

## SUMMARY

Subject of the thesis:  
"Conflict management in a process of  
formation of organizational culture".  
Author: Kashcjeeva M. V.

Keywords: conflict, organizational culture, conflict regulation, conflict behavior, psychology, sociology, technology of conflict regulation.

Relevance of the research issue: There is a high level of conflict potential in Russian society due to the systematical transformations. Economical and political changes are the reason of the change of the ideology, the life standards and cultural values and also provoke the appearance of conflict of different scale and character. That's why it's extremely important to identify and regulate social conflicts affecting on the activity of the organization.

The purpose of the work is identification of mechanisms of conflict management in modern organization in the process of formation of organizational culture.

Research objectives:

- single out main conceptual approaches to the conflict study;
- define sociological content of the conflict in modern organization;
- interpret conflict behavior in the context of formation of organizational culture and corporative communications;
- offer the mechanism of effective non-conflict interactions in modern organization capable in forming strong corporative culture and supporting certain conflict level;
- analyze the formation of organizational culture of the Office of the resistance with illegal migration 2 of the Department of immigration control in Stavropolsky krai (Mineral Waters).

The object of the research: the inner conflicts of organizations as an element of organizational culture.

The subject of the research: mechanisms of the control of conflict interaction in a process of formation of organizational culture.

Theoretical and practical significance: The results of the research may be used in elaboration of social management theories orienting on methodological support of management technology and in elaborations of models of organizational development and the increase of effectiveness of the job of the organization.

The results also may be used in the courses of Sociology, Organizational

Conflictology, Sociology and psychology of management, Conflictology.

In present days organization is understood like a sphere of intergroup and interpersonal interaction. One of the social interaction is the conflict interaction. The sphere of management and relations are the most conflict potential. In a process of fulfillment of management functions in different spheres of social activity form certain conditions under which form proneness to conflict. Based on the analysis, the author came to the conclusion that conflict has social character and is connected with social sphere. Universal conflict character as integral part of social life is realized in modern organization functioning. Conflict is a particular case of interaction among people in their activity and is characterized by communicative nature. The double nature of a mutual influence of the organizational culture and conflict behavior signifies that the organizational culture is a factor of conflict behavior on organization and the conflict behavior influences on formation of the organizational culture.

Process of formation of corporative culture is necessary to start with the organization of the system of corporative communications. Such a system allows to propagate real patterns of individual and group social activity which can become advisable behavior norms. Modern organization in the process of organizational culture formation should take social technologies of conflict management based on the usage of communicative practices. Formation and development of corporative culture include the elaboration and introduction of organizational ideology which is a key factor of formation certain conditions for determinacy for the stuff.

Technology of effective conflict interaction should take into consideration the double nature of its character: functional and dysfunctional. The analysis of the literature showed two strategies of conflict management: its prevention and also conflict management interaction.

Social technologies of conflict management interaction are informational, communicative, psychological and administrative. The psychological and administrative are the most widespread. In the process of conflict management interaction the manager has an important role. One of the technologies of effective control management interaction is a formation of communicative culture of the manager. Personal,

professional and business are the qualities necessary for control management. Degree of the development and evidence of communicative qualities are a precondition of successful human activity in control management.