

Tasks and Features of Psychological Work in a Crowd

Zueva Arina Viktorovna

3 years student, Bachelor's degree Nukus State Pedagogical Institute named after Azhiniyaz
(Nukus, Republic of Karakalpakstan)

Artikbaeva Qundiz Iqlassovna, Utegenov Artur Ga'yratbay Uli, Ilyasov Islam Yaxiya uli

2years student, Bachelor's degree Nukus State Pedagogical Institute named after Azhiniyaz
(Nukus, Republic of Karakalpakstan)

Abstract

The work is devoted to the study of the specifics of psychological work in the crowd. The socio-psychological definition of the crowd is given. The features of the composition and dynamics of the crowd are considered. Specifics of psychological work in a crowd formed as a result of an accident or a terrorist act are described.

Keywords:

a crowd of people; a crowd; a psychological work; the dynamics of the crowd.

In today's world, crowds are an everyday reality. People continue to flock to large cities in search of earnings and new opportunities, as a result, a resident of any metropolis, for example, every person who descends into the Moscow metro at rush hour, almost every day becomes part of the crowd. Proof of the powerful influence of the crowd on human consciousness is the fact that among residents of large cities in recent decades, such a disorder as demophobia, or ochlophobia, the fear of crowds, has been especially widespread [2, 3]. In connection with the special sensitivity of the crowd to any incident, especially accidents, as well as the ongoing threat of terrorist attacks, the question arises of how practical psychology can help prevent even greater tragedies associated not so much with the incident itself, but with the reaction to it. people caused by the specifics of crowd dynamics.

The work of a psychologist in a crowd can be considered both within the framework of personality psychology, and within the framework of psychological counseling and within the framework of short-term psychological correction, but in the presented work we will attempt to understand how a psychologist can influence the dynamics of a crowd in order to prevent its destructiveness. The purpose of this work is to study the specifics of psychological work in a crowd.

The tasks that we have defined are:

define the crowd;

consider the features of the composition of the crowd;

consider the features of psychological work in a crowd formed as a result of an accident or terrorist act.

The concept of the crowd and the peculiarities of its composition and functioning. The crowd is a spontaneous group [1]. However, the crowd cannot be called a group in the narrow sense of the word, since it is extremely heterogeneous, namely, it consists of people of different ethnicity, age, social and economic status, profession, and even different levels of intelligence and mental health. In addition, the crowd has no known and common goals and general organization. So what is a crowd? R. Mokshantsev and A. Mokshantseva give the following definition of a crowd: a crowd is an unstructured gathering of people, deprived of a clearly perceived community of goals, but mutually related by the similarity of their emotional state and a common object of attention. A more metaphorical definition is given by the famous author G. Le Bon in his book "The Psychology of Nations and the Masses": "A crowd is like leaves raised by a hurricane and carried in different directions, and then falling to the ground." The term "crowd" itself began to be used during the revolutionary movements of the late 19th and early 20th centuries.

A number of psychological characteristics of the crowd can be distinguished: inability to realize, highly developed ability to imagination, up to susceptibility to hallucinations, categoricalness, suggestibility, prevalence of emotions over reason, realization of unconscious instincts, a decrease in the importance of personal interest of an individual person, irresponsibility, inconstancy of opinions and moods, increased physical activity. In a crowd, the individual characteristics of an individual are often erased, as a result, the behavior of most people becomes instinctive and unconscious.

The crowd receives information from two main sources: the media and rumors / gossip. The attitude to information is not critical. This is due, among other things, to the fact that often the crowd is formed in conditions of uncertainty, for example, the gathering of loved ones and onlookers around the Theater Center on Dubrovka during Nord-Ost or around a school in Beslan. The situation of uncertainty is unconsciously more unbearable than even the worst news, so people begin to believe any incoming information. GM And reevacallsthisthe "information trust effect."

Another important mechanism that any specialist needs to consider when working in a crowd is the mechanism of infection. People in the crowd unconsciously accept the emotional state of the person standing next to them. The stronger and brighter the emotional response, the easier it is to get infected. Most often they are "infected" with aggression and fear, up to and including panic. However, contrary to popular belief, people are able to adopt not only negative, but also positive patterns of behavior, such as revenue, mutual assistance, dedication. The transmission of infection is most vividly described by the chain reaction mechanism.

