

## ANALYSIS OF THE MAIN TYPES OF CONFLICTS AND THEIR CAUSES

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**Key words:**

conflict, types of conflict, causes of conflict, conflict resolution.

Clinical and experimental pathology. Vol.17, №2 (64). P.141-143.

DOI:10.24061/1727-4338.XVII.2.64.2018.120

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**Objective.** analyze the types of conflicts, the causes of the emergence of intrapersonal, interpersonal, intragroup and intergroup conflicts and the essence of the process of their solution.

**Material and methods.** Sources of the scientific literature served as the research material, which made it possible to identify the types of conflicts, the causes of their occurrence and their solutions.

**Results.** The types of conflicts, factors contributing to their occurrence and the essence of the process of their solution have been analyzed. The reasons for the emergence of intrapersonal, interpersonal, intragroup and intergroup conflicts have been investigated.

**Conclusions.** The presence of a large number of causes of conflicts increases the likelihood of their occurrence. Effective conflict management provides an opportunity to develop the activity of thought, the variety of actions, to perceive problems wisely and solve them.

**Ключевые слова:**

конфликт, типы конфликта, причины конфликта, разрешение конфликта.

Клиническая и экспериментальная патология Т.17, №2 (64). С.141-143.

**АНАЛИЗ ОСНОВНЫХ ТИПОВ КОНФЛИКТОВ И ПРИЧИНЫ ИХ ВОЗНИКНОВЕНИЯ**

A.C. Бидучак, А.А.Белецкая

**Цель работы** - анализировать типы конфликтов, причины возникновения внутриличностных, межличностных, внутригрупповых и межгрупповых конфликтов и сущность процесса их решения.

**Материал и методы.** Материалами исследования послужили источники научной литературы, что позволило выявить типы конфликтов, причины возникновения и их решения.

**Результаты.** Проанализированы типы конфликтов, факторы, способствующие их возникновению и сущность процесса их решения. Исследованы причины возникновения внутриличностных, межличностных, внутригрупповых и межгрупповых конфликтов.

**Выводы.** Наличие большого количества причин конфликтов увеличивает вероятность их возникновения. Эффективное управление конфликтами дает возможность развивать активность мысли, разнообразие поступков, мудро воспринимать проблемы и решать их.

**Ключові слова:**

конфлікт, типи конфлікту, причини конфлікту, розв'язання конфлікту.

Клінічна та експериментальна патологія Т.17, №2 (64). С.141-143.

**АНАЛІЗ ОСНОВНИХ ТИПІВ КОНФЛІКТІВ ТА ПРИЧИН ЇХ ВИНИКНЕННЯ**

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**Мета роботи** - аналізувати типи конфліктів, причини виникнення внутрішньо-особистісних, міжособистісних, внутрішньогрупових та міжгрупових конфліктів і сутність процесу їх розв'язання.

**Матеріал і методи.** Матеріалами дослідження слугували джерела наукової літератури, що дозволило виявити типи конфліктів, причин їх виникнення та розв'язання.

**Результати.** Проаналізовано типи конфліктів, фактори, що сприяють виникненню та сутність процесу їх розв'язання. Досліджено причини виникнення внутрішньоособистісних, міжособистісних, внутрішньогрупових та міжгрупових конфліктів.

**Висновки.** Наявність великої кількості причин конфліктів збільшує ймовірність їх виникнення. Ефективне управління конфліктами дає можливість розвивати активність думки, розмаїття вчинків, мудро сприймати проблеми та розв'язувати їх.

**Introduction**

Conflicts wait for a person at every step: at home and at work, in transport and at public places, in our hometown, where we spent our lives, and in another

country where they went to rest [2,3,5].

Many people, being in a conflict situation, rely on their experience, and it does not always give the right decision, or otherwise: everybody has his (her) common sense.

