

PalArch's Journal of Archaeology of Egypt / Egyptology

FEATURES OF MANIFESTATION OF SOCIAL TENSION IN INDUSTRIAL ORGANIZATIONS DURING THE PERIOD OF SOCIAL TRANSITIVITY

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Olga F. Korol. Features of Manifestation of Social Tension In Industrial Organizations During The Period of Social Transitivity-- Palarch's Journal of Archaeology of Egypt/Egyptology 17(10), 2518-2533. ISSN 1567-214x

Keywords: transitional society, social tension in an organization, criteria for social tension in an organization; types of social tension in an organization.

ABSTRACT

The relevance of the study is due to the prospect of application of its results in the field of predicting human social behavior. In this regard, the article is aimed at identifying the features of manifestation of social tension in organizations. The article reveals the content of the phenomenon of "social tension" in organizations. The author identifies the criteria for the analysis of the types of social tension in organizations: a) at the meso-level (the level of analysis of the organization as a whole and the level of interaction between personnel and organization); b) at the micro level (individual-personal level of analysis). The article presents and substantiates the criteria for the classification of types of social tension in the organization at each of the levels of analysis. The author reveals the content of each of the types of social tension at industrial enterprises. The main groups of types of social tension are identified. The materials of the article are of practical value for top managers of organizations and practicing psychologists for consultative, diagnostic and corrective activity aimed at reducing the level of social tension.

Keywords: transitional society, social tension in an organization, criteria for social tension in an organization; types of social tension in an organization.

INTRODUCTION

The study of social tension in the context of social transitivity opens up prospects for the application of its results in the field of predicting human social behavior. To make the content of this context clear, it is necessary to make several preliminary remarks regarding the general understanding of the problem of social transitivity in Russian social psychology and the manifestation of social tension as one of the types of social behavior.

The first of these remarks concerns inconsistencies in the understanding of social transitivity. It should be noted that despite the wide use of the concept of “transitional society” in scientific discourse, there is still no unambiguous understanding of this phenomenon. In different sources, there are many contradictory positions on this issue [1 – 2; 8; 11 – 12; 26 – 27; 31]. In this regard, it seems necessary to analyze the existing opinions on this issue. The simplest interpretation of the concept of “transitivity” is reduced to the interpretation of its content as a transitional period, intermediate between two states of social development, during which the systemic patterns of the previous stage of social development still operate and at the same time the patterns of the new social system begin to form [1; 8; 15; 27]. For example, M.G. Fedotova analyzes the transitivity of modern society in connection with the processes of transformation of the social structure, the processes of globalization, the formation of a new global system, and the transition to an information society [27, p. 28].

Another interpretation of a transitional society lies in the description of a social reality, called the “modernist design”, which implies the existence of a model of social design. The ‘design’ nature has an impact on any significant change in society. In a situation of social instability, a destructured social system forces a person to independently structure this reality. This requires a design of the future reality, generating a postmodern situation of transformations and transition in search of a new ideal [2, p. 28]. Following this interpretation of a transitional society, the author comes to the conclusion that transition processes in society, while radically transforming social structures, cause destruction of the usual ways of social interaction of a person and socially significant meanings for it, and at the same time form new ways of interaction and new meanings that are relevant to the new, modernizing society. Transitivity sets a permanent state of choice in the main directions of social development, while in the field of culture it means the interruption of traditions and the introduction of new values [12, p. 293].

The possibility of theoretical conceptualization of social risk as a factor of social dynamics connects “transitivity” with such features of the transition period in society as the uncertainty and multiplicity of social and economic changes. Thus, in the works of sociologist A.D. Shopenko, it is noted that one of the main risks of modern society is the lack of understanding of its economic and social processes [30].

And, finally, there is an emerging tendency to consider “transitivity” as a feature of a new type of social and economic relations [1; 8; 26]. This approach is characterized by the absence of distinguishing between stable and transitional periods. For example, E.M. Dubovskaya notes that the growing dynamism of social and economic life requires a revision of the concept of “stability”. Changeability is becoming an increasingly constant characteristic of the modern situation, while the range of forms of social life that are present in specific situations is expanding [8, p.9]. The following nine characteristics of this type of society are an example of such reasoning [26, p.158-163]:

1. Instability, unevenness of social processes, as a rule, irreversible in nature, which enhance the instability of the old social system and contribute to the development of new (multidirectional) elements of relations and connections.