Features of psychological work in a crowd. Recently, the practical knowledge accumulated by the

psychologists of the Ministry of Emergency Situations when working in emergency situations has been systematized. The most famous places of work are the terrorist attacks at the Beslanschool and the theater center on Dubrovka, as well as the explosions in the Moscow metro and plane crashes.

It is important to remember that the crowd resulting from a disaster is divided into three categories: those directly affected, relatives and friends of the victims, and bystanders attracted by the incident. The main work is carried out with the first two categories, but the third category cannot be ignored either. Psychologists have noticed that the incident often attracts the attention of mentally ill people. This phenomenon has not yet been explained, however, mentally unstable people often begin to react hysterically, tend to panic, which is especially dangerous due to the fact that the above described infection mechanism operates in the crowd. The task of psychologists and doctors is to neutralize such reactions.

The main tasks of psychological work in a crowd are:

Primary prevention of traumatization of victims and their loved ones. There are a number of reactions that a specialist must be able to cope with: stupor, psychomotor agitation, stereotypes, hysteria.

Prevention of panic and massive destructive actions as a result of the infection mechanism. Consider these two points together:

Organization of the work of psychologists. If the crowd does not move, as, for example, happens while waiting for the latest news about victims or hostages, a certain sector is assigned to each psychologist. Simultaneously with the work with the victims, psychologists are monitoring the closest colleagues. This is done in order to reallocate work if necessary, as well as to help a colleague if he ceases to emotionally cope with such a difficult situation.

Often destructive reactions are observed against the background of insufficient satisfaction of physiological needs. Hunger, thirst, cold and heat increase the emotional state, so the best prevention available to any specialist is to arrange for the availability of water, hot tea and warm blankets. Often there are children in the crowd who, without even understanding what is happening, read not the most positive emotional states of adults, so it is advisable for the psychologist to have minimal drawing supplies with them so that the child can get distracted from what is happening while the adults do not have the resources to deal with them.

Dealing with hysteria. Tantrum is a particularly dangerous reaction among the victims, as it has a strong infectious property. Even though they unconsciously fall into hysterics during disasters, they are still directed at the public. When faced with a hysterical reaction, the victim is taken as far as possible from the center of the crowd to its periphery, put face to the side from the crowd and do

something sharp to drown out the hysteria, for example, throw a glass of cool water in his face. It is best if such manipulations are performed not by the psychologist himself, but by a loved one of the person who has fallen into hysteria, therefore, the task of the psychologist also includes express training of citizens to work with negative reactions.

Dealing with aggression. As noted earlier, the crowd tends to quickly become aggressive, with aggressiveness quickly moving from verbal to physical. If a psychologist noticed a group of dissatisfied people, you should approach it and ask: "Who is in charge among you?" This question removes anonymity, returns responsibility, and also localizes aggression. When a person is called in response to this question, you should find out the main complaints and questions, honestly answer them, or promise to answer in the near future, of course, if possible. In this case, you need to name the exact time after which the psychologist will return and provide information. The psychologists of the Ministry of Emergency Situations advise to name the exact, but not too predictable amount of time, for example, 33 minutes.

Work with psychomotor agitation. A life-threatening situation causes instinctive reactions in many people, for example, someone can jump off the spot and run. This reaction is completely unconscious and is accompanied by subsequent amnesia. This behavior is dangerous, as it contributes to the occurrence of panic, so the victim must be stopped as soon as possible. To do this, he is caught under the elbows from behind and laid to the ground. Of course, if it is performed by a physically strong specialist.

Dealing with a panic crowd. If crowds begin to move away from a real or perceived source of danger, avoid overcrowding that could seriously injure or even kill people. Such a crowd needs organization, which can be provided by a person who has retained an adequate state of consciousness. To do this, you need to take the closest people by the arms and start chanting loudly and distinctly "YOU-HO-DI".

Conclusion. In today's world, where crowds form daily and incidents that can lead to destructive crowd behavior occur frequently, the role of the psychologist is especially important. It must be remembered that psychological work is a rational force capable of preventing even greater tragedy and destruction by simple but effective methods.

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