

ANNOTATION

of Samal Antikeyeva's thesis research "Formation of psychological and pedagogical competencies of social workers through professional development courses" submitted for the degree of Doctor of Philosophy (PhD) in specialty "6D010300 – Pedagogy and psychology"

The formation of competencies of social workers through professional development courses is one of the main problems of modern education for professional social workers.

Social work is multidisciplinary and interdepartmental profession. This feature entails the need to perform many different functions, it requires high professional level of social workers and scientific formulation of all social practice. And, despite theoretical developments in university educational courses and advanced training of social workers, in reality there are **contradictions**:

- the gap between the significance of the formation of psychological and pedagogical competencies of social workers and the inadequate development of this problem in university theory and practice courses, as well as the lack of relevant conditions in the system of professional training courses;

- a gap between the high requirements of society on the personality of a social worker who is able to constructively solve his professional tasks, and the real situation that we have with the professional staff of social institutions, when the position of a social worker is occupied by people who do not have a specialized education in this field; the absence of authorized institutions for the organization of professional development courses.

The problem of the research is the search for conditions for the formation of psychological and pedagogical competencies of social workers through professional development courses. The need to form the competencies of social workers, the lack of elaboration of the problem of the process of their formation through professional development courses led to the choice of the topic of this research: «The formation of psychological and pedagogical competencies of social workers through professional development courses.»

The purpose of the scientific research is theoretical substantiation and experimental verification of the formation of psychological and pedagogical competencies of social workers through professional development courses.

The hypothesis of the scientific research is: **if** the professional development of social workers is carried out on the basis of the elaborated theoretical model, **that** it will increase the possibility of qualitative formation of psychological and pedagogical competencies, **because** the pedagogical skills for the formation of the desired competencies are based on a combination of necessary professional knowledge, skills, skills and personal qualities purchased through a specially created professional alliance.

In accordance with the hypothesis, the purpose of the study was developed and specified in a combination of tasks:

1. To substantiate methodological approaches to the formation of psychological and pedagogical competencies of social workers through professional development courses.

2. To study the features of the organization of professional development courses as a method of forming psychological and pedagogical competencies of social workers in the modern world.

3. To develop a theoretical model for the formation of psychological and pedagogical competencies of social workers through professional development courses.

4. To determine the pedagogical conditions for the formation of psychological and pedagogical competencies of social workers through professional development courses by means of creation of a specialized professional alliance of social workers.

5. To develop diagnostics of the formation of psychological and pedagogical competencies and with its help test social workers through professional development courses.

6. To verify experimentally the effectiveness of the developed model for the formation of psychological and pedagogical competencies of social workers through professional development courses.

The main idea is that the professionalism of social workers is determined by the possession of psychological and pedagogical competencies formed within the framework of the elaborated model through professional development courses.

Research methods: theoretical analysis of scientific psychological and pedagogical and specialized literature on the issue of research; analysis of legislative and regulatory documents on the creation of public associations; analysis of the content of training courses for social workers; modeling; analysis and summarize of pedagogical experience; survey methods (conversation, questionnaire, interviewing); observation; analysis of the activities of specialists in social work; experiment, methods of mathematical statistics for processing experimental data.

The novelty of the research:

- the competence-based approach to the formation of social workers' competencies has been studied, which allowed us to reveal the essence of the concept of «psychological and pedagogical competencies of a social worker», as well as its role in professional activity;

- the features of the organization of advanced training courses as a instrument for the formation of psychological and pedagogical competencies of social workers in the modern world has been studied;

- the theoretical model of the formation of psychological and pedagogical competencies of social workers through professional development courses has been developed;

- the pedagogical criteria for the formation of psychological and pedagogical competencies of social workers through professional development courses was determined; the effectiveness of these professional development courses was ensured by means of the creation of the Republican Public Association «National Alliance of Professional Social Workers»;

- the diagnostics of the formation of psychological and pedagogical competencies of social workers through professional development courses has been developed and tested;

- the effectiveness of the developed model of the formation of psychological and pedagogical competencies of social workers through professional development courses by means of the organization of pilot work has been experimentally tested.

The main findings for the defense.

Within the framework of the scientific research devoted to the problem of the formation of psychological and pedagogical competencies of social workers through professional development courses, we got the specific theoretical and practical results, which can help us to made the following conclusions:

1. The competence-based model of training in the sphere of social work reflects the integration of theory and practice, the content and methods of teaching, the interests of students and teachers as participants of the educational process. The providing social services depends on the quality of professional education of social workers, where personal and professional aspects of education are very important, which is a necessary requirement for professionalism. Social work has a specific system of professional values (orientation to the needs of the client, priority of personal and professional development, etc.) and puts forward special requirements for personal qualities which are necessary for professional social work. Therefore, we consider it reasonable to introduce the term «psychological and pedagogical competencies of a social worker» into science. By this term we mean an adequate, proportional set of professional knowledge, skills, abilities and personal qualities. And, if we can correctly form these competencies, then as a result we will get social workers aimed to develop own professionalism.

