Family Dysfunctions and Ways of their Overcoming by Means of Social Work

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The article presents the problem of stability of modern society. The issue is studied in terms of family as one of the major social institutions. Social stability of the family is due to constructive interpersonal relationships of its members. Cooperation and partnership, fellow feeling and freedom of choice, interesting work and self-determination and, social security and confidence in the future, tolerance and justice are the main criteria of social stability of the family. It should be noted that not all families are stable and constant. Mismatch and disorganization of intra-familial relationships causes destabilization, and the family falls into the category of "troubled" family. In this article, we study troubled families, which are one of the factors of social instability.

Keywords: stability, society, family, problem family, conflict family, incomplete family, «risk group» family.

INTRODUCTION

The condition of the institution of the family in modern Russia today is traditionally characterized as recessionary, and it is understood that the family cannot perform the functions and the role in society, which it always used to perform. This is connected with many changes and challenges of modern times, faced by the institution of the family.

Identifying the causes of orphan hood involves the study of the state of troubled families, their problems and needs, based on which the system of preventive measures should be developed.

In professional discourse some similar or overlapping concepts which denote "dysfunctional families» coexist:

- risk group families (families of social risk),
- families in difficult circumstances,
- families in a socially dangerous state.

Some of them are specified in legislative acts:

«a minor who is at social risk - a person aged up to eighteen years, who as a result of neglect or homelessness, is in a situation that poses threat to his or her life or health, or does not meet the requirements for upbringing or alimentation, or who commits legal wrongs or antisocial actions;

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family, which is at social risk - a family with the children who are at risk, as well as a family where the parents or legal representatives of minors do not fulfill their duties concerning upbringing, training, and (or) alimentation of the children and (or) have a negative impact on their behavior or treat them cruelly» (Federal Law" Concerning the system of prevention of neglect and offence of minors "N 120-Federal Law dated 24.06.1999).

While defining the notion of "risk group family" the experts point to the lack of a clear and unambiguous definition. Due to the fact that in practice a lot of concepts used and there is no single view of the fact whether they reflect different degrees of family trouble, or are synonymous with each specialist treats them differently.

Some people discern no difference between these notions: "*Risk group families are families that are at social risk*" (Head of the Department of General and Special Education of the Ministry of General and Vocational Education). Some people, on the contrary, try to distinguish between them, relying on their experience and common sense, "*risk group families are those who currently can very easily tumble to antisocial families who are in a difficult situation and so on. That is, they are not the families that live badly now. They are the ones who live on the edge. ... And families that are in difficult situations, in my opinion are those who have already moved from this risk group to the real situations where they fail to fulfill their functions*"(Deputy Director of the basic methodological center of the Ministry of Labour and Social Development, Rostov).

The use of the above terms which do not have certain meanings with regard to family troubles often complicates the work of social services professionals, evaluation of the degree of ill-being and development of measures to help families in need. Therefore, it is especially important to understand what the "troubled families" are and what their troubles are specifically expressed in.

METHODS

The following methods are used in this work: questionnaires, expert interviews, semi-standardized interviews, interviews, document analysis, observation, secondary data processing and testing with use of the following techniques: methods of study of the self-attitude of V.V. Stolin, "Anxiety Test" of Spilsberg - Hanin, "Aggressiveness test" of Bass - Darka and the questionnaire "Determination of composite index of social well-being of the family as an institution of education", test "Are you a conflict person?", test "Self-assessment of structural interaction in the marital relationships", the method of J. G. Scott to study "behavior strategies in the conflict". In the work with respondents the innovative techniques such as: "yes-therapy", "the sculptural group" method, "method of directional change", the technique of "family agreement» were implemented.

RESULTS

Mechanisms of occurrence of social ill-being in a family

Analyzing public opinion concerning the problem of family trouble, the sociologists of the Russian Public Opinion Research Center (VCIOM) found out that for the Russian people the main criterion and a form of family ill-being is alcoholism in the family. (Initiative Russian survey was conducted of VCIOM on May 25-26, 2013. 1600 people were questioned in 130 populated localities in 42 regions and republics of Russia. The statistical error does not exceed 3.4%. // Electronic resources. Access Mode: http://wciom.ru/index.php?id=459&uid=114251 Press release N2328).

One third of respondents reported that among their friends there are families who can be called troubled (33%), while 41% of Russians think that that troubled family is a family where the parents are alcoholics. Country people and respondents with low income (37%) are more often surrounded by troubled people. In rural settlements ill-beings are spread wider than in large cities.

According to the survey, the main criterion by which Russian people refer a certain family to the category of troubled is parents addicted to drink (41%). It is interesting, that both the respondents having troubled families inside their circle of friends and acquaintances, and other people talking about family ill-being abstractedly think the same. Other factors appear considerably more rarely: low living standard - 12%, lack of child care in family - 7%, unemployed parents - 7%, drug addiction in family - 6%, immoral way of life in family - 4%, incomplete family - 3% and less often - poor housing conditions, conflicts in family - quarrels, fights (1%).

Drunkenness in family, violence and neglect to children and their needs is one of the most common forms of ill-being in families: 24% of the Russians said that there are families with similar problems among their friends and acquaintances.

According to the Russians, to reduce the number of troubled families in the country, first of all, it is necessary to provide people with jobs (16%), to struggle with alcoholism and to pay more attention to social protection (11%). It is also proposed to provide financial assistance (8%), to conduct educational talks (4%), etc. 41% of the Russians think that it difficult to determine effective measures to fight against family ill-being.

But in order to analyze the situation more deeply, we must listen to the representatives of "troubled families" themselves, "to look at a short distance at the object to be analyzed" (Kozlov N.N., 1996), to determine their value system (Kovalev V.V., 2008) For this purpose we conducted 8 semi-standardized interviews with eight parents of pupils of institutions - social services clients. 4 interviews with parents were conducted in RSEI boarding school No. 10 of Azov and 4 - in State Institution of the Rostov Region the Social Rehabilitation Center of Azov district.

