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DEGREE OF EMPATHY AND COMMUNICATIVE TOLERANCE OF THE STUDENTS STUDYING ON HUMANITIES AND ECONOMIC SPECIALTIES

The article analyzes the development of students' empathy and communicative tolerance, which have the significant influence on their forming as professionals and personalities. The article also identifies the interrelation between students' empathy and their communicative tolerance. The common theoretical – methodological grounds for researching the level of empathy and communicative tolerance have been defined, the techniques which are adequate to the research objectives have been chosen, the level of empathy and communicative tolerance has been diagnosed and analyzed. The interrelation between these phenomena has been identified, the conclusions and recommendations have been presented.

Key words: empathy, tolerance, compassion, communicative tolerance, sympathy, social sensitivity.

The relevance of the topic. Understanding the emotions of others and empathy for them in the today conditions of the global transformation of our society is a very important and valuable individual psychological quality of the person [2].

It is well-known fact that one of the problems faced by young professional – psychologist is emotional burnout which risen as a result of too emotional, empathizing attitude to the client or patient [2, 3].

The problem of formation young professionals is very relevant, Therefore, the consideration of professionalism criteria such as empathy and communicative tolerance is the subject of study of today researchers [5].

The aim of the article is TO identify the relationship of empathy and communicative tolerance among students of humanities and economic specialties.

Object: empathy as a psychological phenomenon.

Subject: relationship of empathy and communicative tolerance among students of humanities and economic specialties.

Hypothesis: there is some relationship between empathy and communicative tolerance.

According to the purpose and hypothesis the following tasks have been identified:

1. Theoretically justify literature concerning the put problem;

2. Consider the phenomenon of empathy in modern psychology;
3. Analyze the main approaches concerning the study of tolerance;
4. Conduct an empirical research to identify the level of empathic communication and tolerance among students of economic and humanities specialities;

The discussion of the topic. To test the hypothesis 52 students of the 5th year (27 – economists, 25 – psychologists) were involved in the empirical study.

We have chosen the following diagnostic techniques for our research:

1. Methods of the level of personality tolerance diagnosis (auth. V.S. Mahun);
2. Methods of study of empathy (auth. I.M. Yusupov);
3. Methods of communicative tolerance diagnosis V. Boyko;
4. Test «How much are you tolerant?» (auth. O. I. Tushkanova).

The Results the empirical research:

After applying the diagnostic techniques for identifying the level of personality tolerance (auth. V.S. Mahun) we obtained the following data:

In the group of psychology students, 40% (10 students) showed a high level of tolerance, 60% (15 students) – a low level of tolerance. In the group of economists, 80% (20 students) have shown a low level of tolerance, 12% (3 students) – high level of tolerance, 4% (1 person) for high performance and low levels of intolerance.

The obtained data in diagram 1.

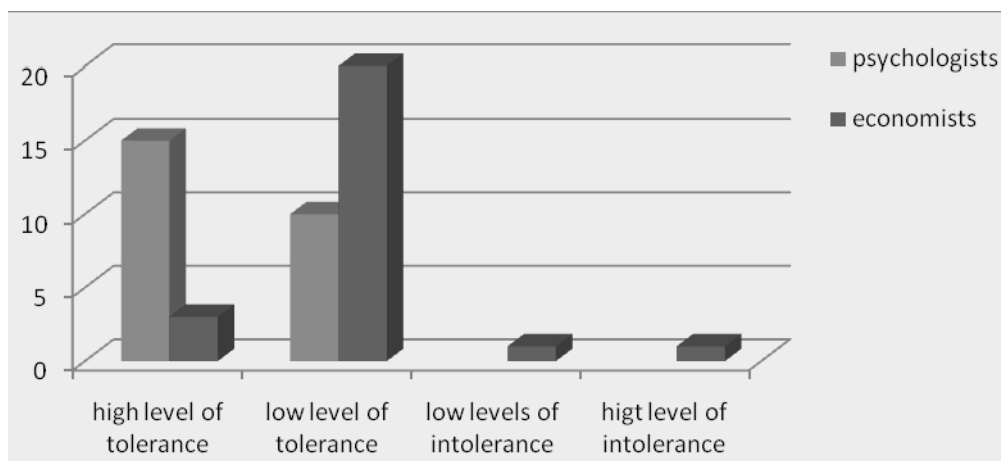


Diagram 1. Distribution analysis by level of tolerance of future psychologists and economists

Thus, we can see that the group of future psychologists has the high level of tolerance, and the students in the group of economists have the low level of tolerance.

