

KRISTINA LEDAUSKAITĖ*–JANJA KOVAČ**

Research of transport specialis competences in Lithuania and Slovénia

Abstract

Competitiveness is closely related to business management, operational efficiency, and new approaches to the management of search. One of the most important and intractable problems of the transport companies remain effective management of the problem, covering a wide range of issues. This is a rational organizational structures, which are not always meeting the company's strategic objectives, set up; advanced management methods, which often are only the failed experience fitting of foreign countries without the necessary adaptation; management of democratization; the staff, especially top-level managers, the potential and environmental non-compliance, the lack of ability to understand the overall economic development trends, make informed decisions, to ensure the company's competitive capacity (Gal J. 2008). In order shape the competitive enterprises realistically, it is necessary to use consistently all opportunities to change the heads of management. This will help not only the traditional methods of enhancing their competence, but the new management philosophy and the installation of plants. The faster and clearer our transport business leaders understand that the company's competitiveness is not only the subject they are and all the staff, the greater the opportunity to become a fully fledged market economy. Recently, rapid changes during the period of not less important is the manager and the social competence, i.e., the effectiveness of social behavior, the ability to adapt to the dynamically changing environment and to take corresponding changes in the decisions. Social competence criteria - this consist of the whole social skills (which includes both verbal and non verbal communication skills) the ability to form interpersonal relationships, be well-liked in group, the ability to achieve the goals. Management has the competence to disclose not only the knowledge and experience, but personal qualities / characteristics as well. Personal competence - the self-assessment of skills and personal characteristics of the combination (of humor to work, motivation, development and the desire to work, and beyond), which is not the level of knowledge, but the employee's personal characteristics (personal qualities, character and mental qualities, behavioral targeting). Therefore, a lot of career success depends on how the graduate is able to evaluate a particular enterprise or workplace evolving situation and adopt a self-optimal management decisions. Of course, professional, capable practical situations to make the right transportation management solutions, development inevitably must rely on general subjects; the learning is based on certain definitions and classification of knowledge systems. In this article will be submitted to the Lithuanian and Slovenian transport expertise in the study results.

Key words: Lithuania, Slovenia, competences, transport management specialists.

* Department of Transport Management, Vilnius Gediminas Technical University, Plytinės g. 27, LT-10105 Vilnius, Lithuania, E-mail: Kristina.Ledauskaite@vv.vgtu.lt

** Vocational College of Traffic and Transport Maribor, Preradoviceva ulica 33, SL-2000 Maribor, Slovenia, E-mail: janja04@gmail.com

Introduction

Competitiveness is closely related to business management, operational efficiency and new approaches to the management of search. One of the most important and intractable problems of the transport companies remain effective management of the problem, covering a wide range of issues.

Many of the quality management specialists and researchers provide or identify the varying degrees of the same total quality management (TQM) principles. However, the basic principles of TQM, it is believed, are the following: focus on the organization to meet internal and external users / customers' ever-changing needs of continuous product and service quality improvement, systematic and continuous improvement in the organization of all the members and partners in improving the quality of management's commitment to improve the quality of teaching.

Quality in company is not easy. The quality of the entire management structure of the company, its staff and workers and the company's systems are working properly designed customer service. Therefore, the quality management systems aim - to force the transport / logistics company employed people to think only about the quality. It requires determination, enabling impregnable faith that the quality is very high and should be important in every phase of their work. It must also be fostered and specialists in a personal capacity. Therefore, refresher courses for a firm, individual study at home or the time spent learning abroad, is a valuable contribution to an individual person's motivation and interest in the job. Therefore, it should be remembered that the labour market performance depends on the labour supply and demand for interoperability. The above-mentioned discrepancy of structures is one of the main causes of unemployment. In order to reduce the important role of the workforce in both quantitative and qualitative terms, not only the current moment, but also in future too.

