

Artículo de investigación

Specificity and techniques for resolution of gender conflicts in migrants and host community in public catering organizations of the Republic of Tatarstan

Especificidad y técnicas para resolución de conflictos de género en los migrantes y la comunidad acogida en las organizaciones de restauración pública de la República de Tatarstán
Especificidade e tecnologias de resolução de conflitos de gênero de migrantes e comunidade anfitriã em organizações de alimentação pública da República do Tatarstão

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Abstract

Research objective is identification of features and techniques of the gender conflicts resolution concerning migrants from neighboring countries and the accepting community in the organizations of public catering of the Republic of Tatarstan. The specifics of perception of discrimination in the labor sphere and also forms of its manifestation are considered by female migrants and male migrants. The methods of permission of the gender conflicts arising between migrants and employers in the course of work are analyzed. Considerable attention is paid to techniques for resolution of conflicts among which the important place is allocated to mediation and negotiations. The efficiency of their application by migrants and employers in settlement of the conflicts is estimated. Two schemes of human resource management in the organization (active and passive) and their role in forming of the constructive relations in the organization are analyzed.

In article the role of various actors in the decision of the gender conflicts in the organization (colleagues, administrators, and the director, equal on the status) is considered. The important role of external instances (the commissions on labor disputes, the specialized centers of the help to migrants, etc.) in improvement of relationship in collective and elimination of the bases for gender discrimination is emphasized. Holding special events is represented significant (trainings

Resumen

El objetivo de la investigación es identificar las características y técnicas para la resolución de conflictos de género en relación con los migrantes de los países vecinos y la comunidad que acepta en las organizaciones de servicios de comidas de la República de Tatarstán. Los aspectos específicos sobre la percepción de la discriminación en el ámbito laboral y también las formas de su manifestación son considerados por las mujeres migrantes y los hombres migrantes. Se analizan los métodos de autorización de los conflictos de género que surgen entre migrantes y empleadores en el curso del trabajo. Se presta una atención considerable a las técnicas para resolución de conflictos, entre las cuales se asigna un lugar importante a la mediación y las negociaciones. Se estima la eficiencia de su aplicación por parte de los migrantes y los empleadores en la solución de los conflictos. Se analizan dos esquemas de gestión de recursos humanos en la organización (activa y pasiva) y su papel en la formación de las relaciones constructivas en la organización.

En el artículo se considera el papel de varios actores en la decisión de los conflictos de género en la organización (colegas, administradores y el director, igual en el estado). Se enfatiza el rol importante de las instancias externas (las comisiones sobre conflictos laborales, los centros especializados de ayuda a los migrantes, etc.) en la mejora de las relaciones en la

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on unity and conflict prevention, joint carrying out leisure, etc.). Authors come as a conclusion that in the organizations of public catering activity of the intermediary is represented important, the mediator has professional skills without having a possibility of the appeal to any instances or seeing in it inexpediency, in the organization there is a risk of emergence of a large number of the conflicts influencing its efficiency.s.

Keywords: gender, migrant, employer, organization of public catering, gender conflict, gender discrimination, techniques for resolution of conflicts.

colectividad y la eliminación de las bases para la discriminación de género. La celebración de eventos especiales es significativa (entrenamientos sobre unidad y prevención de conflictos, realización conjunta de actividades recreativas, etc.). Los autores llegan a la conclusión que en las organizaciones de la alimentación pública la actividad del intermediario, que tiene las capacidades profesionales se representa importante, ya que sin tener la posibilidad de apelar a cualquier instancia o ver en ello la falta de competencia, en la organización hay un riesgo de surgimiento de un gran número de conflictos que influyen en su eficiencia.

Palabras claves: Género, migrante, empleador, organización de la restauración pública, conflicto de género, discriminación de género, técnica de resolución de conflictos.