After applying the research methodology of empathy (auth. I. Yusupov), we obtained the following data: In the group of psychology students, 16% (4 people) people have shown a very high level of empathy, 20% (5 people) students – high, and 64% (16 people) – Medium . As a group, economists, 15% (4 people) people have a high level of empathy, 85% (23 people) people – average.

The obtained data in diagram 2.

Thus, we can see that the group of future psychologists has higher level of empathy in comparison with the students in the group of economists, on the other hand the average level of empathy dominates in the group of economists.

As a result of diagnostic techniques communicative tolerance VV Smartly, we obtained the following data: As a group, psychologists, 24% of people have shown a high level of communicative tolerance, 68% of people – the average level of tolerance and communication 8% – the lowest. As a group, economists 8% of people have a high level of communicative tolerance, 70% of people – average, 22% of people – low level of communicative tolerance.

The obtained data in diagram 3.

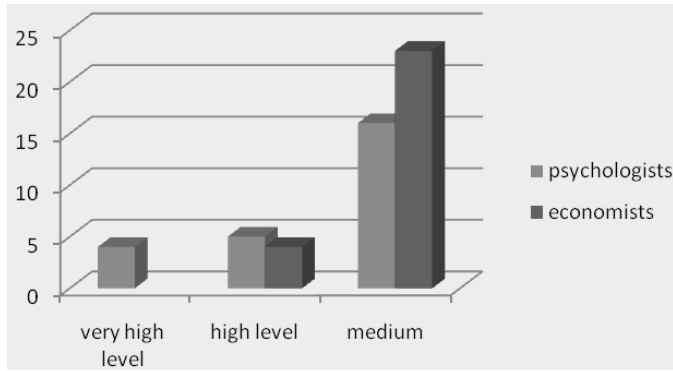


Diagram 2. Distribution analysis by level of empathy of future psychologists and economists

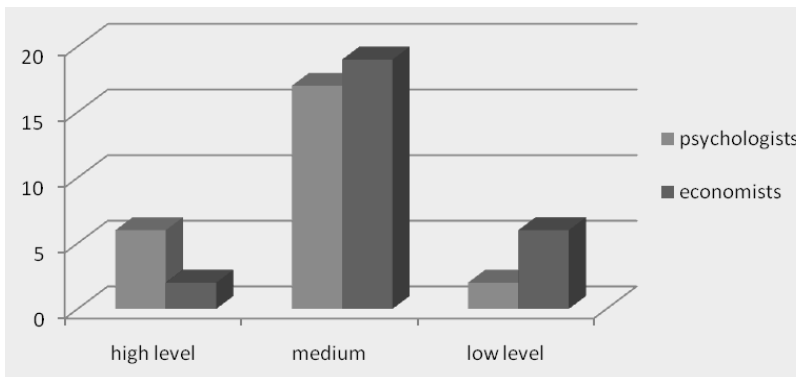


Diagram 3. Distribution analysis by level of communicative tolerance of psychology students and future economists

We can see that the group of students psychologists dominated the middle and high level of communicative tolerance, and economists hurpi students – middle and low level of communicative tolerance.

As a result of the test to determine the level of tolerance we obtained the following data: As a group, psychologists, 28% of students showed a high level of tolerance of 72% – average and in the group of economists students 11% have a high tolerance level, 70% of persons – average and 19% have a low tolerance.

The obtained data in diagram 4.