2. As a result of the analysis of experience in the organization of professional development courses, we have identified the features of the realization of this practice abroad and in the Republic of Kazakhstan. Most of the countries, members of the International Association of Schools of Social Work, primarily require a system of certain demands to all candidates for social work education, particularly, the personal characteristics of future social workers. This circumstance is the reason of more effective personnel training. In international practice there are no special requirements for professional development and re-qualification of social workers, therefore, in each country this work is organized differently, but it is mainly aimed at the basis of updated knowledge and experience of social work as a profession and innovative approaches to providing social assistance to the population.

A special position in the realization of professional development courses for social workers through professional development courses is taken not only by the formation of professional knowledge, skills and abilities, but also by the development of personal qualities, meaningfully revealed by a system of competencies that determine effective professional activity. Our research allowed us to identify the structure of especially necessary competencies and give its characteristics (communicativeness, mediator competencies, burnout syndrome prevention competencies and personal self-improvement competencies). In order to stabilize the

personnel policy in the field of social work, it will be advisable to form the necessary competencies through professional development courses on the job.

3. Theoretical analysis and research of the problem allowed us to identify criteria and construct a theoretical model for the formation of psychological and pedagogical competencies of social workers through professional development courses, which contains 3 levels of its realization. The methodological level includes competence-based, personality-oriented and practice-oriented approaches, as well as rules, principles and target methods for the formation of the required competencies. The processual level of the formation of psychological and pedagogical competencies of social workers through professional development courses includes the creation and implementation of pedagogical conditions for the formation of the required competencies, the development of diagnostic tools. The instrumental level involves the use of forms, methods and training tools focused on the formation of psychological and pedagogical competencies of social workers through professional development courses and monitoring the formation of competencies, analysis of results and implementation of corrective actions.

4. The system of professional development of social workers in Kazakhstan until 2019 was focused on development only the senior staff of social institutions of the Republic of Kazakhstan (the Institute of professional development and LLP «Multidisciplinary Institute of professional development» at the Ministry of Labor and Social Protection of population of the Republic of Kazakhstan). In May 2019, this institute was abolished. In connection with this, we have created the Republican Public Association «National Alliance of Professional Social Workers», the first branch of which was registered on the base of the Department of Psychology and Pedagogy of Toraighyrov University. This association can be used as a training base for all categories of social workers, as well as teachers of educational institutions that educate future social workers. In this way, we have fully identified the necessary pedagogical requirements for the realization of professional development courses on the formation of psychological and pedagogical competencies of social workers.

5. Analysis of the formation of psychological and pedagogical competencies of social workers through professional development courses was carried out in accordance with the developed criteria and indicators, using diagnostic techniques - a diagnostic map of the formation of psychological and pedagogical competencies of social workers through professional development courses, a methodology for assessing the level of sociability (V. F. Ryakhovsky test), a test «Are you a conflicted person?», a methodology “Tactics of behavior in a conflict situation» by K. W. Thomas.

6. As a result of experimental work aimed at testing the effectiveness of the model we developed for the formation of psychological and pedagogical competencies of social workers through professional development courses, pedagogical conditions were identified and provided that contribute to the successful formation of the required competencies: practical training (development and implementation of the course «Technology of professional counseling of specialists of social service organizations»), theoretical training (seminars), psychological

training (trainings, individual counseling) and practical activities within the branch of the RPA «NAPSW» in Pavlodar region.

Summarizing the aforementioned information, it should be noted that the formation of psychological and pedagogical competencies of practicing social workers requires adequate work aimed at finding theoretical and practical ways to organize professional development courses. The analysis of the results of experimental work on the formation of psychological and pedagogical competencies of social workers showed significant dynamics of the development of the studied qualities among the specialists of the experimental group. The results of the experiment were introduced into the education process of four organizations, which confirms the hypothesis of the research, the effectiveness and practical significance of the dissertation.

Approbation and implementation of research results are due to the initial methodological and theoretical positions of the author, the use of a combination of theoretical and empirical research methods, the tasks adequately placed in the dissertation, the internal harmony and consistency of the logic of the study; the processing of the results obtained experimentally by methods of mathematical statistics; confirmation of the hypothesis of the research by its results, the opening of the national alliance of professional social workers.

The results of the research within the framework of the doctoral dissertation are reflected by the doctoral student in the writing of each publication. The results are presented at four international scientific and practical conferences (Pavlodar, 2017, 2020; Mogilev, 2018, 2020); in the journals recommended by the Committee for Quality Assurance in the Sphere of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan – 3 publications (Vestnik of Pavlodar State University, pedagogical series, 2018, 2019; Vestnik of Toraighyrov University, pedagogical series, 2020); in an international journal with a non-zero impact factor, included in the Scopus information base - 1 publication (Cyprus, 2021).

The dissertation research showed the novelty and importance of obtained results, as well as conformity with the development of professional education and personal growth of social workers. This is not the end of our scientific research. We will continue to work in the realization of all our ideas for the formation and development of psychological and pedagogical competencies of social workers.