Resumo

O objetivo da pesquisa é a identificação de características e tecnologias da resolução de conflitos de gênero referentes a migrantes de países vizinhos e a comunidade de aceitação nas organizações de alimentação pública da República do Tartaristão. As especificidades da percepção da discriminação na esfera do trabalho e também formas de sua manifestação são consideradas pelas mulheres migrantes e migrantes masculinos. Os métodos de permissão dos conflitos de gênero que surgem entre migrantes e empregadores no decorrer do trabalho são analisados. Atenção considerável é dada às tecnologias de resolução de conflitos entre as quais o importante local é alocado à mediação e negociações. A eficiência de sua aplicação por migrantes e empregadores na resolução dos conflitos é estimada. Dois esquemas de gestão de recursos humanos na organização (ativo e passivo) e seu papel na formação das relações construtivas na organização são analisados.

No artigo, considera-se o papel de vários atores na decisão dos conflitos de gênero na organização (colegas, administradores e diretor, iguais no status). Destaca-se o importante papel das instâncias externas (as comissões sobre disputas trabalhistas, os centros especializados de ajuda aos migrantes, etc.) na melhoria do relacionamento em coletivo e na eliminação das bases para a discriminação de gênero. A realização de eventos especiais é representada de forma significativa (treinamentos sobre unidade e prevenção de conflitos, realização conjunta de lazer, etc.). Os autores chegam a uma conclusão que nas organizações da atividade de restauração pública do intermediário se representa importante, o mediador que tem habilidades profissionais como sem ter uma possibilidade do apelo a qualquer instância ou vendo nele a falta de aptidão, na organização há um risco de surgimento de um grande número de conflitos que influenciam sua eficiência.

Palavras-chave: Gênero, migrante, empregador, organização de alimentação pública, conflito de gênero, discriminação de gênero, tecnologias de resolução de conflitos.

Introduction

The gender issue in the conditions of globalization of society and complication of the public relations asks about need of more detailed studying of gender discrimination. The concept "gender discrimination" bears in itself conflict contents, reflecting infringement of the rights in political, economic and labor spheres of life. As a

rule, understand restriction of the rights of women as gender discrimination as more unprotected segment of the population (Lippa, 2001).

Importance of this problem was considered also in the international organizations. So, the Declaration on elimination of discrimination

against women by the Resolution 2263 United Nations General Assemblies was adopted on November 7, 1967. The question of gender discrimination and the gender conflicts rose in many countries, adopting a top-level law that once again emphasizes relevance of this problem.

The gender conflict of migrants and employers, being the multi-stage conflict in the basis, demands specific approach in the research. Studying of the gender conflicts by the western theorists often does not affect the Russian specifics of development and perception of the gender conflicts. The Post-Soviet past reflects national structure of migration and types of migration flows that influences features of formation of the gender conflicts in the organizations.

Methods

In article as methodology of a research structurally functional and institutional approaches and also an interview as an empirical method of collection of information are used. Structurally functional approach is guided by identification of structure of system that is set of the steady relations and interrelation between its elements and their roles relatively each other (Plowman, 2018). It is necessary for identification of internal interrelation between processes of gender discrimination of migrants and the relations with employers and their influences on the labor relations. Institutional approach is directed to studying of the place and a role of specialized bodies of the organization and external instances for assistance emergence of the conflicts and violation of the rights of migrants and also their adaptation in the accepting community.

The formalized interview served data collection in a research of specifics and efficiency of technologies of permission of the gender conflicts of migrants in the organizations of public catering of the Republic of Tatarstan. Tools for realization of collection of information used the form of an interview consisting of 24 questions of varying complexity.

As respondents the migrants working in the organizations of public catering in the general selection of 30 people (17 women, 13 men) aged from 21 up to 48 years, who arrived from neighboring countries (Kazakhstan, Uzbekistan, Tajikistan, Kazakhstan, Moldova, Ukraine) were taken. Served as criteria for the conducted interview: the country from which there arrived

migrants, a floor and the period of work in Russia.

Results and Discussion

Researchers in the field of sociology, psychology and conflictology always interested relationship of local population and migrants. Presence at others environment assumes that migrants will build relationship with the ethnic majority. But the result of interaction is influenced by both parties. So, have relations in the field of gender discrimination of migrants by employers specific character as initially migrants are perceived as "strangers", are discriminated on national sign, and women are also discriminated on the basis of sex (Watson, 1993).