2. The temporary nature of a transitional society as a transitional period to a new stage of social relations.
3. Increased innovative activity in society.
4. 4. Irreversibility of the changes taking place in society, with the possibility of some specific 'returns' to the previous state, a fundamental turn-back being impossible.
5. The plurality of positions in modern society, pluralism as its most important characteristic, leads to the need to choose between different value systems, often contradicting each other; all this puts a person in a situation of repeated personal conflicts, the solution of which takes time and internal efforts.
6. "The antinomy of the mind, activity and actions of a person of transitional period can and does lead to cataclysms in society and to unpredictable disasters in production and technology" [26, p. 160].
7. Formation of the personality type, called by E. Fromm "the market type" [op. cit. 26, p.162], which is characterized by the minimization of the value regulation of behavior and the assessment of the personality in terms of the demand for it in the labor market.
8. The problem of a transitional society is an identity crisis. It is a special state of consciousness, when most of the social categories and norms, in accordance with which a person determined his/her place in society, seem to have lost their boundaries and value, which in turn can lead to a rejection of moral and ethical regulation of behavior.
9. Two different types of worldview according to D.N. Leontiev: "Old mentality is a worldview as a myth that possesses a person, while 'new mentality' is a worldview as an activity commanded by a person [op. cit. 26, p.163].

Thus, making a brief conclusion, we note that social transitivity manifests itself in a high degree of multiplicity and uncertainty of the social context, in the acceleration of changes in society, causing the destruction of the usual ways of social interaction of the individual, in the simultaneous construction of new ways of interaction and new meanings that are relevant to the new, changing society.

The transitive context that arises this way causes not only the transformation processes, but also the loss of the previous social guarantees, the gap between the expected and the existing, anxiety about the future - all this leads to a change in social relations, generating, in its turn, contradictions in all fields of activity ... Contradictions in society are accompanied by an increase in social tension, including in the joint activity of the personnel of organizations.

An analysis of publications on this issue indicates that the study of social tension has a long tradition and social tension is sufficiently studied in scientific works in the field of sociology [3 - 5; 7 10; 19 - 21; 29 - 30], in the theory of public administration [16; 22 - 24] and social conflicts [25; 35]. The problem of understanding social tension in psychology is relatively new. Various theoretical and applied aspects of the problem are considered, for example, the etymology of social tension and its main determining factors [6; 9; 13 - 14; 17; 32 - 36]. It should be

noted that the majority of researchers are unanimous in the opinion that the priority in the study of the problems of social tension until the beginning of the 1990ies in the Russian science belongs to psychology [6; 9; 20]. Though the term "social tension" was already used in the scientific thesaurus at the turn of the 1980ies-1990ies [25; 30].

However, despite the urgency of this problem, many of its important aspects have not been sufficiently considered. Taking into account the above, it can be stated that at the present moment in the Russian science there are no clear definitions of the concept of "social tension" or generally accepted methodological approaches to its analysis. At the same time, it is obvious that the complexity and multidimensionality of this phenomenon require further empirical verification and correct operational interpretation.

The purpose of the present article is to consider social tension at industrial enterprises in the context of a transitional society, which will provide a scientific and theoretical understanding of the specifics, significance and prospects of this paradigm in social and psychological knowledge.

The tasks in this sector of the research are the following: to determine the main levels of analysis of social tension at industrial enterprises and to substantiate the types of social tension at the level of analysis of the organization as a whole (meso-level); to analyze the types of social tension at industrial enterprises at the level of interaction between personnel and organization (meso-level); to determine the types of social tension at industrial enterprises at the individual-personal level of analysis (micro-level).

Materials and methods The study involved 321 people (200 men and 121 women) aged 25 to 50; all of the respondents were citizens of the Russian Federation. The social and demographic structure at industrial enterprises under study is characterized by the presence among the personnel of:

- women – 37%, men – 63 %;
- employees under the age of 30 - 37%, under the age of 40 -28%, from 41 to 51 years of age - 26%, over 51 - 9%;
- employees with higher education - 54%, including undergraduate education - 10%; vocational school or college - 36%;
- work experience up to a year - 11% of employees, up to 5 years - 41%, up to 10 years - 27%, and over 10 years - 21%.

