

Activity of Nurses Working in Dental Institutions

Rizaev Jasur Alimjanovich, Ruzieva Soxiba Yuldashevna, Marufi Feruza Akramovna

Tashkent State Stomatological Institute



Abstract – This article is about working nurses in a dental clinic. We have analyzed literature data on work motivation and psycho-emotional state of nurses. This type of activity includes all the important qualities that a person who wants to help a sick, needy and weak person should have. Especially important is the psychoemotional state of nurses in helping the sick and helping person.

Keywords – Nurse, Dentistry, Psychoemotional State, Work Motivation.

I. PURPOSE OF THE STUDY

The purpose of the study is to identify the strengths and weaknesses of nurses in the dental clinic.

II. RESEARCH METHODS

Data from a questionnaire survey of dental polyclinic nurses.

III. RESULTS AND DISCUSSION

Theoretically analyze and deconstruct the psychoemotional state of nurses in the dental office. To find the root of the problem in the moral state of the nurses. It is these qualities that will help in such a difficult and demanding job. After all, a patient's life depends on each staff member. 93% of nurses have a sense of patriotism for their profession, they like their job. 7% more often do not like the profession and would like to try another specialty, 45% rated the level of professionalism as high, 55% as average. 78% have a category of higher qualification, 9% have a category of the first level, 6% have a category of the second level, and 15% have no category. According to the degree of importance of psycho-emotional state of the nurse 10% - for participation in sanitary-educational work with the patient, 8% - for the organization of the office work, 3% - for participation in diagnostic activities, 8% - for documentation management.

IV. IMPORTANT ASPECTS AND QUALITIES OF THE HEALTH CARE PROVIDER

The nurse is one of the most important members of the entire medical staff. This type of activity includes all the important qualities that a person who wants to help the sick, the needy, and the weak should have. These qualities include: responsibility, diligence, understanding and desire to help people. It is especially important to understand that if a nurse does not understand what she needs to do and neglects all the doctor's requests, problems will follow from this pattern of behavior, and innocent patients will be the hostages of such an obstacle. We must teach the types of each nurse by psycho-emotional state and type of personality. To begin with, let us consider the first type, the "Rutinator Nurse" - The most characteristic feature is the mechanical performance of one's duties. The nurse performs the tasks received with great accuracy, attentiveness and scrupulousness, showing dexterity, confidence and quick execution of the goals set. But, a special distinguishing feature of such nurses is indifference and lack of

