

## IMPROVING THE SPECIFIC FEATURES OF PSYCHOLOGICAL SERVICES FOR FAMILIES

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**Abstract:** This article analyzes the importance of the family psychological service system, its role in eliminating social and psychological problems, based on foreign and local experiences. At the same time, based on the opinions and views of psychologists in the Fergana region, the current state of family psychological service provision and directions for its improvement are revealed.

**Annotation:** V dannoy state rassmotrena vajnost psykologicheskogo obslujivaniya semi, ee rol v reshenii sotsialnyx and psykologicheskix problem. Na osnove mneniy ferganskikh psixologov proanalyzirovano sostoyanie psykologicheskoy slujby i puti ee sovershenstvovaniya.

**Annotation:** This article explores the importance of providing psychological services to families, focusing on their role in addressing social and psychological problems. It also analyzes the current state of family psychological services in the Fergana region, based on the views of local psychologists, and proposes directions for improvement.

### Login.

**The family** , as a social institution, is one of the main vital values that ensures the birth, maturation, and integration of the human person into society, the future socio-economic, and psychological development of humanity, and leads to the well-being of society.

The United Nations (UN) General Assembly, by Resolution 47/237 in 1993, designated May 15 of each year as **the "International Day of Families."** The fact that the family is declared a unique and eternal social structure on a global scale shows that the family is a unique and eternal social structure. However, in many developed countries of the world, the collapse of the family and the steady decrease in the number of traditional families are becoming commonplace. This situation makes the issue of providing psychological services to families in an information society more urgent. From this point of view, the need to improve research

aimed at developing the system of psychological services to families and to implement innovative results in practice is increasing.

Scientific research on family psychological services has been conducted in scientific research institutes and centers around the world since the second half of the 20th century. In particular, the American Psychological Association has created programs to restore the psychological health of families. In developed countries such as Great Britain, France, Italy, Singapore, Turkey, and Russia, centers focused on providing family psychological services have been established. According to the conclusions of the UNESCO IUPsyS (International Union of Psychological Science), it is important today that the issue of psychological services is in the center of attention of the broad social and scientific community, and it is important to organize and improve the activities of psychologists who provide psychological services at a professional level.

The issue of strengthening the family as an important social institution in Uzbekistan is enshrined in a separate chapter of the Constitution of the Republic of Uzbekistan. According to statistical data, as of January 1, 2023, the number of families in our country is 9.7 million, of which 12-14% are experiencing family problems characterized by conflict situations, an increase in the number of wrong, illegal marriages, social orphanhood, violence, suicide, and deviant behavior. In such conditions, the development of family psychological services is a necessary task and serves to ensure the development of society.

In this sense, although the family is a social institution of the highest value for Uzbekistan, the problem of providing psychological services directly to the family is not sufficiently organized. This increases the importance of our study, which is aimed at studying the specific features of providing psychological services to families.

The scientific study on the topic "Improving the Specific Features of Psychological Services for Families" analyzes the role and necessity of psychological services for families in strengthening families, the training of family psychologists in psychological services for families, the identification of psychological problems in the family and their motives, the implementation of psychological services through education, and the prospects for increasing literacy in family science.

The survey was conducted in October and November 2024. A total of 30 psychologists and professional specialists participated in the study in Fergana city, including 12 psychologist teachers at Fergana Technical University, 13 qualified psychologists working with families in the Kuva district of Fergana region, and 5 women's activists and social workers in the Kuva district of Fergana region.

Mathematical statistics and various statistical methods were used to collect, process, and analyze data.

