

работниками предприятия, – от срока найма. В этом проявляется принцип полиморфизма, характерный объектно-ориентированному программированию: один и тот же метод для различных объектов выполняется по-своему. Что же касается принципа инкапсуляции, то в нашем случае он связан с тем, что все поля классов являются protected, а доступ к ним осуществляется при помощи методов get() и set(). [3]

Ввод данных в рамках разработанной информационной системы осуществляется при помощи специально созданных для каждой должности форм, а просмотр интересующей информации о персонале возможен в главной форме приложения.

Для удобства работы с информационной системой была также реализована поддержка баз данных, разработанных в системе Microsoft Access. Благодаря этому возможно автоматическое заполнение форм программы готовой информацией из базы данных, а также сохранение внесенных изменений в исходном файле.

Данная информационная система была успешно внедрена на одном из транспортных предприятий Беларуси. Использование повышает эффективность работы, персонал отмечает удобство и рациональность в использовании приложения.

Таким образом, была разработана информационная система для предприятия, оказывающего транспортные услуги. Данная система призвана усовершенствовать управленческий учет организации, рассмотреть вопрос контроля и управления человеческими ресурсами с качественно новой стороны. Была реализована интеграция со сторонними программами, в частности работа с Microsoft Access. Транспортная отрасль является одной из ключевых для нашего государства в силу благоприятного географического расположения, однако степень ее информатизации остается на относительно невысоком уровне. Именно поэтому внедрение информационных систем, подобных представленной в данной работе, является исключительно важной и актуальной задачей.

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COMMUNICATION TECHNIQUES FOR IT-STAFF MANAGEMENT

E. Necvetaeva

Effective staff management comprises many features: various managers' experience, desire for making the working process productive, but, first of all,

it is an understanding of subordinates' peculiarities. A successful leader cannot use the same techniques in management of doctors or constructors – to be efficient you need to find a special way to lead your workers and apply a specific leadership style appropriate for the team you are responsible for. [1, p. 12]

It is common knowledge that people working in the IT sphere are specific and generally complicated to communicate with. They tend to be introverts, thinking more logically than emotionally, good problem solvers and usually technically creative. Traditionally, people of this kind are very talented and used to working alone, as their result generally depends on their own performance – so they do a brilliant job and work flat out to achieve their goal. However, it turns into a huge problem when these professionals and bright specialists, who feel comfortable working alone, as freelancers, get a position in a company. The work of IT-companies is based on projects, sometimes really vast and time-consuming. Thus, a project is definitely a team kind of work – with a captious client, assigned roles, limited time for realizing each part and a big number of different people you need to communicate with, irrespective of your desire. So, to survive in such conditions, people have to adapt and change their professional habits. But it is not easy to do it, that's why in the company there should be a manager who will organize the work as rational and comfortable to accommodate as possible.

There are a lot of stereotypes about IT-people. The society considers them to be smart, but only in technical staff; they happen to be very closed and unsociable, and it is even believed that they hardly ever wash their hair and are unable to discuss everyday topics. An effective manager should be aware of these stereotypes and be prepared to face some of them in work, but at the same time understand that it can't be typical of all the people of the sphere. [2, p. 25]

The problem of effective management in the IT-sphere is especially topical in the Republic of Belarus. Our country is known for providing outsource services for international companies all over the world. Such giants of the IT market as EPAM Systems, Wargaming and Itransition supply thousands of people with working places, give them opportunity to excel and worry about the level of satisfaction of their workers. Therefore, these companies are extremely interested in professional and skilled managers, able to maintain a good working atmosphere and goodwill of a company.

Survey

To reveal existing tendencies in management and workers satisfaction of Belarusian IT-companies, a survey was conducted. Several dozens of people working in different companies (both private and public, big and small) were asked to answer the following questions:

- How is mail and communication organized in terms of manager-worker relationship?
- How do workers communicate among themselves?
- How is feedback exchange process organized?

- Who is the manager and what is your attitude to him/her?
- How is reporting organized and who is in charge of control?

The analysis shows that almost all the answers are very similar. Communication between co-workers as well as manager-worker communication is usually connected with personal contact, sometimes big scopes of information are sent via Skype or the corporate network. Feedback is exchanged at operational meetings or via e-mail. Personal questions are solved in a linear way, while all project-connected problems can be discussed with any co-worker.

The direct supervisor is usually not a hired professional manager, but a professional specialist with big experience, who started at a low position at the same company. Subordinates respect and trust him/her entirely because they are sure that their manager is a highly qualified expert. Nevertheless, when the project is really big, qualified managers are invited.

Reports are written by the person appointed to be responsible for that. Accountability is usually not very strict, especially in small companies. But big companies can use special systems for reporting, e. g. Agile. As a control tool, weekly team meetings are held for checking intermediate results of each worker, but the main purpose is to produce determined work scope to meet the established deadline.

Summarizing all the mentioned above, we can see some tendencies in Belarusian IT-companies. Nonetheless, the strongest feature is the manager profile – as a rule it is an experienced specialist, opened to his/her workers and easily approachable, who organizes work in a positive way, builds trustful and respectful relationships, and can give advice in solving technical problem. At the same time, it can be a minus because these managers don't usually have specific education in management, so are unable to solve some difficult relationship problems which may occur. This is a distinctive characteristic of management in IT, and companies try to excel effectiveness by organizing trainings and seminars.

COMMUNICATION TECHNIQUES

Awareness of some peculiarities of your technical staff allows the manager to understand how to manage them effectively. [3, 146] Applying some of the following techniques will help create a more productive work environment, where people can excel and develop.

- Protect the team from office politics. Allow them to be late sometimes or to work late at night. Allow them to wear jeans or anything they feel comfortable in. Otherwise, your workers can prefer other company out of a huge variety where their convenience will be respected.
- Give them the tools they need to do their job. This means that if a worker says that he/she needs this special kind of software, buy it. The right

hardware and software is extremely important and affects the quality of the product you will get.

- Make sure they have enough knowledge to do the work required and provide opportunities to learn. It is also difficult for an unskilled person to do something new. You should give an opportunity to learn from higher skilled staff, from managers and others. Also, keep setting challenging and interesting goals – not to let your workers get bored.

- Give workers as much information as they need to do the job. Although, IT-people tend to be introversive, they need to receive the information connected to the work they do.

- Remind them to be part of the team. As they tend to work independently, you should nurture the need of the team around.

- Be around when necessary. Be available and respond to any problems or concerns, mentor, motivate, guide, and listen to your workers.

To sum up, you have probably noticed that IT-connected people are specific with their peculiarities and their own problems. The IT-market is fast growing and very popular, especially in our country, so you will have to at least sometimes deal with this kind of people. Furthermore, taking all the mentioned points into consideration, a really successful manager should be able to adapt his/her style to existing conditions and create a healthy and productive environment inside the team.

Literature

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РАЗВИТИЕ КРАУДСОРСИНГА В РЕСПУБЛИКЕ БЕЛАРУСЬ

Я. С. Поддубская

В настоящее время большим шагом в развитии бизнеса стало преодоление компаниями границ с целью поиска новых идей, посредством полноценного общения с потребителями. Одним из инновационных способов использования коллективного разума по праву является краудсорсинг. Задачей настоящей научной работы является исследование краудсорсинг-проектов Беларуси, изучение их достоинств и недостатков с целью определения перспектив дальнейшего использования методов краудсорсинга в Республике Беларусь. Актуальность работы состоит в том, что в ней на реальных примерах будут рассмотрены специфические особенности использования методов краудсорсинга, присущие именно Беларуси.