

Наибольший процент сотрудников имеет сформировавшуюся или формирующуюся стадию резистенции. Стадия истощения не сформировалась ни у одного сотрудника.

Тестирование *творческой активности* дало результаты, представленные в таблице 2.

Таблица 2

Уровни творческой активности

Уровень творческой активности	% сотрудников
Низкий	20,0
Средний	66,6
Высокий	13,3

Как видно из таблицы, большинство сотрудников имеет средний уровень творческой активности.

Корреляции между показателями эмоционального выгорания и показателями творческой активности.

Расчет корреляций производился по методу Пирсона [6; 7]. Были рассчитаны корреляции между симптомами и стадиями эмоционального выгорания и показателями творческой активности.

Все симптомы и стадии эмоционального выгорания, которые формируются или сформировались более чем у 30 % сотрудников, имеют статистически значимые отрицательные корреляции с различными показателями творческой активности. Также все симптомы и стадии эмоционального выгорания имеют около 85 % слабых, средних или сильных отрицательных корреляций с различными показателями творческой активности.

Наличие у испытуемого симптома переживания *психотравмирующих обстоятельств* отрицательно влияет на его критичность.

Симптом *неадекватного избирательного эмоционального реагирования* отрицательно влияет на чувство новизны, самооценку критичности, на способность преобразовывать структуру объекта (без учета самооценки), направленность на творчество, общий итоговый показатель творческой активности.

Симптом *эмоционально нравственной дезориентации* отрицательно влияет на чувство новизны, самооценку критичности, на способность преобразовывать структуру объекта (без учета самооценки), направленность на творчество, на общий итоговый показатель творческой активности.

Наличие симптома *эмоционального дефицита* отрицательно влияет на самооценку способности преобразовывать структуру объекта, направленность на творчество (без учета самооценки), на общий итоговый показатель творческой активности.

Наличие симптома *эмоциональной отстраненности* приводит к уменьшению чувства новизны (без учета самооценки), самооценки направленности на творчество.

Тесная отрицательная связь между двумя данными явлениями, как по отдельным симптомам, так и в целом свидетельствует о том, что эмоциональное выгорание выступает в качестве фактора снижения творческой активности у инженеров-программистов в компаниях IT.

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MODEL OF LITHUANIAN LABOUR EXCHANGE SPECIALIST' COMPETENCIES

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Составлена гипотетическая модель специалиста биржи труда Литвы, которая поможет идентифицировать наиболее важные компетенции, необходимые для достижения успеха в области занятости. Важно, чтобы профессионал не только хорошо знал себя, но и мог бы адекватно оценить свои навыки и проанализировать окружающую среду. Только хорошо познав себя и окружающий мир, специалист сможет обеспечить высокое качество профессиональных консультационных услуг.

The model of Lithuanian labour exchange specialist' competencies has been created in order to identify the most important competencies and skills of Lithuanian labor exchange specialist and to unravel the importance of these competencies, providing labor exchange services to the unemployed. It is important that the labour exchange specialist should be able not only to assess him skills adequately, but also be able to evaluate and analyze the surrounding environment. Specialist will be able to provide quality services only if he has a good knowledge of himself and of the outer world

INTRODUCTION

Unemployment has negative social and economic consequences, most pronounced in developing labor markets or labour markers, which are operating ineffectively. One of possible solutions of unemployment problem is labor exchange services for unemployed. These services promote employability. In order to help the unemployed to adapt to changes in the labor market and to integrate into the labor market, it is especially importantly to ensure the quality of labor exchange service. High unemployment, changing demand of professions leads an **actuality** of the effective and quality labor exchange services. Only qualified and professional specialist, having most important competences, can ensure a successful and useful process of unemployed consultation

The object of this thesis is the competencies of Lithuanian labour exchange specialist.

The aim of this thesis is to create a model of Lithuanian labour exchange specialist' competencies, which would help to identify the most important competencies of labor exchange specialist for the effective career and quality labor exchange services.

