

ANNOTATION

The dissertation work of Madina Alpysbayeva Borambaevna "Pedagogical conditions for the formation of conflictological competence among students of the specialty 5B090500 - Social work", submitted for the degree of Doctor of philosophy (PhD) in the specialty 6D010300 - " Pedagogy and psychology

Relevance of the dissertation research. One of the main tasks of the state program for the development of education of the Republic of Kazakhstan for 2020-2025 is to improve new educational programs focused on the formation of flexible and professional skills (soft skills, hard skills), necessary in the rapidly changing world of VUCA, involving lifelong learning.[1]

In today's rapidly changing vuca world, which is characterized by an aggravation of conflict situations, the possession of conflict-related knowledge, skills and abilities is relevant, and training in the field of conflict studies is an important part of the educational process for students of different specialties. The conflict state becomes relevant both in the interpersonal interaction of people and within a single person. In these conditions, the sphere of activity of a representative of the profession - social work-becomes particularly important.

Social work refers to those professions whose purpose is to mitigate internal contradictions in society, to achieve harmony and well-being.

Innovative processes in social institutions, changes in social services, and the introduction of new social technologies update research on the problems of training future social workers.

The peculiarity of social work as a humanistic activity, the essence of which is to harmonize social relations, bring them in line with the requirements of modern civilized society, strengthen ties between individuals, groups in difficult life situations and the state as a whole, in providing material, legal, and psychological assistance, required scientific justification of an integrated system of social education, updated the search for optimal forms of not only improving the professional competence of bachelors of social work, but also their personal development.

The relevance of the research topic is also confirmed by the normative document "Professional standard" Psychological and social work", which specifies the requirements for the professionalism of a specialist in the field of social services and is fixed in the qualification characteristics of a social worker. Thus, in accordance with the Order of the Minister of labor and social protection of the Republic of Kazakhstan dated May 30, 2019 No. 292 "on approval of the professional standard "Psychological and social work", the following requirements for personal and professional competencies of social workers are defined: "...Skills and abilities: identify interests and needs, problems, conflict situations, deviations in the behavior of students and promptly provides them with social assistance and support..., knowledge: technology of conflict resolution; conflictology and conflict resolution technologies, basic methods and methods of mediation, conflict resolution, etc....".[2]

According to the objective requirements of modernity, the requirements for personal and professional competencies of social workers, which update the trends in the development of the social services market, the increasing role of the recipient of social services in the transformation of social policy, it is necessary to modernize the system of training future social workers in the field of conflict competence formation.

Over the past few years, quite a large number of studies have appeared on various aspects of professional training of social workers. Thus, a number of important aspects of professional training and, in particular, the formation of professional culture of a social worker have been analyzed in the research of Yu.N. Klimenko, M.A. Gulina, M.A. Boldina, P.D. Pavlenok, E.I. Kholostova, V.Yu. Yaretsky, T.S. Sulimova, Sinha R., Lopez-Garcia I. M., Brenes L.S., Cavalcante M.T.L., Riberas G., Rosa G., Steen J.A., Mann M., Gryglewicz K., Mattison D., weaver A., Zebrack B., Fischer D., Dubin L., Thomas R.L., Banks S., Boddy J., T.I. Pechenkina, M.V. Firsova, E.G. Studenova, N.B. Shmeleva, T.S. Bazarova, N.Sh. Valeeva, N.S. Bashkova, E.V. Danielyan, R.I. Mokshantseva, N.F. Basov, V.M. Basova, S.V. Boytsova and others.

Problems of the theory and practice of social work are increasingly becoming the subject of attention, scientific understanding of many Kazakh researchers (L.T. Nurkatova (Kozhamkulova), A.N. Agafonov, S.B. Sarbasova, A.N. Teslenko, R.I. Burganova, K.N. Menlibaev, K.M. Tuganbekova, G.G. Chernaya, B.Zh. Abdrasheva, Zh.Kh. Kendirbekova, M.T. Baimukanova, N.A. Minzhanov, M.K. Abdakimova, S.K. Kenzhebaeva, Z.Zh. Zhanazarova, Zh.A. Nurbekova, G.N. Abdykalikova, etc.). This is due to the fact that social work as a type of professional activity is actively developing in our society.