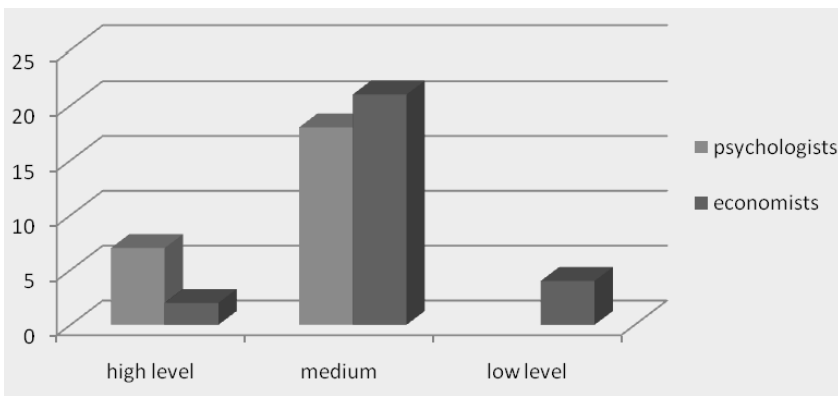


Diagram 4. Distribution analysis by level of tolerance of psychology students and future economists

Thus, we can see that the group of students psholohiv prevailing high and medium levels of tolerance, and a group of economists students – middle and low level of tolerance.

Analysis of the distribution ratio of communicative empathy and tolerance of psychology students.

The obtained data in diagram 5.

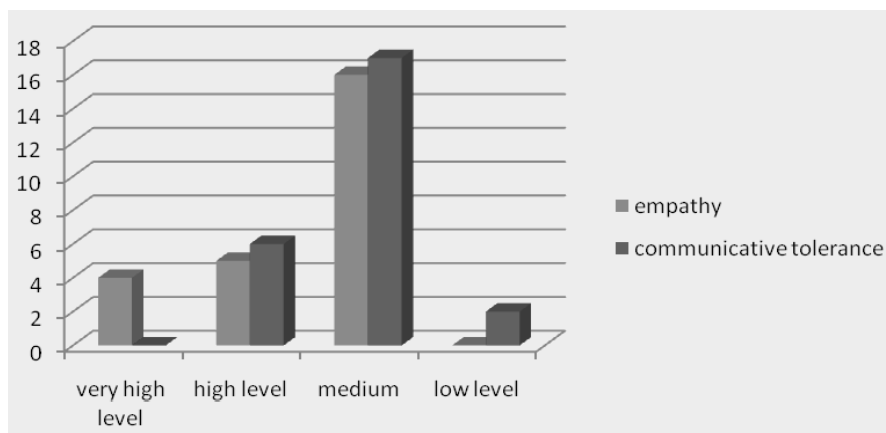


Diagram 5. Analysis of the distribution ratio of empathy and communicative tolerance of psychology students

Analysis of the distribution ratio of empathy and communicative tolerance of future economists.

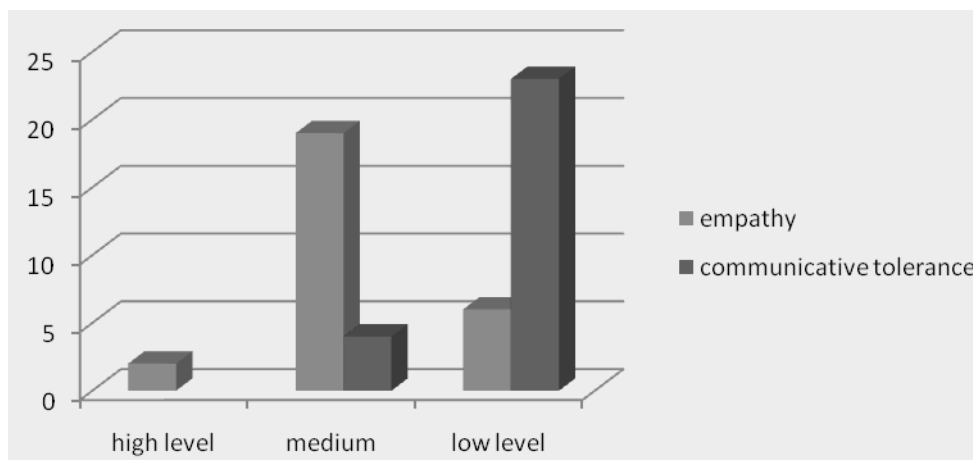


Diagram 6. Analysis of the distribution ratio of empathy and communicative tolerance of future economists

The conducted analysis has been done on the direct comparison of the data of the tests. In order to establish the interrelation between indicators of the data it is necessary to do the statistical comparison.

