

**INFORMATION AND COMMUNICATION COMPETENCE:
THE RELATIONSHIP OF CONCEPTS**

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Abstract. Today, trying to push the limitations of the human capacity, the specialist is increasingly dependent on the information and communication environment. This work provides interpretation of the concepts "information competence" and "communication competence" for specialist as a category of workers, for which successful solution of functional and managerial issues depends on the ability to handle information and engage in communication.

During the study were carried out 1) meaningful interpretation of the concepts of "information competence" and "communication competence», 2) formulation of definitions of these concepts by analysis, comparison, abstraction, synthesis and generalization, 3) this operationalization by introducing definitions containing in the definitive part a test condition, performing which you can be determined whether the phenomenon under investigation falls under this term or not.

Note, information competence is the ability to effective activities for the creation, collection, storage, processing, transmission, presentation and use of information when performing their professional duties. And communicative competence is a certain ability that allows a specialist to master new ways of professional communication within the framework of the information and communication environment. Consequently, in the considered competences, in addition to the knowledge and skills to use information and communication technologies in professional activities, it is necessary to include components that are responsible respectively for self-regulation and self-analysis (reflection) of thinking and behavior, for the understanding of the functioning and development of information and communication environment, for the transformation of information and the development of communicative space.

As a result of the study, the operational, cognitive, creative and reflexive components were singled out in the structure of information and communication competence. Operational definitions of information and communication competence were formulated by referring to the

professional competence of a modern specialist.

Thus, information competence is that part of the general cultural competence of the specialist, which provides its owner with the skills of operating professional information on the basis of knowledge of storage, processing and transmission of information, its search through computer and mobile applications; the ability to create high-quality new information, its presentation in the communication space, as well as self-regulation of thinking and behavior through the adoption of moral and ethical standards of work with information. Communication competence is that part of the general cultural competence of a specialist, which provides its owner with the skills and abilities of professional communication on the Internet based on language skills and rules of communication through computer and mobile applications; the ability to configure the network space for solving professional problems, as well as the self-regulation of thinking and behavior through the adoption of the moral and ethical norms of professional communication in the Network.

Empirical verification was carried out through a survey of 100 experts representing middle and lower managers, senior and lead specialist of budgetary organizations. The analysis of expert estimates of the importance of components of information and communication competence shows that the value of each of them was highly appreciated enough. The received results allow to recognize correctness of the selected internals as markers helping to allocate the studied as a holistic phenomenon. At the same time, an expert assessment of the expressiveness of the components investigated is not high for a modern specialist.

Keywords: information competence, communication competence, modern specialist, operationalization definition

Introduction

The significant potential of information resources and communication technologies will not be demanded due to the weak training of specialists to carry out professional activities in the new environment. In modern society, the requirements for qualities of a specialist are changing: knowledge about the global information and communication space, as well as the ability to collect information, analyze and summarize it, enter into communication and organize them, come to the fore. The activity effectiveness of a modern specialist is becoming increasingly dependent on his awareness and connectivity, his information and communication competence.

Objectives / Purpose of the study

The objective of this research is an implementation of interpretation of the concepts "information competence" and "communication competence" for

specialist as a category of workers, for which successful solution of functional and managerial issues depends on the ability to handle information and engage in communication.

Methodology

The essence of the competence approach is considered in the following national publication (Kibanov, 2015; Khutorskaya, 2015; Zimnyaya, 2004) and foreign work (McClelland, 1973; Spencer, 2010; Widdet, 2003). They reveal the concepts of competence, capability, offer structural models of competence.

The main methods of research are 1) meaningful interpretation of the concepts of "information competence" and "communication competence», 2) formulation of definitions of these concepts by analysis, comparison, abstraction, synthesis and generalization, 3) this operationalization by introducing definitions containing in the definitive part a test condition, performing which you can be determined whether the phenomenon under investigation falls under this term or not; 4) empirical verification by conducting an expert survey (the study was attended by 100 experts representing middle and lower managers, senior and lead specialist of budgetary organizations).

Results / Findings

In order to live in an information and communication environment, a modern specialist must have a certain level of information and communication competence. Both of these concepts were formed during the activation of research attention to the role of man in the processes of interaction through information and communication technologies.

As the results of our study show, experts only in 44% of cases noted that the modern specialist does not experience difficulties in working with information and in 37% that in establishing professional contacts in the information and communication environment. The specified circumstance just also testifies to need of possession of the relevant competences. In general, competence is the level of mastery of knowledge and methods of a certain activity, as well as the presence of the qualities of an individual corresponding to this activity. But competence is not only the above-mentioned assemblage of definite knowledge and skills, and not just a set of qualities of an individual, but their system integrated around the value-normative core of a personality. At the same time, competence (ability) must be distinguished from competency (capability), which is manifested only in certain organizational and activity contexts (Kibanov, 2015; Zotov, 2017). The concept of competency (capability) needs to be considered at the same time from the party turned to the official duties, and from the party turned to the specialist himself. Competency (capability) is an assemblage

of knowledge, skills, qualities of a specialist necessary in certain organizational conditions for the effective and qualitative performance of professional activities within the framework of their duties. Thus, competence is aptitude (ability), and competency is the capability (realization aptitude) of in specific conditions. It's in this connection that the competence of a specialist that can and should be shaped for his professional activity in the information and communication environment.

Owning information competence, the specialist has the aptitude to meet information needs within the framework of professional, and possession of communication competence makes it possible to carry out full-fledged professional communications. Their most important synergetic feature is the effective use of information and communication technologies in everyday work, which opens wide access to information and leads to a new level of communication. But at the same time, it is not advisable to combine them into one competence, which can be called "digital", because they reflect two existential aspects of the information and communication environment.