Business requirements for the development of economists and managers

Business requirements for university graduates and students expressed the preparation of certain quality indicators. For transport/logistics companies, there are very important such managers training criteria: professional skills, personal qualities of workers, the work computer. In the future employees as the most important personal qualities said the following: integrity, initiative and sociability, diligence, punctuality, and ingenuity. Among the students' professional skills is very important for the ability to use the theoretical knowledge and practical ability to identify, analyze and solve the problems. Major candidates for the office of economists and managers of the deficiencies, lack the ability to identify, analyze and address emerging issues, effective planning activities and poor practical knowledge of the company. Other business leaders to identify the deficiencies: the inability of university graduates of knowledge to apply in practice, workers' professional and personal desires, and opportunities for nonconformity, and others. The gap between the demand for professionals, their level of preparation and study the process of organization and systematic training programs are essential actualizing problems faced by both business and higher education. However, it should be analyzed and how the students evaluate their opportunities in labour market. (Adomaitienė R. 2002, 2003; Palšaitis R. 1997; Jaskėlevičius, K. 2005; Baublys A. 1996)

Research of competences of Lithuania and Slovenia transport specialists

In research there were interviewed 43 Lithuanian and 44 Slovenian students, from which the biggest part of respondents in Lithuania was men, and in Slovenia – women (see figure 1). A research in Lithuania and Slovenia showed, that the biggest part of respondents had chosen studies, because they hopped (55,81% Lithuanian students and 31,71% Slovenian students), that this profession vouch interesting work. But only good wishes aren't enough for becoming good specialists, that's way students have to finish studies, for which the biggest part of Lithuanian respondents (67.44%) have to pay all sum and in Slovenia the biggest part of respondents (58,97%) haven't to pay for their studies.

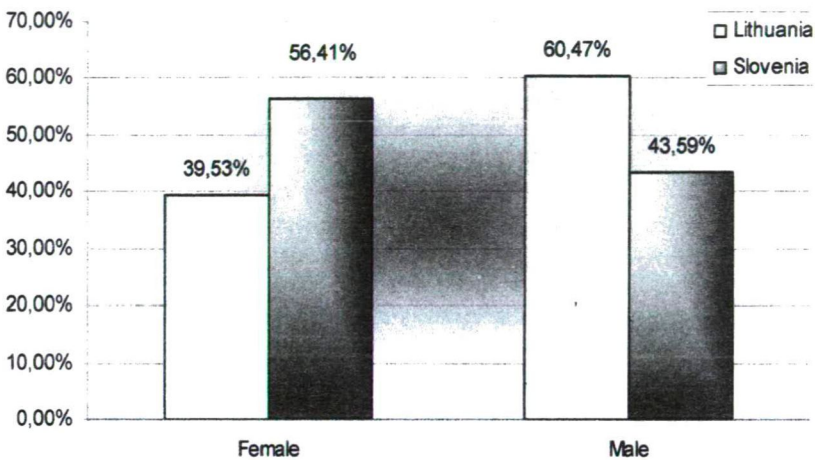


Figure 1. Repartition of respondents by sex

A research also showed that the biggest part of respondents is missing practice skills, because process of studies is oriented on theoretical knowledge's conveyed. Therefore, respondents say, that in practice work they are missing these things:

- Work competence (25,58% of Lithuanians and 32,73% of Slovenians);
- Practical activity (76,74% of Lithuanians and 49,09% of Slovenians);
- Communicative' abilities (6,98% of Lithuanians and 9,09% of Slovenians);
- General university education (4,65% of Lithuanians and 9,09% of Slovenians).

That's way respondents' named what disciplines there are lacked (see Table 1):

Table 1. Disciplines, which are missed by students

Disciplines	Lithuania	Slovenia
Negotiations' practice	69,77%	15,56%
Business ethics	23,26%	37,78%
Speaking practice	16,28%	13,33%
Behavior manners	9,30%	8,89%
Other	4,65%	24,44%

As a research showed, that most of Lithuanian respondents are lacking the practice of negotiation, and Slovenian respondents – ethics of business. That's way, respondents have mentioned which of ability they are missing and in this way, Lithuanian and Slovenian respondents mentioned different abilities: Lithuanian – self-dependent working skills

(39,53%), critical and analytical thinking (37,21%) and foreign language (30,23%); Slovenian – team work (30,16%), critical and analytical thinking (19,05%) and time planning (15,87%). Also respondents were assessed criterions of specialists' preparations, from which they have mentioned: work with computer and foreign language. Little important criterions for Lithuanian respondents are: driving licence, academic degree and speciality or specialization; for Slovenian respondents – speciality and specialization. However, what it is important for students during their studies that they were prepared as a good transport management specialists. According to the results we can see, that for students of both countries very important are: clearness of teaching, teacher's help.

