

## **PSYCHOLOGICAL ANALYSIS OF SOCIABILITY OF THE FUTURE SOCIAL SPHERE SPECIALISTS**

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### **Resumé**

The article describes the features of sociability of the students as the future social sphere professionals. Using R. Cattell multivariate techniques personality study, we determined that the high level of the communication skills among young people is very rare, the most common is the average and low level communication skills (both among boys and among girls).

**Key words:** communication, communication skills, communication skills structure, interpersonal skills.

### **ПСИХОЛОГИЧЕСКИЙ АНАЛИЗ КОММУНИКАбельНОСТИ БУДУЩИХ СПЕЦИАЛИСТОВ СОЦИАЛЬНОЙ СФЕРЫ**

#### **Резюме**

В статье раскрываются особенности коммуникабельности студентов будущих специалистов социальной сферы. С помощью методики многофакторного исследования личности Р. Кеттелла мы определили, что высокий уровень коммуникабельности среди молодёжи встречается очень редко, наиболее распространённым является средний и низкий уровень коммуникабельности (как среди юношей, так и среди девушек).

**Ключевые слова:** общение, коммуникативные способности, структура коммуникативных способностей, коммуникабельность.

#### **Article**

The present stage of the social sphere development is rather fast and active. That's why the professional training of the social sphere specialist in Ukraine must be directed to ensure the effective conditions for their personal and professional self-determination, the development of the professional readiness, formation of the personal maturity and self-perfection mechanisms, in other words for vocational training of the highly skilled social sphere specialist with high level of the academical perfection, culture, creation, adaptability for social and economic conditions.

The interest to the problem of the development and formation of the professional has recently increased in the psychologic-pedagogical science. The problem of the professional formation and personal development was attacked by such scientists as B. G. Anan'yev, L. S. Vygotskyi, I. A. Zyazyun, S. D. Maksymenko, S. L. Rubinshteyn and others; the problem of the professional training of the future social sphere specialist was attacked by such native scientists as T. F. Alyeksyeyenko, D. D. Bybyk, L. M. Vol'nova, I. M. Gryga, A. Y. Kaps'ka, I. V. Kozubovska, T. V. Matviychuk, I. I. Myhovych, O. P. Patynok, V. Poltavets', T. V. Semyhina and others.

The special attention is given to the problem of the person formation as a professional because of the stating the question about the connection of its contents and dynamics with the problems of the fitness to the professional activity with individual-psychological and personal features. The professional fitness to the mastering and practical realization of the activity depends on the development level, the peculiarities of the manifestation and differential characteristics of the different personal qualities. But there are some personal qualities which have professional meaning for any speciality in the social sphere. We mean such qualities as responsibility, self-dependence, self-control, volitional self-control, emotional stability, anxiety, sociability... During our experimental study we offered the under investigation students to select the most important for the

social specialist qualities and characteristics. The students most frequently chose: responsibility, sociability, persistence, empathy, emotional stability, volitional self-control. The results show that responsibility takes the first place, the second place is shared by sociability and empathy, most of the students gave the third place to persistence, emotional stability and volitional self-control. As for peculiarities of the development level of the responsibility we investigated and wrote earlier. For the present moment we decided to study another peculiarity of the social sphere specialist, which has professional value – sociability.

The aim of this article is to identify the level of the development peculiarities of the communication skills of the students of Social Work and Management Institute of Kyiv National Dragomanov Teacher's Training University (Kyiv, Ukraine).

Let's consider in details the peculiarities of the formation of this phenomenon. The organized communication plays one of the leading hands in the professional activity and in the life. The communication is a complex phenomenon in the life of every human being. The correctly organized communication helps a man to avoid the difficulties and conflicts with other men, which arise from misunderstandings. The process of urbanization, computerization, the expansion of the internet has focused the attention on the problem of the face to face communication. Communication is the self-dependent value, one of the main social need of the human being. That's why, it is impossible to develop a person of the social professional without it.

Today there are a lot of works in native and foreign science dedicated to the problem of communication. They number the biggest amount in social psychology (G. M. Andreyeva, V. S. Ageyev, L. A. Petrovska and others). According to them the communication is studied in groups and collectives: the functions and the structure of the communication, the conditions and the means of the influence of the people on each other are distinguished; different kinds of communication are studied. Thus, the best social-psychological aspects of the communication are treated for today.

The problem of the communication is not new for psychological science, and its role in the life of the human being never denied. The meaning of the communication as a category has even risen. It is caused by general intensive development of all the system of the sciences, which study a person and by the rapid development of the social sphere.

The theoretical analysis of the scientific works (Vityuk N. R., Kabrin V. I., Kidron A. A., Kolominskyi Y. L., Kuz'mina N. V., Nyemov R. S., Rubinshteyn S. L., Ganin Yu. L., and others) shows the breads of the explication of the conception "communication skills". The common feature for different authors is that they accentuate the positive result of using the communication skills, and this is a very important part of the social specialist work. In our scientific work we will use more concise and accurate definition by R. S. Nemov: communication skills are certain abilities and knowledge on which success of the communication with people depends [Nemov, 1995: 368].

After analysis of the foregoing scientists works we made such conclusions:

- 1) a person is able to communicate if he or she knows the norms of etiquette and uses them in the communication;
- 2) the formation and development of the communication skills happen in the process of communication.

