

# The role of labor disputes in the organization

Kuchina Anastasia Sergeevna, Ivanovo State University, [kucinanast3@gmail.com](mailto:kucinanast3@gmail.com), 8(961)115-22-77

## Annotation

In the research work, the importance of the role of conflicts in the organization, positive and negative sides of conflicts is considered, and the role of conflict management on the part of the organization's head discloses.

## Introduction

Modern management theorists recognize that the complete absence of the conflict inside the working group is not only impossible, but also undesirable.

In order leaders are able to manage conflicts, we need to study conflicts in labor organizations and their role in them. This is the goal of the research. According to the goal, the following tasks are set: learn the theoretical foundations of conflicts, consider the management of conflict situations in the team and identify the role of conflicts in the organization.

In the research we used the following literature: Agepov A.Ya., Shipilov A.I, Borodkin, Vorozhykin I.E., Zaitsev A.K., Larionov V.G., Melnikov O.N.

## Conclusion

The conflict management is considered by many specialists as transferring to a rational direction of the activities of people, meaningful impact on the conflict behavior of social conflict entities in order to achieve the desired results.

The conflict is called functional, if it leads to an increase in the effectiveness of the organization, and dysfunctional (destructive) if it reduces efficiency. Effective management is the translation of all conflicts into the functional channel.

For effective personnel management, the company needs a holistic system of working with frames that allows you to manage them from the moment of acceptance to work until the career is completed.

## Material

The conflict can be functional and lead to an increase in the efficiency of the labor collective. It can be dysfunctional and lead to a decrease in personal satisfaction, group cooperation and the effectiveness of the labor group. The role of conflict depends on how effectively it is managed. To manage the conflict, it is necessary to know the reasons for its occurrence, type, possible consequences in order to select the most effective method of its solution.

The role of the direct supervisor at the production - master, brigadier, etc., as well as the role of the enterprise administration is enormous in the creation of a favorable social and psychological climate. It is these managers who are intended to participate actively in constant, sustainable reproduction of mental states as sympathy and attraction, a positive emotional background of communication, interpersonal attractiveness, a sense of empathy, complicity, the possibility at any time remains itself, to be understood and positively perceived. The conflict management requires high-competence managers not only in organizational and economic and legal management issues, but also in special sections of psychological knowledge, ensuring the solution of the problems of self-organization and the organization of rational interaction of people in conditions provoking opposition and psychological tensions.



## Results and recommendations

The study of the role of the organizational conflict made it possible to identify the following functions:

1. Group education, establishing and maintaining regulatory and physical parameters of the group.
2. Establishment and maintenance of the stable structure and interpersonal relations, integration and identification, socialization and adaptation, both individuals and groups.
3. Obtaining environmental information.
4. Creating and maintaining the balance of forces and, in particular, the authorities; ensuring social control.
5. Regulatory.
6. Creation of new social institutions.
7. Diagnosis of violation of the organization's functioning.
8. Growth of self-consciousness of conflict participants.
9. Stimulating group dynamics.

Psychologists have developed general recommendations on conflict management.

- know how a conflict develops;
- find out the hidden and explicit causes of a conflict;
- do not forget about the interests of both sides of the conflict;
- do the distinction between the conflict participants and the problems arising;
- be fair and unbiased to the initiator of the conflict;
- do not expand the subject of the conflict;
- realize and control your feelings;
- learn to listen effectively.