

Development of Favourable Learning Environment and Labor Protection in the Context of Harmonization of Social Interaction of Educational System Objects

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ABSTRACT

The relevance of the study is conditioned by the need to review the role of existing in educational institutions learning environment and labor protection of employees and students in the process of harmonization of social interaction of students, professors and higher school leadership. In this connection, the present article aims at the identification of potential areas of disagreement of interests and positions of the university basic subjects in the context of the assessment of students' learning environment and teachers' labor, and the disclosure of functioning in higher school labor and learning protection system on four structural units. The leading investigative method of this problem is a questionnaire survey of the staff and students of the Russian State Social University (RSSU), allowing to consider fully the processes of creation of favorable conditions of labor and learning from the point of view of their impact on the level of social tension, strife and disunity of teaching and students' staff. The article reveals the main issues of harmonization of social interaction of leading subjects of educational systems of the university in the context of the development of the learning environment and labor protection of workers, offers some recommendations on the harmonization of social interaction in the Russian State Social University. The materials of the article are of practical value for the educational institutions leadership, higher school teaching staff, as well as managers of all levels.

KEYWORDS

favorable learning environment, social interaction, conflict, harmonization

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Introduction

Modern trends and global challenges of social and economic development of Russia, as well as an objective increase in the role of education in the securing of this process, actualizes the attention of the researchers to the issues of the

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search for new strategies and mechanisms of provision of suitable conditions and labor protection in educational establishments in the interests of the harmonization of social interaction of the subjects of higher school educational system (Olkhovaya et al., 2016; Zaitseva, Goncharova & Androsenko, 2016).

Each domestic university in order to have a characteristic of innovative, advanced, leading should make significant efforts from the perspective of optimization of conditions of learning environment and labor protection, as the basis of building and development of inner potential of educational organization (Larionova, 2012). This is connected to the fact that a high degree of intensity of teachers' labor, physical and psychological stress, experienced by the employees, undoubtedly affects the quality of the educational process (Vinogradova et al., 2016; Zaitseva et al., 2015). Moreover, the implementation of educational activity in the conditions of violation of sanitation and hygiene standards, irrational planning of academic workload, constant lack of time, social tensions and negative nature of the relationship between the subjects of the educational organization contributes to stress, that ultimately leads to a teacher's performance decrement and "professional burnout".

The starting point of this article is presented by the opinion that the system of labor protection, assuming the realization of the reference directions of formation of favorable conditions of learning and labor activity of employees in educational institutions, has a significant impact on the socio-psychological environment in the university, the nature of conflict interaction of students and teachers, as well as serves as one of the leading factors of the harmonization of social interaction of educational system subjects. In this respect, the leadership of the university is in charge of the maintaining the emotional and mental health of the staff and students in the educational organization by means of forming the conditions for learning and labor protection, ensuring the satisfaction of their basic needs.

Besides, the modern practice of solution to a conflict in educational institutions involves the activation of leadership efforts by the following, leading areas of activity. First of all, this is a case of optimization of the objective conditions, neutralizing a natural clash of the interests of people in the process of their living, specifically, fair distribution of material benefits between the staff, effective labor organization, taking into account Russian Labor Laws, as well as sanitation and hygiene standards, the formation of a strong material and technological base and so forth. At the same time, the efforts of the administration, oriented on the harmonization of social interaction of higher school subjects also lie in the organizational and managerial plane, where the incompetence of the organization structure to the requirements of the activity or discrepancy of the employee's competence to the occupied position may lead to serious violation of social harmony.

Social and psychological reasons, such as misrepresentation of information, choice of different performance estimation methods and others may become a significant engine of growth in the strife of the workers and students in educational establishment. A particular challenge for the leadership is represented by personal viewpoint of subjects of educational organization, expressed in the subjective assessment of the behavior of other teachers and students, as well as administrative staff, inadequate level of aspirations or a strong dislike to each other (Demeneva, 2004).