However, theoretical analysis shows that this process is considered, as a rule, from the position of any one science: sociology, acmeology, valeology, pedagogy, etc. Social work is a kind of "intersection" of various subject activities, and its problems are interdisciplinary in nature. At the same time, there are virtually no works that study the conflict-related component of social work bachelor training. Among the functional responsibilities of a social worker, an important place is occupied by the social protection of their client, which is often associated with the resolution of various types of conflicts that have different nature and form. The ability of a social worker to resolve a conflict situation depends on the conflictological competence. In this regard, there is a need to form the conflict-related competence of bachelors of social work, the foundations of which are laid in the process of professional training.

In connection with the above mentioned, we believe that the structure of the General professional competence of a social work professional should have a conflict-competent component, which includes the requirements imposed not only on his theoretical and practical training in the field of conflict management, but also on personal abilities demanded by the specifics of this profession. Today, there is a need to generalize the results of research on the problem of conflict-related training of bachelors of social work, to theoretically understand the practice of forming their conflict-related competence, to identify pedagogical conditions

and develop methodological recommendations for its formation among University students.

The significance of the above works from a theoretical and practical point of view is unquestionable, but the problem of forming the conflictological competence of bachelors of social work in the higher education system remains unexplored from the position of theoretical understanding and experimental study. In this regard, there is a need to determine the theoretical basis for the formation of conflict-related competence of bachelors of social work, develop a pedagogical system and identify the pedagogical conditions for their effective implementation in the process of higher education.

Thus, the above revealed **contradictions** between:

- the needs of society, modern requirements for personal and professional competencies of social workers, and their insufficient preparedness for the practical use of conflict-related knowledge, skills and abilities that contribute to the constructive solution of interpersonal relationships in a conflict-prone environment;

- the need for scientific and theoretical justification of pedagogical conditions for the formation of conflict-related competence among bachelors of social work and the lack of a scientifically based pedagogical system and a practical approach to solving this problem.

The need to resolve these contradictions and search for scientifically-based ways to solve them determined the problem of our research. Insufficient development of this problem in pedagogical theory and practice led to the choice of the dissertation topic in the following wording: "**Pedagogical conditions for the formation of conflictological competence among students of the specialty 5B090500-Social work**".

Based on the above, the object, subject, goal, hypothesis, and objectives of the study were determined.

Object of research: educational process of the University.

Subject of research: formation of conflictological competence among students of the specialty 5B090500-Social work.

The purpose of the study: to theoretically substantiate and experimentally test the pedagogical conditions and pedagogical system for the formation of conflictological competence among students of the specialty 5B090500-Social work in the educational process of the University.

Scientific hypothesis of the research: if the identified pedagogical conditions and the developed pedagogical system for the formation of students' conflictological competence are introduced into the educational process of the University, then this will have a positive impact on the development of their professionalism as a whole, since students will acquire conflictological knowledge, skills, and skills that contribute to the constructive solution of interpersonal relationships in a conflict-prone environment.

Research problems:

1. To analyze the formation and current state of the scientific and theoretical foundations of the conflict.

2. To reveal the content of students' conflictological competence as a component of the professional competence of the bachelor of social work.

3. To identify the pedagogical conditions for the formation of conflictological competence among students of the specialty 5B090500-Social work.

4. To theoretically substantiate and develop a pedagogical system for the formation of conflictological competence among students of the specialty 5B090500-Social work.

5. To experimentally test the effectiveness of the identified pedagogical conditions and the developed pedagogical system for the formation of conflictological competence of students in the educational process of the University.

The main idea of the research: the process of forming the conflict competence of bachelors of social work should be carried out taking into account the identified pedagogical conditions and the developed pedagogical system.