The families that are the clients of social services evidently have many problems: poor material situation; housing problems; unemployment, low-paid jobs or irregular employment; lack of social resources; specific forms of leisure activity.

It's believed that only "bad parents" can place their child in a boarding school. However, this is not always the case. Most parents love their children very much. All parents are in touch with their children. Those, who live in the city near the institutions, see their children on weekends and holidays, and sometimes during the week. If parents live in the region, meetings with children take place much less frequently, not more than once a month, because a trip requires material expenses, and there are other children at home and no one to leave them with. But even in such cases, parents try to keep in touch with the child at least by phone.

Often parents just have to place their child in an institution, not wanting it. Trying to answer the question of why their children were in the institution, four of the six parents referred to housing problems, "*All we have is a nine meters room. Lisa and Kolya have to sleep together ... And it is not good*" (the mother of two pupils of the boarding school does not have a regular job).

But the problem is not only that. Parents that abuse alcohol recognize themselves as "bad parents" who are unable to perform parental duties. Moreover, one of the parents, a former pupil of the boarding, is sure that boarding school is a great place for her children, "*Well what's wrong with the boarding school... I went to boarding school in Omsk. So what? I'm not so bad after that, I work and bring up my children*" (the mother of two pupils of the boarding school, has no a regular job).

One more respondent – unemployed – has a typical «difficult situation in life». She hasn't got a job, and hasn't got means to support her children. And she comes

out of the situation by the way that was offered by the representatives of social service: she places her child in an orphanage, because "*it is easier to feed one child, and the clothes are proved and the food is good*" (a single mother with two children, unemployed) (Kovalev V.V., 2013).

In one case, the cause of placing two children in the institution was the territorial exclusion. A family living in a remote rural village was forced to place children in the orphanage because the children have no place to study in, "*we have no opportunity to get to school. We live in such a place that to get to school is impossible: we must cover a distance of 3 kilometers to get to the train through the mud and we have to get up at 4 a.m to go by train, well, it's just almost impossible*" (the mother of 6 children, two of them live in an orphanage).

The Parents of the orphanage's pupils are well aware that the orphanage is a place of temporary accommodation for their children (Shevchenko O.N., 2014). In the future they plan to place children in another institution, "of *course, I'll take them in May, and the next year I want to place in the boarding school*" (the mother of 6 children, two of them are living in the orphanage), or to take home. In the latter situation, it is clear that a significant improvement in the family is not expected.

At boarding school pupils have less favorable prospects - none of the parents is going to take them home, "*Where to take them? This is just a dream. Nowhere to take*" (the single mother of the boarding school's pupil, of no fixed abode).

All the parents answered the question of how the state could help them to take their children home unanimously – by providing a new housing or helping in the making renovations of an old one: "*All we need is our own home. I do not know what will happen when Artem finishes school, where should we go*" (the single mother of the boarding school's pupil, of no fixed abode); "*Yes, there's nothing to talk about! If they gave us a larger room and we need nothing more from the state, then we would take our children home, and would live with Vasya and our children*" (mother of two pupils of the boarding school, has no regular job); "If only they gave us a new home, or at least a good one so that we could live in it" (the mother of 8 children, two of them are living in an orphanage).

Thus, the "troubled families" turn out to be in the situation of social exclusion (Astoyants M.S., 2009), suffering from many problems, growing like a snowball. Social services, having no real mechanisms to help families, make the most simple and inefficient thing – they place children in an institution which becomes an additional factor in their deprivation.

We tried to identify the so-called "Protective factors" - to understand why some parents leave their children in the orphanage (boarding school), while others bring the children up by their own, with the support of social services. Those were,

- firstly, a complete family with registered marriage;
- secondly, the employment of at least one of the spouses and obtaining a sufficient income to support the family; improvement of the financial situation of the family during the last 5 years: "How much do you earn ...? twenty, and more, such things happen ... " (mother of two children, the client of the department of medical and social rehabilitation in the social-rehabilitation center); "My husband works as a commercial director in a company, and our son is studying in a boarding school. We have everything we need, maybe it is not modest? "(the mother of a disabled child studying in a boarding school);
- thirdly, adequate housing, "*We have a good, large flat*" (mother of a disabled child studying in a boarding school) "*The administration provided us with a bachelorette, as we have a disabled child, Valery Nikolaevich (the head of the administration of Azov region) provided us with accommodation*". Although it's not all that simple - the district administration rendered assistance not to the extent that was promised, and without making their own efforts the family would have failed to solve the housing problem: "*We were promised three-room apartment, but it hasn't*

been given to us, we were shown on TV where it was told that we were given a three-room apartment, but it hasn't been given... And we would build a house, and that is all we need, it's true" (the mother of two children, the client of the department of medical and social rehabilitation in the social-rehabilitation center);

• fourthly, the presence of social ties and support from relatives, neighbors, professionals (school, social institutions), "*we began to go to the first class, a teacher works here; she toughed my child to read, to count, to rewrite printed texts ... that is completely prepared her for school* " (the mother of two children, the client of the department of medical and social rehabilitation in the social-rehabilitation center).

The role of grandmothers is worth of special attention. They are very helpful to families both materially and take care of their grandchildren: "... *we see our grandmother every day. Stasyaruns to see her all the time ...*"(the mother of the disabled child studying in a boarding school) "*My husband's grandmother died, and now she left us a legacy, we have built a house there, but haven't entered it yet, we are living with the mother-in-law ... my mom supports us financially...*" (the mother of two children, the client of the department of medical and social rehabilitation in the social-rehabilitation center).

One of the families had problems of alcohol abuse, but they managed to overcome them: *"... He used to drink very much before, but we lived in a hostel having a room for eight families. We have two children. Now everything is very well. He was encoded against alcoholism for a year. But, he hasn't drunk for eight years*" (the mother of two children, the client of the department of medical and social rehabilitation in the social-rehabilitation center).

