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FACTORS OF STRESS OVERCOMING IN THE ONLINE SUPPORT GROUPS DURING THE QUARANTINE.

The multi-vector nature of modern social networks, their often contradictory semantic content (as well as other Internet formats), requires from the researcher attention both to the content and to the general orientation and organization of the relevant resources, their psychological impact on the respondent. It is difficult to expect an adequate psychological support and help from members of a certain group from uncontrolled spontaneous interaction, moreover, frequent communication on social networks, especially on painful topical issues: is in itself stressful, causes additional tension and increases the possibility of inadequate response.

At the same time, "information bubbles" (this term does not always have a negative color), professionally designed and organized based on psychological peculiarities of communicative interaction, have great potential maintenance in the context of overcoming stress by group members [1;2;7;8].

At the beginning of the COVID-19 epidemic in 2020 by psychologists of the Institute of Psychology named after G.S. Kostyuk NAES of Ukraine "Group of psychological support during the coronavirus on the social network Facebook"

(Address: https://www.facebook.com/groups/psy.help.support) was organized. This group was established to provide the guidance and reliable information on SARS-CoV-2, mutual assistance, psychological support and coordination. The format of the group and the model of its activities were designed and chosen in accordance with our perceived main factors of stress during quarantine, our own opportunities to provide psychological assistance to the population and implemented and expected quarantine restrictions in the country [3;5;8;9;11]. About the psychological design of Internet resources, see in more detail [1;6].

Factors that allowed achieving the result due to the efforts of the organizers and members of the group, which were aimed at overcoming or reducing stress due to quarantine: [5;11]

1. Providing reliable information on coronavirus infection and the situation around it, purposeful filtering of fake information and inadequate exaggerations or, conversely, ignoring the danger.

2. Providing of coordination materials, in particular hotlines, psychologists, physicians and other governmental and non-governmental services and organizations. The ability to quickly access the necessary information or knowledge of its availability "in which case" has a positive effect on stress levels.

3. Providing of up-to-date recommendations for specialists on actions during quarantine.

4. The presence and sense of common purpose, teamwork for the result.

5. The created information bubble with an atmosphere of confidence, security and professionalism had a calming effect.

6. Visualization of practical advices for the public on the diversification of their life and family leisure during quarantine.

7. Explanation of features of communication, physical and social distancing, facilitation of adaptation to them, practical advices on reorganization of life, work, leisure and other spheres of life.

8. Recommendations on the specifics of the remote format of professional activity.

9. Publishing materials on the organization of distance education: school, higher and additional, in the form of distance learning courses, online trainings, webinars and more.

10. Serious attention is paid to the problem of living and experiencing quarantine stress by adults and children with special needs, families with difficult children.

11. Providing of the recommendations for overcoming and preventing of conflict situations; an overview of the typical causes that cause them.

12. Active exchange of views and productive discussions between the group members allows creating channels of communication through which they can "blow off steam".

13. Providing of the psychological support or redirect a person to needed specialist.

14. A large number of posts devoted to resources for self-development and self-education: these are interesting educational pages, distance learning courses, master classes to improve certain skills at home or remotely.

15. At the same time, a significant amount of information is provided for entertainment: humorous, optimistic and romantic, interesting videos, broadcasts of cultural events, movies, etc. to provide alternatives to the usual content on the social networks, and thus reduce stress and shift focus to something more useful in terms of psychological well-being of activity.

16. Special cultivation of the adequate communication culture with widely using in communications humor, optimism and the active, subjectness position.

17. Recommendations for correct, productive exit from the quarantine.

The effectiveness of interaction between group members and the result in the form of stress reduction, emotional and physical well-being, etc. was confirmed both in direct online communication and indirectly in the form of feedback, reactions to world events, materials, and discussions that were posted in the group.

One of the consequences of the development of their subjectness and subjectness activity was their transformation from passive consumers of information to active creators of their own content, as well as significantly increased the level of rethinking the materials consumed, the use of critical thinking in the virtual space.

Note that a subjectness approach, responsible for yourself and the people around you, significantly reduces the stress of quarantine, because voluntary, conscious quarantine is less stressful. As a true prediction of the situation, the assessment of their own forces, relying on them, the availability of action plans for some time and various scenarios of situation development also positively affects stress levels and helps attract the necessary resources in advance, or have an idea where to take if necessary [4;5;12]. Thus, the development of subjectness and subjectness activity allows managing level of stress.

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