

Resumé

Subject matter: Conflict and stress management in the organizations (on the example of “SBSV-Klyuchavto HYUNDAI KMV”, ltd.)

Author: Borisova O. N.

Supervisor of studies: I. V. Shevchenko, candidate of economics, associate professor, chair of economics, management and finance.

Customer organization: Stavropol Krai, Mineralovodsky district, Farmstead Krasnyi Pakhar, ul. Avtpomobilnaya, app. 3, “SBSV-Klyuchavto HYUNDAI KMV”, ltd.

Topicality of the research. The building of a favorable socio-psychological climate of the employees is one of the most important conditions for the effective performance of the organization. However, often the achievement of the goals of the employees and organization is hindered by the unavoidably emerging conflicts and stresses.

To prevent conflicts and stresses, or to channel them towards a constructive purpose, they should be managed. In the management activity the prevention and overcoming of conflicts and stresses is very important.

Objective of the research is the analysis of the process of conflict and stress management in the organization and the highlighting of the ways of its improvement.

Within the framework of the research the following **tasks** are solved:

- to examine the essence and content of conflict and stress in the organization;
- to mark conflict and stress management in organizations as a special kind of management activity;
- to give a general characteristic of the organization in question;
- to analyze the system of personnel management in order to determine the conflict and stress potential in the given organization;
- to study the problems of conflict and stress management in “SBSV-Klyuchavto HYUNDAI KMV”, ltd;

— to work out the recommendations for the improvement in the efficiency of conflict and stress management in “SBSV-Klyuchavto HYUNDAI KMV”, ltd.

Theoretical significance of the work is that its results enable us to develop and deepen the theoretical ideas of the study of the problems of conflict and stress management in the organization.

Practical significance of the work consists in the possibility of the use of the proposed recommendations for the improvement in conflict and stress management in order to raise the efficiency of personnel management in Russian organizations.

Results of the research. We analyzed the system of personnel management to determine the conflict and stress potential of “SBSV-Klyuchavto HYUNDAI KMV”, ltd; examined the problems of conflict and stress management in this organization. The results of the research are the recommendations worked out by the author for the improvement in the efficiency of conflict and stress management in “SBSV-Klyuchavto HYUNDAI KMV”, ltd.

Recommendations. The research enabled us to demonstrate the role and significance of conflicts in the work of “SBSV-Klyuchavto KMV”, ltd, and their impact on the work process and relations among the employees. The use of the results of the research of the conflict and stress situations in “SBSV-Klyuchavto KMV”, ltd and the development on their basis of the recommendations for the improvement in the efficiency of conflict and stress management in “SBSV-Klyuchavto KMV”, ltd will enable the modern Russian company to secure its successful performance in the long term.