Despite health problems of their children, the parents consider education in a boarding school as a last extreme measure, and by all means try to avoid this: "*Well, of course, we are worried very much, what will be in the future, we wouldn't like to move from the school to any boarding school...*" (the mother of two children, the client of the department of medical and social rehabilitation in the social-rehabilitation center).

Thus, the main task of the social services working with troubled families is a focused and targeted assistance and support which would help the family not to get bogged down deeper in the "funnel of exceptions».

Social-psychological support of troubled families

Working with a troubled family, a social worker faces a number of problems. Firstly, in the course of the interaction it is necessary to make an impact on the entire family system as a whole and not on the particular member of the family, otherwise the work will not be considered efficient. Secondly, in Russia the practice of withdrawing of a child from a family in difficult situations and placing him or her into orphanage is adopted. Consequently, the parents have the opportunity to shift the responsibility for their child's behavior onto specialists, which confirms the helplessness of the parents towards their own child. Thirdly, the child, in turn, is exposed to severe stress - living outside the family (Bineeva N.K., 2011). Fourthly, once the child returns to his or her family, all the problems are back with a vengeance, because the family has not learned how to overcome life obstacles (Zhuravlev A.L., 1998).

While studying the family dysfunction the specifics of psychosocial and social support of troubled families was analyzed. The study was conducted on the basis of the "Family House" State Institution of the social service of the population of Rostov Region of Azov in 2013. The study involved 32 troubled families and 34 teenagers living in "risk group" families and that are on social patronage in the "Family House" State-Financed Institution of the social service of the population of Rostov Region of Azov in 2006. The study was conducted in three stages.

In the first stage the documents were analyzed on the results of the work with teenagers from troubled families and the families that are currently at social patronage (Shulga T.I., Oliferenko L.Y., 2007).

Social and psychological measures aimed at solving the problems of troubled families were analyzed in the second stage.

In the third stage socio-psychological support of families was analyzed and the diagnostics of general psychological atmosphere of family and emotional-volitional sphere of development of teenagers living in blood "risk group" families was made to assess the dynamics of the social situation in the family.

The study was conducted using the following methods: observation, survey, secondary data processing and testing using such techniques as: methods of study of the self-attitude of V.V. Stolin, "Anxiety Test" of Spilsberg - Hanin, "Aggressiveness Test" of Bass - Darka Templar and the questionnaire "Determination of composite index of social well-being of the family as an institution of education".

At the first stage of the study, conducted in October 2014, personal files of teenagers from troubled families who showed a tendency to vagrancy and who had taken a course of social - psychological rehabilitation since 2006 were selected. There were 34 personal files. As a result of the secondary analysis of data on the results of socio - psychological rehabilitation of the teenagers we obtained the data presented in the Table 1.

The analysis of the primary data of the study of all main spheres of development of teenagers from troubled families showed that in the situation of development social ill-being the child's adaptation in society has difficulties.

Table 1. The table of results of development of the main personality spheres of teenagers from troubled families

| №	indexes	Primary diagnostics (%)			Control index result (%)		
		B	C	H	B	C	H
1.	Distorted constricted interpretations of, the world, all processes development delay	4	33	63	40	34	26
2	Constant anxiety state, hostility and aggression towards oneself	54	32	14	14	18	68
3	Behavioral situatedness, lack of self-confidence	87	13	-	22	40	38
4	low self-esteem	92	8	-	30	43	27
5.	Lack of ability to persist their actions and to overcome difficulties	59	36	5	16	48	36
6	Lack of communication skills, stangeness	62	28	10	20	32	48
7	Negative attitude to the individual self	54	46	-	12	63	25
8	The lack of temporal perspective,	48	40	12	10	62	28
9	Distorted value system	82	10	8	41	10	49
10	The difficulty in social adaptation	90	10	-	52	22	26

We emphasized the following personal characteristics of teenagers: increased anxiety, isolation, ostentation, the opposition, aggression. The results are presented in the graph 1.

The results of the secondary data processing showed a positive dynamics of changes of data on the main spheres of development of teenagers from troubled families as a result of a complex work of specialists. The results are shown in the Graph 2.

