Communicative Competence as a Condition for the Socio-Psychological Climate in a Team of Employees of a Suburban Railway Company

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Abstract: The paper outlines the results of an empirical study, the purpose of which was to study the relationship between communicative competence and the socio-psychological climate in the team. The relevance of this study is related to the search for factors that increase the effectiveness of interpersonal interaction in a team as a result of satisfaction with the work performed by employees of a commuter railway company. The theoretical generalization of the presented problems outlines the solution to the problems of finding answers to the question of which areas of organizing the activities of employees of a suburban railway company contribute to constructive interaction and facilitate their own professional growth. The results of the study indicate that communicative competence can be a condition for the formation of a socio-psychological climate in a team. The practical significance of the study lies in the need to develop recommendations for taking into account the possible development of communicative.

1 INTRODUCTION

The competence of an employee of a commuter railway company is an integral component of the ability of his professional activities. Communication in scientific literature is understood as a system of information exchange between organizational entities. The performance of commuter railway employees is also largely determined by the level of communication skills. Communication skills, as noted by P.G. Argunova, is a type of special ability, natural talent in interpersonal and business communication, affecting the quality of performance of production tasks and the productivity of the organization (Argunova, 2017).

Specialists working in the field of mass transportation of passengers by rail perform various types of professional activities, when the acquired knowledge and skills are used for direct interaction with the person - the object of their professional activity, in order to assist him in services, mastering the ability to interact with other people in the field railway transport. This type of specialist includes ticket cashiers and commuter railway controllers. Perceiving a Person as a client of the highest value is a criterion of their professionalism. Activities in the field of billing and accompanying the transportation of passengers place high demands on the moral and personal qualities of employees, on their emotional endurance, as well as resistance to stressful situations (Gaevskaya, 21).

Analysis of the success of the professional activities of ticket cashiers and controllers allows all the skills of a specialist to be combined into two groups: professional knowledge about the field of work and knowledge of the psychology of the

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consumer (client). As N.I. writes Bashmakova, the highest results will be achieved, first of all, by a specialist who knows as much as possible about his product or service, is confident in himself, knows how to serve a client and show maximum friendliness and attentiveness towards them (Bashmakova, 2015).

According to E.N. Zebrev, in the psychology of the ticket cashier profession, a successful specialist is presented as a person with education and work experience, possessing organizational abilities and analytical thinking, and self-learning skills. It must be mobile and flexibly respond to the behavior of passengers and other employees. Such a specialist has a set of characteristics that allow him to successfully conduct business communication and negotiations, and demonstrates a high level of development of such characteristics as communication skills (Zebreva, 2016).

The communicative competence of a ticket cashier and controller, who actively interacts with passengers, with different age and social groups, seems to be a combination of several competencies (Balashova, 2023).

The following types of social communicative competencies of employees serving passengers on railway transport can be distinguished: according to the form of communication - verbal and non-verbal; through communication channels - formal and informal; according to the spatial arrangement of channels - horizontal and vertical; In terms of the subject and means of communication, a large share is made up of interpersonal communications. The main functions of social communication are: informative (instrumental), integrative, destabilizing, cultural, expressive, contact and regulatory.

Modern ticket cashiers and controllers, as representatives of socially oriented professions, need organizational skills, analytical thinking, and a willingness to learn and perceive new things. Possess knowledge in the field of management, marketing, economics, law, social psychology, business etiquette, sales specifics, communication. Ability to work on a computer and the Internet is required. The friendliness of a railway employee is expressed in a good mood; a smile, an open attitude for communication, interest in the needs of clients, readiness to help them (Zebreva, 2016).

In the process of social communication, ticket cashiers and inspectors must be able to make a good first impression; establish and maintain good relations with the passenger; determine the needs of passengers; convince your passengers and help them make decisions; “take the hit” if cooperation with the passenger fails; organize the transaction in a timely manner; plan your time (time management skills); competently maintain working and reporting documentation (Kapranova, 2017).

If we turn to the psychological side of organizing business communication between representatives of professions in the field of servicing passengers of railway transport, we can note that the development of specific dialogue skills directs the ticket cashier and controller to improve themselves and develop exclusively the best personality qualities. If you pay attention to how specialists in this field communicate with each other, they reveal only positive qualities, avoiding the manifestation of rude forms of interaction.

Communication abilities, being an integrative and relatively stable psychological formation, include personal (personal qualities) and technological (knowledge, skills, abilities) aspects of professionalism. Communication skills enable effective business and interpersonal communication by implementing flexible communication strategies through verbal and nonverbal actions. Effective construction of the communication process depends on a certain set of knowledge, skills and abilities, i.e. communication skills. Psychological research confirms that developed communication abilities have a positive effect on social interaction in general (Shishkina, 2023).