The functional structure at industrial enterprises is based on the division of labor and the need to coordinate and align the actions of all members of the organization in joint activities. In this regard, it is appropriate to distinguish four types of structural divisions at industrial enterprises:

- management (administrative) personnel, whose responsibilities include the organization of the production process;
- production personnel (for example, workshop managers, fore-masters, and foremen) engaged in the production of products;

- service personnel (marketing departments, commercial service, safety engineering) ensuring the operation of all systems of the production process;
- engineering and technical personnel (repair service, garage, plumbing service) ensuring the smooth operation of the existing machinery and equipment.

The professional structure of industrial enterprises is related to the socio-production, socio-economic, socio-technical and managerial functions of these organizations and is determined in accordance with the specifics of the tasks performed (production, maintenance of equipment, compliance with the rules and regulations of the technological process, modernization of equipment for the purpose of enhancing the competitiveness, creating the necessary working conditions, ensuring a well-functioning system of the production process, etc.). In addition, the professional structure of industrial enterprises depends on the demand for workers of certain specialties. Due to the fact that the main activities at industrial enterprises are production and technological, organizational (managerial), analytical (marketing), and commercial processes, specialists with such qualifications as engineers and civil engineers make up 25% of all workers in the industry; 17% are economists and accountants, 16% are managers and 42% are professionals performing work related to the specifics of the industry.

In order to select empirical indicators of social tension at industrial enterprises and formulate points of the survey, the content analysis of specialized sociological and psychological literature was used. The author's survey was used as a diagnostic tool, in the development of individual elements of which, as well as in the process of preparing an empirical study, the author based her research on the principles and ideas formulated by N.V. Panina [18].

The mathematical and statistical processing of empirical data was carried out using the SPSS Statistics 17.0 software. The data obtained in the course of diagnostics were checked for normal distribution and processed using Student's t-test (method of mathematical statistics) in order to establish the reliability of the obtained differences in independent samples. Empirical studies to measure social tension were ensured by a sufficient degree of representativeness of the sample (statistical deviation at all stages of the study fits within the normative limits), using experimentally tested tools, and adequate methods of statistical and mathematical processing and analysis of initial data.

RESULTS

The author considers it necessary to present the results of a study of social tension on the example of industrial enterprises. All the results of primary statistics and their processing are not presented in the article. They are quite traditional and have a large volume.

The tables show the criteria and types of social tension among the personnel of industrial enterprises, differentiated by the levels of manifestation: meso-level - the level of organization as a social group (Table 1) and the level of interaction between personnel and organization (Table 2); micro-level - individual-personal level (Table 3).

Table 1.

Criteria of social tension at the level of the organization as a social group (meso-level)

No.	Criteria of manifestation of social tension at industrial enterprises at the meso-level	Types of social tension at industrial enterprises
1.	Architectonics of the manifestation of social tension	- fragmentary - overall
2.	Intensity of the manifestation of social tension	- associated - low, - medium, - high
3.	Localization of the manifestation of social tension	-extra-organizational -intra-organizational -integrative
4.	Involvement of various actors	- managers - personnel - subdivisions (departments) - management teams - partners - competitors - organization as a whole

Table 2.

Manifestation criteria and types of social tension at the level of interaction between personnel and organization (meso-level)

No.	Criteria of manifestation of social tension at industrial enterprises at the meso-level	Types of social tension at industrial enterprises
1.	Tension among the personnel due to organizational interactions	- tension in interaction with managers in the process of work - tension in the course of interaction with colleagues
2.	Tension among the personnel due to the introduction of changes in the organization	- tension among the personnel in connection with the organization of the labor process - tension among the personnel in connection with the introduction of changes in the organization
3.	Personnel tension due to career, professional qualifications, or certification.	- tension due to career progress and the conditions of certification in the organization - tension concerning professional qualifications
4.	Tension among the personnel due to the general working conditions in the organization.	- dissatisfaction with social and psychological conditions of work
5.	Tension among the personnel due to specific working conditions in organizations	- tension over the social and economic conditions of work in the organization in the context of integration into the all-Russian economic space

Table 3.