Graph 1. Results of the primary diagnostics of development of main spheres of teenagers from troubled families
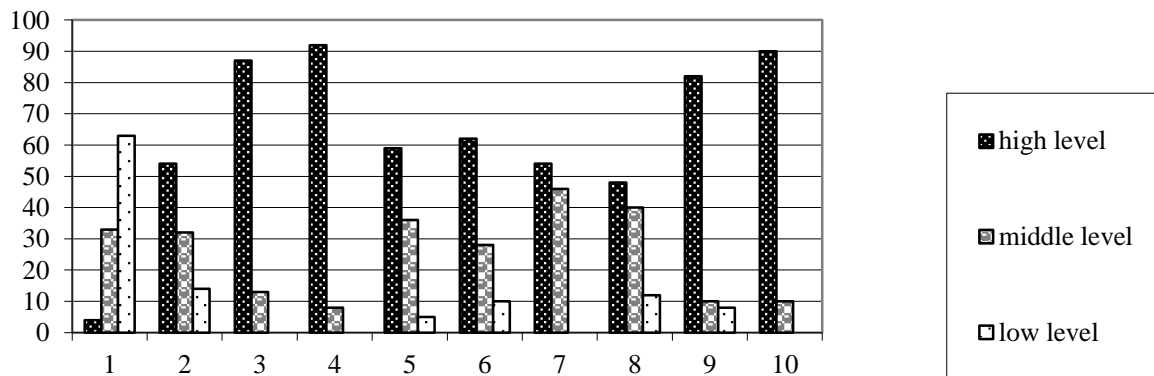
Graph 2. The results of the development dynamics of the main spheres of teenagers from troubled families
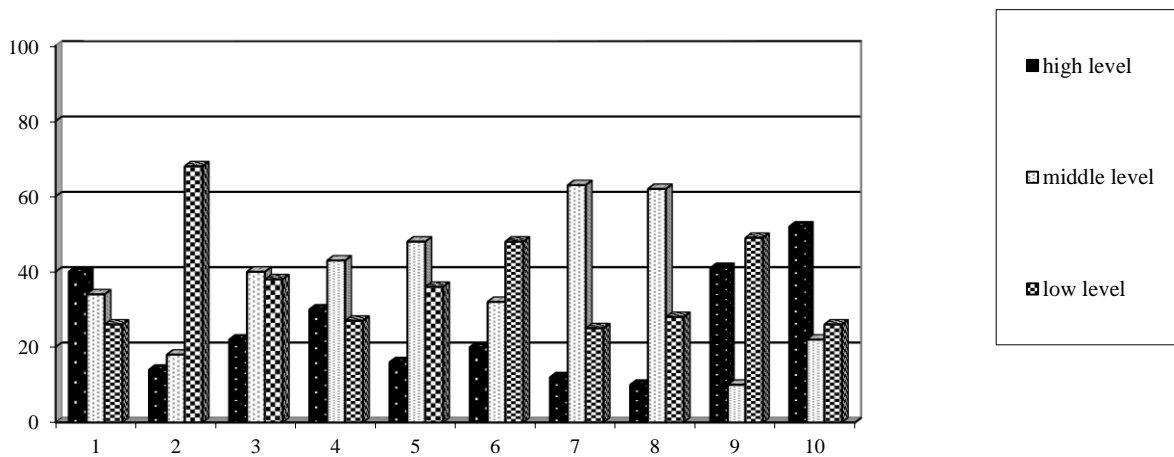
At the second stage of the study, conducted by the method of secondary data processing, the social causes of troubled families, whose teenagers were included in the process of socio - psychological rehabilitation were analyzed. The analysis of the teenagers' personal files made it possible to identify the factors of the families ill-being: the social and economic, medical and social, social and demographic, social and psychological, criminological, "anti-values" that contribute to the formation of distorted system of values and that prevent the mastering of social roles. Among the most significant social factors that lead to the problems of teenagers, we emphasized:

- Mother's alcohol abuse
- Divorce of parents
- Belonging the family of refugees or forced migrants
- Disability of the mother
- Refusal of parents to fulfill their duties
- Death of the father
- Delinquency of the mother
- Stay in prison

By the time of assignment of families on social patronage in "Family House" State-Financed Institution of the social service of the population of Rostov Region of Azov a social passport was issued per a family using the questionnaire "Determination of composite index of social well-being of the family as an institution

of education".32 families from the 34 personal files of teenagers selected by us were registered for social patronage. The programs of social and psychological support were developed for each family, depending on the problems of the family, where the following services were offered:

• social and legal consultation;

• assistance in the preparation of documents for housing subsidies; for payment of social allowance to low-income families;

• employment assistance at the employment center;

•assistance from certain merchandise, charity funds

•assistance in organization of recreation for children;

• temporary withdrawal of children from their families and placing them in a orphanage;

•support of students and graduates.

Psychological and pedagogical consultations:

▪ the relationship between husband and wife in this situation, with children

▪ solving of psycho-pedagogical problems of adaptation at school

▪correctional work on the development of the processes of the cognitive sphere

▪ educational and preventive work

▪ correctional work in cases of domestic violence

Medical and social services:

• course of preventive health care

• medical and sanitary patronage

• medical consulting

•compulsory treatment

Analyzing social passports of troubled families, we considered it necessary to show the results of diagnostics of 5 families of the "risk group" category. Then, we analyzed the measures planned and carried out with the families of the "risk group" on the basis in the "Family House", the State-Financed Institution of the social service of the population of Rostov Region of Azov. Of 32 troubled families

• 3 families completed the full course of socio - psychological rehabilitation,

• 13 families received one-time assistance and are on social patronage

• 16 families remained indifferent to the social services offered by the social institutions and to processes of social - psychological rehabilitation of their teenaged children. They are registered and receive socio - psychological support.

Thus, we have two groups of troubled families: participating in rehabilitation activities of the social institutions and the family, indifferent to the offered rehabilitation services. The families motivated to change the difficult situation in their life: underwent a treatment course in drug abuse clinic (14%),were employed (26%), underwent a course of psychological assistance (3%), received support after the loss of a close relative (social and psychological - 3%), got material payments (36%), received social assistance –in domestic services (40%). The analysis showed that total number of families that wanted to and underwent social - psychological rehabilitation together with the course of the rehabilitation of their child was 3.

13 families received a one-time consultation or assistance in preparation of documents for material benefits. In the future, the parents did not show any interest in changing the problems existing in the family, or the results of the rehabilitation process of their teenage child.

Taking into account the fact that the course of socio - psychological rehabilitation of 34 teenagers from troubled families took place more than 2 years ago, it would be interesting for us to see the changes in the life situation of the families and in the development of the teenagers. In this regard, we organized a social - psychological patronage of these families. For all teenagers participating in the third stage of the study, using the technique of V.V. Stolin key indexes of personal self-attitude were identified. Average indexes are presented in the summary Table 2.

Table2. The summary table of the average values of the indexes of self-attitude of the teenagers from troubled families

#	Scales	Average value
1	Openness	6.4
2	Self-confidence	6.69
3	self-management	6.4
4	The mirror-like individual self	5.7
5	Inherent value	6.1
6	Self-acceptance	7.1
7	Proneness to conflict	7.1
8	Self-accusation	7.1

The obtained results showed the presence of dissatisfaction with themselves and with their capabilities, their subjection of their individual self to the temporary circumstances. Most of the teenage respondents are characterized by indistinct locus of control, lack of tendency to reflect subjective obstacles on the stages of way of living. The obtained results on all scales of the method of the self-attitude of V.V. Stolin allowed us to note that at the time of diagnosis according to the results of the average value of 34 examined teenagers from troubled families a decline of self-attitude indexes from the regulatory level of emotional - evaluation system of personal development was observed. But at individual analysis of the diagnosis results the teenagers from troubled families who had underwent rehabilitation course in a social institution, had results that complied with the standard indexes.