We conceive that favorable conditions of labor and learning, formed by the leadership of the educational organization, can neutralize almost all of the problems, emerging from the process of interpersonal and group communication, and most importantly, to a great extent mitigate the negative effects of their manifestation in the socio-psychological environment and corporate culture of the university.

Literature Review

It should be mentioned that the search for the ways of solving the problems, existing in the field of labor protection of the employees of educational organizations, development of favorable conditions for learning in the interests of harmonization of social interaction and the optimization of socio-psychological environment in the groups of educational establishment, are at the center of the research focus of many domestic and foreign scientists. General issues of functioning and development of educational organizations in the present context have been considered in the works of M.V. Gureev (2012), A. V. Kirillov et al. (2015), Frolova (2014), O.A. Urzha et al. (2009), V. Feinberg (2012) and others. Special place is occupied by the works of Russian leading scientists, revealing the theoretical and practical problems of labor protection management: V.D. Roic (2007), N.R. Abramov (2010), A.M.Elin (2010) and A.F. Zubkova (2005) . In the spotlight of Russian researchers are also the problems of creation of favorable and safe learning environment, employee engagement: A.K. Gastev (1929), V. A. Yadov (1982).

The papers, related to the psychological aspects of increasing the staff interest to work, planning internal communication and others are also of some interest. (Liu & James, 2016; Cummings, Gao & Thornburg, 2016; Bharadwaj, 2014). A special part is played by the works, addressing the issues of money incentive of the workers (Loon et al., 2016; Belle & Cantarelli, 2015).

The issues of managing conflicts in the organization, including the damage control of their manifestation were considered (Schaeffner et al, 2015; Tekleab, Quigley & Tesluk, 2009; Ayoko & Chua, 2014).

The works on the factorial analysis of the formation of conflict situations in the process of interpersonal interaction pose a particular interest (Wong, Wei & Tjosvold, 2011; Gabriel, Korczynski & Rieder, 2015; Lumina & Moskowitz, 2014; Gerben et al, 2012).

Materials and Methods

In order to determine the viewpoint of employees and students of educational establishment on the current system of labor protection and learning conditions, and identify the promising directions of its improvement in the interest of harmonization of the social interaction of basic subjects of higher school educational system, authoring team have fully employed general scientific methods of research, applied experimental and research operations, backed on matching method, comparative, visual and system analysis, as well as content analysis of documents. The application of visual and system analysis in the research has provided the grading of the materials by the groups of the respondents and has given the opportunity to determine the degree of social tension level, the causes of conflict occurrence and other prerequisites of violations of conditions of social harmony in educational organization throughout the study period. Used by the authors questionnaire survey and

method of participant observation have provided the identification of the attitude of teachers and students to the social and labor phenomena, associated with the problem of raising of the level of conflict, stress and disunity in the context of the formation of the learning environment and labor protection in the university.

Statistical methods have been used in order to analyze the obtained data with the purpose of reasoned grounding of the main directions of optimization of existing management system of labor and learning in favor of improving the social health of employees and students in educational establishments.

The workers of appropriate qualification, experts, specialists in the field of (protection, evaluation) development of favorable conditions of labor and learning for the benefit of health preservation of staff and students of the university have been involved into monitoring and evaluative actions in the course of the research. The set of the study groups includes members from the Centralized Dean's office (23 respondents), teaching staff of Management and Sociology departments (35 respondents), final-year students (140 respondents), students of the training programs of the state and municipal management, conflictology, human resources. The students have been estimating the learning environment conditions by means of questionnaire. In the course of the research the method of participant observation has also been implemented.

Results

The analysis of the process of formation of favorable conditions of learning and labor protection as a factor of the harmonization of social interaction of educational system subjects has been conducted by several lines, each of which is characterized by its own specific of generation and behavior of conflict.

