

PSYCHOLOGICAL SCIENCES

PSYCHOLOGICAL RISKS OF INFORMATION OVERLOAD AMONG SMARTPHONE USERS

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In the context of globalization, the boundaries of communication in time and space are vanishing, as well as information barriers are disappearing. The digital age has created conditions for multisensory perception of both relevant and irrelevant information. Therefore, there is a topical problem of overwhelming the psyche with large amounts of information.

The concept of information overload has been studied as a phenomenon at personal, group and organisational levels [6, p. 33]. Based on the theoretical analysis, it was classified into cognitive, activity-behavioral and emotional-motivational approaches to understanding the nature of the phenomenon of information overload. The *cognitive approach* assumes: information overload is considered in the context of active cognitive activity of the individual, determined by the properties of cognitive processes and features of cognitive style. In contrast to it, the activity-behavioral *approach* interpretes information overload as a way of manipulating the mass consciousness and modeling consumer behavior, in particular in the process of making certain decisions [8]. The emotional-motivational approach maintains that information overload is a problem of business organizations [2]. It is defined as an emotional state of mental stress associated with unexpected and adverse information effects, accompanied by a deterioration in the activity of employees.

In general, information overload is identified as a rather destructive mental state, concerned with negative changes of the effectiveness of mental activity. Additionally, the receipt of a large amount of various information, which subjectively exceeds the functional capabilities of the psyche of a particular individual, makes it impossible to consciously process it.

According to Cherepovska (2014), information overload appears as a psychological risk of a new virtual media-visual space – under conditions of media-perceptual communication, in the aspect of «self to virtual» [5, p. 72]. It is important that the smartphone user interacts with the modern virtual digital information «reality» both directly through communication with a

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person (for example, social networks) and indirectly – through media texts, emails, which represent the semantic construct of another person. Accordingly, this media consumption is defined as a specific interpersonal media communication.

Hartog (2017) makes the perceptive point that «information overload is a bridging concept that merges the surplus of information (an external reality) with a psychological response of feeling overwhelmed (an internal reality)» [3, p. 46]. Bawden & Robinson (2020) concentrate on information overload in two dimensions – the objective amount – information characteristics (too much information; diversity, complexity, and novelty of information; pervasive and pushed information), and the subjective response – personal factors, at the level of certain individual differences [1, p. 14].

In general, this study is focused on the features of information and personal factors, including cognitive mental processes, because the perception of information depends on individual typological features and the functionality of cognitive activity.

Exploring problems of information overload, Trufanova (2019) has unified concepts into a hierarchy «data» – «information» – «knowledge» by the degree of its participation in cognitive activity. She has outlined that information is a potential knowledge separated from the data [7, p. 8].

This can be explained with the help of metaphorical comparisons: the term «information» as the title of a book, which has not been read before, and the «knowledge» as reading of this book, thinking and forming own opinion about it. For instance, nowadays smartphone users perceive different headlines in their news feed on Facebook (information), but the content may be completely different, this can only be found out after reading the post. It is important to note that one's own knowledge is not only information that was perceived via media sources, but it also underwent intellectual processing and became a part of the own experience. Information overload causes a protective blocking of any information flow in the personal information space of the individual. Thus, without deep high-quality processing there is no new mental formation such as knowledge.

In the media communication, there are two main processes of encoding information by a sender and decoding the meaning by a receiver. The creation of certain content is the forming of a message with the semantic field of another person. In the decoding of the information message, information flows go through individual's cognitive system; on condition that a person has enough personal resource and required skills or abilities, he or she interprets the message and gives it personal meaning. In another case, if you visit a Chinese webpage, you may misunderstand the content. It is not impossible at all, but it is hard to decode this system even provided that you know the

meaning of some Chinese characters. There is a dilemma between what the author implies in his message, and how the user analyses and what s/he understands in general.

Lee, Y.-K., Chang, C.-T., Lin, Y., & Cheng, Z.-H. (2014) suggest that overdependence on smartphones leads to user stress and compulsive usage of a smartphone [4, p. 379]. Active smartphone users simultaneously decode the information presented in different ways: at verbal-linguistic (texts of posts, news, messages on social networks) and visual-spatial (pictures, videos) levels. At the multiple sensory input individual's perception involves the synthesis of several modalities: visual, auditory and tactile (e.g. touching the screen).

In the context of cognitive mental activity, multisensory perception requires maximum concentration of attention, especially in cases of purposeful cognitive activity, its active transfer from one object to another, while sudden irrelevant information messages cause its fluctuations. Frequent receipt of new information can also cause difficulties in memorizing, as the limited amount of short-term memory leads to quite active denial (defense mechanism) and interference. Information overload is associated with the development of «click-thinking», more superficial information processing, focused mostly on the flexibility, speed and breadth of coverage of objects during thinking, rather than critical thinking and finding the essence.

Thus, the limited functional capabilities of the cognitive activity of the individual in media communication and multisensory perception exacerbates the problem of overwhelming the human psyche with information. Information overload is a destructive mental state, related to the person that perceives and information as a potential knowledge, which represents the visual-semantic construct of other people. Further research is needed to verify coping strategies of gadget users, to develop a self-efficacy of smartphone usage.

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MOTIVATION AND CAREER DEVELOPMENT AS KEY FACTORS IN THE UKRAINIAN POLICE

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Nowadays the issues of being police officer, protection of order and feeling of power are up to the day in our everyday life. Motivating police personnel can be complicated. Supervisors must work hard to ensure officers perform their duties efficiently and effectively. Many factors can negatively affect productivity and cause officers to become complacent, doing the bare minimum necessary. The difficult nature of crime fighting can cause officers to become cynical toward the population as a whole and develop an «us-versus-them» view [3]. A negative attitude in police work can lead to feelings of inconsequentiality toward law enforcement goals and either slow or stop internal motivation.

Officers who begin their careers with an attitude of «saving the world» can become jaded toward that goal after years of witnessing the worst in people. Constantly observing the aftermath of violent crimes, like robbery, rape,

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