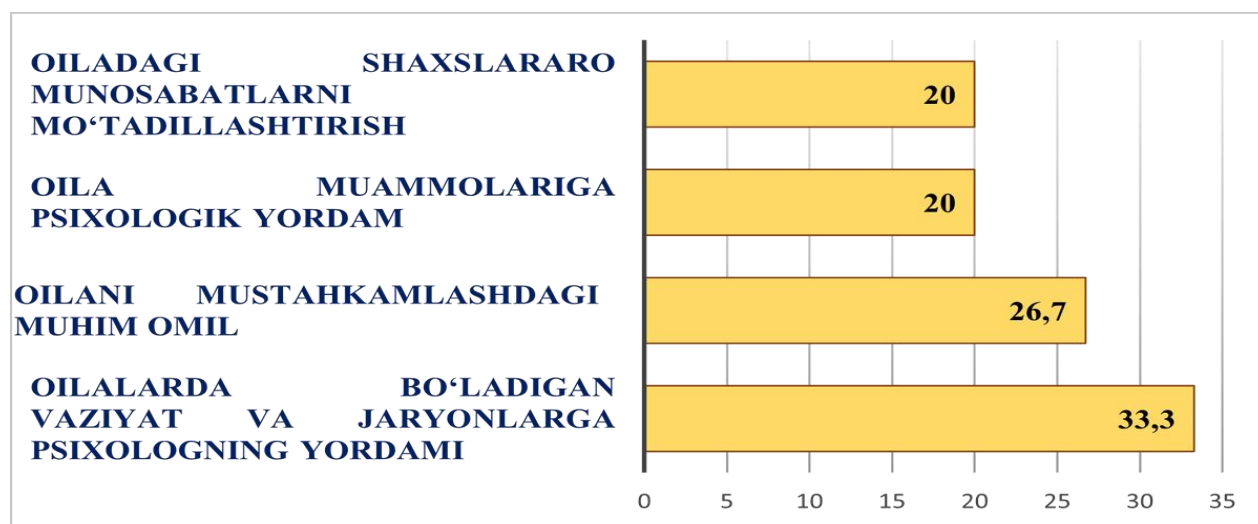
Statistical analysis of the final data results was performed using SPSS software. In survey analyses, respondents' responses are presented in the form of a diagram.

## Literature review and methodology

The family is the main social institution in raising a child. Conflicts within the family have a negative impact on the child's mental state, socialization process, and personality formation. Many foreign and domestic scientists have conducted research on this issue. Foreign studies, in particular, U. Bronfenbrenner's ecological systems theory, emphasize the family environment as the most important factor influencing the development of a child's personality. The

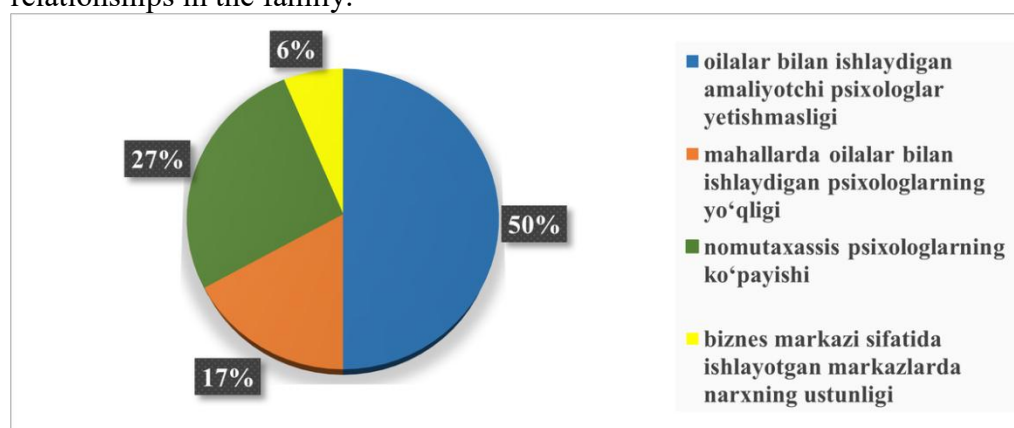
researcher emphasizes that unfavorable conditions in the family - constant quarrels, indifference, violence - are factors that hinder the formation of a child's social skills.