Then, we studied the results of emotional personality traits: personal and situational anxiety, physical and verbal aggression and irritation. The analysis of the results of the emotional components showed a significant excess of the level of the regulatory criteria for all indexes, the data are presented in Table 3.

We noted significant deviation from the norm in the development of the emotional sphere of personality in the form of: increased anxiety, aggressiveness, emotional tension, the manifestation of emotional expansiveness. In our opinion, these indexes are determined by the fact of the child's social environment.

While analyzing the obtained data, we distinguished the indexes of three teenagers from families who had undergone socio - psychological rehabilitation. These results complied with regulatory requirements in the development of emotional - volitional sphere of teenagers.

Summarizing the data obtained in the third stage of the study, we filled the table of the teenagers' main spheres. The data is presented in the Table 4.

The results obtained in the third stage of the study, describing the main spheres of development of teenagers have similar values with the results of the first diagnostic stage. On some scales the results in the third stage of the study even exceeded the primary data. The comparative result is seen in the Graph 3.

Further, in the third stage of the study we conducted a survey of family members using a questionnaire "Determination of composite index of social well-being of the family as an institution of education." We divided 32 families into two categories: 1 - 3 families who had completed social - psychological rehabilitation and 2 - 29 families who had not participate in the process of socio - psychological rehabilitation.

**Table 3.** Indexes of emotional components of the teenagers from troubled families

Studies components	Indexes (average value)
Anxiety	2.4
Physical aggression	6.6
Verbal aggression	6.2
Irritation	5.6

Table 4. The table of results of development of the main personality spheres of teenagers from troubled families (the 3-sstage of study)

#	Indexes	Check analysis (%)		
		B	C	H
1.	Distorted constricted interpretations of, the world, all processes development delay	7	39	54
2	Constant anxiety state, hostility and aggression towards oneself	59	27	14
3	Behavioral situatedness, lack of self-confidence	87	13	-
4	Low self-esteem	84	12	4
5.	Lack of ability to persist their actions and to overcome difficulties	66	26	8
6	Lack of communication skills, strangeness	52	22	26
7	Negative attitude to the individual self	61	28	11
8	The lack of temporal perspective	52	45	3
9	Distorted value system	72	15	13
10	The difficulty in social adaptation	64	33	3

61% of the families who had not participated in the process of socio - psychological support scored points within the permissible limits, 39% were the families that fell within the category socially dangerous families.

Graph 3. Comparative result of the primary diagnostics and diagnostics of the third stage of the study
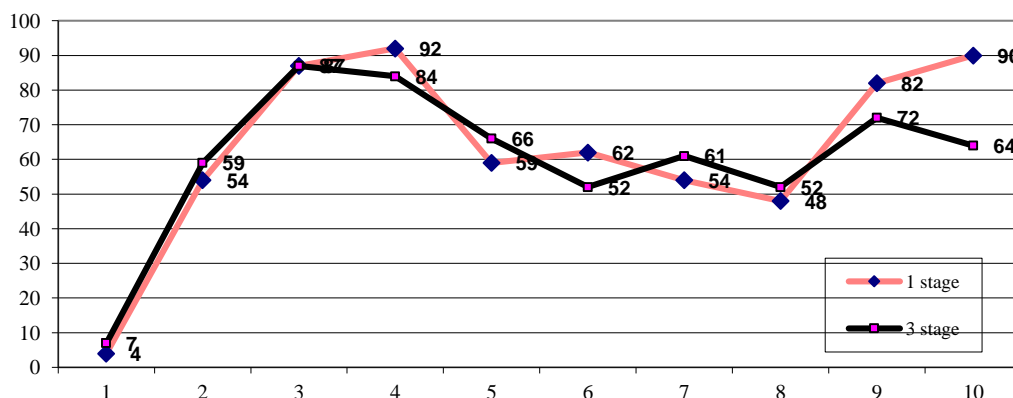
Thus, in terms of blood family, in which the problems of ill-being are not solved, the child returns to the usual forms of antisocial behavior. Indifferent attitude of the parents of troubled families to the process of rehabilitation is a factor complicating the process of socio - psychological support of the families of this category (Astoyants, 2015).

Interpersonal conflicts that inevitably arise in troubled families are also a complicating factor in the process of socio - psychological support and rehabilitation.

Specialist in Social Work (Davlyatova, 2014), having a wide range of activities and competence directions, also work son settlement of intra-familial ties of the conflicting parties (Aleshinf et al, 2006). The liquidation of family dysfunction by means of innovative methods of social work contributes to the formation of positive and harmonious relations in the conflict families (Harchev, 2005). Changing the structure of relationships within the family, a social worker helps it to acquire stability and balance.

Conflict family as a factor of ill-being

Within the study of the main activities of the social work specialist dealing with conflict family we conducted the study, the results of which are presented in this article.

The study was conducted in Azov, Rostov Region. The selection included 40 two-parent families, 20 of them (50%) are young families and 20 (50%) are families in which the spouses are older than 35 years. The study included families having at least one child.

Constructive conflict settlement probably can happen in a situation of effective dialogue of the conflicting parties. Definitely, the disputing parties, being emotionally excited, can not effectively control their behavior. They fail to clearly define their opinions, to give reasons for their position, to hear and understand each other's arguments. The conflict in this situation comes to a standstill. Conflict interaction is the basis of reckless disregard of technologies of effective communication and rational behavior. To determine the inclination of respondents to the conflict, a test "Are you a conflict a person?" was proposed to them. Analyzing the obtained results, we concluded that the percentage of the conflict respondents is more in young families, and in families of older category the spouses are more constrained. Thus, an unrestrained member of family brings a certain fluctuation in the family unit, which may result in its collapse, or the creation of problematic and unstable socially undesirable family model.

Using the test "Self-assessment of structural interaction in the marital relations", we determined which families are most susceptible to conflicts: young or mature.