Criteria of manifestation and types of social tension at industrial enterprises at the individual-personal level (micro-level)

No.	Criteria of manifestation of social tension at industrial enterprises at the micro-level	Types of social tension at industrial enterprises
1.	Various types of activity	- stable mental states accompanying professional activity (satisfaction/dissatisfaction with work, interest in work/indifference)
2.	Extreme / optimal professional situations	- mental states that arise in challenging situations of professional activity (biological fear; lack of time, increased complexity of the task, increased significance of erroneous actions, the presence of obstacles, lack of information for decision-making, information overload, insufficient amount of information (sensory deprivation), conflict conditions)
3.	Degree of awareness	- mental states that are more or less conscious (determination)
4.	Activation degree	- asthenic states (fatigue) - sthenic states (rage)
5.	Stability of manifestation in certain situations	- long-term mental states - (monotony, boredom, depression)
6.	Substantive characteristics of the mental state (related to certain manifestations of behavior and activity)	- such mental states as rigidity, anxiety, aggression, frustration, etc.

DISCUSSION

Before proceeding to a discussion of the obtained results, it should be noted that in accordance with the logic of the study, social tension in an organization can be defined as a feature of social and labor relations, which are characterized by an exacerbation of internal and external organizational contradictions of objective and subjective nature and are manifested in the individual and group behavior of the organization's personnel. Putting it differently, at the heart of social tension lies group dissatisfaction arising as a result of a large gap between the level of expectation of significant positive changes in the social, economic and production fields and the actual level of implementation of these expectations.

The process of analysis and interpretation of the obtained research data consisted of several stages, namely: 1) determining the main levels of analysis of social tension at industrial enterprises and substantiating the types of social tension at the level of the organization as a whole (meso-level); 2) analyzing the types of social tension at industrial enterprises at the level of interaction between personnel and organization (meso-level); 3) determining the types of social tension at industrial enterprises at the individual-personal level of analysis (micro-level).

The results of the first stage of the study, which consisted in determining the levels of analysis of social tension in industrial organizations, make it possible to assert that the main levels of analysis of the phenomenon under study are the meso- and micro-levels.

Regarding the meso-level: such criteria as "architectonics of social tension in the organization", "the intensity of social tension in the organization", "localization of social tension in the organization" and "Involvement of various subjects in a situation of social tension in the organization" can be proposed as a grouping of criteria of social tension at industrial enterprises concerning the activities of the organization as a whole and the interaction of personnel with the organization (Table 1). This grouping of criteria makes it possible to distinguish four groups of the main types of social tension at the level of the organization as a whole. Their content will be described further.

The first group included such types of social tension in industrial organizations as fragmentary and overall. The manifestation of fragmentary social tension is possible in cases of its appearance among individual employees of the team, or in separate groups.

The second group of social tension includes - associated tension; low; medium; high; conflict (selected according to the criterion "intensity of social tension in the organization") (Table 1).

The third group was formed by the following types of social tension at industrial enterprises: intra-organizational; extra-organizational; integrative, which combines the characteristics of intra-organizational and ext-organizational types (the criterion of "localization of social tension in an organization" was applied) (see Table 1). It should be noted that all stages of intra-organizational social tension at industrial enterprises unfold directly in the organization and the search for solutions to the emerging problems is carried out by the head of the organization together with the management team.

Manifestations of extra-organizational social tension occur when various forms of protest behavior of employees of an organization go beyond its boundaries. In general, extra-organizational social tension is a complex, multifactorial manifestation. Its determination depends on many factors, including at the macro- and meso-level, and its overcoming depends on the actions not only of the head of the organization, but also of the industry top-managers.

The fourth group included types of social tension related to the actors involved in the situation. These include internal (employees, managers of different levels) and external (partners, customers, competitors) actors. (Table 1). Social tension in relation to competitors and partners can manifest itself in the behavior of employees of industrial organizations in various ways, for example, covert or open discrediting, failure to fulfill their obligations, public statements against a competitor or accusations.

