

# Communicative competence of sport volunteers

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**Purpose:** to investigate the level of communicative competence of sport volunteers.

**Material & Methods:** students of Kharkov state academy of physical culture (2–4 courses) who are engaged in sports volunteering. The theoretic-methodological analysis of problem is carried out; the technique “Need for communication and achievements”, “Self-checking assessment in communication”, “Machiavellianism level” is used for studying of indicators of self-assessment.

**Results:** the high level of communicative competence on three indicators is revealed at sport volunteers: need for communication (60,71%), communicative control (57%), Machiavellianism (91%) that gives them the chance to come into contacts with people around quickly, to correlate the reactions to behavior of surrounding people and to operate the emotions, at the same time they are inclined to manipulations and demonstration of the strengths at communication with people.

**Conclusions:** the purposeful psychology and pedagogical preparation, which program has to include the communicative block and the block of personal development, is necessary for sport volunteers.

**Keywords:** communicative competence, sport volunteer, need for communication, communicative control, Machiavellianism.

## Introduction

Volunteer activity, which under the law of Ukraine “About volunteer activity” (2011), is the voluntary, disinterested, socially directed, non-profitable activity, which is carried out by volunteers and the volunteer organizations by providing the volunteer help [7]. Such activity provides communication (that is development of communicative competence), that is establishment and development of contacts between people, exchange of information, perception and understanding of other person [2]. The psychological mechanism of empathy is the cornerstone of productive communication [9]. It is clear, that the volunteer, who seeks to help other people, has to be able to communicate, and it needs available of high communicative potential at him. The sport volunteer, who helps with holding recreational actions and sports competitions, often in the activity interacts in about tens, and even in hundreds of people, fulfilling different functional duties [3], he has to be able to formulate and convey accurately information, to establish, to adjust, to support communication with the management, participants and the audience of competitions, to find communication channels, to build strategy and tactics of contacts. Not in view of the relevance and the practical importance of problem of communicative culture of sport volunteers, it was not the subject of special scientific research, for this reason communicative competence of sport volunteers which is manifestation of their communicative culture, is considered in the article.

## Communication of the research with scientific programs, plans, subjects

The research is executed within the implementation of the

fundamental scientific project for 2015–2017. “Theoretic-methodical bases of development of Non-Olympic sport” (number of the state registration is 0115U002372, number of the sub-theme “Organizationally-administrative, economic and humanitarian bases of development of Non-Olympic sport in Ukraine” 0115U006861C).

## The purpose of the research

To investigate the level of communicative competence of sport volunteers.

*Research tasks:*

1. To learn the need for communication at sport volunteers.
2. To determine the level of communicative control of sport volunteers.
3. To learn Machiavellianism level at sport volunteers.

## Material and Methods of the research

Students of Kharkiv state academy of physical culture (2–4 courses), who are engaged in sports volunteer, were investigated. The theoretic-methodological analysis of the problem is carried out for the foundation of relevance of the subject. The technique “Need for communication and achievements”, the technique “Self-checking assessment in communication”, the technique “Machiavellianism level” are used for studying of indicators of self-assessment [10].

## Results of the research and their discussion

The criteria for evaluation of communicative competence, ac-

According to B. Ananyev [1], is the formation of system of communicative knowledge (conceptual and intrinsic level), experience of productive communicative activity (practical-world outlook level), personally-valuable relation to self-improvement of communicative competence – (conceptual level), systems of communicative abilities (practical-active level) which includes the need for communication, communicative control and Machiavellianism.

*Need for communication.* The level of communicative abilities of sport volunteers was defined during the research. Need of sport volunteers for communication was studied at the first stage of our research, for which studying the technique “Need for communication and achievements” was used [10]. Results of the research of level of need for communication of sport volunteers are presented in tab. 1.

**Table 1**  
**Distribution of sport volunteers, according to levels of need for communication of %**

Level of communication	Points	Investigated		
		Boys (n=44)	Girls (n=40)	The whole group (n=84)
Low	3–21	4,55	7,50	5,95
Below the average	22–23	9,09	15	11,90
Average	24–25	27,27	15	21,43
Above the average	26–28	31,82	27,50	29,76
High	31–33	27,27	35	30,95

These results demonstrate that 5,95% students-volunteers have the low level of need for communication. According to researches of I. Kohn [8], students with the low level of need for communication are not interested in establishing contact and result of communication, they do not like about that, their words and adequately clear essence of the statement will be how correctly apprehended; characteristic features of their communication is: the low level of culture of communication, scanty lexicon, fast rate of language, haughty position, concerning the interlocutor, the partner in communication is not perceived by them as the personality with own opinion; the fear of rejection dominates in communication. Being based on the above-mentioned characteristics, it is fair to assume that such students can summon mistrust, they have poorly developed communicative skills, and they will show uncertainty, inconvenience and constraint in communication.

Results of researches have also shown that the average level and below the average level of need for communication is found at 33,33% of students-volunteers. The following features characteristic for such students: lack of initiative and desire to show own activity, they are not inclined to broaden the sphere of communication and to participate in the general actions which purpose is creation of cordial emotionally-significant relations with other people who certify results of the previous researches [5]. According to scientists [6], students with such level of need for communication for the follow-up volunteer activity need to increase the level of communicative abilities and to have psychology and pedagogical training by visit of special trainings.