Methodological and theoretical foundations of research: fundamental philosophical, psychological and pedagogical theories and concepts; methodological approaches (system, problem-activity, competence, holistic, informational) and principles (training, professional orientation, individualization, novelty, situativeness).

- problems of training social workers (P.D. Pavlenok, E.I. Kholostova, T.S. Sulimova, M.V. Firsov, E.G. Studenova, N.B. Shmeleva, R.I. Mokshantsev, V.M. Basova, S.V. Boitsova, Sinha R., Lopez-Garcia I. M., Brenes L. S., Cavalcante M. T. L., Riberas G., Rosa G., Steen J. A., Mann M., Gryglewicz K., Mattison D., Weaver A., Zebrack B., Fischer D., Dubin L., Thomas R. L., Banks S., Boddy J., L.T. Nurkatova (Kozhamkulova), A.N. Agafonov, R.I. Burganova, K.N. Menlibaev, K.M. Tuganbekova, G.G. Chernaya, B.Zh. Abdrasheva, Zh.Kh. Kendirbekova, M.T. Baimukanova, N.A. Minzhanov, M.K. Abdakimova, Z.Zh. Zhanazarova, S.B. Sarbasova, A.N. Teslenko).

- fundamentals of the competence approach in professional education (Hymes D., Chomsky N., R. White, V.A. Bolotov, O. L. Zhuk, Serikov V.V., V.N. Vvedensky, N.Yu. Klimenko, M.V. Semenova, A.V. Khutorskoy, N.E. Pfeifer, Sh.T. Taubaeva (modernization, construction, design of higher professional education)).

- theory of conflict (A.Ya.Antsupov, A.I.Shipilov, N.F. Vishnyakova, V.M. Afonkova, E.G. Sorokina, F.M. Borodkin, S.M. Emelyanov, N.V. Grishina, A.V. Dmitriev, A.G. Zdravomyslov, V.V. Gulyakina, R. Dahrendorf, K.E. Boulding, M. Deutsch, G. Simmel, L.A. Coser, A. Mastenbrug, A. Rapoport, J. Scott, K. Thomas, L.S.Akhmetova, L.T. Nurkatova (Kozhamkulova), B.N. Kylyshbaeva and others.).

- problems of professional competence formation (E.F. Zeer, I.A. Zimney, V.V. Makosko, V.A. Slastenina, I.F. Isaev, G.Zh. Menlibekova, B.T. Kenzhebekova, N.D. Khmel (content and structure of professional competence), N.V. Kuzmina, K.A. Abulkhanova-Slavskaya (professional competence in the structure of a specialist's innovation and acmeological culture), M.A. Boldina (formation of professional competence of a future social work specialist), N.

Valeeva (competence-based approach to the education of social work specialists, V.Yu. Yaretsky (formation of professional competence of a social work specialist in the educational process of a university), L.T. Nurkatova (Kozhankulova) (social work as a social institution: world experience and Kazakhstan), M.T.Baimukanova, Zh.Kh. Kendirbekova (current directions of training social workers in Kazakhstan), S.B. Sarbasova (foreign and Kazakhstani experience in training social workers).

- problems of formation of "conflictological competence", "conflictological training", "conflictological culture", "conflictological readiness" (A.K. Bisembaeva, N.V. Samsonova, D.V. Ivchenko, A.B. Nemkova, V.V.Bazelyuk, N.V. Kukleva, E.E. Efimova, Z.Z. Drinka, O. Leshner, L. V. Yabbarova, B. I. Khasan, E.S. Borisova, A.A. Gridchin, E.N. Tsygankova, I.V. Nikulina, N.V. Solovova, E.A. Shereshkova, M.G. Oshnurova, N.I. Leonov, M.M. Glavatskikh and others).

Sources of research: works of philosophers, psychologists, teachers on the problem under study, official government materials and regulatory documents in the field of education, as well as their own pedagogical and research experience.