Analyzing the obtained responses, we can see in general that the respondents cannot constructively interact in the marital relations (Levaya, 2014). The average index in the group of respondents of under 35 years equal to 2.6, indicates the low level of readiness of the spouses to the conflict-free and fruitful interaction. The possibility of conflict in such families is very high, because the reason may be, even the most insignificant fact.

The average score of the group of respondents that are older than 35 years is 3.73. This index indicates average level of the spouses' readiness to the conflict-free and fruitful interaction, therefore, the potential for conflict is high enough.

During the test 10 people were identified as ideal spouses (readiness for constructive interaction in the marital relations and excludes conflict), four of them are from the category of young families (their result is 4.5 of both spouses), six people are from the category of families where the spouses are over 35 years (the result is 4.6)

8 people that are the members of young families and 18 people –the members of the families where the spouses are over 35 years, scored from 4 to 4.5 points. These respondents have above average degree of readiness for conflict-free and fruitful interaction. More attentive attitude to the other person and the refusal of aggressive behavior model will exclude the conflicts in relations with the significant other.

The test result from 3 to 4 points indicates mean readiness to conflict-free and fruitful interaction, therefore, the probability of conflicts with his / her husband (wife) is definitely high. 8 respondents who are the members of young families and 6 respondents older than 35 years indicated mean readiness to the constructive interaction.

36 people from both groups scored less than 3 points. These respondents have low potential for conflict-free and fruitful interaction, and the probability of a conflict with a husband (wife) is very high.

Thus, to achieve harmony in intra-familial relations, most of the respondents should transform their behavior and attitude towards people.

Analysis of constructive interaction in the marital relations indicated that only 10 people of a total number of respondents are ready for fruitful interaction (they work with information, reason, analyze, clarify the situation, take into account the personal characteristics of their spouses); the other 70 people uncork their emotions, do not pay enough attention to the personal characteristics of the partner, which naturally causes personal misunderstandings, resulting in inevitable family conflicts.

During the reconciliation of the parties it is necessary to take into account the goal sets of the opponents. Often, the parties can not find a compromise solution, because they misunderstand each other. Excessive emotional tension, mistrust, half words, caused by conscious or unconscious self-defense, does not help to settle the conflict at an initial stage. In this regard, the task of the specialist of social work with a conflict family is to achieve constructive interpersonal interaction which is provided in an atmosphere of trust and cooperation.

In the study, we found out: if the degree of conflict impacts the opportunity to build constructive interpersonal relationships.

The study identified 29 conflict persons, 26 people of which have a low readiness to constructive interaction, 3 people - mean. 17 people are representatives of young families, 12 are persons older than 35 years. Among 22 low conflict persons 10 people have weak readiness for constructive interaction, 10 - mean, 2 persons have above average readiness for constructive interaction. 11 people are the representatives of young families, 11 persons are older than 35 years. During the analysis there identified 29 people who can communicate constructively in a conflict situation. Among 12 representatives of young families 4 people indicate a high readiness for constructive interaction, 8 people demonstrate above average readiness. The respondents over 35 years showed the following indexes: 1 person has mean readiness for constructive interaction, 10people - above the mean, 8 people - high.

Thus, the degree of proneness to conflict can have significant impact of the readiness for constructive interaction.

Then the aspects relating to the specifics of interpersonal family relationships were considered. We found out how communicative strategies and tactics are correlated in the conflict interaction. Often the success of settlement of the conflict depends on the communicative competence of the disputants, as well as on future prospects, which conflicting parties wants to see in case of realization of the specified goal. Communicative intention helps a conflicting party to develop a strategy and to choose an effective tactic within which the communicative intentions of the parties are defined. Often the result of the conflict is determined by how successful or unsuccessful the strategy selected by the person was. Strategy of behavior in the conflict was studied according to the method of J. G. Scott.

So, dominant style of dispute settlement of conflict personalities is insistency, the strategy of "cooperation" and "compromise" is unacceptable for them. Cooperation is recognized as the best strategy for non-conflict personalities, they do not resort to such strategies as insistency and adaptation.

Thus, the conflict respondents do not respect the opinion of their opponent, they do not give him or her a chance to defend their world perception. Conflict respondents express doubts about the opponent' stability to find the right solution, they aggressively impose their ideology. In connection with this conflict respondents are a great difficulty for the normal functioning of the family.

In general, the diagnostics showed what families need correction of relations, what families don't. We found out what persons are conflict, what readiness for constructive interaction they have, what behavior strategies they choose in conflict.

Within the family therapy a social work specialist worked with conflict and low conflict respondents. He worked on training restrained behavior tactics of the

respondents, which included: the ability to find a compromise in family relations, correction of the respondent's world perception (distraction of a person from the prejudices and stereotypes of various etiologies, mainly social and psychological), training of conflict-free communication skills.

Work with respondents on the "Family Therapy" program was carried out for 5 months. The specialists worked individually (within the frameworks of conversations and interviews with the client) and in groups (psychotherapeutic correction and play therapy).

The specialist tracked and corrected the words and actions of the respondents that under certain circumstances, could provoke a conflict. At the last session the conclusions were summed up: the respondents were re-tested for proneness to conflict.

The final testing showed that working with conflict families in on the "Family therapy" program has positive dynamics. A number of conflict families in the category of "young family" grew twice less, in the category of over 35 "- almost by one third. The number of non-contentious and poorly conflict families was increased.

The study showed that complex work is possible if families are interested in solving of their family problems. Thus, the solution of family dysfunction - is primarily a matter of free choice and responsible behavior of the family members themselves. Without their volitional effort and perseverance the most effective social technology will not succeed.

Incomplete family as a factor of ill-being

Analyzing family dysfunctions within this article the prospects of legitimation of incomplete families in the Russian society are defined.