In this context, the formation of information and communication competencies acts as part of a complex problem – the formation of professional competence, which allows a person to take place as a specialist ready to work in modern conditions.

Considered competences are knowledge and skills to use information and communication technologies. But the structure of these phenomena must also include the reflexive, cognitive and creative aspects. The latter being responsible respectively for self-regulation and self-analysis (reflection) of thinking and behavior, for the understanding of the functioning and development of information and communication environment, for the transformation of information and the development of communicative space.

These data indicate that the following components should be distinguished in the structure of information and communication competence:

- operational (practical skills related to the use of information and communication technologies for storing, processing and transmitting of information, search for the necessary data, the use of digital applications for communication on the Network);
- cognitive (conceptual knowledge of the basics of storing, processing and transmitting information, its search through computer and mobile applications, conceptual knowledge of the language and rules of professional communication on the Internet, the basics of organizing professional communication on the Web);
- creative (ability to create qualitatively new information, its presentation in the communication space, configuration of the network space for solving

professional tasks);

– reflexive (value attitude to the information and communication environment through the adoption of moral and ethical standards of work with information and communication, understanding the essence of the laws of functioning and development of information and communication).

Thus, operational definitions of information and communication competence, which are necessary professional communications of a modern specialist, can be formulated as follows. Information competence is that part of the general cultural competence of the specialist, which provides its owner with the skills of operating professional information on the basis of knowledge of storage, processing and transmission of information, its search through computer and mobile applications; the ability to create high-quality new information, its presentation in the communication space, as well as self-regulation of thinking and behavior through the adoption of moral and ethical standards of work with information. Communication competence is that part of the general cultural competence of a specialist, which provides its owner with the skills and abilities of professional communication on the Internet based on language skills and rules of communication through computer and mobile applications; the ability to configure the network space for solving professional problems, as well as the self-regulation of thinking and behavior through the adoption of the moral and ethical norms of professional communication in the Network.

Verification of the correctness of the allocated structural elements of the abovementioned competencies was carried out on the basis of expert opinion. Experts were asked to evaluate the significance of distinct components of information and communication competence for a modern specialist. The scientific assessment was conducted on a 10-point scale, where 0 points – insignificant, 10 points – significant to the maximal measure. In addition it was offered to them to estimate the level of expressiveness of these components at the modern specialist. The scientific assessment was carried out on a similar scale (Table). The analysis of expert estimates of the importance of components of information and communication competence shows that the value of each of them was highly appreciated enough. The maximum rating is obtained (more than 9 points) receive operational internals, and the minimum – reflexive internals. The small dispersion of opinions pays attention also (see a standard deviation). But anyway the received results allow to recognize correctness of the selected internals as markers helping to allocate the studied as a holistic phenomenon.

At the same time, an expert assessment of the expressiveness of the components investigated is not high for a modern specialist. It ranges from

5.8 to 7.7 points for information competence, and from 6.1 to 7.4 points for communication competence.

Table – Expert assessment of the importance and expressiveness of components of information and communication competence

Component	Characteristic	Importance		Expressiveness	
		mean value	standard deviation	mean value	standard deviation
Information competence					
operational	skills to use the capabilities of digital information for processing applications	9,9	0,31	7,4	1,42
	skills to find the necessary data on the Internet	9,7	0,67	7,7	1,33
cognitive	knowledge of working with information through digital applications	9,3	1,48	6,9	1,94
	knowledge of the basics of search cognitive activity	8,8	1,29	6,4	1,89
creative	ability to make new decisions in non-standard situations using digital applications	9,0	1,15	5,9	2,09
	ability to present the results of their work using digital applications	8,9	1,33	6,6	1,89
reflexive	understanding of the laws of the functioning and development of information	8,7	1,45	5,8	2,37
	taking on the moral and ethical norms of working with information	8,6	1,54	5,8	2,14
Communication competence					
operational	skills to use the capabilities of digital information for network communication	9,2	0,96	7,4	1,42
	skills to use opportunities of digital applications for the organization of collective activity	9,1	1,08	6,9	1,88
cognitive	knowledge of the language and rules of professional communication on the Internet	8,7	1,33	6,7	2,26
	knowledge of the basics of professional communication through digital	8,7	1,56	6,3	2,13
creative	ability to configure Internet communication for their professional tasks	9,1	1,08	6,7	2,16

	ability to create a product of collective creativity through digital applications	8,7	1,36	6,5	2,06
reflexive	understanding of the laws of the functioning and development of professional network communities	8,8	1,54	7,3	2,10
	adoption of moral and ethical standards of professional Internet communication	8,6	1,56	6,1	2,11

Recommendations / Discussion

The analysis shows the legitimacy of the allocation of operational, cognitive, creative and reflective components. But at the same time it also makes us think about the possibility of another structural differentiation of the studied competences, for example, the motivational component.

Conclusion

Summing up, this work provides interpretation of the concepts "information competence" and "communication competence" for specialist.

As a result of the study, the operational, cognitive, creative and reflexive components were singled out in the structure of information and communication competence. This allowed us to formulate operational definitions of information and communication competence, which are necessary professional competences of a modern specialist.

Thus, information competence is that part of the general cultural competence of the specialist, which provides its owner with the skills of operating professional information on the basis of knowledge of storage, processing and transmission of information, its search through computer and mobile applications; the ability to create high-quality new information, its presentation in the communication space, as well as self-regulation of thinking and behavior through the adoption of moral and ethical standards of work with information. Communication competence is that part of the general cultural competence of a specialist, which provides its owner with the skills and abilities of professional communication on the Internet based on language skills and rules of communication through computer and mobile applications; the ability to configure the network space for solving professional problems, as well as the self-regulation of thinking and behavior through the adoption of the moral and ethical norms of professional communication in the Network.

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