In psychological and pedagogical literature the problem of the communication skills structure is formed ambiguously and not clear enough. Many scientist (O. O. Leont'yev, A. A. Kidron, R. S. Nyemov, S. D. Maksymenko, N. R. Vityuk and others) single out in the communication skills structure some abilities and specific personal qualities which have positive influence on the process of communication: ability to listen and understand others, to express correctly and acquire the information, to acquire and assess the situation of the communication, to prognosticate its development, ability of self-expression; ability to use the reverse connection, to respond emotionally; ability to convince, tactfulness, politeness, ability to contact, initiativeness;

exactingness; ability to identification and personalization and so on. We were interested in the studies where the communication skills are described, classified and presented in a certain system. Thus, on the basis of the analysis of the works by F. N. Honobolina, N. V. Kuz'minoyi and others O. O. Leont'yev systematized and distinguished the following main communication skills: volitional ability (ability to manage one's behaviour); attentiveness (power of observation, pliability); skills of social perception (ability to interpret the face expression); ability not only to see but also understand the mental condition of the collocutor; ability to plan optimally one's speech from the psychological point of view; ability of speech and speechless contact.

After analysis of all aforesaid we can propose the following characteristics of the communication skills formation levels content [Domina, 2005: 102-110]:

1. High level of the communication skills development is characterized by simple, logical phrasing; the reasonable using of the optic-kinetic (gesture, facial expression, pantomime) and extralinguistic (tempo, pauses) systems of signs, the right choice of the communication style according to the situation. The students with high level of the communication skills formation apprehend the interlocutor, foresee his or her emotional reactions and quickly respond to the changes in his or her behavior, control oneself emotions very well, easy establish the emotional contact, always pay attention to the emotional state of the interlocutor in the communication and try to plan the communication according to this, and if appear some difficulties during the communication, they do one's best to overcome them.

2. The students with the average level of the communication skills development phrase clearly, but they are short of laconism. They speak one's mind without proper continuum and logicity, use optic-kinetic and extralinguistic systems of signs sometimes not to the purpose. They choose the right style of the communication, not always foresee the emotional reactions of the interlocutor, but quickly respond to the changes in his behavior. Withal such students try to take into consideration the emotional state of the interlocutor, but the psychological barriers are overcome with difficulties.

3. The low level of the communication skills development is characterized by absence of logic and clearness when one expresses an opinion, limitation in the choice of the means of communication influence, unskillful using of the optic-kinetic and extralinguistic systems of signs. Such students don't pay attention to the emotional state of the interlocutor; they regard the received information inadequate. The low knowledge of the theory doesn't allow them to prognosticate the interlocutor reactions on their own communicative actions.

As the communicative personal qualities are important characteristics of the communication skills we think that the high level of these skills development of the person forms such quality as sociability. According to the aim of our investigation we determined the level of the seniors communication skills development using R. Cattell "16 personal factors" test. Using his multivariate techniques the scientist studied a person according to the line of the interrelated characteristics, where the communication skills are included.

The level of the communication skills development we determined according to these indicators: the formation of the need in communication with people, being interested in the life of other people, readiness for collaboration, emotionality during the communication, ease and unconstraint of the behaviour, the power of observation, attentiveness and tactfulness, pliability in the relations with people, kindness, readiness for compromise, active taking part in the life of the group and the institute of higher education.

The analysis of the results affirmed that most students have the average and low results (45% of the girls and 50,7% of the boys have the average level of the communication skills development; 48,3% of the boys and 51,3% of the girls have the low level of it). The difference is observed only in the results of the high level communication skills development: 12,7% of the girls and 1% of the boys have it. Let's explain in details.

The students with low level of the communication skills development have no need in the communication with people, their contacts are often formal. They aren't interested in the life of the surroundings, avoid society. The priority for these young people is not the contacts with people, but excessive "communication" with books, computers and so. During the communication they show the constraint in the behaviour and of the emotions, they don't make a compromise. Such students are responsible, but not nimble enough. Suspiciousness, caution and selfishness are characterized for them. They try to work alone, avoid the collective actions.

The students with the average level of the communication skills formation are sometimes interested in the life of the surroundings, they cooperate only with some people, are emotional in the communication, but there is no diversity in the emotions. Their behaviour is strict, they are attentive and kind with entourage, but often hide these. Such students sometimes make a compromise, take part in the life of a group and the institute of higher education.

Only small amount of the young people have the high level of the communication skills development, moreover the amount of the girls exceeds the amount of the boys. They have the developed need in the communication with people. They are always interested in the life of the surroundings. They demonstrate the variety and brightness of the emotions, ease of the behavior during the communication. They are always kind and attentive, pliant in the connection with people, friendly, ready for collaboration, active in the acquaintance with new people, make a compromise. Such students are not afraid to come in for criticism, always take part in the life of the group and the institute of higher education, they like to work with people and realize their future profession in the social sphere.

The results of the test give us the opportunity to determine that the high level of the communication skills development occurs rarely. The average level of the communication skills development is more typical. So, the analysis of our experiment shows the existence of the typical for the contemporary young people problems of the communication: inadequate level of the communication skills development and knowledge for the future social sphere specialist, low need in communication, difficulties in the collaboration in the group. Our investigation have proved one more time that girls feel themselves more freely in the communication that boys.

We can make a conclusion that without communication the life of a human being and effective professional activity of the social sphere specialist are impossible, and not developed communication skills in time have a negative impact on a person and communication itself. That's why without complete development of the sociability, without necessary stimulation of the communicative capability not any cooperation can be effective. So the scientific analysis of this question is like a key in the solving of many psychological problems of the individual and professional cooperation in the social surroundings.

### **Literature**

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