The grouping above is followed by the analysis of social tension at the level of interaction between employees and the organization (meso-level). The content of the

criteria will be analyzed sequentially (Table 2). The main criteria were determined during the analysis of scientific literature [6; 18; 20; 25]. The first group, which was allocated according to the criterion "staff tension due to the organization of work and the introduction of changes", included such types of tension as the tension of employees due to the organization of labor (for example, lack of understanding of the scope of work and functional responsibilities; lack of authority to fulfill the functional duties; a large scope of work that cannot be dealt with during the working day) and the tension of the personnel due to the introduction of changes in the organization and implementation of organizational reforms (for example, work requires the introduction of innovative changes (new directions of work, new technologies, working methods, etc.), however the organization does not create the necessary conditions for this; there is a contradiction between the needs of employees in managing the organization and their real participation in this process (for example, in the process of introducing innovative activities); the organization does not have adequate conditions for the professional mobility of employees, since the activities of latter are strictly subject to certain rules and norms, etc.).

The second group, which was identified according to the criterion "tension caused by the interaction of employees", included the following types of tension: the tension of employees of an industrial enterprise in interaction with managers (the content of this type can be, for example, lack of knowledge about what the manager thinks about the employees, how he/she assesses their performance; the impossibility of influencing management decisions; protest against the authoritarian actions of the top managers of the organization, etc.) and the manifestation of tension in interaction with colleagues and other people (for example, aggressive behavior of some employees towards colleagues).

The main criterion of the third group is "tension caused by the need to implement professional qualifications, certification, and career". The content of this criterion includes types of tensions related to the professional qualifications of the employees (for example, insufficient qualifications of employees; tension of employees regarding certification and the implementation of a professional career (for example, the need to change the procedure for organizing certification; lack of professional information for the possibility of promotion, etc.).

The fourth group of criteria of social tension is defined as "tension caused by the general working conditions in the organization", the content of which includes the following types of tension: the tension of employees concerning the organizational and psychological conditions of work in the organization and the psychological well-being of the personnel (for example, inconsistency of organizational working conditions, lack of computer equipment, specialized journals, etc.); the need to perform work contrary to the beliefs of employees; the need to create conditions for recreation, prevention and overcoming of professional stress, professional burnout syndrome, etc.); the tension of employees of organizations due to the impossibility of a harmonious combination of work and other spheres of life (for example, the need to combine the main job with part-time work, which negatively affects other spheres of life; overtime employment at work which deprives of the opportunity for self-development in other spheres of life, such as fitness, hobbies, traveling, etc.).

The main criterion of the fifth group is the criterion "tension due to specific working conditions in organizations", which includes types of social tension related to the social and economic conditions of work, (for example, the employees of the organization have an opinion that the volume of work they do requires much higher wages).

In accordance with the objectives of the study, the next step is to study the mental states of employees, which arise as a result of the influence of social tension in the organization at the individual-personal level (micro-level).

Regarding the micro-level, it should be noted that defining it as individual and personal, it is appropriate to recall the position according to which an object with certain qualities can be single out due to the fact that this quality reflects a certain relationship between this object and other objects [15]. This relation constitutes a system that embraces the object under consideration as one of its components, and only within the framework of such a system can the quality of the object be established. When characterizing personality as a quality of an individual, it is usually emphasized that it is a systemic quality. Hence, recognizing as the qualities of an object those of its characteristics in which its essential certainty is manifested, we substantiate the interpretation of a particular person, fixing his/her qualities in relation to the system where they are revealed.

Transforming what has been said for the problem under study, it should be noted that if at the level of the organization as a whole (meso-level) such types of social tension as overall or fragmentary, associated, high, medium, or low can be considered, then at the individual-personal level (micro-level) we are talking about the study of such mental states as, for example, mood, anxiety, frustration, as well as manifestations of aggression that may accompany these processes [6; 13; 17; 20; 25]. Moreover, it should be noted that various types of social tension in industrial organizations at the meso-level are closely related to each other and determine the emergence of social tension at the personnel level (micro-level). The emergence of negative mental states of personnel, in turn, can change the modality of social tension in the organization as a whole (meso-level), affecting the level of its manifestation.