In order to establish the interrelation of empathy and tolerant communication the correlation analysis was conducted. It was aimed to identify the interrelation between the values of the indicators studied. During conducting the correlation analysis we used the program «Statistica 6.0».

After mathematical processing of the data by correlation analysis the following coefficients were obtained.

Table 1

**Correlation analysis of the interrelation between empathy and communicative tolerance
of psychologists and economists**

| | |
|--|-----------|
| Empathy and communicative competence Psychologists | 0,1944 |
| | $p=0,352$ |
| Empathy and communicative competence Economists | -0,0931 |
| | $p=0,658$ |

The interrelation between empathy and communicative tolerance in the group of psychology students revealed coefficient $r = 0,19$, corresponding to the low level of the interrelation.

For the group of economists, this coefficient is $r = -0,09$, reflecting the more moderate level of interrelation between these parameters.

Conclusions. After the obtained data analysis of our empirical research, we can draw the following conclusions:

1. The group of psychologists is characterized by the average level of tolerance, but there are enough indexes which indicate the high level of tolerance. The group is also characterized by the average level of empathy, but there are indexes of the very high level of empathy, unlike the group of economists. The level of the development of communicative tolerance in the group of psychologists is average as well, but we obtained the data of the high level too that is much more than in the group of economists. The level of tolerance development in the group is also average.

2. The group of economists is mostly characterized by the below average level of tolerance, but there are some percentage of data on indicators of high and low levels of intolerance. There is the average level of communicative tolerance. Although there are indexes of the low level of tolerance unlike the group of psychologists where we did not obtained such data. The level of empathy development in the group is average.

3. Therefore, our hypothesis is that there is the connection between empathy and communicative tolerance among students psychologists found no confirmation. These data can be explained by the fact that maybe there was a small sample for more reliable data, such indicators may be explained by the **specificity of the group. But there is the trend to the fact that the interrelation between empathy and communicative tolerance exists**, that is the practical significance of the thesis. Since empathy and communicative tolerance are interrelated and empathetical skills for future professionals psychologists are important. So if you develop communicative tolerance, through training sessions it is possible to develop empathetical abilities.

4. The results of the research can be used to the further study of various aspects of communicative tolerance and empathy in the practice of psychologists.

5. **The results of the research are effective for use by teachers during the process of correction of training and professional interaction in the training of students of various disciplines in universities, as well as retraining of teaching staff in postgraduate education.**

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У статті аналізується розвиток емпатійності та комунікативної толерантності студентів, який має значний вплив на становлення їх як професіоналів і особистостей. Виявлено взаємозв'язок між емпатією та комунікативною толерантністю студентів. При написанні статті було визначено загальні теоретико-методологічні підстави для дослідження рівня емпатії та комунікативної толерантності, дібрано комплекс методик, адекватних меті дослідження, продіагностовано і проаналізовано рівень емпатії та комунікативної толерантності, виявлено взаємозв'язок між цими феноменами, наведено висновки та рекомендації.

Ключові слова: емпатія, толерантність, співпереживання, комунікативна толерантність, соціальна сензитивність, терпимість.

В статье анализируется развитие эмпатийности и коммуникативной толерантности студентов, которое имеет значительное влияние на становление их как профессионалов и личностей. Выявляется взаимосвязь между эмпатией и коммуникативной толерантностью студентов. При написании статьи были определены общие теоретико-методологические основания для исследования уровня эмпатии и коммуникативной толерантности, подобран комплекс методик, адекватных целям исследования, продиагностирован и проанализирован уровень эмпатии и коммуникативной толерантности, выявлена взаимосвязь между этими феноменами, представлены выводы и рекомендации.

Ключевые слова: эмпатия, толерантность, сопереживание, коммуникативная толерантность, социальная сензитивность, терпимость.

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