

Psychological characteristics of communicative behavior in a company employees

Научный руководитель – Бердибаева Света Кыдырбековна

Төрөбек Аружан Бақтиярқызы

Student (master)

Казахский национальный университет имени аль-Фараби, Алматы, Казахстан

E-mail: arujanturebek99@mail.ru

The modern world's globalization process necessitates successful workplace engagement and communication. As a result, there has been a lot of interest in communicative behavior, strategies, and the successful use of both verbal and nonverbal language in communication. Effective communication is important for any business and can support it in a number of ways. And we understand that communication plays a crucial role in development, similarly as in customer relations, human resource management - in almost every aspect of a corporation. And company employees are a key audience because they often function a guide to other audiences. If the workers of the corporate are properly informed and involved, the reference to other groups also will be strong. Effective communication builds strong relationships. Trust and loyalty are key factors in any relationship, and both are reinforced by communication designed to fulfill individual needs, convey important messages, and supply positive and constructive feedback. Strong relationships with external audiences also foster strong communication about the company's products, services, culture and values. Thus, communicative competence means understanding the symbols used for communication and therefore the rules of their functioning, still because the principles of communicative interaction. American communication philosopher Lee Thayer argues that communication and energy functions are two main elements in our life. And communication affects life within the same way as nutrition or health [2]. Therefore, we must know well what communication is and what it includes. Communication is that the process of transferring information between a sender and a receiver [3]. Communication is an occasion, a process. More precisely, it's the exchange of messages between the sender and therefore the recipient [2].

Before studying what factors may be attributed to the features of communicative behavior during a company, one should understand the term "communicative behavior". Sternin in his work defines communicative behavior as a collection of communicative norms and traditions that were generally accepted by a specific group of individuals [1]. That is, communicative behavior is that the behavior of an individual or a bunch of persons within the process of communication, regulated by the norms and traditions of communication of a given society [1].

Without communication within the workplace, nothing would be achieved, since communication is a very important factor, if it weren't there, employees couldn't give instructions, and equipment and materials couldn't be ordered, most significantly, progress wouldn't be possible to live and products, services can not be delivered to customers. in step with Drucker (1954), the five management functions — planning, organizing, staffing, leadership, and control — all depend upon communication. In fact, in surveys of highly successful companies across the country, the flexibility to speak effectively with customers and employees was identified because the most vital skill required for company employees [5].

According to Thomas J. Lee (2004), the most purpose of company communication is to enable and motivate all employees to follow their strategic vision. it's important for a corporation employee to be ready to quickly send, receive and understand strategically important information. Communication can flow in three directions: down, up and horizontally. If he gives an example,

then we will use top-down communication managers who communicate with their subordinates. Upward communication moves to a better level of the organization. The final variety of communication that takes place between employees at the identical level in a company is termed horizontal communication [3]. There must be a good balance between downlink and uplink. For a message to be successfully transmitted, communication must be peer-to-peer between sender and receiver. Communication doesn't take under consideration the dimensions of the organization, as communication even in small groups could be a two-way communication [2].

Over the years, companies have focused on "customer service". It had been only recently that they began to pay the identical attention to employees, realizing that employees are more related to business success than a gaggle of consumers. A study by the firm Watson Wyatt concluded that communication with employees isn't any longer a "soft" function, but rather a business function that determines productivity and contributes to the financial success of a corporation. Internal communication is very important in an exceedingly company. Internal communications within the twenty-first century aren't only methods, but also the publication and transmission of which they're composed. Internal communication is a very important tool for creating a transparent and accurate company image in a company. Also, through internal communication, you'll support the corporate by providing knowledge about the organization among employees [4]. Internal communication is a complex and imperative process through which employees coordinate the workflow necessary for the functioning of any organization in the company. Today, as we understand employees, they want to receive more information about the company in which they work, so internal communication is a catalyst for the organization's excellence and efficiency [4]. If the internal communication is very efficient, it offers all staff a readiness to response inquiries regarding the association. It is critical to introduce data in a reasonable and straightforward way so you can recall it and offer the right responses when you get inquiries regarding the organization. There are three fundamental components needed for a compelling interchanges framework, Oberg said. To begin with, instructive messages should travel through the framework. For instance, authoritative changes, gatherings, or huge deals. Furthermore, the framework should have data sets from which an individual needing data could acquire data. What's more, as the third significant component of a successful correspondence framework, an individual needing data should know where it tends to be found from. This ought to be conveyed at gatherings or by email.

The communicative side is communication with the interlocutor through the language and cultural traditions characteristic of a particular community of people, and the exchange of information between people. The consequence of this communication is shared comprehension between individuals. The intuitive part of open conduct prompts the foundation of specific connections between communicants, which depend on the individual qualities of individuals and the impression of positions comparative with one another. The degree of insight makes it feasible for common information and rapprochement of individuals, is a cycle of discernment by accomplices of one another, the meaning of a correspondence circumstance. Perceptual abilities of open conduct are showed in the capacity to control one's discernment, "read" the disposition of accomplices through verbal and non-verbal attributes, comprehend the mental impact of insight and consider them to lessen contortions. An individual's open conduct relies upon open fitness, which incorporates information on the sign emblematic framework inside which correspondence happens, information about the outer world, procured by an individual based on his own insight and essential information about the world, which agents of this ethnic gathering have because of having a place with a specific public, ethnic, social, strict, proficient and other gathering. The open conduct of the questioner because of his open activities is controlled by demonstrations of shared arrangement, connecting the activity plans of different members and connecting intentional activities into a solitary and joint cooperation.

We've discovered that correspondence is basic in various settings, particularly in a socially different working environment. This permits individuals in the association to cooperate and work adequately and productively. Correspondence conduct comprises of activities, cooperations, and twofold connections that cooperate to accomplish correspondence objectives in the work environment.

Due to its relevance, the purpose of our work is to study the communicative behavior of employees in the workplace, namely private companies. As part of our research, we put forward the following hypothesis: the communicative behavior of employees of private and public companies directly depends on the communication strategy. And their professional communication depends on the communication strategy. In addition, by studying communication behavior, we investigate their relationship to stress. That is, we assume that employees in private companies have less stress than public ones. However, we must not forget to determine the degree of their competence, tolerance and intolerance.

References

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