Research methods: To solve the goal and objectives of the study, a set of theoretical and empirical methods was used:

- theoretical (analysis of philosophical, psychological and pedagogical literature on the problem under study, analysis of regulatory documents, analysis of regulatory documents of universities;

- empirical (pedagogical experiment, observation, conversation, study of the products of students' activity, analysis and generalization of the results of experimental work);

- methods of mathematical statistics and other methods appropriate to the nature of the study.

Research base: the place where the dissertation research is performed is Karaganda University named after academician E. A. Buketov, Karaganda Economic University of Kazpotrebsoyuz, Central Kazakhstan Academy.

The main stages of the study:

At the first stage (2017-2018), the scientific literature of foreign and domestic authors on the problem under study was analyzed, the scientific and conceptual apparatus of the study was determined, an ascertaining experiment was conducted to identify the initial level of conflictological competence, pedagogical conditions were determined, and a pedagogical system for the formation of conflictological competence of bachelors of social work was developed.

At the second stage (2018-2019), a formative experiment was conducted, during which the identified pedagogical conditions and the pedagogical system for forming the conflict-related competence of bachelors of social work were tested, and methodological materials were developed to ensure the educational process.

At the third stage (2019-2020), an experimental test of the effectiveness of the introduction of pedagogical conditions and the pedagogical system for the formation of conflictological competence among students of the specialty "Social work" in the educational process of the University was carried out, processing the results obtained during the formative and control stages of the experiment, which

were compared with the research hypothesis, drawing conclusions, developing recommendations, and preparing a dissertation.

Scientific novelty and theoretical significance of the study:

1. The formation and current state of the scientific and theoretical foundations of the conflict are analyzed.

2. The content of students' conflictological competence as a component of the professional competence of the bachelor of social work has been clarified; the essence of the concept "students' conflictological competence" has been defined; the structural components of conflictological competence has been highlighted.

3. Pedagogical conditions of formation of conflictological competence of students of the specialty 5B090500 - Social work has been revealed.

4. A pedagogical system for the formation of conflictological competence among students of the specialty 5B090500 - Social work has been developed.

5. The effectiveness of pedagogical conditions and the pedagogical system for the formation of conflict-related competence of bachelors of social work in the educational process of the University have been experimentally tested.

The practical significance of the study is the possibility of using the results obtained in the process of forming conflict-related competence among students of the specialty 5B090500-Social work in a University, developing and implementing software and methodological support in the educational process, including:

– additions to the course of the elective component that can effectively form the conflict competence of students of the specialty 5B090500 - Social work;

– special course "Conflictological competence of a social worker" for students of the specialty 5B090500 - Social work;

– E - textbook "Conflictological competence of a social worker" for students of the specialty 5B090500 - Social work;

– methodological guidelines for the course "Conflictology in the social environment»;

– tutorial "Conflictological competence of a social worker"

– monograph "technology of practice-oriented training in the implementation of a competent approach"

The main provisions of the research for the thesis defense:

1. The study of the formation and current state of the scientific and theoretical foundations of the conflict made it possible to substantiate and highlight the following approaches: historical-philosophical, sociological and psychological-pedagogical approaches, which, in turn, determine the multidimensionality of scientific theories of conflict. The application of these approaches to the study of conflictological competence has shown that at present this type of competence is only defined as a scientific problem.

2. The content of students' conflictological competence as a component of the professional competence of the bachelor of social work is represented by a combination of personal qualities of a social worker and his professionalism in solving social problems of social service recipients in difficult life situations, and contributes to a constructive solution in a conflict-prone environment. The concept

of "conflictological competence of students", the essence of which is defined as a component of professional competence that contributes to the optimal use of conflictological knowledge, skills and abilities aimed at constructive solutions to interpersonal relationships in a conflict-prone environment.

