

chatbots perform the role virtual recruiters independently getting acquainted with candidates and making appointments with the most successful ones [2].

The questionnaire on the topic was conducted in October and encompasses the results of 107 Belarusian State University students, where advantages and disadvantages of chatbots were discussed. 57% and 43% of respondents were in favor and against chatbots in recruiting market, respectively. Among the main advantages of chatbots the following were mentioned: quick responses to a big amount of applications, thus, keeping the interest of potential employees; high mobility and the ability to integrate into any corporate systems and the low cost of developing chatbots than the maintenance of real employees. The key drawback was the limited number of functions of chatbots, since recruiting is a work with people requiring to solve unforeseen issues occasionally.

The results of the research allow to conclude that chatbots, responding to modern trends in on-demand services, are promising areas for the development of the modern recruiting market. Routine responses to applications can be given to chatbots, which can carry out the initial selection of applicants, saving up time for human resource managers and reducing the load by providing quick responses to potential employees. Nevertheless, upon reaching the limit of technical capabilities, the chatbot should transfer the dialogue to specialists.

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KNOWLEDGE OF LANGUAGES IN INTERNATIONAL BUSINESS

Знания иностранных языков в международном бизнесе

Today speaking foreign languages has gone beyond the goal and become a tool of successful international business. Knowledge of foreign languages is a very important advantage – both in terms of career prospects and in terms of personal

development. The accelerating pace of progress requires a specialist in any sphere to be able to get real information from the international market and anticipate future trends, so demand for bilingual employees is constantly growing. The main purpose of this research is to identify the importance of foreign language in international business in the context of the economic situation.

For the present Belarus leads among the CIS countries in terms of economy indicators. The republic has trade relations with 133 countries, among which there are China, Germany, Poland, Lithuania, the Netherlands, Brazil, Italy [1]. In addition, every year more and more companies go beyond the borders of Belarus and prefer international space.

Doing international business is significantly different from doing business in one country. So for the most efficient work of any company it is important to take into account all the factors that increase enterprise competitiveness. International business bases on strong internal and external relationships. That is why knowledge of languages plays one of the most important roles for a modern businessman.

For today the world is getting tougher for monolingual enterprisers and the business is becoming global: investors from South Korea and Egypt finance startups in Ukraine and the Netherlands, while contractors from India and the Philippines sell products to the clients from Turkey and Bahrain. Until recently such languages as English, Chinese, Russian dominated the world trade but the linguistic landscape has changed. So, if you want to achieve success in the future you need to pay attention to the languages of those countries that are currently developing faster than others. It's difficult to select the most perspective language but I'll try to give some examples of those that have a low level of risk and a high return on investment.

English. Without any doubt English is the leader in this list. It is the official language of 67 countries, 27 territories and such important global organizations as the UNO, the EU and NATO. According to researchers by the end of 2020 the total number of people learning English will exceed 1.9 billion [2].

Chinese. Every day popularity of the Chinese language is growing. In about 30 years this country has gone the way from one of the poorest countries in the world to the one that has the largest middle class. The number of rich people in China is increasing daily, and the rapid development of the country doesn't stop surprising.

German. It's difficult to overestimate the economic influence of Germany in the European Union. The country has the largest economy in Europe and the fifth-largest economy in the world. 80 million Germans constitute 1% of the world's population and create 4.5% of the world's GDP. So, today the German language has really bright prospects for learning.

Portuguese. It's spoken by only 4% of people living in Portugal. Moreover, Portuguese-speaking Brazil has a significant economic impact on the whole world and in South American countries Portuguese is beginning to compete and even displace English [2].

The given list isn't full and doesn't include all the major languages of international business. Day by day our life is becoming more global. French, Dutch and Japanese can be also widely used as mentioned above because the main factor of the best language depends directly on our own goals and desires.

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BUSINESS CONFLICT FROM FUTURE MANAGERS' PERSPECTIVE

Конфликт в деловых отношениях глазами будущих менеджеров

Our modern world is changing every day. We have to do a lot of work day after day, and this active live without rest can lead to the increasing level of stress and, as a result, to conflicts in business. That is why we should analyze the main reasons for conflicts and how to prevent them. The topic is especially relevant for future managers and logisticians as, finding themselves in a highly competitive business environment in Belarus, they will need to deal with conflict-related issues.

The object of our study is conflict. The subject of this work is conflict situations in business relationship. The purpose of this work is to study the types of conflicts, the reason for their occurrence and ways of overcoming them. Methodology includes the review of literature on the topic and the analysis of the empirical data collected by spreading a questionnaire in Google Forms.

Conflict is often defined as the lack of agreement between two or more parties, which can be specific individuals or groups. The sources of conflict are people themselves.

Considering the types of conflict in an organization, we can point out the following: according to the stages of development, conflicts can be divided into nascent, mature and extinct; in terms of duration, they are short-term and protracted, etc.

Let's figure out how the conflict is brewing and what stages it takes on the way to its resolution. The first stage of is a conflict situation. The incident is the second