## Results and analysis.



Picture 1. For families psychological service show when what you understand according to thoughts ( in percent )

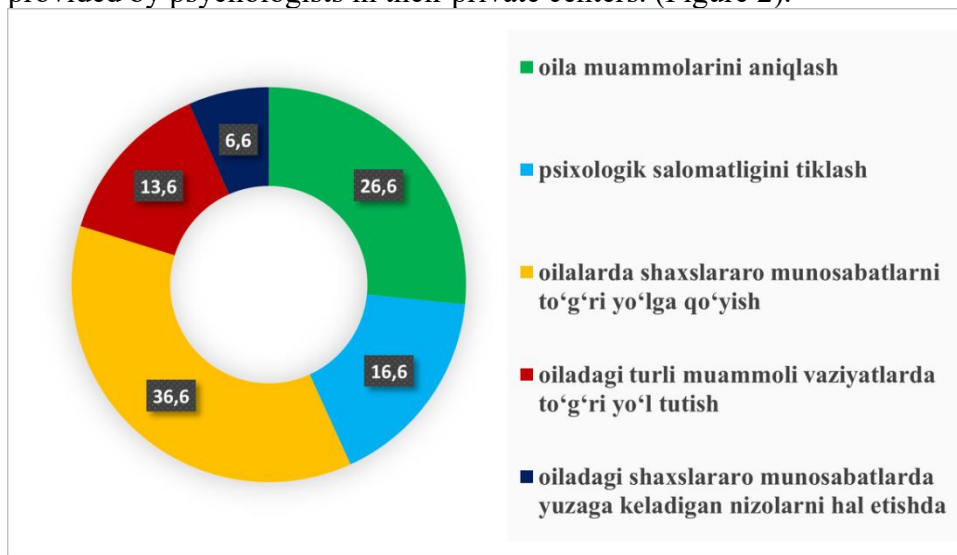
The following are the responses of respondents who participated in the survey to the question of what they understand by psychological services for families: showed the results. 33.3 percent of respondents believe that psychological support for situations and processes occurring in families is important, 26.7 percent of them consider family psychological services to be an important factor in strengthening the family, 20 percent consider it to be psychological support for family problems, and the same number consider it to be moderating interpersonal relationships in the family.



2. "Today's Providing psychological services to families on a daily basis What are the systemic problems in the field of education? (in percent )

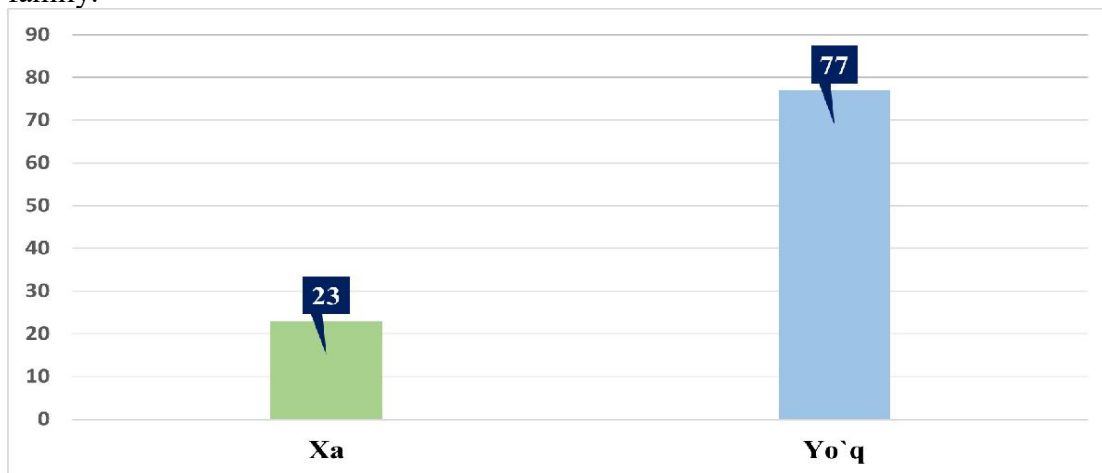
When respondents were asked what systemic problems exist in providing psychological services to families today and what their opinions are on them, 50 percent of respondents

identified the lack of practicing psychologists working with families as the main problem in this area. 17 percent of experts noted the lack of psychologists working with families in neighborhoods, 27 percent noted the increase in the number of non-specialized psychologists, and 6 percent The main problem is the high prices currently set for psychological services provided by psychologists in their private centers. (Figure 2).