emotion, it is a cold mind that does not inhibit their clear and correct execution of all tasks. Such a nurse is capable of waking up a sleeping patient only to give him a sedative or a sleeping pill prescribed by the doctor. The second kind is the "Playing a Learned Role" nurse. This kind of nurse can be categorized as an actor in the theater of the absurd; all their emotions are just a game. They are ready to take on the role of a benefactor, a moral psychologist, an altruist, a helper, and a reliable comrade for the sake of getting closer to the patients. But all of this is played out. The third type is the "Nervous Nurse." These are emotionally labile individuals, prone to neurotic reactions. As a result, they are often irritable, irascible, abrupt and rude. Such a nurse often wears the appearance of an offended or frowning employee, which, of course, does not please patients. Among the sick she is very hypochondriacal, afraid of getting infected or falling ill with a "serious disease. More often than not, she refuses to perform the tasks assigned by the doctor, and in a coronavirus pandemic such nurses stay at home and do not go to work, otherwise they are squeamish and skeptical. Their diagnosis is narcissistic narcissism, inflated self-esteem and complete lack of responsibility. The fourth type is the Nurse with a strong psyche and restraint. This type of nurse can be categorized as the right type, they have determination, perseverance, an increased level of responsibility and are not afraid of difficulties. But sometimes they can be rude to patients, despite this they will not leave them in trouble as a "nervous nurse". The fifth type is the "Mother Sense Nurse". Such a nurse performs her job with the utmost care for patients, empathy. Work for her is an indispensable condition of life. She can do everything and has time for everything. Often her personal life is imbued with care for others and love for people. The psycho-emotional state of all nurses differs dramatically, no matter what department they work in, their duty is always the same - to help the doctor and the patient. But not all nurses have composure, determination, courage, and the ability to empathize with others. All of the types we have discussed above have indicated which nurses have the hardest time dealing with the moral burden and the physical burden, since many nurses stay up nights, watching over patients, helping them physically and mentally. So why does this happen? Everyone is an individual and not everyone is able to cope and maintain their mental state. But how do you motivate workers? Unfortunately, it is impossible to motivate everyone or those who don't want to. There is no point in motivating nervous, irresponsible nurses; they should not be hired in principle. But others who just burn out from the amount of work, they need support and motivation from doctors, relatives and loved ones. But there are also those who motivate themselves, it's all strictly individual. Now I'd like to break down what a dentist's office nurse should be like. The dental office nurse is one of the key staff members. It is the nurse who helps the dentist perform preventive and treatment procedures. The nurse's involvement makes the dentist's work more effective. Therefore, finding a responsible, competent and knowledgeable nurse is important for any medical facility. Nurses are staff, too! Most people come to the opinion that nurses should always be ready for anything, should not rest, should always smile and lift the spirits not only of patients lying in wards, but also of doctors. Fortunately, no one has to do that, every health worker is first and foremost a person who also needs to rest, regain strength, to survive the difficult moments of his life. All difficulties, of course, should not be about work and patients; a medical professional is not at liberty to transfer his or her mental ailments to the patient. But to cope with them independently is obligatory. How to support dental nurses? Answering this question, it is important to note that motivation is one of the complex psychological processes of a person, which causes a lot of controversy among psychologists, but one of the simplest and most common definitions of motivation: motive is the intrinsic value of the activity performed. So, we can note that not every employee can be satisfied with his activity, at such moments it is very difficult to motivate himself. Even with the general satisfaction of the work of the whole team on the basis of the analysis of questionnaire results it is possible to see a number of peculiarities of motivation of individual employees and with the help of properly selected managerial techniques to improve the effectiveness of each employee in order to optimize the work. So, in our case, for two employees the greatest motivating start will be given opportunities to realize their potential, recognition of their work contribution and praise for responsible work, as well as the opportunity to see the prospect of development, promotion in the future (this should not be understood as immediate promotion, but also putting their candidacy in the reserve list will be a powerful boost in work, while not obliging anything to the administration) In this case, each employee should be appreciated, from which in future will appear. Important Notes for the Dental Nurse

Personal qualities always play an important role, no matter what activity or profession a person belongs to. Personal qualities are the foundation for good and successful work. It is important for nurses to present themselves correctly, so that the patient can open up and feel free. It is not said for nothing that nurses are subtle psychologists. Therefore, she must look and behave appropriately and in such a way as to make people feel at ease and trustworthy. It promotes the establishment of close contact between the doctor and the patient later on in the treatment process. Next, the appearance of the dental office nurse is very important and must look neat and tidy. All requirements for personal hygiene must be strictly adhered to. Not only the appearance of the nurse depends on this, but also the safety, because the possibility of infection in the surgical room is reduced to a minimum in this case. Requirement Three: Individual Characteristics. Dental office clients can be intemperate. This must be taken into account and work

in a calm, courteous and friendly manner. Only then can the dental office nurse be able to make all patients feel at ease without suffering. To summarize, it is important to note that every nurse has to face moral and psychological burdens, misunderstanding from doctors, patients and other people around her, but she is able to cope with every problem, otherwise those who go to work as nurses should understand the whole point, nuances and difficulties they may encounter. Calmness, restraint, responsibility and understanding. These are the qualities that will help in such a difficult and responsible job. After all, a patient's life depends on each staff member.

V. CONCLUSIONS

Analyses and researches showed that the level of development of labor activity in medical workers directly depends on the degree of satisfaction with conditions and content of work, expiration of the category, work experience, i.e., is predetermined by objective social reasons of conditions. Besides, activity of medical workers is influenced by a number of subjective factors (value-motivational), such as getting high results in work, moral satisfaction, recommendation for category confirmation, professional growth. Quality medical work is provided in the presence, four factors of labor: human, organizational, technical and temporal.

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