The set of communication skills of a specialist is determined by the main forms in which business communication is carried out, which allows them to be correlated with real communication. The ability to listen is a necessary condition for correctly understanding the position of a colleague or client. Experience shows that the greatest success in the professional activities of ticket cashiers and controllers is achieved by specialists who know how to listen carefully to their interlocutor (Gaevskaya, 21).

The types of professional competence considered in the scientific and methodological literature also include intercultural competence. Also in this area of research of the socio-psychological climate in large and small social groups, psychologist V.V. Boyko pointed out that the social content of personal relationships between people in a service team is revealed through various types of social relations: political, legal, moral and ethical. However, the most important, according to the author, are the nature of interpersonal relationships and social communications, the establishment of which is possible on the basis of substantive practical activity. The unity of the form and content of interpersonal and business relationships is manifested in the form of personality traits, as well as in cohesion, cooperation, and compatibility (Boiko, 2018).

In the consciousness of the team of a commuter railway company, specific structural elements can be identified depending on the level of social maturity of the group. The employee first gets acquainted with

the instructions, permissions and requirements for himself, thanks to which professional activities are organized. Also, in professional teams there are corporate requirements for the behavior of employees, which may differ significantly from established labor standards in other areas. Each employee is aware of his place in joint actions, forms an objective approach to a number of objective circumstances in which his abilities are realized, needs are satisfied or not met, personal and professional interests develop and, of course, certain competencies that are in demand in a given business area. This is a mechanism for forming an individual's attitude towards professional activity, which determines the prevailing type of behavior in life and in working conditions, and manifests itself in various forms of professional activity (Andreeva, 2018).

2 METHODOLOGY

Based on the theoretical analysis of the problem of communication abilities, a program was drawn up and methods for further empirical research were selected. The empirical study was conducted on the basis of the Baikal Suburban Passenger Company of the East Siberian Railway (BPPC VSZD). The sample consisted of 36 subjects - ticket cashiers and controllers of suburban passenger electric trains, age from 25 to 35 years, work experience from 3 to 12 years.

The paper makes an assumption about the existence of a relationship between communicative and professional competence, manifested in the components of the socio-psychological climate in the team of employees of a commuter railway company, the desire to maintain the integrity of the team; increasing the level of compatibility and teamwork of the group; satisfaction with the work performed.

To diagnose the communication abilities of employees, the "Methodology for diagnosing communicative social competence" by V.D. Ivanov and "Identification of communicative and organizational inclinations" (KOS-2) by V. V. Sinyavsky and B. A. Fedorishin.

Methodology for diagnosing communicative social competence V.D. Ivanova is intended to obtain a more complete picture of a person and to draw up a probabilistic forecast of the success of his professional activities. The questionnaire includes 100 statements, with three alternative answers. Scales: sociability (A), logical thinking (B), emotional stability (C), mood background (D), creativity (K), independence (M), self-control (N).

Methodology "Studying the socio-psychological climate of the service team" N.M. Fateeva is a standardized modified questionnaire. The goal is to determine the state and main problems of the socio-psychological climate in the team of employees of a suburban railway company. The survey includes an assessment of satisfaction with the relationships and activities of the unit; assessment of discipline and system of work with commuter passengers; directions for improving the socio-psychological climate in the company.

A study was carried out of the relationship between communication abilities and the level of socio-psychological climate using mathematical and statistical methods (Rs-Spearman rank correlation coefficient); the data obtained were systematized and summarized, the results of the study conducted with employees of the railway organization were processed and analyzed.

When processing the results, a level assessment is carried out (in points): 13-20 – high level; 8-12 – average level; 5-7 – low level.

The methodology "Identification of communicative and organizational tendencies" (KOS-2) by V. V. Sinyavsky and B. A. Fedorishin is intended to determine the level of development of an individual's communicative and organizational abilities (the ability to clearly and quickly establish business and friendly contacts with people, the desire to expand contacts , participation in group events, ability to influence people, etc.). The questionnaire contains 40 questions to which the subject can answer affirmatively or negatively.

When processing the results, the severity of communication and organizational skills was determined by the number of matches of the received answers with the "key". Five levels of development can be diagnosed: low - from 1 to 4 points, below average - from 5 to 8 points, average - from 9 to 12 points, high - from 13 to 16 points, highest - from 17 to 20 points.