Teacher - University Leadership

Traditionally, the cause of occurrence of social tension and disharmony in the interaction between teachers and leadership of the educational establishment centers around disagreement of the workers with the internal policy of the university, and how often this implies - dissatisfaction with the classrooms management.

Modern strategic investments of the administration to the development of the Russian State Social University, as innovative, leading university of our country, suggest definition and securing of the key directions of growth in performance of labor of scientific and pedagogical workers. Today, in RSSU such main direction is realized by transferring of teaching staff to effective contract, which takes into account the complexity, efficiency, creativity and intellectual nature of activity of teachers at their remuneration. According to 54,4% of the respondents, the quality of RSSU work capacity is increasing with the implementation of effective contract.

Despite the overall positive evaluation, introduction of effective contract into the practice of high school has become the reason for the growth of social tension among the faculty. According to more than 56,3% of the teachers, the annual passing of the competition for the vacancy to a great degree intensifies their concern to be fired; 47,2% of the respondents consider that such a small duration of the contract does not allow to provide the organizational commitment of employees and provokes the outbreak of differences and accumulation of negative emotions between professors and the leadership of the

university. According to 38,9% of the respondents, the conclusion of annual contracts serves as a leading factor of reinforcing the disunity, social tension in a group, and significantly increases the level of distrust to the actions of the administration.

Moreover, 27,6% of the respondents note that the requirements, prescribed in the contract, enhance a considerable enough teachers' workload, increase the intensity of their work and, as a consequence, the level of experienced stress (Fig. 1.)

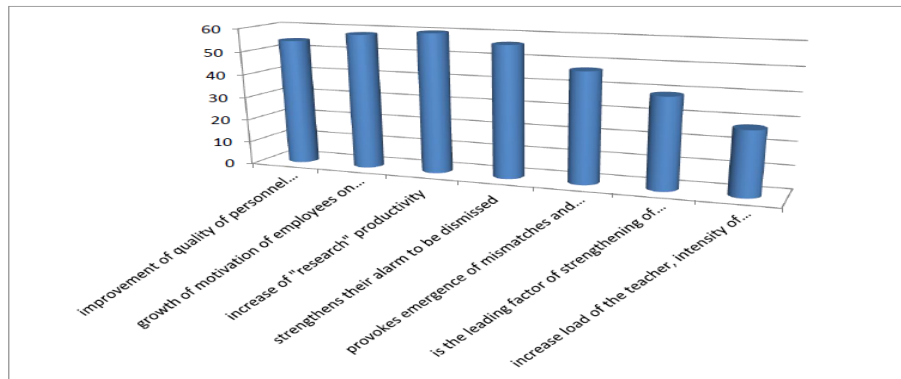


Figure 1. Results of estimation by teachers of RGSU of practice of the conclusion of the effective contract.

With the view to provide favorable working conditions to teachers as a factor of the harmonization of social interaction of educational system subjects, close cooperation of the staff and administration is being provided. However, according to the conducted studies, overhead personnel of the university are revealed to possess a number of characteristics, increasing the conflict intensity and social tension in the work with the faculty.

Research demonstrates that the teachers are observed to have some vigilance to the actions and strategic changes, undertaken by the leadership of the educational organization. Particular dissatisfaction of the respondents is caused by: unfair distribution of material benefits among the employees – 32,1%; ignoring the interests of employees – 12,4%; optionality of the keeping of promises by the administration staff and non-compliance of "oral" agreements with the employees – 4,8%. In the opinion of almost 12,7% of respondents, leadership in some cases were taken erroneous management solutions; and 6,4% of respondents believe that this is contributed to clash of interest teachers in the process of them of their professional functions.

Undoubtedly, an important factor that exercises a significant influence on modern education and science is the attitude of the management of the educational establishment to the assessment of working results.

