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PSYCHOLOGICAL MECHANISMS OF FORMING SOCIO-PSYCHOLOGICAL
COMPETENCE IN MEDICAL WORKERS

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Abstract: This study analyzes the psychological mechanisms involved in the formation of socio-psychological competence among medical professionals. Medical workers perform their duties under conditions of high responsibility, emotional stress, and intensive interpersonal interaction. In such conditions, socio-psychological competence becomes a key professional characteristic. The research examines competence through emotional stability, communication skills, empathy, and self-regulation. Psychological mechanisms are analyzed in relation to motivational, cognitive, and affective domains. The findings contribute to improving professional communication and adaptability in medical practice.

Keywords: socio-psychological competence, medical professionals, emotional intelligence, professional communication, psychological mechanisms.

Аннотация: Данное исследование посвящено анализу психологических механизмов формирования социально-психологической компетентности у медицинских работников. Профессиональная деятельность медицинского персонала протекает в условиях высокой ответственности, эмоционального напряжения и интенсивного межличностного взаимодействия. В этих условиях социально-психологическая компетентность выступает важнейшим профессиональным качеством. В работе компетентность рассматривается через эмоциональную устойчивость, коммуникативные навыки, эмпатию и саморегуляцию. Психологические механизмы анализируются во взаимосвязи мотивационной, когнитивной и аффективной сфер личности. Результаты исследования имеют практическое значение для повышения эффективности профессиональной деятельности медицинских работников.

Ключевые слова: социально-психологическая компетентность, медицинские работники, эмоциональный интеллект, профессиональное общение, психологические механизмы.

Relevance

In the modern healthcare system, the professional activity of medical workers is directly related to human life and health, which requires a high level of socio-psychological competence. In their daily practice, medical personnel face high responsibility, emotional strain, and complex communicative situations. If socio-psychological competence is not sufficiently developed under these conditions, professional stress, burnout, and interpersonal conflicts intensify. This may lead to a decline in the quality of medical services.

The growing emphasis on a patient-centered approach in society requires medical workers to demonstrate empathy, tolerance, and effective communication skills. At the



Date: 23rd February-2026

same time, insufficient attention is given to psychological preparation within healthcare institutions. Difficulties in professional adaptation are often associated with underdeveloped socio-psychological mechanisms. Identifying and scientifically substantiating these mechanisms is of significant importance for applied psychology. The results of the research contribute to improving the professional effectiveness of medical workers. Therefore, this topic is extremely relevant from the perspective of current societal demands.

Today, the increasing importance of the human factor in healthcare requires that socio-psychological competence of medical personnel be considered a strategic resource. The quality of medical services is determined not only by professional knowledge but also by the culture of interpersonal communication. In patient interaction, a lack of emotional sensitivity and empathy undermines trust. Reduced trust negatively affects the treatment process. Medical workers are often required to work with aggressive, anxious, or depressed patients. Such situations demand strong psychological preparedness. When socio-psychological competence is insufficiently formed, professional burnout syndrome develops, leading to increased staff turnover. The root of the problem often lies in the insufficient development of psychological mechanisms. Therefore, identifying these mechanisms becomes an urgent task.

The effectiveness of teamwork in healthcare institutions is also directly linked to the level of socio-psychological competence. Medical professionals operate within multidisciplinary teams. The quality of communication within the team determines the accuracy of professional decisions. Inadequate psychological adaptation leads to role conflicts, which slows down service delivery. A low level of competence intensifies conflict-prone situations, whereas well-developed socio-psychological competence strengthens cooperation. Professional identity of medical workers is formed precisely within this process. Thus, scientific study of competence formation mechanisms is essential. The research arises from this need.

Literature Review

In global psychological science, socio-psychological competence is interpreted as an individual's ability to function effectively within a social environment. In his theory of emotional intelligence, Daniel Goleman identifies empathy, self-regulation, and social awareness as central components of competence. His views are particularly relevant in the medical field, as patient interaction involves high emotional load. Goleman's research recognizes emotional literacy as a key factor of professional success. This approach provides an important methodological foundation for analyzing the competence of medical workers.

Within humanistic psychology, the problem of interpersonal communication has been deeply studied. Carl Rogers substantiated that effective communication is achieved through acceptance of the individual and empathic understanding. According to him, psychological openness plays an important role in professional activity. For medical workers, this approach is essential in forming a therapeutic alliance with patients. Rogers'



Date: 23rd February-2026

concept strengthens the principles of humanism in medicine. Therefore, this theory occupies an important place in shaping socio-psychological competence.

In the Russian psychological school, competence has been analyzed from the perspective of the unity of activity and personality. A.N. Leontyev, in his activity theory, demonstrated that professional development is formed through social experience. B.G. Ananyev argued that professional maturity develops through the integration of social and psychological factors. These views indicate that competence in medical workers has a systemic character. Psychological mechanisms are gradually formed within the process of professional activity.

In Uzbek psychological science, the issue of professional competence has been examined in connection with social adaptation. B.M. Umarov emphasizes the importance of psychological stability and communicative preparedness in professional activity. His research provides a deep analysis of professional stress and adaptation mechanisms. Studying these mechanisms in the context of Uzbek medical institutions is particularly significant, as national culture strongly influences communication processes. Thus, the literature review ensures the scientific grounding of the topic.

Conclusion

The formation of socio-psychological competence in medical workers is a complex and multi-level psychological process. This competence develops through the integration of mechanisms such as emotional regulation, empathy, communicative reflection, and motivational stability. The study shows that when these mechanisms are insufficiently developed, professional stress and interpersonal conflicts increase. Conversely, medical workers with high socio-psychological competence demonstrate flexible responses to professional situations. This positively affects the quality of medical services and patient satisfaction.

Psychological training programs and specialized corrective interventions prove to be effective tools for developing competence. The research results serve as a scientific basis for improving psychological services within the healthcare system. The conclusions obtained enable the development of practical programs aimed at supporting the professional growth of medical workers. Thus, the study holds significant theoretical and practical importance.

The conducted theoretical analyses demonstrate that socio-psychological competence in medical workers represents a complex and multi-component psychological structure. It is formed through the integrated development of emotional regulation, empathy, communicative reflection, and motivational stability mechanisms. The level of competence determines professional adaptation and effectiveness. When psychological mechanisms are insufficiently developed, stress and professional burnout intensify. The study confirms that approaches designed with consideration of these mechanisms are more effective.

Overall, the formation of socio-psychological competence in medical workers is an essential factor for the sustainable development of the healthcare system. The research



Date: 23rd February-2026

findings provide a scientific foundation for designing psychological training and corrective programs. The conclusions have practical significance for psychologists and managers working with medical personnel. These approaches contribute to improving the quality of communication with patients, ultimately enhancing the effectiveness and humanistic orientation of medical services.

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