SOCIAL-PSYCHOLOGICAL ENVIRONMENT IN THE WORKING TEAM AS ONE OF THE MOST IMPORTANT CONDITION OF EFFICIENT INTERACTION

Marchenko E.A.

Student of the Academy of Humanitarian Science,

Southern University (IMBL), e-mail: kallestar@cloud.com

Scientific supervisor: Galoyan Y.E., PhD, associate professor

Abstract: This article describes the characteristics of psychological environment in the working team. The tips for increasing psychological safety of a team are discussed.

Keywords: psychological environment, team, efficient interaction, organizational learning, blame, human, anticipate, conflict, feedback, psychological safety, curiosity

The demand and popularity of research on the socio-psychological climate in the team is due to the tendency to complicate relationships and increase the requirements for the professionalism of the employee.

Why is it so necessary? Everything is logical. A favorable climate in the team increases the effectiveness of joint work. Unfavorable relationships can cause high staff turnover, increase the level of conflict, reduce labor efficiency, and generally worsen the reputation of the organization. It often happens that the head sees only the effects listed above, but does not know the reasons for their occurrence. There are cases when the manager does not see the true reason for the deterioration of the team and directs efforts in the wrong direction, which, of course, does not lead to an improvement in the situation. Therefore, it is important for the head of the organization or HR department to study the current state of the socio-psychological climate and, based on the results of the study, take the necessary measures to improve it. In this article, we will tell you about the main methods that allow you to study the socio-psychological climate in the organization, as well as give recommendations for their use.

To begin with, it is necessary to determine what is meant by the term "socio-psychological climate". The socio-psychological climate in a team is a complex, integrated indicator that reflects the internal state of the community as a whole, and not just the sum of the feelings of its members, as well as its ability to achieve joint goals. The main factors that form the socio-psychological climate in the team are:

Emotional attitude of employees to their activities;

Relations between employees in the team;

Relations between subordinates and supervisors;

Service and household factors of labor organization;

Economic (material) factors of labor promotion.

Of course, the list presented is not exhaustive: it can be refined and expanded, if necessary, within the framework of a specific study.

If the purpose of the study is to analyze and evaluate the socio-psychological climate in the team, then to achieve it, it is necessary to solve the following tasks:

Determine the emotional attitude of employees to their activities in general;

Identify the nature of relations between employees in the team;

Identify the nature of the relationship between subordinates and managers;

Determine the degree of satisfaction of employees with service and household factors of labor organization;

Determine the degree of satisfaction with the economic (material) factors of labor promotion.

After the goals and objectives of the study are formulated, it is necessary to choose the method by which the data will be collected. We recommend the questionnaire survey as the most effective method of collecting data in medium-sized and large-sized teams, which, if the conditions are met, gives a high guarantee of the sincerity of the answers. These conditions should be considered in more detail.

In order for the respondent to be interested in giving sincere answers, it is necessary to guarantee the anonymity of the data submission and explain that the results of the survey will be presented in a generalized form. This information

should be communicated to the respondents not only in the preliminary message about the upcoming survey, but also immediately before the survey. For example, you can put the following text in the title of the questionnaire:

In addition, informing respondents about the purpose of the survey will help to ensure the sincerity of the answers. Before conducting the survey, it is recommended to inform that the opinion of all respondents will be taken into account, and based on the results of the survey, measures will be taken to improve the climate in the team. If the respondents know that their opinion can really change the situation for the better, they will be more sincere.

In our experience, HR professionals are increasingly conducting such research through online surveys. They are convenient not only because the automated system allows you to collect data much faster and provide the result, but also because it will provide the necessary conditions for a successful survey. Handout paper questionnaires that are supposed to be filled out in the workplace can lead to a decrease in the sincerity of respondents ' responses: being near the subject of the assessment, their colleague, the respondent is most likely to feel uncomfortable and overestimate the assessment. While away from the workplace and in a less unnerving environment, the respondent will be able to answer sincerely. In addition, some employees may express concern about changing their questionnaires by handwriting (and this happens:). In online surveys, the reasons for such experiences are, of course, excluded, which can also affect the increase in sincerity in the responses of respondents.

Psychological compatibility is an important factor affecting the socio-psychological climate. Psychological compatibility is understood as the ability to work together, which is based on the optimal combination of the personal qualities of the participants in the team.

Psychological compatibility may be due to the similarity of the characteristics of the participants in the joint activity. It is easier for people who are

similar to each other to establish interaction. Similarity promotes a sense of security and self-confidence, increases self-esteem.

Psychological compatibility can also be based on the difference of characteristics based on the principle of complementarity. In this case, they say that people fit each other "like a key to a lock."

The condition and result of compatibility is interpersonal sympathy, the attachment of the interaction participants to each other.

Forced communication with an unpleasant subject can become a source of negative emotions.

There are three levels of compatibility: psycho-physiological, psychological and socio-psychological:

The psycho-physiological level of compatibility is based on the optimal combination of the features of the sensory system (vision, hearing, touch, etc.) and the properties of temperament. This level of compatibility is particularly important when organizing joint activities. A choleric and a phlegmatic person will perform the task at a different pace, which can lead to disruptions in work and tension in relations between workers.

The psychological level assumes the compatibility of characters, motives, and behaviors.

The socio-psychological level of compatibility is based on the consistency of social roles, social attitudes, value orientations, and interests. It will be difficult for two entities seeking to dominate to organize joint activities. Compatibility will be facilitated by the orientation of one of them to submission. A quick-tempered and impulsive person is more suitable as a partner for a calm and balanced employee. Psychological compatibility is promoted by self-criticism, tolerance and trust in relation to the interaction partner.

In conclusion it is necessary to mention that the psychological environment is really very important in any team especially if we speak about work efficiency and productivity.

References

1. Amelin V.Y. Psychology and pedagogical science of professional activity: A course of lectures. – Part I. – M., 2003. – 312 p.

2. Gedakyan D.A. Peculiarities of restricting an individual's right to move in the digital society [Electronic resource] // Intellectual resources to the regional development. – 2020. – №1. – P. 736-740. – URL: https://www.elibrary.ru/item.asp?id=42942682.

3. Deikina Yu.I. The problem of self-regulation in the general psychological aspect // Intellectual resources to the regional development [Electronic resource] – 2020. – №1. P. – 743-746. – URL: https://elibrary.ru/item.asp?id=42942684.

4. Human psychology in the modern worls. An individual and a group in the framework of social changes. Volume 5 / edited by A.L. Zhuravlev, – M., 2009. – 400 p.

5. Khachvankyan V.V., Esayan A.Y., Sorokina D.A. Social-psychological environment as the basis of corporate culture // Donetsk state university. – 2010. – №2. – P. 95-100.