Here it should be noted that the mental state, according to the leading expert in the study of this phenomenon, N. D. Levitov, is a temporary, but integral mental phenomenon, which is a syndrome of various characteristics of mental activity (cognitive processes, will, emotions, external behavior, etc.), which form a single structure for a certain period of time, depending on the displayed objects and phenomena of reality, the previous state, and mental properties of a person [13]. That is, as emphasized in the works of N.D. Levitov and his followers, the mental state is viewed as a certain snapshot, a section of mental activity at a certain moment in time. N.D. Levitov divided the mental states into basic (emotional, volitional, and cognitive states) and additional (mental states in labor, educational and sports activities) [14]. In research literature, it is also stated that N.M. Levitov proposed another possible distribution of mental states into superficial and deep, long and short, more or less conscious, personal and situational, etc. At the same time, it is emphasized that these mental states are rather a list of possible features for classifying concepts within the classes of mental states already noted above [14; 17].

To the above criteria for the analysis of mental states, one can add such essential criteria as the direction of the impact of the mental state (refers to the positive or negative influence of the mental state on the activity and behavior of employees) and the content characteristics of the mental state (refer to certain manifestations of behavior and activity). Taking into account the mentioned criteria for the analysis of mental states, we can talk about certain features of the mental states of the personnel of organizations, singled out at the individual-personal level of analysis (Table 3).

Thus, at the individual-personal level of analysis of social tension in an organization, it is advisable to analyze the mental states that relate to the professional activity of employees of industrial enterprises and are: situational (arise in difficult conditions of professional activity); emotional (concern, first of all, the emotional sphere); more or less conscious; long enough; negative; mental states that relate to rigidity, anxiety, aggressiveness, frustration, etc.

Since in the present study the content characteristics of mental states will be the main ones for analysis, they will be analyzed in more detail. Thus, for example, such a mental state as rigidity is revealed in the individual's relative inability to revise one's behavior and restructure it, the inability to get out of the state of dependence and acquired helplessness [13]. Rigidity can manifest itself at the level of cognitive, motivational and effective components. Anxiety as a mental state manifests itself in the objective or subjective inability of a person to overcome life difficulties. According to the approaches available in research literature, there are two types of anxiety [ibid, p.p. 14-15]. The first type is situational (actual) or reactive anxiety, which arises as a person's reaction to various, most often social and psychological stressors (expectation of a negative assessment or an aggressive reaction, perception of a negative attitude towards oneself, threats to one's self-respect or prestige). The second type is personal (active) anxiety, which is a characteristic, property, disposition and reflects a person's relative stable tendency to perceive a threat to his/her "Self" in various situations.

Such a mental state as frustration is a state of a person's experience of an objectively existing failure [13]. Moreover, frustration is one of the consequences of social tension; in its most general form, it should be understood as blocking purposeful behavior.

Thus, summing up, it can be concluded that social tension at industrial enterprises is a rather complex phenomenon and can manifest itself in various forms, depending on the main vectors of its analysis.

CONCLUSION

The analysis of the subject field of the study of the features of manifestation of social tension at industrial enterprises during the period of social transitivity has shown that transitivity as a state of instability and uncertainty of society is a necessary condition for the existence of social tension, the content of which is the process of the emergence and development of inconsistency in relations and actions of people in social groups.

It has been revealed that social tension at industrial enterprises can be defined as a feature of social and labor relations, which are characterized by an exacerbation of

internal and external organizational contradictions of objective and subjective nature and are manifested in the individual and group behavior of the organization's employees.

Two levels of analysis of the types of social tension in industrial organizations have been determined: a) at the meso-level, the analysis of the organization as a social group and the analysis of the interaction of personnel and the organization is carried out; b) at the micro level - the individual-personal level of analysis is analyzed.

Social tension at industrial enterprises at the level of analysis of the organization as a whole has been classified according to the criteria: "architectonics of the manifestation of social tension", "intensity of the manifestation of social tension," localization of the manifestation of social tension," and "involvement of various actors", in relation to which four main types of social tension have been singled out.

To analyze the types of social tension at the level of interaction between personnel and organization, the classification has been made according to the criteria characterizing the manifestation of social tension in the context of the introduction of changes in the organization, the need to implement professional qualifications, and career-making in the context of the integration of organizations into the all-Russian economic space. In accordance with these criteria, five groups of the main types of social tension have been identified.

The developed classification of the manifestation of social tension at industrial enterprises can be used by organizational psychologists in for consultative, diagnostic and corrective practices aimed at reducing the level of social tension. The prospect for further research is the possibility of considering social tension from the perspective of a synergistic approach, as well as the development of technologies for resolving organizational conflicts and optimizing social tension.

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