Global economical, social and cultural processes raise new challenges for management of human resources. That's way it is important and manager's social competence and the main lacks' which are the main problems of transport management specialists' in business: **Inability to find, analyze and solve arising problems** (67,44% Lithuanians and 29,21% Slovenians); **Inability to plan activity** (44,19% Lithuanians and 12,36% Slovenians); **Poor recognition of company practical activity** (30,23% Lithuanians and 14,61% Slovenians); **Unformed some peculiarities** (11,63% Lithuanians and 5,62% Slovenians); **Insufficient foreign languages skills** (18,60% Lithuanians and 15,73% Slovenians); **Inability to work with computer** (16,28% Lithuanians and 15,73% Slovenians); **Lack of theoretical skills'** (9,30% Lithuanians and 6,74% Slovenians). As you can see, all of the factors which pose difficulties in business, one way or another, are linked to personal characteristics listed above. However in competitive market days transport management specialists' competences should satisfy the main criterions, from which very important for Lithuanian respondents are communication in mother-tongue and cultural self-expression, for Slovenian – skills of learning.

A study allowed to identify major gaps causing difficulties in business and competencies, which they still lack. However, it should be assessed and another area – the same personal qualities, which are also important in the modern market (see figure 2).

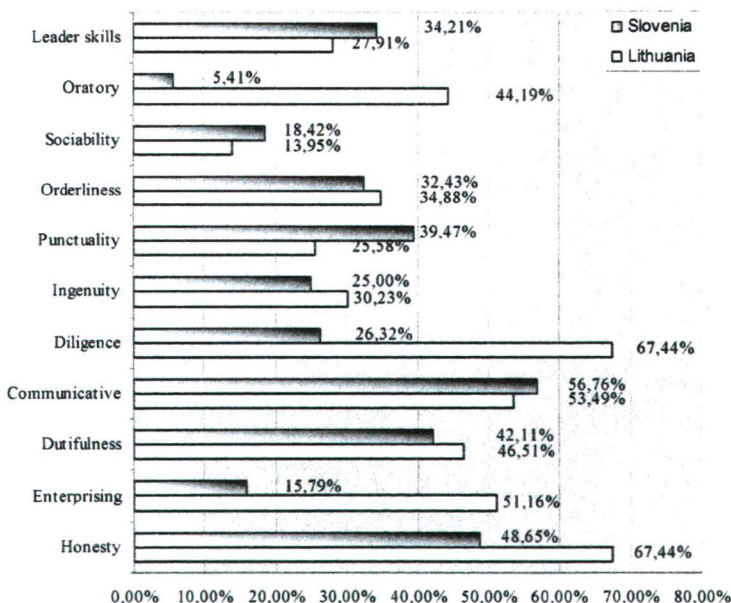


Figure 2. Lithuanians' and Slovenians' view, what personal characteristics should have a good transport specialist

As you can see, the main personal characteristics for Lithuanian respondents are honesty, diligence and enterprising; for Slovenian – communicative, honesty and dutifulness. The research suggests that a sufficiently unlike Lithuania and Slovenia respondents evaluate their opportunities in the labour market, and perhaps this is so, because in Lithuania and Slovenia, the level of professional training is different, different training programs, and the situation in the transport / logistics market is also different.

Conclusions

1. Among the students' mentioned professional skills it is very important the ability to use the theoretical knowledge and practical ability to identify analyze and solve problems. Therefore both Lithuanian (76,74%) and Slovenian (49,09%) students lack the practical preparations.
2. Lithuanian respondents (69,77%) are lacking the practice of negotiations and Slovenian respondents (37,78%) – business ethics, disciplines. But the main ability of both countries, which are missed by students, is critical and analytical thinking (37,21% Lithuanian respondents and 19,05% - Slovenian respondents).
3. The main personal characteristic for Lithuanian (67,44%) and Slovenian (48,65%) respondents is honesty.

Literature

- Adomaitienė R.* (2002): Research of quality of preparation economic and management specialists' // Economic, 58 V, Vilnius, 7–18 p.
- Adomaitienė R.* (2003): Theoretical reasoning of work resources offer and demand level analysis // Economic of engineering, No. 1 (32), Kaunas, 91–95 p.
- Baublys A.* (1996): Palšaitis R., Lazauskas J., Mačiulis A. Transport Economics, Vilnius, "Technika"
- Gal J.* (2008): Possibilities of Online Sales in Air Passengers' transport and Joined Services, Delfin, Hodmezovasarhely, Hungary
- Jaskelevičius, K.* (2005): Problems of professional specialists' preparation and their solution. Material of Republican research-practical conference: Adequacy of preparing specialists to the demands of labour market. Vilnius, December 14 d.
- Palšaitis R.* (1997): Marketing and quality management in transport, Vilnius, "Technika"