The scientific novelty: have been created a model of Lithuanian labour exchange specialist' competencies. This model revealed the most important competencies, which are necessary for the successfully activities of labour exchange specialist.

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Services of Lithuanian labor exchange offered to the unemployed can be divided in the following tree parts: **information, counseling and mediation**. The purpose of **information services** is to help for job seekers to find a job or to gain a marketable qualification. These services include conveyance of the employment support measures, services of labour market and professional information. Counseling services can be divided into three categories: general *counseling*, psychological counseling and vocational counseling. *General counseling* is the help for unemployed in assessing their individual needs and career opportunities in the labor market. *Psychological counseling* is the help for the unemployed to solve emotional, personal and communication problems, hindering people to get a jobs. *Vocational counseling* is the help for unemployed to make the right decisions when they are choosing a profession, to plan their career. Also vocational counseling helps to promote the motivation for work and for study. **Mediation services** help the unemployed to find a suitable job.

The model of Lithuanian labour exchange specialist' competencies has been created in order to identify the most important competencies and skills

of Lithuanian labor exchange specialist and to unravel the importance of these competencies, providing labor exchange services to the unemployed (see figure 1). The model shows the most important competencies of labor exchange specialist, which are necessary for a successful, efficient and productive labor exchange specialist activities.

The core of model of labour exchange specialist' competencies is twelve interrelated competencies. The competencies are the mental resources, which help to create the desired result. Exactly competencies defined the professionalism of labor exchange specialist expertise. *Interpersonal competence* is the individual abilities of labor exchange specialist (e.g. the ability to negotiate, influence, communicate and collaborate with different age and social class persons). *Intercultural competence* is the ability to communicate effectively and appropriately with people of other cultures and religions. Labour exchange specialist must be able to integrate in different cultural groups of individuals. Interdisciplinary competence is also known as cognitive competence. This competence integrates several different areas of knowledge, skills, and attitudes. *Interdisciplinary competence* is the ability to learn and to develop new competencies. *Methodological competence* helps the labor exchange specialist to solve problems, conflict situations. It is important that the labor exchange specialist be able independently to find suitable solutions from all problems, to collect and manage information and to analyze the results. The specialist must have the ability to communicate, contact, convince, and ask. He must be able to express his opinion clearly. He must be able to work with people communicatively. Therefore, the labor exchange specialist should have the skills of *social competence*. Managerial competence includes labor exchange specialist ability to inspire and motivate the client. An integral part of managerial competence is the ability to move the purpose and to provide the tools to reach that purpose. This competence also includes the ability to organize and to plan activities. *Functional competence* relates to the labor exchange specialist practical activity and requirements of this practical activity. *Professional and special competence* is a specialist' education, work experience, professional knowledge, business skills and the ability to apply theoretical knowledge in practice. *Transferable (or general) competency* includes all knowledge, skills, abilities, values and other personal professional qualities of specialist. This competence is necessary for specialist not only to consult people but also for other professional activities.

It should be noted that the labor exchange specialist should be able to find out the reason of client's job change or loss; be able to explore out his motives and expectations of the job search process. It is important that the specialist would be able to accomplish the analysis of current labor market situation and also be able to identify the best and the most effective job search methods. *Career competence* includes all of these skills. An an integral part of the model

of labor exchange specialist' competency is *counseling competence*. The specialist must be able to provide effective consultation, useful information. He must be able to answer to all questions and also to help for unemployed to design a personal career. The counseling competence includes successful organization and implementation of the process of vocational consulting. Summarizing can be said that all competencies are closely interrelated and complementary, because certain abilities, knowledge, skills are inherent for several competencies. In order to provide efficient services to the unemployed, labor exchange specialist should be able dispose of all competencies, which are in the model.