Female migrants are the most unprotected group of migrants in the organizations of public catering. They bear in themselves traditional way of relationship of men and women where for the woman the man or the father in most cases makes the decision. Therefore they rather difficult go for process of adaptation in a working environment. In the organizations of public catering the special trainings directed to strengthening of relationship, as a rule, are not provided.

With development of conflictology science to different spheres of the organization of public life technologies which were developed by researches of scientists-conflictologist in organizational structures take root and used. Creation of universal technologies of human resource management and permission of the arising conflicts became results of their activity (Kiselyov, 2003).

In the conditions of fast development of society also the structure of the organizations changes, they gain the specifics of development and interaction. Use of already developed technologies is not always effective as they often do not take into account to feature to the organization. As a result these technologies do not satisfy fully society and demand new researches (Siim, 2000).

Constantly arising gender conflicts, manifestations of discrimination and confrontation with employers demand application of ways of permission of difficult situations. It is difficult to assume that migrants can use universal technologies in permission of conflict situations as they represent specific group.

It directs the researcher to the fact that the technologies applied in the field bear under themselves other characteristics and in many respects depend on host. The efficiency of use of any technologies can be caused by a number of the factors testifying to successful permission of the gender conflicts.

As a result of the empirical research conducted by authors the following results were received.

The choice of a method of resolution of conflict is defined by a number of factors. Being not in the country, separated from the family, without having the equal rights, migrants often choose a method of avoiding of the conflict. They have no opportunity to exercise fully the rights and do not see constructive completion of gender confrontation. The method of avoiding does not regulate the conflict and does not resolve it, at it there is a concealment of the position and the conflict situation is not studied. In this regard it is possible to agree with opinion of the American psychologist E. Shane who considers that subsequently it leads to increase of tension in collective and to emergence of other conflict situations (Schein, 1996).

Interesting feature of behavior of female migrants in the conflict is involvement of the third party as way of its permission. It is meant as the address to the husband or the family member for the help. Female migrants assign the solution of problems to family members. Male migrants in certain cases make a compromise; try to agree with colleagues and heads. Such difference in application of strategy is explained gender by features and cultural traditions.

As show results of poll, female migrants do not consider that they often face at work with gender discrimination. Manifestation of discrimination happens at the initial stage, at employment, discussion of functions and compensations and also when there are conflict situations in collective which, according to them, belittle their advantage and deviate the standards of behavior which developed in their countries. Cases of emergence of gender discrimination are not single, but it is not impossible to tell that it has constant character.

Female migrants pay special attention that it is much more difficult to work for migrants of the second generation. Migrants, who already adapted and have all legal rights for territories of Russia, are negative to visitors enough.

Migrants, representing specific group, seldom use classical technologies of resolution of conflicts. As cases, those in 90%, migrants prefer negotiations, and only in 10% - the appeal to official instances. Because of oppression in society and fear of deportation migrants do not go to any bodies. Also they consider that they will not render them appropriate assistance in a solution. Many migrants have no experience of the appeal to these instances or do not know about the present possibility.

Negotiations with the employer are more effective as it is solved on the place and does not complicate their situation. Migrants do not want to waste a lot of time for job search. The usual working day of the migrant in the organizations of public catering makes 14 hours and more than five working days, and trial with the employer will only aggravate their situation.

At the answer to a question "In case of a conflict situation with whom most often you should interact for its decision: with colleagues, administrators, the director, etc., equal on the status? » respondents choose collective. They believe that thus they will manage to keep friendship with employees, based on belief that the management is not capable to help them.

It should be noted that during work of migrants cases which demand intervention of the third parties meet. As the third party in such situations administrators as whom the duty of regulation of conflict situations enters act. In many organizations this function is always attributed as necessary, not demanding special preparation. But at the same time it is impossible to forget that for resolution of conflicts it is necessary to have the corresponding knowledge and technicians therefore the solution of conflict situations the administrator not always effectively and can have an adverse effect on functioning of the organization in general.