The empirical part of the study was based on the survey, which was conducted in several populated localities of the Rostov region. For completeness of selection formation four types of settlements were taken: a large city - Rostov-on-Don; middle city (with a population of more than one hundred thousand people) - Taganrog and Novocherkassk; small town (with a population of less than one hundred thousand people) - Azov and Belaya Kalitva; urban-type locality (village, country, hamlet) – Kuleshovka village, Koksoviy village, Nizhne-Popovskiy hamlet. Novo-Alexander hamlet. The total sampled population consisted of 438 respondents. The principle of proportional compliance (age, family type, education and professional status) with statistical index of the Rostov region for each type of settlement was taken as the basis for the sampling formation.

We will consider the prospects of legitimation of incomplete families in the Russian society through the study of the basic elements that lie at the basis of any social institution, including family: norms, values, roles (Zubkov & Timoshina, 2007). At first, we will consider those aspects of the problem that relate to the formal and informal norms that regulate the social attitude towards incomplete families. The questionnaire included a question of government towards incomplete families. The vast majority of respondents (71.01%) agree with the necessity to provide the families of single mothers with financial support (Narykova & Volokhova, 2007). However, when making comparisons of this issue according to different forms of the family, it is revealed that the percentage of agreed persons in legal marriage is reduced to 62.4%, and taking into account only the families of single mothers increases to 77.3%.

And yet, even taking into account the qualitative changes in calculations, more than half of respondents are oriented on strengthening financial support of families of single mothers. Therefore, search of sources of social discontent and protest marches against increase of help to incomplete families using the method of survey

–is a prospectless thing. The problem should be slightly turned to another direction. One of the questions of the questionnaire was aimed at public opinion about single motherhood. The results are shown in the Table 5.

We can see that neutral attitude to single motherhood is dominated in society. Least of all positive attitude to this phenomenon is detected in families based on civil marriage. This is not surprising, because it is this type of marriage (because of its instability) where woman is closest to acquire the status of a single mother.

Negative attitude toward single motherhood as we believe, would be much more pronounced if the question in the questionnaire was formulated more successfully. As it turned out already at the final stage of data collection, uncertain part of respondents did not clearly distinguish the concepts of "single mother" and "single motherhood". This resulted in selection of "neutral" option because such an attitude is associated not with social phenomenon as a whole, but with a certain personality (a single mother) among the friends and acquaintances of the respondents.

Therefore, a clearer attitude toward incomplete families is detected on the so-called indirect questions. We have proposed the questions of obligingness of marriage for women. 47.96% agreed with this statement, 30.7% were against, and 21.34% had troubles to answer this question. It should be noted that the disagreement or difficulty does not mean that the two groups of respondents opposed the marriage of women. Rejection of positive response means only the refusal to marry "anybody", only to meet the social expectations. And even when the question is formulated in such a way, almost half of the respondents demonstrated a preference for marriage than bachelorhood.

Data concerning the mother's ability to give a child a comprehensive education is very representative. The results are shown in the Table 6.

As for this question, the dominant position of the selection is that the respondents do not deny a single mother in the possibilities to raise a child by their own, but expressed doubts because of the large number of difficulties for single-parent families. However, the situation with the denial of the ability to raise a child in incomplete family would be somewhat different if male - female ratio was parity in the selection. The fact that 28.0% of the male respondents doubted about the abilities of such single mothers; there were no positive responses at all. And these figures differ than the final ones 8.7%.

Table 5. Attitude to single motherhood

Type of family	negative	positive	neutral
Parent	35.8%	7.5%	56.3%
Legal marriage	34.8%	8.2%	57.0%
Civil marriage	25.5%	7.8%	66.7%
Single mother	32.1%	15.0%	52.9%
Live alone	50.0%	16.7%	33.3%
Total	33.3%	10.6%	56.0%

Table 6. Opinion about whether a single mother can give a child a comprehensive education

Type of family	No	yes	yes, but without a husband it will be much more difficult to do this	I don't know
Parent	13.2%	17.0%	69.8%	0.0%
Legal marriage	10.8%	12.0%	65.8%	11.4%
Civil marriage	4.0%	20.0%	73.9%	4.3%
Single mother	7.0%	19.7%	67.6%	5.6%
Live alone	0.0%	8.3%	83.3%	8.3%
Total	8.7%	6.1%	67.2%	8.1%

In general, speaking about the public opinion, which has developed in society with regard to incomplete families' single mothers, we can say that there is no a clear position. Traditional values still exist and are important, in which a single mother was perceived as a social anomaly. And the process of selection of single mother respondents had well-known difficulties, since women were reluctant, even with some sense of shame (and certainly without pride) to talk about their social status. On the other hand, now it has become an integral part of the society, and it cannot be ignored. We would say that society is in some of the expectations: the growth of incomplete families is not welcome, but also demonstrative conviction of the majority of society has gone.

Public attitudes toward incomplete families is, of course, a significant aspect of this form of legitimation for the family, but it is much more important is to determine its ability to function as an informal small group on the basis of homogeneous values. The study found that in families of single mothers, the women on the question of the "priority of career or family" choose a career more often than in two-parent families (19.1% - in incomplete families and 7.3% - in two-parent families).

Now, let's go to the next set of questions aimed at assessing the acceptability of "incomplete set of role-based interaction", which are described by many specialists with respect to incomplete families. The estimates, as usual, will be given by comparing the opinions of the respondents, selected by us within five family forms. Simply said, it will be about whether the model of role interaction developed in incomplete family is recognized normal, reasonable, and proper. First we will consider the question of "the mandatory presence of the father". The results are presented in the Table 7.

We can see that most of the whole selection (a half - among single mothers), despite the presence of a provocative variant of answer about "alcohol addict, drug addict, unemployed" father, which could influence the choice much more significantly, still decided to stay on the item, according to which family can be considered full-value only if it has both. In fact, the second variant of choice, which emphasizes the negative sides of the personality of the father, meant identification of potential for re-marriage. We can say that both choices are in favour of a family with two parents, only the second case meant divorce and remarriage.

Despite some variation in opinions of respondents from different families, the vast majority did not accept such modernist type of family as incomplete.

This choice is confirmed by the issue of change in marital status. The results are presented in the Table 8.