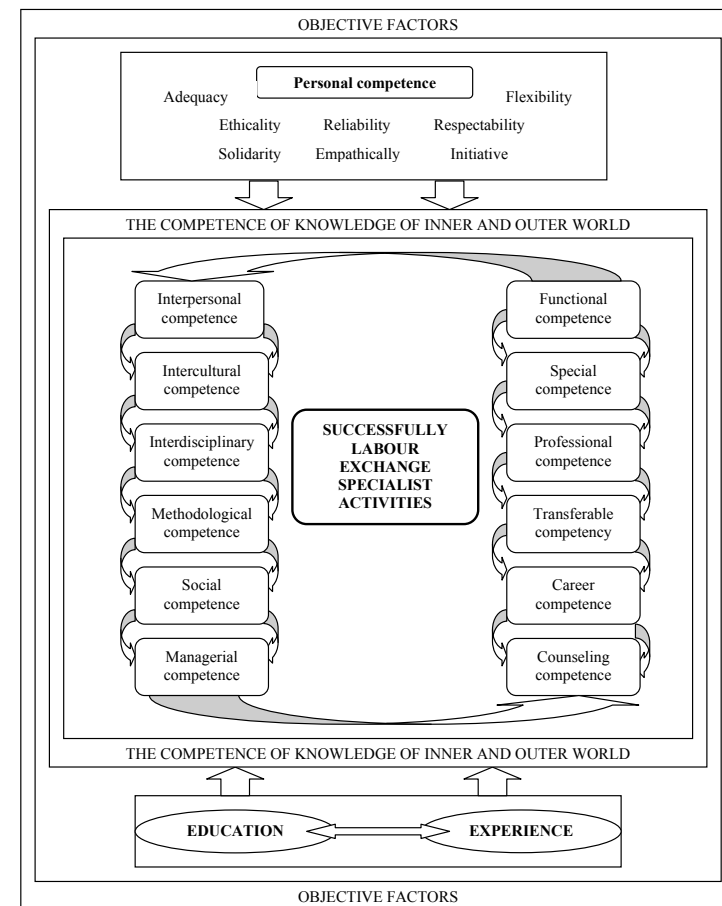
It is important that the labour exchange specialist should be able not only to adequately assess him skills, but also be able to evaluate and analyze the surrounding environment. Specialist will be able to provide quality services only if he has a good knowledge of himself. Therefore the *competence of knowledge of inner and outer world* is around the core of the model.

It should be noted that an integral part of the success activities of labor exchange specialist is a *personal expertise*. The labor exchange specialist should be adequate, ethical, solidarity, reliable, empathy, respectable. He should be pro-active and active, self-confident. He should be able to adapt quickly to the changing environment, to manage his emotions and to influence others positively. Only the specialist, who has the abovementioned characteristics, can provide high-quality and effective labor exchange services.

The education and experience of specialist are separable from the model. These two things are the basis of the successful professional activities and effective labor exchange services. Specialist acquires knowledge, develops their skills, competencies in the process of learning. Not only learning, but also practical experience is important for personal development. It should be noted that the objective (i.e. external) factors influence the process of consultations. These factors include: the change in the economic and social life, the tendency of development, teaching and learning, contemporary labor market and etc.

CONCLUSIONS

The most important competencies and skills of Lithuanian labor exchange specialist has been identified in the model of Lithuanian labour exchange specialist' competencies. These competencies of labor exchange specialist, which are necessary for a successful, efficient and productive labor exchange specialist activities. The core of model is twelve interrelated competencies: interpersonal, intercultural, interdisciplinary, methodological, social, managerial, functional, special, professional, transferable, career, counseling. These competencies are necessary for labor exchange specialist competence and professionalism for labor exchange specialist. An integral part of the



1 figure Model of labor exchange specialist' competencies

Source: developed by the author, based on the analysis of scientific literature

labor exchange specialist competence is personal competence. The labor exchange specialist should be adequate, ethical, solidarity, reliable, empathy, respectable. He should be pro-active and active, self-confident. Specialist will be able to provide quality services only if he has a good knowledge of himself and of the outer world. The education and experience are the basis of the successful professional activities and effective labor exchange services. Objective factors influence process of consultations. The change in the economic and social life, the tendency of development, teaching and learning, contemporary labor market has an influence for the successful professional activities and effective labor exchange services.