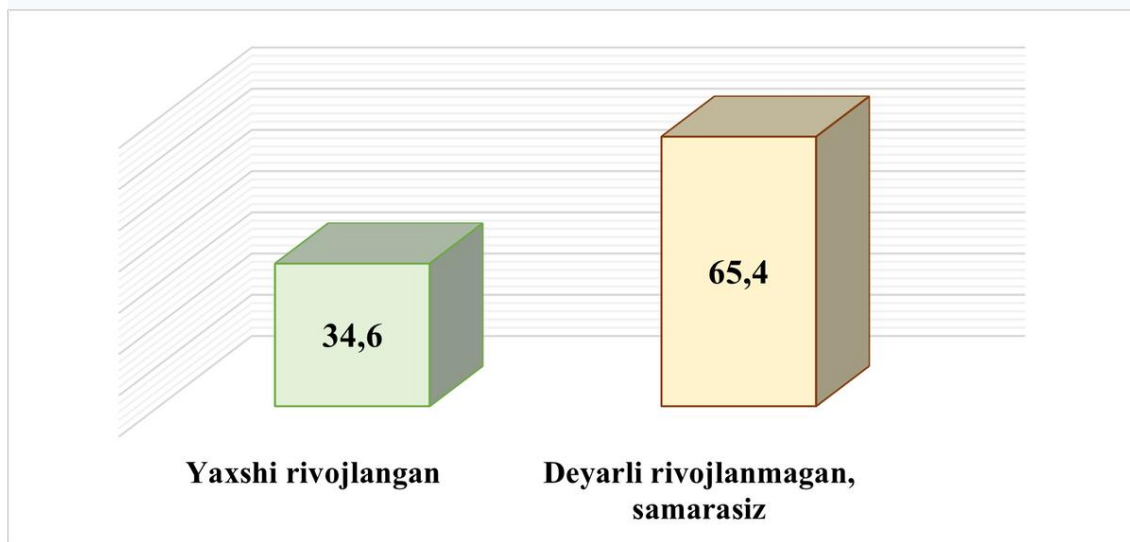
**Figure 3. Experts' opinions on the question "What problems can family psychological services solve?" (in percent)**

When answering the question "What problems can psychological services in the family solve?", 26.6 percent of respondents said that they can identify psychological problems in the family, while 16.6 percent believe that they restore psychological health by creating a psychologically healthy environment in families. 36.6 percent of experts recognize family psychological services as a necessary factor in properly establishing interpersonal relationships in the family, 13.6 percent noted that they create the opportunity to take the right path in various problematic situations in the family, and 6.6 percent of respondents noted that they provide the right solution to resolving conflicts that arise in interpersonal relationships in the family.



**Figure 4. Experts' responses to the question "Do you think it would be effective to establish family psychological services online?" (in percent)**

When respondents were asked about the effectiveness of online family psychological services, analyzing their responses, it can be said that most experts were skeptical about the effectiveness of online psychological services. 77 percent of experts noted that online family psychological services would not be effective, while 23 percent said that online psychological services are effective. According to respondents who noted that online psychological services are ineffective, in order to provide family psychological services, it is very important to know a number of specific features of the object, that is, the family, to study the essence of the problem in the family in detail, to consider the socio-demographic monitoring of the family, to be aware of the age and psychological characteristics of family members who have problems in the family, to be able to use methods and psychological techniques for working with the family, and to have the competencies of a psychologist working with the family. Providing psychological services to this social institution requires knowledge of its types, tasks, and a number of specific aspects, especially interpersonal relationships. However, when working online, these factors are not always taken into account, as a result of which the expected result is not achieved. In addition, according to experts, the fact that psychologists with insufficient knowledge are currently working online has led to the formation of misconceptions about online psychological services. According to 23 percent of experts, not all members of the population can directly visit a psychologist due to certain family circumstances, and the availability of online psychological services will bring certain conveniences to this segment of the population.