By our researches, the level of need for communication is high

and above the average at 60,71% of students-volunteers. Modern researches [9] have shown that people with such level of need for communication are inclined to maintenance or renewal of good relations with people, inherent strong experiences at rupture of these relations to them, ability to forgive offense for the sake of renewal of good relations, aspirations to help others, ability to refuse own conveniences for the sake of others, tendency to show participation, aspiration to establish good relations with many people, to broaden the sphere of the communication; it is possible to share experiences with them and it will become easier from it. Students-volunteers, in our opinion, are capable to come with such level of need for communication quickly into contacts with people around and to improve business and personal relations, their style of communication will be characterized by confidence, ease, openness, and social courage.

*Communicative control.* Studying of the level of formation at them communicative control became the following investigation phase of components of communicative competence of students, who are engaged in sports volunteer, for this purpose the technique “Self-checking assessment in communication” was used [10]. Results of the research are presented in tab. 2.

**Table 2**  
**Distribution of sport volunteers behind the level of communicative control of %**

Level of emotional efficiency	Points	Investigated		
		Юнаки (n=44)	Girls (n=40)	The whole group (n=84)
Low	0–3	9	–	5
Average	4–6	36	40	38
High	7–10	55	60	57

They demonstrate that the high level of communicative control takes place in 57% of students-volunteers. B. Ananyev [1] notes that such people get into any role easily, react to change of situation flexibly, provide impression which is made on people around. For 38% of students who by results of the research have the average level of communicative control, peculiar, according to modern scientists [4], sincerity and certain fieriness in emotional manifestations. Communicative control is characterized by low level only in 5% of the examined students. Scientists note [4] that behavior of such people is rather resistant, and they do not consider that it is necessary to change depending on situation.

*Machiavellianism.* The following investigation phase of features of communicative competence at students-volunteers had studying of their level of Machiavellianism [10]. The technique “Machiavellianism level” was used for this purpose; results of the research are presented in tab. 3

Apparently from the submitted data, 91% of students, who are engaged in sports volunteer, have the high level of Machiavellianism. Modern scientists [4] consider Machiavellianism as the psychological syndrome, which is based on the combination of interconnected cognitive, motivational and behavioral characteristics, its main psychological components as lines of the personality, is: the belief is in what at communication with others is possible and necessary to manipulate, manipulation – not only natural, but also most effective way of

Table 3

Distribution of students who are engaged in sports volunteer, according to % Machiavellianism levels

Machiavellianism level	Points	Investigated		
		Boys (n=44)	Girls (n=40)	The whole group (n=84)
Low	up to 50	9	10	9
High	from 50	91	90	91

interaction. Researchers note that people with the high level of Machiavellianism, at the introduction in contact with other persons from whom nothing is necessary inclined to keep is emotionally aloof, separated, feel mistrust to people around, socially detached, focused not so on the interpersonal relations, and on problem, more purposeful, directed to achievement of goals, they also more convincing in communication: estimate others more honestly concerning themselves more precisely. According to B. Ananyev [1], people with the high level of Machiavellianism have more frequent, but less deep contacts with people around, at them high suspiciousness, hostility takes place, they display disbelief in the fact what most of people can be trusted that they are altruistic. Also machiavellist usually lose because refuse manipulation use. In this case, manipulation consists in demonstration of imaginary incompetence or weakness.

It should be noted that 9% of students, who are engaged in sports volunteer, have the low level of Machiavellianism by results of the research. Such people, according to modern scientists [4], are indecisive, honest, reliable, sentimental, come under influence, for them characteristic flexibility (one of the most important conditions of mutual understanding in interpersonal communication, ability to use different behavior depending on requirements of context). Therefore, the manipulative orientation of behavior of students-volunteers in communication and high degree of Machiavellianism of the personality reduces probability of achievement by them mutual understanding in personal and professional contacts.

## Conclusions

1. It is revealed that most of sport volunteers (60,71%) have the high level and level above the average of need for communication in the course of the empirical research.
2. It is established that 57% students-volunteers have the high level of communicative control, 38% – average and only 5% of the examined students have the low level of communicative control.
3. The high level of Machiavellianism is found at 91% of sport volunteers that testifies to their ability to manipulations for the achievement of the purposes and demonstration of the strengths during communication with people.
4. It is established that most of students, who take part in sports volunteer activity, are not conflict persons, openness and high level of empathy inherent to them, it gives them the chance to come quickly into contacts with people around, to correlate the reactions to behavior of other people and to direct the emotions.
5. The conducted researches have shown that communicative abilities (need for communication, communicative control, Machiavellianism) play the important role in the course of volunteer activity at sport volunteers. It is established that the formation of communicative competence at sport volunteers undergo by two directions. On the one hand – acquisition of new knowledge, skills, and from another – correction of already created.

Therefore, the development of communicative competence at students-volunteers provides use of all set of the means, which are oriented as on the development of subject-subjective (productive, personal parties of communication), and subject-objective (reproductive) components that needs purposeful psychology and pedagogical preparation which program has to turn on at itself the communicative block and the block of personal development.

**Prospects of the subsequent researches** in this direction consist in studying of individual and personal characteristics which influence organizational behavior of sport volunteers.

**Conflict of interests.** The authors declare that there is no conflict of interests.

**Financing sources.** This article didn't get the financial support from the state, public or commercial organization.

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Received: 19.01.2017.

Published: 28.02.2017.

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