3 RESULTS AND DISCUSSION

The results of a study of the communicative social competence of employees of a suburban railway company using the methodology of V.D. Ivanov identified the following indicators. In the group of employees, the following indicators of communicative and social competence were identified. For factor A (sociability): 9 subjects (45%) were identified with a high level, 8 subjects (40%) with an average level, and 3 subjects (15%) with a

low level. For factor B (logical thinking): 9 subjects were identified with a high level (45%), with an average level - 11 people (55%), a low level was not identified. For factor C (emotional stability): 8 subjects (40%) were identified with a high level, 12 people (60%) with an average level, a low level was not identified. For factor D (mood background): 11 subjects (55%) were identified with a high level, 7 subjects (35%) with an average level, and 1 subject (5%) with a low level. For factor K (creativity): 7 subjects (35%) were identified with a high level, 9 subjects (45%) with an average level, 4 subjects (20%) with a low level. Factor M (independence): a high level was detected in 12 people (60%), an average level in 8 subjects (40%), a low level was not detected. For factor H (self-control): 11 subjects (55%) were identified with a high level, 8 subjects (40%) with an average level, and 1 subject (5%) with a low level.

A qualitative analysis of the results showed that the vast majority of employees who took part in the study do not have ease and openness in communication. It should be noted that among the subjects there are also employees who can be called uncommunicative and withdrawn. The subjects are more characterized by emotional instability, variability, and the temptation to succumb to feelings. Among the cashiers and controllers of the suburban railway, both very cheerful, carefree and cheerful people were identified, as well as silent and serious people. The subjects rely on themselves much more often, are more realistic and rational. Basically, they are independent and self-oriented. Among the employees, subjects were identified who tend to regularly control their behavior, obey the internal rules of the work organization, and can also be impulsive and unrestrained when communicating with passengers.

The results of the study using the method "Identification of communicative and organizational tendencies" (KOS-2) by V.V. Sinyavsky and B.A. Fedorishin showed that the group was dominated by subjects with an average level of development of communicative abilities (50%), in equal proportions with high level and below average (20%), with a low level - 10%, with the highest level of development of subjects were not identified. With an average level of development of organizational skills - 40%, with a high level - 30%, with a below average level - 10%, with a low level - 20%, and no subjects with the highest level of development were identified.

Next, an analysis of the socio-psychological climate in the service team was carried out. Results of the study using the "Social-Psychological Self-Evaluation of the Collective" (SPSC) method by R.S. Nemova. Among the presented indicators of the socio-psychological climate, 80% presented responsibility, 70% awareness 70%, organization 80%, openness 60%, contact 40%, cohesion 50%, integrity 80%. High results were shown by such characteristic features in the team as personal responsibility, organization and integrity, which can be attributed to the personal characteristics of employees. And such indicators as contact and cohesion indicated low results, which may indicate difficulties in communication, in interaction not only in the team, but also with potential clients - passengers of the commuter railway company.

Analyzing the results obtained and the ratio of the identified indicators of the socio-psychological climate in the team of ticket cashiers and inspectors, it can be noted that the employees are more informed, but at the same time, they rated themselves as less organized, open and communicative. In a team, there is less exchange of experience, and the ability to correlate one's goals and actions with the goals and actions of other people is not developed. These features can characterize interpersonal relationships in a team as limited to the performance of special tasks and emotionally intense in communication with passengers.

The results of a survey using the methodology "Studying the socio-psychological climate of the service team" by N.M. allow us to supplement the picture of the state of the socio-psychological climate in the team of employees of a suburban railway company. Fateeva.

According to the research, trusting relationships in the team are not sufficiently developed. The management style of a commuter rail company tends to limit informal contacts and focus on performance and strict discipline.

To determine the presence of a relationship between communicative competence and the level of socio-psychological climate in the team, a correlation analysis was carried out using Spearman's Rs test. The calculation results are listed in Table 1.

Table 1: The relationship between communicative competence and indicators of socio-psychological climate.

SPK indicator	**Indicators of communicative competence**						
	Sociability	Logical thinking	Emotional stability	Mood	Creativity	Independence	Self-control
Integrity	0,02	0,05	0,15	-0,02	**0,29***	0,03	0,09
Cohesion	**0,27***	0,07	**0,28***	0,12	0,22	-0,13	-0,2
Contact	-0,14	0,03	0,01	0,09	0,11	-0,17	**0,25***
Openness	**0,35***	0,02	0,09	0,09	0,08	0,02	0,01
Organization	0,02	-0,02	-0,1	0,06	**0,28***	0,03	0,18
Awareness	0,18	0,09	-0,01	0,03	-0,1	-0,04	0,1
Responsibility	**0,36***	**0,37***	**0,25***	**0,36***	0,08	0,18	0,19

* Correlation is significant at the 0.05 level

The structure of correlations is represented by the relationships formed by the parameters of communicative competence and socio-psychological climate in the team of employees of a suburban railway company. 10 positive significant relationships were recorded.

Between the indicators of the variables “integrity” and “creativity” rs = 0.29 at a significance level of p≤0.05. The correlation coefficient is positive, therefore, a direct dependence of the variables has been identified, that is, with an increase in the indicators of the first variable, the indicators of the second increase and vice versa.