Table 7. Presence of a father in the family, as essential condition for its optimal development

Type of family	yes, full-value family is possible only if it has both parents	not, if it doesn't fulfill his duties (alcohol addict, drug addict, unemployed)	not, mother can support family and bring up her children by her own
Parent	68.5%	31,5%	0.0%
Legal marriage	69.9%	26,1%	4.0%
Civil marriage	64.7%	27,5%	7.8%
Single mother	52.1%	33,1%	14.8%
Live alone	53.8%	38,5%	7.7%
Total	62.8%	29,6%	7.6%

Table 8. Would you like to change your marital status?

Type of family	Get married	I'm satisfied with everything	I don't married
Parent	56.6%	30.2%	1.9%
Legal marriage	0.0%	69.0%	0.0%
Civil marriage	40.8%	44.9%	0.0%
Single mother	76.1%	20.3%	0.7%
Live alone	46.2%	46.2%	0.0%

Single mothers are the champions in the desire to get married. This intention expressed ¾ of the total number of respondents of incomplete families. These figures very clearly show that socially acceptable family is only the family with two parents. Noticeable separation from women living in a civil marriage, and childless women living in the parental home and alone, is caused by the difficulties and adversities that single mothers faced during upbringing and material support of their children. In addition, the women from the first and fifth groups of our selection are mostly young girls under the age of 24 years that do not consider marriage as the matter of priority. And nevertheless, even here the results in one case exceeded, and the other are near fifty percent.

Interesting data were obtained from the direct question of the traditional model of the division of duties in the family".

The fact that there are no serious differences in responses between single mothers and respondents living in two-parent families in legal marriage is important. With some overbalance, especially noticeable in two-parent families, the preference was given in favor of a modernized patriarchal family, where the front of responsibility between the duties is traditionally distributed, but the boundaries between them have flexible nature. It is noteworthy that patriarchal values are more precisely shared by single mothers. This indicates inability of single mothers in the empirical practice to fulfill male function. Egalitarian relationships hardly have a quarter per cent of respondents' preferences.

So, the traditional model of patriarchy at all times was the scheme in which a woman was seen as a "domestic goddess" and a man – as a "breadwinner and a defender" Has this vision changed in the Russian society?

The fact that about half of all surveyed women think that work for them should be a means of realization of the individuality is common. Significant difference between the different forms of family is not visible here.

Let's summarize the issues discussed. We solved the problem of the possibility of legitimization of incomplete family as a socially acceptable form of family. To do this, we analyzed the main regulatory components of the social institution of the family (norms, values (Shevchenko, 2015), the roles, stereotypes), addressed to the family as the formal and informal groups. Making the main conclusion we can say that in spite of the neutral attitude of society toward single motherhood, we found a number of deformations that do not contribute to necessity of recognition of incomplete family as socially acceptable form at the level of scientific thinking. These deformations are expressed in practically unanimous doubt of society in the ability of single mothers to give a child full-value education, the society (including single mothers) considers father an essential condition for a full-value family; at the same time single women want to marry, are in favor of traditional values in the distribution of duties in the family, confirm the need in a basic framework for the patriarchy (a man is a breadwinner – a woman is a domestic goddess). All this confirms the fact that incomplete families cannot be considered as a socially acceptable family type, which is self-sufficient, independent of outside help, and exists as an actively-functioning informal group.

DISCUSSIONS

The study showed that "troubled family" (Davlyatova, 2015) turned out to be at risk area of social orphan hood – are the families that have a lot of problems in various areas of their life. These are families with low levels of availability of economic, social, cultural, educational resources. Analyzing the mechanisms of the formation of social ill-being in the family, you may notice that part of the families is an example of "inherited poverty", reproducing the life style and problems of parental families. The families where the parents were former inmates of boarding schools and the placing of their children in the institutions may seem not deviant for them, and the normal practice of education can serve as a striking example.

Family as the main institution of development and socialization of the child serves for a minor as certain pattern of behavior, and ill-being conditions require developing of adaptation skills. Family situation, while remaining socially unacceptable, makes a teenager learn to live in accordance with the norms of his blood family. The child does not know how to apply the acquired knowledge in the process of socio - psychological rehabilitation in a social institution, if the family situation returns the child to the problems of everyday reality.

In general, there are enough methods and technologies aimed at correcting the family dysfunctions known in science. A family relations specialist will select a specific technique for the client, depending on the conditions, social situation, the characters of the parties, the personal traits and priorities of the family therapy specialist, his tastes and preferences.

It should be noted that not all family dysfunctions are amenable to correction. This means that it is impossible to predict the efficiency of the work of the specialist of social work with troubled families. Timely and proper measures of the specialist may be doomed to failure if the family members are not interested in a family correction.

CONCLUSION

So, the priority of the organization and development of socially stable society is allotted to social institutions, including the family based on marriage ties, blood ties, kinship or adoption. Family unites small number of people "who are linked by common budget, household and mutual responsibility, and therefore a set of social relations based on biological ties or legal norms" ("The family as a social institution", www.grandars.ru/college/sociologiya/semya-kak-institut). The family as a social institution means a constant system, which is characterized by a certain set of norms, rules, traditions, and values that define human behavior in different spheres of life. The main living and social needs of the individual are realized in family.

Social stability of the family is conditioned by constructive interpersonal relationships of its members. Interacting closely with each other for a long time (for months, years, decades - depending on the family life length) the members of the family clan produce a certain system, which regulates the intergenerational links. Cooperation and partnership, common positions and freedom of choice, interesting work and self-determination, social security and confidence in the future, tolerance and justice are the main criteria of social stability of the family.

It should be noted that not all families are stable and constant (which is confirmed by the study). Mismatch and disorganization of intra-familial relationships involves destabilization, and the family falls into the category of "troubled». The troubled family is one of the factors of instability of the society. The society where the tension, conflicts and confrontation result in mismatch, in coordination and destruction. Therefore it is necessary to develop methods and technologies that help to reduce the number of troubled families.

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