances and make new acquaintances (Ш-), use means of emotional expression (В-).

Figure 2 presents the tolerance profiles of individuals of certain groups of subjects. Visual analysis of profiles characterizes their some homogeneity, with the exception of the location on the plane.



The belonging of high values of the cognitive tolerance index to the group of persons with the maximum values of the general indicator of psychological well-being highlights radicalism, analyticalness, criticality, belonging to intellectual interests, awareness, tendency to freethinking, distrust of authorities.

Among the negative manifestations inherent in them should be called mannerism, arrogance, pretense, uncontrolled fantasy. But at the same time there is a positive side - sophistication, artistry, tendency to romanticism, artistic perception of the world. Some of the listed qualities contradict each other, but it is known that a living person can really be contradictory in his emotional nature (ET). Contradictions can manifest themselves at the level of thoughts and behavior (PT). The portrait of persons with a high level of psychological well-being is complemented by the qualities of self-sufficiency and social courage. This indicates their ability to be independent (make decisions independently), independent of society.

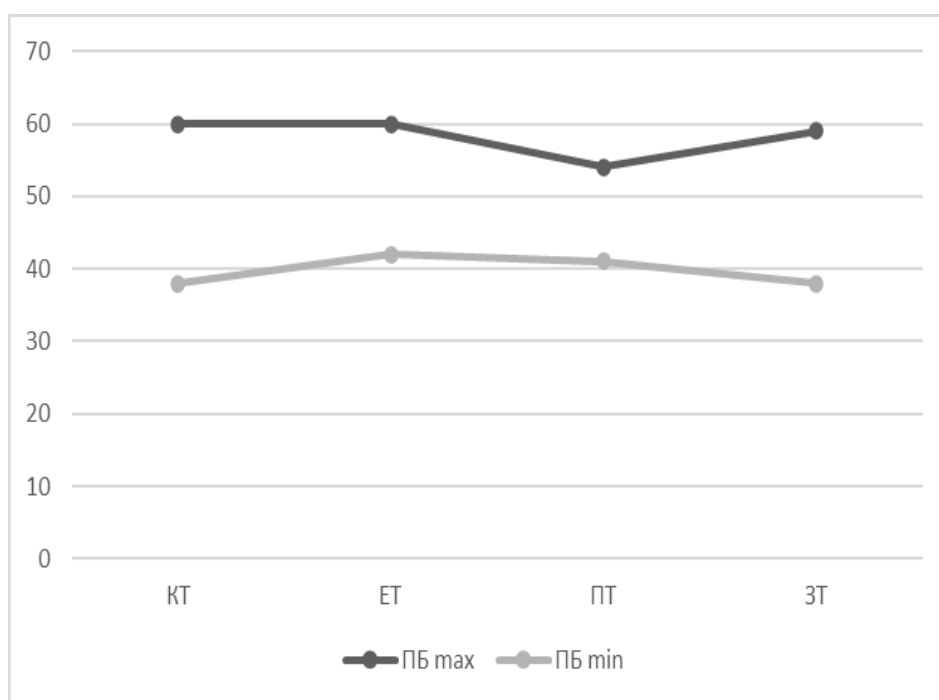


Fig. 2. Tolerance profiles of individuals with different levels of psychological well-being

Note. Conventional abbreviations of scales: CT – cognitive tolerance, ET – emotional tolerance, PT – behavioral tolerance, TT – general tolerance index.

Tolerance profiles of individuals with low levels of psychological well-being are characterized by low values of the communicative (CT), behavioral tolerance (PT) and general tolerance index (TT). The pronounced expression of emotional tolerance indicates, on the one hand, a pronounced ability to compassion and empathy, which is consistent with the psychological essence of emotional tolerance; on the other hand, it indicates manifestations of such qualities as frivolity, changeability, anxiety, dependence.



Conclusions. Thus, the results of the theoretical and empirical study prove the existence of differences in the characteristics of the communicative qualities of the personality of representatives of groups with high and low levels of psychological well-being, having a sufficiently pronounced specificity in the manifestations of communicative qualities, which corresponds to the psychological characteristics of each of the levels of psychological well-being of the individual.

Individuals with a high level of psychological well-being are characterized by pronounced sociability and tolerance; their communication is distinguished by energy, proceeding quite dynamically; they are aimed at active interaction with the world, at self-expression and cognition of the individual world of another, at research, discovery and expansion of the world of their circle of communication; they act as initiators and authors of the creation of the world of relationships.

Individuals with a low level of psychological well-being also need communication, they are somewhat expressive, but their sociability and tolerance are characterized by the narrowness of their relationships with this world, the limited social space, a certain selectivity, and a sufficiently pronounced stability, which provides them with a certain comfort and protection from unwanted contacts, which undoubtedly affects their psychological well-being.

Further scientific research is needed to determine the individual characteristics of the manifestation of communicative qualities of the personality in individuals with different levels of psychological well-being and to conduct a theoretical and empirical study of causality in the relationship between these phenomena.

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