**Figure 5. Experts' answers to the question "To what extent is psychological service developed in social networks today?" (in percent)**

As a direct continuation of the above question, respondents were asked "To what extent is psychological service developed in social networks today?" Analyzing the answers given by experts to these questions, 65.4 percent of experts answered that psychological service provision in social networks today is practically undeveloped, ineffective and of low quality, while 34.6 percent, on the contrary, stated that it is effective. According to the experts who stated that it is ineffective, it is necessary to talk to each of the family members individually and with the family members as a whole system about the studied existing problems of the conflicting family at the interview stage. During the interview process, from the smallest issue,

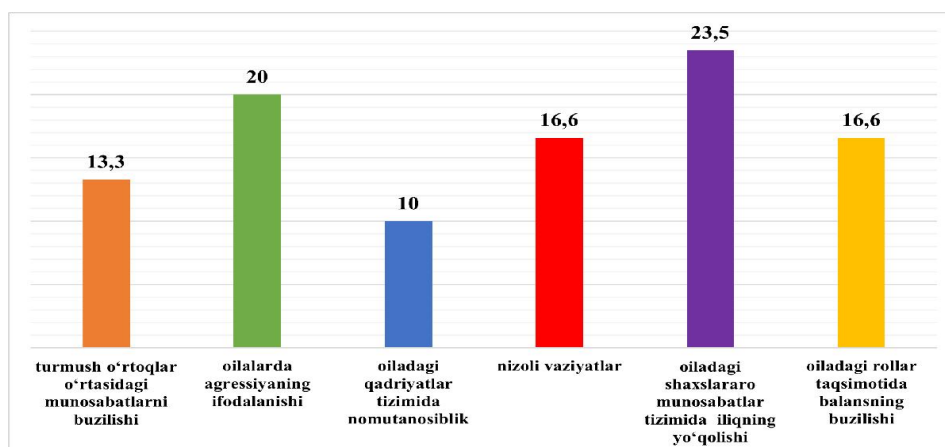


It is necessary that the biggest problem is not ignored and that the conversation process is sincere. All this happens only when talking to the client face to face. In online psychological services, the client is not always able to tell his main problem, but rather focuses on other problems .



Figure 6. Implementation of psychological services in the mahallas Expert opinion on the necessity and extent of need for it (in percent )

When the respondents who participated in the study were asked the question “Should psychological services be introduced in the mahallas? What do you think is the need for family psychologist services in the mahallas?”, 85.6 percent of the experts answered “yes, it should be, the need for psychological services is high among the population in the mahallas, but there is no specific system for implementing it.” The remaining 14.4 percent of the participants believe that there is a need for psychological services in the mahallas and that it should be introduced. However, currently, instead of providing psychological services to the population in the mahallas, there are other alternatives It is noted that psychological services can be provided in alternative ways (such as online psychological services). have reached .



7. Experts' answers to the question "What psychological problems are most common in families?" (in percent)

When respondents were asked what psychological problems are most common in families, 13.3 percent of experts said that conflicts in families arise due to the breakdown of marital relations. 20 percent of respondents noted that aggression among family members has increased, 10 percent admitted that the value system between the older and younger generations has been disrupted in the family, 16.6 percent of respondents mentioned an increase in conflict situations in the family, 23.5 percent mentioned a lack of sincerity and warmth in interpersonal relationships between family members, and 16.6 percent mentioned problems that arise due to the incorrect distribution of roles between husband and wife in the family, which leads to conflicts between them.

When experts were asked for their opinions on what measures should be taken to create a healthy psychological environment in families in our country, the following important considerations were presented:

1. Psychological service to the family is based on a set of methods and techniques aimed at studying the process of social and emotional satisfaction of each family member;
2. Psychological service to the family includes a range of research related to the study of the dynamics of the hierarchical system in the relationships of individuals (mother-in-law, in-laws, daughter-in-law, husband, wife, children, etc.) to themselves and others in the social process, and the ability to prepare the ground for the creation of a socio-psychological environment based on this system;
3. The process of psychological service to the family is carried out on the basis of an analysis of important social indicators related to family members and the study of the determination of individual characteristics and social attitudes characteristic of each person, etc.

