

## SUMMARY

**Graduation thesis:** The impact of interpersonal conflicts on the activities of non-profit organizations during the formation of effective interaction between state authorities and the public (on the example of CMKP «Caucasus»)

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Key words: Interpersonal conflicts, the state and society, non-profit organizations, conflict-free interaction, prevention of interpersonal conflicts, effective activity.

**The relevance of the research** based on the fact that, despite the evolving forms of interaction between the state and society, the country has formed a request for the creation of a new ways of cooperation between citizens and the state based on equality of rights and partnership. However, an equitable dialogue between the state and the population is possible only in conditions of a developed civil society, as well as the full-fledged activity of its institutions.

One of the chief institutions of civil society are the non-profit organizations, which represent a reliable element of «feedback» between citizens and the state. The functioning of the non-profit sector as a link in the «state-NGO-society» system underscores the importance of effective activity of organizations, which depends on many factors. One of them is the process of interpersonal interaction of employees, which entails the emergence of interpersonal conflicts, which destabilize the work of the organization as a subject of interaction between the state and society.

**The object** of research is interpersonal conflicts.

**The subject** of the study is the influence of interpersonal conflicts on the activities of non-profit organizations during the formation of effective interaction between state authorities and the public.

**Research objectives:**

- explore the essence and concept of interpersonal conflict;
- to study the impact of interpersonal conflicts on the effective work of employees of non-profit organizations;

- consider the activities of non-profit organizations as a factor in the formation of conflict-free interaction between the state and the public;
- to define the organization and methods of research of the features of conflict-free interaction of employees of non-profit organizations;
- create a program of psychological support for the prevention of interpersonal conflicts in the activities of employees of non-profit organizations;
- Identify features of conflict-free interaction among employees of non-profit organizations.

**The research hypothesis** is based on the assumption that interpersonal conflicts have their own specifics in non-profit organizations, and also negatively affect their effective activity, which predetermines the need to create a program for the prevention of interpersonal conflicts in the work of NGO employees.

**Basic provisions to be protected:**

1. Non-profit organizations are becoming an important component in the interrelationship of the state-NGO-society. NGOs act as a reliable element of «feedback» between society and the state.

2. Interpersonal conflicts are one of the factors influencing the effective activity of NGOs. Individual and personal characteristics of the members of the collective can become the causes of the emergence of interpersonal conflicts in NCOs.

3. In order to prevent and eliminate interpersonal conflicts, a special program is needed to teach the skills of conflict-free interaction, to develop stress-resistance, to reduce the level of aggressiveness, based on the individual and personal characteristics of each member of the work collective.

**Implementation.** In the framework of the pilot study, the developed program on the prevention of interpersonal conflicts in the activities of employees of non-profit organizations was implemented in the non-profit organization - the Center of Modern Caucasian Policy «Caucasus».

**Results:**

- based on the research, the theoretical and methodological approaches developed in modern science to systematize the essence of the concept of «non-profit organization» as an element of civil society were systematized;
- The current status of the non-profit sector in modern Russia and the North Caucasus region was monitored, which allowed for a comprehensive analysis of the mechanism of participation of non-profit organizations in the dialogue between the authorities and society;

- identified the main internal problems and contradictions in the activities of NGOs, studied the specificity of interpersonal conflicts in the activities of organizations of the non-profit sector, as well as their impact on the effective work of organizations in general, on the basis of which a program of psychological support for the prevention of interpersonal conflicts in the work of employees of non-profit organizations.