

# STUDY AND ANALYSIS OF CONFLICTS ARISING BETWEEN EMPLOYEES, LEADERS AND EMPLOYEES

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## Abstract

In this article, we will discuss in detail the disputes and conflicts that may arise between employees, employees and leaders in every organizations and institution. And we distinguish their differences. Let's look at ways to eliminate these situations.

## Keywords

Dispute, Conflict, Leader, Method, Compromise, Principle.

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## Introduction

In the current era of globalization and mechanization, every mechanism known to us is automated and specialized. However, as a result of this, various conflicts arise in many organizations and institutions. And eliminating them guarantees high work efficiency. In particular, it is appropriate to analyze them in detail to solve them. There are several basic rules in the field of indicators and analyzes for conflicts between managers and employees. Some of the principles explored in this topic are:

1) Note and Agreement.

-It is very important to identify management-influenced conflicts in advance, and to have open and effective communication between managers and employees.

2) Compassionate Leadership.

-A leader who is fair and empathetic has a key role to play in fostering relationships with employees based on how they express their discipline to employees.

### 3) Employee Empowerment.

-A leader should provide support opportunities for employees to gain new experiences, develop themselves, and resolve conflicts.

### 4) Working on Corrections.

-Leaders and employees must work together to guide corrections and allow for change, including conflict.

### 5) Fairness and Emotion.

-It is important to be fair when dealing with conflicts.

Understanding the feelings of employees and supporting them, using fair criticism, is very important for learning this process.

### 6) Learning and Development.

-Providing employees with training, seminars, and new developments to improve their skills in effective conflict management is essential.

These principles are general rules that can help in analyzing and resolving conflicts between managers and employees.

Conflicts and conflicts are always and always present. Because any process goes through certain stages and stages, so to speak, if it is small, conflict and opposition will arise. If the management apparatus or the person in charge does not come up with an acceptable solution or proposal after analyzing the situation thoroughly, in the end even a small conflict can turn into a big dispute and conflict. In addition, if it is not possible to suppress the conflict by force, such a conflict will not remain without its significant impact. At this point, it is appropriate to mention the factors that caused the original origin of the conflict:

- Informational information factors.
- Factors affecting the activity of some systems related to the life of society.
- Interrelated factors in relationships.
- Proximity factors in values A factor of opposites in behavior.

The study of conflictological mood and characteristics helps to prevent the origin and causes of crises in society and social conflicts. But until now, research and research in this field are few, and in writing this article, I relied on English, Russian and Turkish sources on the basics of conflictology. Many universities in the United States scientific and practical research centers focused on the study of conflict situations and their solutions exist and operate. "Peace Education Research Center" founded in Miami is one such organization. "Conflictological Research Center" is also working under the Institute of Sociology of the Russian Academy of Sciences.

Conflict and disputes have always existed in human life and from the beginning to the end of the main type is interpersonal conflict. Today, psychology considers conflict as a positive development of the enterprise and the individual, and it teaches us to look not at the negative aspects, but at the positive aspects that many of us did not realize before. Only if we can correctly assess a situation can we draw appropriate conclusions from our mistakes.

In addition to studying the rules, it is appropriate to give the following: what is the difference between a dispute and conflict, and a brief definition of them.

Conflict description:

-conflict occurs when two or more parties oppose each other. This can happen between goals, attitudes, thoughts, spiritual views or other reason.

Conflict types:

-there can be various conflicts such as decision conflicts, interpersonal conflicts, resource conflicts, etc. Each type has its own conflict characteristics and resolution methods.

Cause of conflict:

-conflicts are united by causes or grounds. Affiliation with these causes is itself important in conflict resolution.

Methods of conflict resolution:

-there are many methods available in conflict resolution such as negotiation, amicable settlement, fair financial adjustments and so on.

Avoid conflicts:

-in some situations, it is important to build good relationships, share information and communicate effectively with other people to avoid conflicts.

First of all, when an inter-employee conflict situation arises, the leader should hold negotiations with the parties to prevent it or talk to them face to face so that they can agree with each other and find and solve the most optimal solution to the problem. If this situation arises between the leader and the employee, the employee should obey the leader with respect, and the leader should approach the issue with calmness and restraint.

In the course of pedagogical relations, it is important to study the nature of conflicts from a pedagogical-psychological point of view, to develop ways, methods and tools to prevent the possibilities of destruction and to develop the possibilities of creativity, as well as to give recommendations on their application in situations.

Disputes and conflicts are normal. But according to the traditional opinion in the minds of many people, there are many cases of conflict phobia, that is, fear of conflict. Conflicts are equated in our national mentality with situations and situations that are not "good". We would rather not have disagreements than have conflicts. The skills of living away from conflicts and disputes are deeply embedded in our thinking from childhood.

Conflicts are a very common phenomenon in the life of adults. For example, 70-80% of the life of people working in leading bodies is spent in the conditions of various open or hidden conflicts.

Observations show that 80% of conflicts arise against the wishes and will of their participants, that is, in rare cases, the conflict is deliberate. A person carefully filters the information coming from others, and the information he sends - without filtering, sends it correctly. It usually comes from others it is observed to approach the information emotionally, and to send the outgoing information as much as possible. The conflicting situation is emotional and emotional between the information being sent and received can occur when the psychological balance is disturbed.

Typical features of the dispute are as follows:

- the uncertainty of the result, that is, none of the participants in the conflict knows in advance the decisions made by the other participants and all the consequences of the conflict;

- diversity of goals, this situation represents the incompatibility of interests between different parties;

- classification of action on each side.

At the same time, the basis of any conflict is the contradiction of accumulated opinions, objective and subjective, real and illustrative.

When analyzing the reasons for the actions of the parties in various disputes, it is not difficult to understand that they usually consist of their desire to satisfy their interests. Inequality, insincerity, dissatisfaction with the decision made, lack of correct perception, the desire to provide oneself materially today or in the future are the most common causes of conflict in the practice of the pedagogical process. In the pedagogical environment, there is a widespread negative attitude towards any conflicts, and most pedagogues have a desire to suppress them, to "stop them in time", rather than to search for the possibility of creativity. But it is natural to have traces of the pedagogical process.

Education and upbringing against conflicts is not possible and should not be, therefore, the formation of a creative attitude to conflicts, constructive behavior not only for students, but also for teachers in conflict situations, various applications of conflicts in the educational process there is a need. It is important to learn the objective and subjective nature of conflicts, their immediate causes and reasons, what forms and ways conflicts are resolved, and to learn the skills of their management.

This task is very important and relevant for future pedagogues, pedagogic workers of any level.

In conclusion, we can see that if the leader takes measures to prevent similar conflict situations, otherwise he/she should eliminate such situation in time, before it escalates. Only then will there be harmony in the team of employees and thus can realize high goals. Avoiding conflicts we need to form this conflictological culture in each person. A person with a conflict-oriented culture correctly accepts any conflict situations and they approach it correctly. As a result, it is optimal in conflict situations solutions are found and conflict with no one or any environment is negative can not have an effect.

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