

Abstract:

The thesis is focused on conflicts in the organization. It is divided into two parts – theoretical and empirical. The first one is based on definitions of fundamental terms: organization, social process, conflict. The purpose of this part is to show the conflict from different points of view and in different connections. The theoretical part is followed by the empirical part summarizing the processed results of research aimed at personal experiences and attitudes to conflict situations. The research has brought a lot of valuable information about the experiences with conflict situations. Most participants declared that they have been confronted with interpersonal conflicts in their organizations. The research disproved the theory that the majority of respondents consider the conflict as a negative phenomenon. The research results confirmed that the attitudes to conflict situations are more or less positive.

Keywords:

conflict, organization, social process, typology of conflicts, attitude to conflicts