

STUDY OF INTERACTIONS BETWEEN CONFLICTING PARTIES OF SOCIAL AND LABOR RELATIONS

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The process of management in any organization is often accompanied by conflicts between individuals, or between teams. In most cases such situations lead to stress among employees, tense relationship within teams, and consequently, to decrease in efficiency of the company. That is why, conflicts and approaches to manage them, are crucial in our days.

In order to gain information, different theoretical and empirical methods, such as interview of employees, tests and observation (for substantiation of theoretical positions and practical recommendations and for analyzing the level of conflict and socio-psychological atmosphere in the company) were used.

Conflict is a sign of objective or subjective contradictions expressed in the confrontation of parties. In other words, conflict is a process in which two (or more) individuals or groups actively seek how to prevent each other from achieving certain goals, satisfaction of an opponent's interests or change of social positions.

In order to reveal the structure of conflict, it is necessary to identify clearly its components. Present task in the study of conflict interactions between parties of the social and work relations is to analyze and to provide definition of conflict causes.

The investigation of conflict causes is very important step, because when conflict is discovered, first of all, the head (manager) of the company (team) must find out the reason of its appearance, so it will be possible to choose the best method for its solution. Reasons for the conflict emergence are very diverse, but they all are connected to objects of labor disputes.

Conventionally, they can be presented in several consolidated groups:

- limited resources that should be distributed;
- interdependence of tasks or incorrect division of responsibilities;
- differences in goals and values;
- low level of communication;
- imbalance of work places;
- insufficient motivation.

The destructive impact of the conflict on the personal level may be expressed in the following consequences:

- negative influence on the socio-psychological atmosphere in the team. Signs of negative mental state (feelings of depression, pessimism or anxiety) may appear and lead people to the stress state;

- disappointment in own abilities;

- emergence of the sense of insecurity, loss of motivation or existing values and behavior pattern. In the worst case, the result of the conflict can be disappointment and loss of faith in former ideals, which may give rise to the deviant behavior;

- negative attitude towards members of the team or disappointment with recent friends;

human reaction to the conflict through protective mechanisms that contribute themselves in

various forms of bad behavior, such as retreat, silence, lack of enthusiasm or separation of the individual from the team (Patterson, 72-74).

The main sources of conflict prediction are studies of objective and subjective conditions and factors of interaction between people, as well as their individual psychological characteristics. (Bridges, 134).

The research was conducted at "Diamond company" in order to analyze conflict level in the company. Organizational structure of the company is very extensive. "Diamond company" has 17 logistic centers in the biggest Polish cities. Every logistic center has warehouse, office, main manager and different number of employees. Main manager of the logistic center is responsible for his team, for the outcome of adjacent area and for the customers co-operating with sale representatives of this region.

The effective activity of the company also depends on the extent to which conditions and labor protection contribute to the satisfaction of material and spiritual needs of employees. Occupational Health and Safety of Workers is a system for ensuring safety of employees live and health in the process of work, which includes legal, socio-economic, organizational and technical, sanitary, hygienic, preventive, rehabilitation and other measures.

An accident may occur, in case of non-compliance with sanitary norms, rules and regulations on the occupational safety. It may result an injury of an employee. During the entire operation of Diamond company, none of employees got injured at work.

The conditions in which people work are very important for the health of workers. They affect physical and mental state and largely determine the ability to work properly.

In turn, in 2017 there were some changings in numbers, which are presented below:

- interpersonal conflicts -9;
- department conflicts - 4;
- conflicts between employees and managers - 2.

Based on the data, it can be concluded that in 2017 the total number of the conflict situation in Diamond company decreased in comparison to 2016. Interpersonal conflicts were detected in 2 cases less in 2017 than in the previous year. Department conflicts in 2017 were noticed 4 times, which is two times less than in the previous year. Also, the number of conflicts between employees and managers has decreased.

So, as it can be seen that Diamond company experienced situation of reduction of conflict situations, which is achieved by the more effective team management and the higher ability to solve conflict situations.

Conclusion. Ten employees of Diamond company took part in this psychological testing. The main task of this test is to identify the level of friendship, to determine the level of self-control of employees and also to determine the style of their behavior in conflict situations.

Analysis of Diamond company helped to discover that there are various reasons for the conflict emergence in the enterprise. Therefore, the implementation of several training programs to solve problematic conflict situations can be suggested to the management of the company in order to raise ratings and to improve the psychological climate in teams.

Literature

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