3. Pedagogical conditions that ensure the formation of conflict-related competence of bachelors of social work, which we understand as a set of external circumstances of the pedagogical process, prerequisites for their acquisition of conflict-related knowledge, skills and abilities that contribute to the constructive solution of interpersonal relationships in a conflict-prone environment:

- students' value-semantic attitude to conflict-related competence;
- informational and methodological complex of the educational process;
- organization of joint activities of teachers and students with the use of various forms and methods of teaching in the process of forming conflict-related competence.

4. Pedagogical system of formation of conflictological competence of students of social work in the system of higher education, which ensures optimal implementation of the interests of society, education, and the individual and is a set of target, content, procedural, control and evaluation, and effective blocks.

5. Results of experimental verification of the effectiveness of pedagogical conditions and the pedagogical system for the formation of conflictological competence among students of the specialty 5B090500-Social work.

The reliability and validity of the results and conclusions provided the basic theoretical positions of the researcher, with sufficient duration and regularity of the work, the logic of scientific apparatus of research, implementation of complex of methods of scientific-pedagogical research, qualitative and quantitative analysis of the experimental data, with positive changes in the levels of formation of this phenomenon among the students who participated in the experiment, the compliance of the contents experienced-experimental work to scientific research apparatus.

Testing and implementation of the research results were carried out:

- participation in international scientific and practical conferences: Development of the cultural and educational environment as a factor of personal self-realization (Moscow, 2017); Spirituality and creativity-priorities of modern education (Karaganda, 2018); New approaches in teaching: Higher education as a process of developing employment potential (Almaty, 2019); " Modern pedagogical education: Traditions. Progress. Innovations" (Petropavlovsk, 2020);

- participation in round tables: "Theory and methodology of preventive work to achieve zero tolerance for radical and extremist manifestations in the sphere of religious relations among young people" (Karaganda, 2018); "Development of social work: relevance and prospects" (Karaganda, 2018);

- participation in an international scientific and practical seminar: "Spirituality and creativity-priorities of modern education" (Karaganda, 2018);

- publications in scientific journals of foreign countries: Nauka I Studia (Przemysl, 2018).);

- publications in scientific journals recommended by CQAES MES RK: Bulletin of KazNPU named after Abay (2018), Bulletin of KazWPU (2019), journal "Science and life of Kazakhstan" (2019).

- publications in the journal included in the RSCI scientific citation system, In the list of the higher attestation Commission: Research and development. Social and humanitarian research and technology (Moscow, 2019);

- publications in journals indexed in the Scopus database (Science for Education Today, (2019).

Published 1 textbook, 1 methodological recommendations, 1 electronic textbook, 1 monograph.

The structure of the dissertation is determined by the purpose and objectives of the research. The dissertation consists of an introduction, two sections, a conclusion, a list of sources used, and appendices.

The introduction justifies the choice of the research topic, its relevance, defines the object and subject of the research, formulates the goal and objectives, hypothesis, leading idea, substantiates the scientific novelty, theoretical and practical significance of the research, reveals the main provisions submitted for defense, defines the stages of the work, contains information about the testing and implementation of the research results.

In the first section of the dissertation "**Theoretical bases of formation of conflictological competence among students of the specialty 5B090500 - "Social work"**", the literature was analyzed in order to identify scientific and theoretical approaches to the study of the phenomenon of conflictological competence; the essence and content of the concept "conflictological competence of students", structural components of conflictological competence were determined; pedagogical conditions and pedagogical system of formation of conflictological competence among students of the specialty 5B090500-Social work were presented.

In the second section, "**Experimental verification of the effectiveness of realisation of pedagogical conditions and educational system for the formation of conflictological competence of students of the specialty 5B090500 - "Social work"**" describes the organization and methods of research; the contents experienced-experimental work proves the efficiency of the revealed pedagogical conditions and the developed pedagogical system of formation of conflictological competence of students of the specialty "Social work".

Inconclusion, the main results of the study and methodological recommendations are given.

The Appendix offers primary research materials that reveal the stages of experimental work.