When asked the question, "In your opinion, how would family psychological services be organized to be effective?", experts provided the following suggestions and recommendations:

- In order to provide professional psychological services to families, it is necessary to include training in the specialty of "family psychologist" at the bachelor's and master's levels of higher education;
- It is necessary to systematically organize the work of teaching family science to family members, regardless of age, gender, and socially useful work activities;
- It is important to carry out promotional work to improve interpersonal relationships in the family and teach a culture of communication;
- It is important to educate parents about the culture of raising children in the family and communicating appropriately with them, and to provide detailed information about the age characteristics of the individual in order to increase their psychological knowledge;
- It is necessary to avoid isolating children, parents should monitor every change in the child and find ways to prevent it, help the child choose friends, and encourage children to use their free time productively with a clear goal and an increased interest in their own lives;
- When working with families, it is important to arm family members with knowledge about the psychology of adolescence, crisis periods of adolescence, and the psychology of relationships, and to refer young families to psychological counseling.

Analyzing the results of a sociological study on the topic "Improving the specific characteristics of psychological services for families", the following conclusions can be drawn:

1. The relevance of providing psychological services to families requires the training of family psychologists to properly solve family problems, training in competently solving family types and problems, and a thorough analysis of all organizational, educational, legal, social, and financial aspects in this regard.

2. The analysis of the research results confirms that in all types of problematic families, understanding the individual, guiding him in the right direction, providing appropriate advice, and giving importance to his age, the cause of the problem, and the motive are necessary to eliminate family problems.

3. In families where psychological services are provided, self-awareness, the need for psychological knowledge in interpersonal relationships, communicative and trust indicators will have a certain growth dynamics. In particular, after psychological counseling, a dynamic growth is observed in the criteria of mental health and trust.

4. The help of a specialist, a family psychologist, is necessary to solve various problems related to interpersonal relationships in families.

5. Effective organization and implementation of family psychological services requires the implementation of diagnostic, correctional, advocacy, and consulting forms of psychological services in a coherent sequence. In this regard, the need for retraining of specialist psychologists and improving their skills in working with families is evident.

6. Providing psychological services to families is a complex process, but it is important to provide legal advice in problematic situations, and accordingly, the use of family mediation (dual service: psychological and legal) is necessary.

#### **Conclusion:**

The relevance of providing psychological services to families requires training family psychologists to properly solve family problems, training them to competently solve family types and problems, and a thorough analysis of all organizational, educational, legal, social, and financial aspects in this regard;

- the analysis of empirical results shows that in all types of problematic families, understanding the individual, guiding him in the right direction, providing appropriate advice, and giving importance to his age and the cause and motive of the problem are necessary to eliminate family problems;

- In families where psychological services are provided, self-awareness, the need for psychological knowledge in interpersonal relationships, and indicators of communication and trust have experienced some growth dynamics.

In particular, after psychological counseling, a dynamic increase was observed in the criteria of mental well-being and confidence;

It has been proven that the help of a specialist, a family psychologist, is necessary in solving various problems related to interpersonal relationships in families;

- effective organization and implementation of family psychological services requires the implementation of diagnostic, correctional, advocacy, and consulting forms of psychological services in a coherent sequence. In this regard, it was seen that it is necessary to use the retraining of specialist psychologists and improve their skills in working with families;

- It has been proven that providing psychological services to families is a complex process, and it is important to provide legal advice in problematic situations, and accordingly, the use of family mediation (dual service: psychological and legal) has been proven to be necessary.

**Based on the results and conclusions obtained, the following recommendations were developed :**

1. In order to provide professional psychological services to families, it is necessary to include training in the specialty of "family psychologist" at the bachelor's and master's levels of higher education.



2. Systematically organize the work of educating family members in family science, regardless of age, gender, and socially useful work activities.
3. It is important to carry out advocacy work in families to improve interpersonal relationships and teach a culture of communication.
4. It is aimed to educate parents on the culture of raising children in the family and communicating appropriately with their mental state, and to provide detailed information about the age characteristics of the individual in order to increase their psychological knowledge.
5. Not leaving children alone, parents should monitor every change in the child and find ways to prevent it, help the child choose friends, and encourage children to use their free time productively with a clear goal and an increased interest in their own lives.
6. When working with families, it is important to arm family members with knowledge about the psychology of adolescence, crisis periods of adolescence, and the psychology of relationships, and to refer young couples to psychological counseling.

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