



International Conference on Communication in Multicultural Society, CMSC 2015, 6-8 December
2015, Moscow, Russian Federation

Young professional's in-house communication features at industrial enterprises of Russia

Alexander Alekseev*

Moscow Wiite University, 2nd Kozhukhovskiy passage, 12, p. 1, Moscow, 115432, Russian Federation

Abstract

The article presents the results of an experimental study of intra-communication in an industrial enterprise. There was conducted the analysis of documents and used such research methods as observation, written survey, in-depth interviews as well as a method of expert estimations. The empirical object of study - the employees under the age of 35 years with experience in an industrial enterprise not more than three years. As a result of research we formulated the peculiarities in communication of young professionals, identified the main communication barriers, delivered recommendations on optimization of in-house communications in industrial enterprises.

© 2016 Published by Elsevier Ltd. This is an open access article under the CC BY-NC-ND license (<http://creativecommons.org/licenses/by-nc-nd/4.0/>).

Peer-review under responsibility of the National Research Nuclear University MEPhI (Moscow Engineering Physics Institute).

Keywords: In-house communication; young specialists; communication barriers; innovative activity; industrial enterprises of Russia

1. Introduction

Communication in the broadest sense can be considered as a form of human activity, which is manifested in the exchange of information, mutual influence, understanding and experience. This term describes communication as a two-way human activity presupposes the existence of not only the relationship between them, but also the emotional exchange.

* Corresponding author. Tel.: +7- 495-783-6848.

E-mail address: alexeev_alexan@mail.ru

Management processes in enterprises connected with the necessity of constant coordination units and individual employees to achieve common goals. Coordination can be implemented in various forms, but the most important of them is the employees contact in the process of communication. Almost everything happening in the company has a direct or indirect connection with the communicative processes. Thus, communication is one of the most important tools to increase the efficiency of the enterprise.

Specificity of management and, in particular, in-house communications in the Russian science over the past two decades actively explored by authors such as Baryshnikov (2013), Gurieva (2015), Romanova (2014), Sharkov (2013). However, young professionals in-house communication features remain insufficiently studied. The number of foreign studies, in which the connection between in-house communications and efficiency of enterprise management can be found, is significantly larger, in particular, we have considered the authors of Alon, Fetscherin, Lattemann, Li, and Schneider (2010), Craig (1999), Karathanos (1996), Stephen (2008). However, the results of international communications research results cannot always be effectively adapted for use in the practice of Russian enterprises, as does not take into account the peculiarities of the Russian mentality, as well as a national model of management. The importance of research gains more due to the fact that the manner of business communication between young employees in recent years vary rapidly, which then becomes the consequence of the political, social and technological changes in society. Moreover the level of innovative activity of industrial enterprises (an growth of which is considerably enhanced by young professionals) in Russia is still quite low.

Thus, the purpose of research, some results of which we present in this article is to identify the main features of intra-communication among young professionals employed in industrial enterprises in Russia. The author believes that the peculiarities in communication, discovered in this group of staff, and the experimentally established communication barriers can be taken into account in order to enhance innovation activity of the personnel, productivity and overall efficiency of the industrial enterprise.

2. Material and methods

An experimental study was conducted between June and September 2015. The working group on the study, in addition to the author of this article also includes young researchers V.V. Vagina and D.S. Batulkin. The object of research is the process of young specialists' intra-communication of medium and large enterprises in the Russian industry. Participation in the surveys and interviews is presupposed by employees under the age of 35 years. The venue for the study was "Russian Space Systems". JSC "Russian Space Systems" is one of the leading enterprises for the space industry, specializing in the space information systems development, manufacturing, design, supervision and operation. The main directions of its activity are creation, development and the intended use of the global navigation system GLONASS, the development of space systems, search and rescue, geodesy, hydro meteorological service, sensing the planets and other celestial objects.

The study was based on the use of the following techniques: monitoring (drawing pictures of the day), a written survey, and in-depth interviews, analysis of documents (Code of Ethics, the provisions of the communication policy and job descriptions). The list of issues raised during the survey and interviews, was quite extensive. For example, a questionnaire for young professionals included 50 questions - what forms of communication are preferred, what fears arise in the process of verbal communication with superiors, how communication interaction can be improved in the company. In-depth interviews were conducted for several leaders of different levels (heads of departments, deputy director general). Interpretation of the research results is carried out by the method of expert assessments. The expert group was composed of 5 renowned experts on the management of communications, four of whom have advanced or PhD degrees.

3. The results of the study

The study showed that for 2015, JSC "Russian Space Systems" has more than 4 750 workers. The average age of employees - 47 years. As young professionals (under 35 years) we can attribute only 20.5% of employees, 8.8% of the total number of young professionals in leadership positions and the positions of specialists - 74.1% of young employees. The study found the sustainable growing of employees' turnover in the enterprise the last few years. And in the most cases people leaving the organization are young professionals under the age of 35 years (turnover

Download English Version:

<https://daneshyari.com/en/article/5125846>

Download Persian Version:

<https://daneshyari.com/article/5125846>

[Daneshyari.com](https://daneshyari.com)