It can be assumed that an increase in the integrity of the group contributes to an increase in the level of sociability in the unit and an increase in the level of creative attitude towards the performance of work tasks.

Between the indicators of the variables “cohesion” and “sociability” rs = 0.46 at a significance level of p≤0.05; “cohesion” and “emotional stability” rs = 0.28 at a significance level of p≤0.05. The correlation coefficient is positive, therefore, a direct dependence of the variables has been identified, that is, with an increase in the indicators of the first variable, there is an increase in the indicators of the second.

It can be assumed that an increase in the cohesion of the service team contributes to an increase in the number of social contacts and an increase in the level of emotional stability and the ability to constructively resolve conflict situations in the work of employees of a commuter railway company.

Between the indicators of the variables “contact” and “self-control” rs = 0.27 at a significance level of p ≤ 0.05. The correlation coefficient is positive, therefore, a direct dependence of the variables has been identified, that is, with an increase in the indicators of the first variable, there is an increase in the indicators of the second.

It can be assumed that an increase in group contact contributes to an increase in emotional stability, communication exchange and better mutual understanding among team members of employees of a commuter railway company, self-regulation and self-control of behavior in stressful situations.

Between the indicators of the variables “openness” and “sociability” rs = 0.35 at a significance level of p≤0.05. The correlation coefficient is positive, therefore, a direct dependence of the variables has been identified, that is, with an increase in the indicators of the first variable, there is an increase in the indicators of the second.

It can be assumed that an increase in the openness of the group contributes to an increase in sociability both within the team and with the external environment, which can qualitatively affect the effectiveness of the work of ticket cashiers and controllers.

Between the indicators of the variables “organization” and “creativity” rs = 0.28 at a significance level of p≤0.05. The correlation coefficient is positive, therefore, a direct dependence of the variables has been identified, that is, with an increase in the indicators of the first variable, there is an increase in the indicators of the second. It can be assumed that an increase in the internal organization of the team of ticket cashiers and controllers contributes to an increase in the level of creative attitude towards performing the tasks of official activities.

Between the indicators of the variables “responsibility” and “sociability” rs = 0.36 at a significance level of p≤0.05”; “responsibility” and “logical thinking” rs = 0.37 at a significance level of p≤0.05”; “responsibility” and “emotional stability” rs = 0.25 at a significance level of p≤0.05”; “responsibility” and “positive background mood” rs = 0.35 at a significance level of p≤0.05.” The correlation coefficient is positive, therefore, a direct

dependence of the variables has been identified, that is, with an increase in the indicators of the first variable, there is an increase in the indicators of the second.

A comparative analysis of indicators of communicative social competence showed positive dynamics: the number of subjects with an average level of sociability (factor A) increased from 40% to 50%, a decrease in the number of subjects with a low level - from 15% to 5%, with a high level - no changes. There was an increase in the number of subjects with a high level of logical thinking (factor B) - from 45% to 60%, a decrease in the number of subjects with an average level - from 55% to 40%.

Another important factor in the development of the silver economy is the interaction with non-profit structures and the development of volunteering of older people. The use of digital technologies by older people, especially during the coronavirus pandemic, allows researcher K.A. Galkin to single out digital silver volunteering as a special type of activity, and not to consider it as a continuation of volunteering in its traditional meaning (Galkin, 2022). The activities of socially oriented non-profit organizations and the organization of volunteering, in which elderly people participate, make it possible to popularize the modern image of elderly people as active members of society and active consumers (sports, healthy lifestyle, cultural events, tourism, higher education, etc.) and eventually overcome social stereotypes regarding them as unnecessary, sick and infirm people who are only dependent on the state and society, being recipients of various social benefits and living out their almost departed lives.

4 CONCLUSIONS

Thus, empirical research data confirm that communication skills are important for the successful performance of professional tasks by representatives of socially oriented professions. Most employees do not have great difficulties in establishing and maintaining business contacts with colleagues and management; they strive for contacts with people and do not limit their circle of acquaintances. They show social initiative and are well oriented in a new environment. They can independently organize their daily routine and plan their professional activities for the near future, and are active in the activities of the team of ticket cashiers and controllers.

Have difficulties in self-organization. In a team they take a distant position or are isolated. This circumstance indicates the need for further development of communication and organizational skills as a condition for the effectiveness of the official activities of ticket cashiers and controllers.

It can be summarized that the level of development of communication skills directly affects the nature of interpersonal interaction among employees of a commuter railway company and provides the skill of building effective business and interpersonal relationships. These conditions directly have a significant impact on the formation of a favorable socio-psychological climate in the team of ticket cashiers and controllers. It can also be noted that a sufficient level of development of communication skills increases the efficiency of management activities: the ability to competently and without subjective distortions convey the necessary management information, ensure the appropriate level of its implementation and perception.

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