In opinion of the majority of specialists [1.4.5], the conflict always has a place in our life, it accompanies the development of any system: the collective, region, country, etc. The conflict is not only negative emotions, a violation of mental balance and the deterioration of relationships. As a result of the conflict, new ideas, discoveries, legal, ethical and aesthetic values, organizational and economic changes occur.

### Objective

Conduct an analysis of the main types of conflicts, the causes of intrapersonal, interpersonal, intragroup, and intergroup conflicts and ways to solve them.

### Material and methods

Sources of the scientific literature served as the material of the research, which allowed to identify the main types of conflicts, the causes of their occurrence and methods of solution.

### Results

Conflict is the collision of contrarily directed, incompatible with each other trends (needs, interests, valuable orientations, social attitudes, plans, etc.) in the consciousness of a single individual, in interpersonal interactions and interpersonal relations of individuals or groups of people.

Mostly, there are four types of conflicts:

- intrapersonal which arise on the level of one person (for example, on the level of the teacher or student directly);
- interpersonal which occur between two persons (for example, between two students);
- intragroup that occurs within a group, in particular between a specific person and a group;
- intergroup that arises between social groups, herein, both within the organization and for its interaction with the environment (for example, between the two divisions in the organization).

Conflicts, which develop in organizations, are characterized by an objectively subjective nature of occurrence: on the one hand, they are caused by external, objective factors (socio-political and economic situation in society, the state of development and logistical support of the industry, peculiarities of the functioning of a particular organization, etc.), and on the other - internal, subjective factors (psychological characteristics of the participants in the conflict, their needs, interests, degree of significance for any conflicts situation, features character, etc.).

For reasons of occurrence, intrapersonal, interpersonal, intragroup, and intergroup conflicts can be classified as follows:

- conflict of roles - collision of various social roles performed by one person or several people (groups)
- conflicts of desires - collision of several desires in the consciousness of one person or the collision of consciousnesses of several people (groups) about the same desire;
- conflict of norms of behavior - collision of values,

norms of behavior, life experience in interaction and communication of people (groups).

Causes of intrapersonal conflict:

1. Expectations from the person of inadequate roles (on the part of society, a specific organization, management personnel).

2. Clash of different desires (needs, interests, etc.) in the consciousness of one person, which may be personal or related to the activities of the organization.

3. Collision of values, norms of behavior, life experience in the consciousness of one person.

Causes of interpersonal, intragroup and intergroup conflicts:

1. Inadequate fulfillment of social roles by participants in joint activities and management interaction (different attitude to activities, different goals of activity).

2. Clash of consciousness of different people (groups) according to some desire, personal or related to the goals of the organization (allocation of limited resources, achievement of the goal in the process of competitive struggle).

3. Collision of values, norms of behavior, life experience of people (groups) in the process of communication and social interaction.

The essence of the process of resolving the conflict. The solution of the conflict is a joint activity of its participants, aimed at ending the counteraction and resolving the problem that led to a clash.

The conflict resolution implies the activity of both parties to transform the conditions in which they interact, to eliminate the causes of the conflict. To resolve the conflict, it is necessary to change the opponents themselves (or at least one of them), the positions that they defended in the conflict. Often the solution of a conflict is based on changing the attitude of opponents to his object or to each other.

The necessary conditions for the conflict solution are:

- sufficient maturity of the conflict - awareness of the controversial parties of the contradictions that exist objectively between them, as well as disagreements and counteractions requiring operational intervention for their adjustment;

- the need and interest of each of the participants in the conflict is to overcome jointly the contradictions that have arisen;

- Separate or joint search and use of the methods, rules and methods available to the parties to resolve the conflict that has occurred between them, that is, the elimination of its causes.

In practice, conflict resolution is possible through negotiations (compromise, cooperation, and sometimes concessions).

### Conclusion

Since conflicts in our lives are inevitable, it is necessary to learn how to manage them, basing on the experience gained in the literature on this problem, and strive for them to bring the least expenditure to the society and people taking part in them.

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*Стаття надійшла до редакції 5.05.2018*

*Рецензент – проф. А.С. Борисюк*

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