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## **DOCUMENT MANAGEMENT AS PART OF SOCIAL COMMUNICATION**

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In this article the authors introduce a special type of communications - document communications. A document, as a part of social communications, is unduly underrated. At the same time, a document is an integral part of our life. Particular attention is paid to the barriers that impede the process of interaction between the communicator and the recipient. As a result, this article confirms the existence of problems in document communications among students.

**Keywords:** document management, social communications, students, document communications.

In the modern world, document management is considered by document scientists to be a process accompanying management activities in organizations, while the social and communicative functions of a document are often not paid due attention, despite the fact that document communication is one of the most important verbal communications now. Document management should provide for the creation, processing, storage, and use of documents of the organization throughout their life cycle [1. P. 20]. In this research, we consider the management of documents as a part of the organization of personal informational space.

The communication function of the document is primarily a function of information exchange. Since social communication encompasses not only social space but social time, the document also acts as a dynamic communication object [3. P. 49]. In this case, the purpose of the document exchange is to streamline information links within society and ensure its functioning as a communication system [8. P. 9].

Since the ancient times, people exchanged signs, symbols, and drawings, later with the advent of writing they exchanged other types of documents without thinking about the actions they performed. Today, the document communication channel allows the communicator and the recipient to quickly exchange information without possible distortions. It cannot be denied that great contribution to the formation of the modern society is made by the phenomenon of globalization - the process of merging cultures and ethnic groups and their transformation into a single multicultural unit. In such conditions, an important task for each state is to manage the semantic, linguistic, and cultural environment of the national-state communicative space [6. P. 12]. The document in this case is nothing more than a necessary mechanism for realizing the tasks of preserving cultural identity. Thus, the document is a source of social memory. Social memory is a functional mechanism of social inheritance ensuring historical and cultural continuity. It is an element of the communicative space that binds social experience and transmits it from generation to generation [6. P. 10-11] securing the transfer of traditions and customs.

Over time, the definitions of the term “document” have changed significantly, following the development of ways of documenting information. However, the document was not considered to be a possible communication tool. In his writings A. Sokolov revived the theory of Document Communications [9. P. 75], according to which a “message” becomes a document when it is included in social communication, representing coded information with details that allow it to be identified. This brand-new look at the place of the document in modern communications has changed the hierarchy of concepts accepted by document scientists. Despite its innovation, the theory was unfinished and crit-

icized by many modern scientists. Nevertheless, the theory served as a foundation for further theoretical studies of documents in the field of social communications.

Information social space made a document that looks more and more as coded electronic information the most common form of transferring modern knowledge [4. P. 44]. However, in connection with the rapid transition from a society based on writing to an information society, the problems of adapting the existing communication schemes to rapidly changing technologies remain topical [7. P. 129-130]. For example, the requisites used in written documentation (a seal, a signature, and an emblem) lose their significance in electronic documents, as they require additional confirmation or alternative options. This situation complicates the flow of document communication processes, which creates problems not only for organizations, but also for an individual. The consequence of this is the emergence of communication barriers between the communicator and the recipient.

One of the main problems of modern communication is unavailability of documented information to the masses. A part of modern documentation is inaccessible to the whole society, which hinders both the process of receiving information and its transmission. To date, the amount of free information that could be relevant to the user on the Internet and electronic library systems is declining. In turn, this significantly affects the dissemination of socially useful information. An American lawyer L. Lessing [5. P. 56] in his research cites the term "permissive culture" to refer to the new information and communication reality associated with the legislative system of copyright, which opposes the development of "free culture".

To confirm the existence of the above problems that are associated with document management in modern society, a sociological survey was conducted. The respondents were 46 students of the Faculty of History and Politics. 54% of the respondents do not consider the document to be an important component of social communications, ignoring its inclusion in all modern processes in society. Thus, we can conclude that the current generation is not aware of the interrelation of communication processes and documents. The vast majority of respondents, however, consider the document important for passing information. You can observe the trend of digitizing personal archives (photos, letters, albums, and personal diaries). Students attribute this to the fact that the electronic form guarantees safety of the document for many years. Based on the results of the survey, it can be concluded that students are aware of the importance of the document in modern society, however, they do not consider its communication aspects.

Thus, the document should be considered not only as a mechanism for ensuring management in organizations. Its communication and social function must also be taken into account. The rapid pace of digitalization and globalization creates problems that impede the flow of document communications. Nevertheless, many tools are being developed today that greatly simplify these processes.

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