It is noteworthy that 87,3% of the respondents expressed a high opinion to the parameter "timely and full payment of wages." The survey has revealed that currently RSSU ensures the transparency of teachers' job assessment on the scientometrical indicators (the number of publications, Science Citation Index, etc.). 38,7% of the respondents noted the weaknesses of the quantitative assessment approach, which defuses the qualitative content of the research activity of the teacher. In addition, each of the second teachers has no confidence

that the fixed system of premium will not be changed upwards indexes as far as they're achieved.

It is fair to note that one of the essential conditions of teacher's labor is "convenient" training agenda, which would provide the employee with the opportunity to perform their professional engagement at a high level, including through the participation in scientific projects, grants, conferences, guidance of student's coteries, and so on. However, the vast majority of the respondents (51,2%) are not satisfied with their work schedule or satisfied partially, due to the large volume and maldistribution of pedagogical load during the academic year. Therefore, the problem of optimization of training agenda for a lot of the respondents stands on the first place.

Teacher - Teacher

As a rule, the area of destabilization or, on the contrary, harmonization of social interaction between teachers is their workplace, so a special attention of the university leadership in the process of creating favorable conditions of labor protection should be given to this aspect.

The work of the administration of educational organization, aimed at ensuring comfortable working and rest time arrangements to the teacher has sufficient assessment. Particularly great feedbacks have been given a room, equipped for the teachers - a common room, which fully meets the needs of the teachers in the "keeping of the training documentation at the workplace" (47,4%), "favorable atmosphere for the rest and preparation for the training session" (44,8%), "storage for personal things" (46,2%), and so forth.

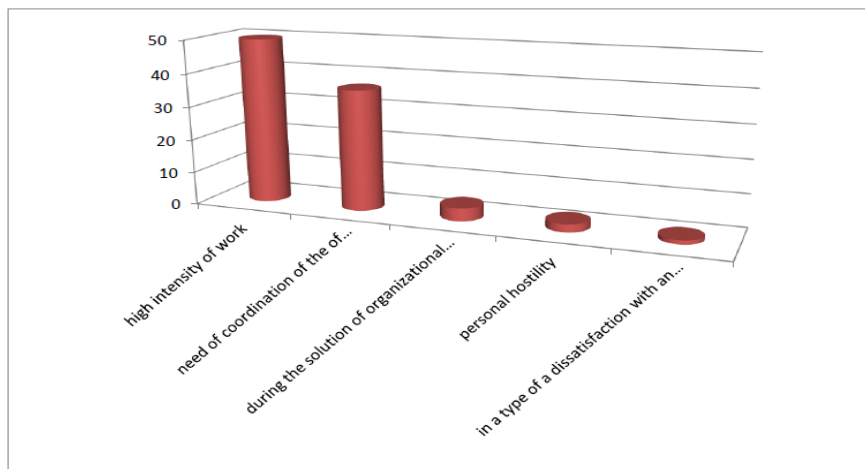


Figure 2. Value judgment of the reasons of emergence of the conflicts in the RSSU pedagogical collective

However, 36,4% of the faculty has marked the necessity to coordinate their "working requirements" on the usage of various technics with colleagues. The present circumstance often enhances already emerged conflicts between workers and provokes them to compete for their interests. The most common conflict causes are linked with the following lines: "personal animosity" – 2,4%; "in the course of solving practical arrangements" – 3,9%; "on account of dissatisfaction with academic load, schedule and so on" – 1,2%. The situation has exacerbated

by high «working activities», which is in greater or lesser degree noted by each respondent (Fig. 2.). According to the faculty, the occurrence of this factor is conditioned by high volume and irregularity in the distribution of the teaching load during the academic year.

Teacher - Student

The effectiveness of the development of favorable conditions of training and labor for students and teachers is in close interdependence with the level of harmony and conflict-free interaction of students and teachers. The presence of inconvenient training agenda, psychological and emotional stress, caused by fast rates of educational process, induces a breakdown of social harmony between teacher and student.

According to the research, a range of teachers, while characterizing the image of modern student use negative color: lazy, unreliable, inert, etc. In keeping with this characteristic, many of them build their relationship with students, a priori, considering them as being «difficult» for learning adoption.

