

CONFLICTS AT THE SYSTEM OF HR

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The conflict is a collision of opposite directed actions of workers, caused by a discrepancy of interests, values and standards of behavior.

The conflict situation is different positions of the parties on a certain occasion, aspiration to the opposite purposes, use of various means of their achievement, a discrepancy of interests, motives and etc.

The object of the conflict is that which each of the parties claims to cause their disagreement, the subject of their dispute, for example, the right to dispose of property, the right to distribute the created gross domestic product, the right to choose a privatization option, etc.

The subjects of the conflict are individuals, groups, organizations.

The subjects of the labor conflict are employees of enterprises of all forms of ownership, trade unions and owners (employers) of organizations and enterprises.

There are the following main types of conflict:

Internal conflict. This type of conflict can be manifested in various forms.

– one of the most common forms - the role conflict when contradictory requirements for an occasion of what has to be result of his work are imposed to one person;

– it may also arise as a result of disagreement between the production tasks and the personal needs of employees. This type of conflict often occurs if not balanced responsibilities, rights and powers of the employee when assigned to him duties for which he does not have the appropriate rights and powers;

– arises also at an overload and underloading at work.

The majority of these conflicts it is connected with the low level of satisfaction from work, diffidence or the organizations which part is the worker.

Interpersonal conflict. This type of conflict is most widespread. In organization, it is expressed in different ways:

– as a struggle of managers for limited resources, capital or labor, for the use of certain equipment, for the approval of certain ideas. Each manager believes that since resources are limited, he must convince the senior management to allocate these resources to him, and not to someone else;

– it also manifests itself as a clash of personalities.

The conflict between the personality and a group.

Production groups establish certain types of behavior. Everyone has to observe them to be recognized as group and, thereby, to satisfy the social requirements. However, if expectations of group contradicts expectations of the personality, there can be a conflict.

Between the personality and group there can be a conflict:

– if the person takes the position different from a group position.

– at implementation of official obligations of the head. The head can be forced to apply disciplinary actions which are perhaps not popular among subordinates. Then the group can strike counter blow - to change the attitude towards the head and, for example, to reduce labor productivity.

Intergroup conflict.

Any organization consists of formal and informal groups between which there can be conflicts. Most often the conflict arises because of disagreements for or the interests of functional structural groups. The conflict situation can arise also during fight between structural divisions for material, financial or a labor power.

The labor conflict is the disagreements which have arisen between the parties of the social and labor relations on:

– establishment new or changes of the existing social and economic working conditions and production life;

– conclusion or changes of the collective agreement, agreement;

- failure to follow the collective agreement, agreement or their separate provisions;
- non-compliance with labor legislation.

The conflicts can take place both in opened, and in the latent form.

The open labor conflicts are most often developed on a business basis and are characterized by accurately expressed collision of the parties - curses.

At the latent conflict there are no obviously expressed aggressive actions between the parties.

Objective reasons can be conventionally grouped into several groups:

Limited resources to distribute.

Interdependence of tasks.

Divergence in goals.

Difference in values, manners of behavior.

Unsatisfactory communication.

Sharp change of events.

The conflicts in collective can play, both negative and positive functions.

Main functions of the conflicts:

1) positive: a tension discharge between conflicting parties; obtaining new information on the opponent; unity of staff of the organization for counteraction to external enemies; stimulation to changes and development; removal of a syndrome of humility at subordinates;

2) negative: big emotional and material inputs on participation in the conflict; dismissal of employees, decrease in discipline, deterioration socially – psychological climate in collective; the relation to won groups as to enemies; excessive interest in process of conflict interaction which harms work; after completion of the conflict – reduction of extent of cooperation between a part of employees; heavy restoration of business relations.

The conflict can be resolved as a result of three types of actions: unilateral when each participant acts at own risk; mutually agreed which consequence the compromise is; integrated.

The conflict can be solved as a result of three types of actions:

– destructive;

– conformal, connected with unilateral or reciprocal concessions;

– constructive which provides joint search of a solution to the conflict with benefit for both parties.

Management of the conflicts is a purposeful impact on elimination (minimization) of the reasons of emergence of the conflict, or correction of behavior of participants.

Conflict Management Methods.

– internal methods, method of influence on an individual;

– structural methods – methods on elimination of the organizational conflicts;

– interpersonal methods or styles of behavior in the conflict;

– negotiations;

– return aggressive actions.

For management of the conflict it is possible to use two strategy: prevention and the decision, and the strategy of the decision depending on a situation is implemented by two ways - the coercion and belief supported with stimulants.

The strategy of prevention of the conflict – set of measures of organizational and explanatory character, namely: improvement of working conditions, more equitable distribution of resources, remunerations, change of structure of the organization, control system of her, ensuring implementation of regulations, office etiquette.

The strategy of resolution of conflict – is directed to forcing or convincing conflicting parties to stop hostile actions and to start negotiations, to find an optimal solution which would exclude defeat of any party and would define the direction of effective activity.

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TECHNICAL SUPPORT OF FOREIGN ECONOMIC ACTIVITY

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In order to solve problems of technical support of foreign economic activity, it is necessary to adhere to the following principles:

- All monetary instruments of foreign exchange and currency transactions should be converted into a single currency. As a rule, such a currency is the national currency of the state in whose territory the entity carries out its activities.

- Along with the use of a single currency, it is necessary to simultaneously take into account foreign currency and currency transactions in the real currency of the countries concerned in order to obtain reliable information about the state of payments and settlements. It allows to maintain control actions and to make management decisions on unclaimed debts.

- Accounting should be a mean of monitoring compliance with the law and the expediency of foreign exchange operations, the availability of currency values, their safety and the correct use.

- Foreign-economic activity requires the execution of special documents related to export-import operations, investments, customs control, income and expense analysis, accounting for settlements with partners, distribution of profits between participants, etc.

Primary documents of FEA accounting

The primary documents for accounting foreign trade activities are documents containing information on the various aspects of the activities and legal relationships of subjects of entrepreneurial activity in the field of foreign trade.

Depending on the appointment of documents and the participation of controlling bodies in their turnover, documents used in foreign economic activity should be divided into two large groups:

- commercial documents;
- special documents.

A group of commercial documents include:

- settlement documents – documents on the basis of which they carry out settlement operations for delivered goods;

- transport documents – documents that are the basis for the registration of contractual relations that arise in the process of transportation of goods, and determine the conditions and procedures for the delivery of goods to the consignee;