The conducted interview showed that gender discrimination promotes violation of labor rights of migrants. Say the following indicators about it. First, for what labor rights visitors' citizens from the neighboring countries can apply, they are not informed. Many of migrants are not completely adapted and not acquainted with the rights that complicates for them understanding of the matter. Secondly, violation of labor rights is shown in unequal compensation and distribution of duties. Thirdly, placing of priorities is, as a rule, aimed at a male part of collective, they, in turn, can carry out the bigger volume of work, the

frequency of the working days is higher, than at women. However, such situation discriminates also men, violating their labor rights in the organizations of public catering.

Significant results of a research on specialized bodies of the organization for solution to the conflicts in the labor sphere and that help which they can provide are represented. Answers of respondents were negative. Migrants also have no experience of the appeal to external instances (the commissions on labor disputes, court, a professional mediator, etc.). It is connected with the fact that they are afraid to apply the present possibility or find it inefficient. The procedure of the appeal to specialized bodies assumes loss of time which they prefer to use for performance of labor duties. At emergence of conflict situations or difficulties, heads also do not send migrants to appropriate authorities. The organizations for work with migrants existing in the Republic of Tatarstan do not specialize in resolution of conflicts, connected with gender discrimination; this task fully belongs to migrants. At the same time, it is obviously important to heads to understand that the help of the psychologist, the conflictologist is necessary, despite financial losses of the organization at reception of the expert of such level.

Migrants from neighboring countries believe that for improvement of relationship in collective and prevention of the gender conflicts it is necessary to spend joint leisure-time, to impart experience from the life. The migrants living more than five years note that in the Republic of Tatarstan citizens are tolerant to visitors. Also they consider that the management is not engaged in forming of relationship and conflict prevention.

In Russia the question of adaptation of migrants costs for a long time. Now the migration flows and factors following them interest the whole world. Due to the emergence of this problem there is a need of creation of the organizations monitoring inflow of migrants and helping with their adaptation. But today the effective technology of registration and adaptation of migrants is not created. The most part of migrants is in the territory of Russia illegally, migrants find the technicians and methods of adaptation in the cities.

The existing centers do not practice the help to migrants in full; often they do not consider features of migrants, differences in their traditions, religion. These factors play a

significant role in adaptation of migrants and their interest in it.

Summary

The research showed that migrants both women's, and a male experience gender discrimination in the course of work which, however, has no systematic character. At the same time female migrants perceive its manifestations consisting in unequal compensation, prevention to its separate forms, disrespect of their originality more conflict (Titova et al, 2014). Discrimination in the organizations of public catering is shown both between members of collective, and with administration. At the same time, over time migrants adapt and develop effective technologies of interaction and solution to the conflicts.

Among methods of resolution of conflicts both at employment and in the course of work migrants very often choose avoiding. They are not interested in wasting of a large number of times for job search or a complication of the relations with the management. As showed a research, migrants from the neighboring countries at emergence of the gender conflicts with employers also apply technologies of mediation and negotiations as they shows considerable efficiency. The fact that the parties try to achieve at least a part of the desirable is characteristic of negotiation type of interaction, to go to certain compromises. At the same time migrants note importance of mediation of the head of the organization in emergence of the conflicts that has necessary competences.

Conclusion

The carried-out analysis shows that permission of the gender conflicts in the labor sphere depends as on migrants, and employers. In particular, the research revealed two schemes of management of the organization. The first assumes active participation of the head in activity of the organization that penetrates into the relations in collective, not only issues orders and orders, but also takes active part in their implementation. Conferring on itself responsibility, he creates favorable psychological climate and promotes constructive solution to the conflicts. In the second case the head chooses the passive strategy of management does not seek for establishing relationship in collective, often uses legal methods of

management of the conflict, than negotiations (Enyutin, 2018).

The obtained data show that the second strategy of management with technologies peculiar to it is used more often, despite the negative consequences affecting efficiency of activity of the organization. At the same time, in group of migrants requirement of use of effective technologies of human resource management and solution to the conflicts is felt. Activity of the intermediary, the mediator having professional skills as without having a possibility of the appeal to any instances is represented important or seeing in it inexpediency, in the organization there is a risk of emergence of a large number of the conflicts influencing its efficiency. The research also revealed need of holding the trainings directed not only on increase in labor productivity, but also on development of skills of frictionless behavior.

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