Students, in turn, as a whole are satisfied with the qualification and interest of teachers in the high training outcomes (88,5%). At the same time, students noted the following reasons for conflicts with the teachers: "do not agree with the marks" - 21,7%; "unfair attitude" - 11,4%; "excessive cruelty of a teacher" - 5,1%; "personal dislike" - 1,8%.

In this context, such a factor as insurance of the objectivity of evaluation in the process of interaction "teacher-student" is of great importance. Work in this direction is carrying out actively. Thus, in the steering documents for each discipline not only assessment criterion for the answer to the exam is specified, but also for students' written works. Not less significant factor is the module-rating system, which provides for the possibility of constructing by a student of their educational trajectory and early planning of study load. Openness and justification of module-rating assessment of learning activity of the students provides the opportunity to develop the skills of self-management and self-control in the process of technical training in high school (Kirillov et al., 2015), as well as reduction in the share of "dissatisfied" with their educational outcomes. It should be pointed out that 15,3% of the respondents have noted the formality of these criteria; 12,1% of the respondents believe that module-rating system is not able to cover all the nuances of student's answer (emotional component, excitement upon answer, experienced stress, etc.). According to 4,6% of the respondents, the weakness of the system, adopted in the university, is extra "adaptability", not providing a means for development of students' creativity in their educational outcomes, as well as deterioration in the quality of educational materials in the pursuit for their quantitative (grade) representation .

Student - University Leadership

Today, no more than 75% of students evaluate the learning environment, created in RSSU as comfortable; the rest has given a negative assessment (23,8%) or has not answered (1,2%). Based on the results of the study, it has been found out that the major negative factor is stress, caused by the excitement, experienced by the students in the course of the preparation and passing of examinations (30,2%), disadvantages of organizational lead of the learning process, as well as the occurrence of conflict situations in the course of

solving the special issues of document support have been noted by 29,7% of the respondents.

Students have quite highly appreciated the activity of curators (teachers, assigned to the group). Students have observed (38,6%), that in the event of the conflicts in the course of training agenda planning, decision on education matters, they address to the curators and receive adequate assistance. But one in ten students says that he does not know his supervisor. There is observed a positive dynamics on this indicator, as a year ago it was 32,4%.

Among the weaknesses of the curator's work are the following:

- formal approach to the work – 1,3%;
- lack of sufficient attention to the problems of students – 3,3%;
- non-involvement of curator in solution to conflicts in the dormitories – 5,9%;
- inaccessibility to the curator for the communication with a group (lack of time) - 2,1%;
- incompetence in solution to a number of issues (for example, the provision of necessary information) – 0,7%

Thus, we can conclude that existing system of management of labor protection and training has a range of weaknesses, which adversely affects the harmonization of the social interaction of educational system subjects. This fact conditions the necessity to develop appropriate measures for optimization of the current situation.

Discussions

Prospects for further development of domestic high school are directly connected to the actions of the leadership of educational organization, aimed at creation of favorable working and learning conditions to the staff and students. Developed system of labor protection and training, to date, allows to ensure a reduction in social tension and disharmony between the subjects of higher school. High level of stress, experienced due to the heavy workload on teachers and students, inconvenience of planned time-schedule, poor organization of the workplace and the lack of full access to the resource base of the university, as a rule, is the leading factor of violation of social harmony in the educational establishment.

Russian State Social University, as the leading university of our country, is in continuous search for the new ways of improvement in labor protection and training in the interests of harmonization of social interaction in teaching staff and student groups of the University. In the last two years there has been a significant dynamics of the leading indicators of satisfaction with working and learning conditions in the university. Administration has succeeded to create a favorable moral and psychological climate in the groups, to achieve a high level of satisfaction with the facilities and resources of the university, and so on. In addition, RSSU has held the course for the decrease in the intensity of teaching load.

Following on from the results of the study, authoring team has developed recommendations for the harmonization of social interaction of educational system subjects in the context of the formation of favorable conditions for learning and labor protection, including a set of interrelated and interactive elements, establishing a social policy of the university and objectives in the field

of labor protection and education, as well as measures for the achievement of social harmony in educational establishment.

In particular, the following measures are paid special attention:

1. Monitoring and carrying out of research activities, revealing the interrelation of various factors and ways of solution to specified problems through the objectivation of their close relationship with the learning objectives.

2. Regular sociometric surveying of the level of social tension, strife and escalation of conflict interaction in teaching staff and student bodies.

3. Development of measures and mechanisms for the stabilization of social interaction in educational organization by the following areas of activity: equitable distribution of material benefits among employees, strict compliance with working law, effective job management and rational planning of academic load, development of organizational culture in the university and escalation of its key positions within faculty and students' community.

4. Implementation of the system of selection and reward of talented employees, formation of individual development programs and career progress plans by ensuring long-term conditions for teaching staff through the optimization of tendering procedures in the direction of increasing the term of the conclusion of the contract and expansion of the list of material and moral incentives.

5. Increase of curators involvement into the life of students' groups through the reduction in teaching load, allocation of adequately paid curatorial hours and the introduction of the system of extra charges for the effectiveness of the curator performance in the event of the conflict.

6. Raise of transparency and objectivity of evaluation of students' works through the changes in the proportions of estimation in the direction of the creative, scientific-research and innovative component of the students' work.

Conclusion

The conducted study revealed an increase in social tension among the faculty in relation to the introduction to the practice of the university of effective contract. According to the opinion of more than a third of the teachers, the conclusion of annual contracts serves as a leading factor of disunity, social tension in the group and significantly enhances the level of mistrust to the actions of the administration.

An important factor that has a significant impact on the socio-psychological situation in the university is the approach of the educational organization administration to the assessment of working results of the employees. The overwhelming majority of the teachers support the motivational policy of the Russian State Social University management, noting, at the same time, a lack of confidence that the fixed system of premium will not be changed in the direction of increasing indexes according to their achievement.

Proceeding from the results of the survey, it can be concluded that among the difficulties of ensure conflict-free interaction between workers and students of educational organization a special place is held by "the intensity of labor activity" of teachers, which generates high physical and psychological load, increases the level of experienced stress. Herewith, the presence of inconvenient class schedule, psychological and emotional tension, caused by fast pace of

educational process, provokes the interruption of social harmony between teacher and student.

According to the results of the research, there has been revealed the improvement of connectivity of teachers and students with the administration of higher school on organizational issues. Students, in turn, are mostly satisfied with qualifications and interest of teachers in high learning outcomes.

In general, it can be affirmed that the comments, raised by the respondents insignificantly degrade the quality evaluation of social interaction in educational institution, rather specifying the directions which are seen as preferred in terms of creation of favorable conditions for work and learning.

The following **tendencies** have been revealed in the course of the survey:

- Increase in the level of stress and warning among the teachers in the absence of long-term guarantees of preserving the existing working conditions (instability of incentive system, short-term contracts of service with the faculty).

- Reduce in the level of conflict intensity within the teaching staff, providing comfortable arrangement of working and rest time for teacher.

- Harmonization of social interaction in a triplicity "administration-teacher-student" in the formation of favorable conditions for learning and labor protection.

Author's team has identified the following **pattern**: the orientation of the internal policy of educational organization, aimed at optimization of working and learning conditions ensures the rise in the proportion of employees and students, positively estimating the nature and orientation of social interaction of the subjects of the educational organization. Also, as a part of the study, a steady **dependence** has been determined: implementation of learning activity under the conditions of irrational planning of academic load and a constant lack of time contributes to the emergence of social tension and negative nature of the interaction between the subjects of the educational establishment.

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No potential conflict of interest was reported by the authors.

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