

Causes, Sources and Prerequisites of a Conflict in Communication Process

Mukhayo Kh. Baybaev

DSc, professor of the department of pedagogics, Tashkent Kimyo International University

Inomiddin A. Imomov

Researcher of Ferghana State University, Senior lecturer of Tashkent State University of Economics

Article Information

Received: March 28, 2023

Accepted: April 29, 2023

Published: May 31, 2023

Keywords: student, attitude, conflict, process, ability, cause, motive, character, educational institution.

ABSTRACT

The author investigated pedagogical conflicts as a phenomenon that occurs throughout the learning process, revealing the origins of pedagogical conflicts and conflict situations that develop at universities from a pedagogical standpoint. As a result of the pedagogical analysis of very complicated and delicate conflict situations that develop among students of higher educational institutions, it is advised to utilize modern techniques to identifying the factors that ensure their efficient management.

INTRODUCTION

Conflictology is a branch of science concerned with the theory and practice of conflict prevention and resolution. It is also known as the study of social and interpersonal relationship psych hygiene. Conflictology is essential knowledge for each cultured person since it aids in the harmony of human relations. Conflicts occur in practically every aspect of human existence. There is nothing unusual about this.

METHODS

The so-called common causes, which present themselves in one way or another in practically all rising conflicts, are pointed out among the vast array of conflict causes.

These are some examples:

- sociopolitical and economic causes are related to the country's sociopolitical and economic state;
- socio-demographic reasons reflect differences in people's attitudes and motives due to their

gender, age, ethnic group membership, and so on;

- socio-psychological reasons reflect socio-psychological phenomena in social groups: relationships, leadership, group motives, collective opinions, moods, and so on;
- individual psychological reasons reflect a person's individual psychological characteristics (abilities, temperament, character, motives, and so on).

The second category of causes is referred to as private. These factors are closely tied to a certain type of conflict, such as:

- discontent with working circumstances;
- violation of work ethics;
- violation of labor regulations;
- inadequate resources;
- differences in goals, values, and means of accomplishing goals;
- Poor communication.

Unlike the debate, the conflict has an aggravated, frequently aggravated contradiction to the limit [2]. Conflicts emerge from contradictions, and contradictions arise when there is a mismatch:

- knowledge, skills, abilities, personal qualities;
- managerial functions;
- emotional, mental, and other states;
- objectives, means, methods of activity;
- reasons, needs, value orientations;
- perspectives, beliefs;
- expectations, positions, etc.

Conflicts can be precipitated by the following factors:

1. Perceptual characteristics. When people talk, they frequently do not understand each other. This is due to a variety of factors. Because of a limited vocabulary, a lack of time, or other factors, it is not believed necessary to say everything, and thus much is received by the interlocutor through nonverbal modes of communication (facial expressions, tone, gestures, postures, and so on). One of the causes of perception mistakes could be an inaccurate assessment of the personal qualities and motivations of persons involved in the conflict. Both sides, on average, attribute identical virtues and noble intentions to themselves and vices to their opponents. Furthermore, each individual has their unique qualities in their view of another [3]. These differences are the basis for dividing people into visually, auditory, and kinesthetics in one field of modern psychology - neurolinguistic programming. Thus, visuals sense concreteness, clarity, clarity, and visibility in visually provided information. They do not accept others strolling in front of them during conversations and are prone to making accusing accusations. Audials see everything via aural visuals, music, and conversation. They are especially sensitive to tone, timbre, speech melody, voice accents, and pauses. Kinesthetics - through your body's feelings and emotions. They are extremely sensitive to changes and nonverbal cues [1]. Digital natives exhibit intelligence, ambition, and a critical mindset. They are prone to rational discussion, yet they express themselves in abstract words that are not always understandable to everyone. People with various styles of perception frequently do not understand each other well, which generates the conditions for conflict and management challenges. A self-respecting leader should be aware of the quirks of human perception and be able to make the necessary

adjustments. "Reading" nonverbal signals (what the body, eyes, voice, and gestures communicate), active listening, questioning and conversation strategies, feeling introspection, and empathy are all essential qualities for a leader.

2. Erroneous logic. Disagreements may emerge as a result of discrepancies between our reasoning and the reasoning of the opposing party. People frequently see only what they want to see. Disagreements arise as a result of different ways of evaluating one other's performance and personality. Interferences include stiffness, servitude, the presence of complexes, the inability to convey one's point of view, selfishness, and so on. You should not perceive the other party's remarks or actions negatively, as this will result in bad emotions. However, we are irritated by negative feelings directed at us, and we want to compensate for our psychological loss by reacting to an insult with an insult. A condescending attitude, categoricalness, joking, a reminder of a losing scenario, and so on elicit a negative reaction from others and serve as a breeding environment for the creation of a conflict situation. [4]

3. Unbalanced role interaction between two people, i.e., persons (one or both) may not perform the roles that a communication partner expects from each of them during the process of interpersonal communication.

4. A personal proclivity for conflict. It is also useful for a leader to understand what particular personality features (character traits) cause a person to have a tendency or predisposition to have conflicting relationships with others.

According to psychological studies, such attributes include:

- an insufficient appraisal of one's own talents and abilities, which can be either overstated or underestimated.
- the desire to dominate at all costs, where it is possible and impossible; say your last word;
- ambition - heightened self-esteem, exorbitant claims;
- conservatism of thinking, views, beliefs, unwillingness to overcome outdated traditions;
- excessive adherence to principles and straightforwardness in statements and judgments, the desire to tell the truth at all costs;
- a specific collection of a person's emotional characteristics (character accentuations exhibited in their excessive harshness, indicating extreme versions of the norm) - anxiety, aggressiveness, stubbornness, impatience, distrust, painful resentment [4].

RESULTS AND DISCUSSION

Conflicts in the personal-emotional domain are caused by the opponents' personal characteristics. There are even conflict personality types in psychology. Let's start with the most prevalent.

Demonstrative - a choleric person who is marked by violent behavior in a multitude of directions. He likes to be seen, has a high self-esteem, and his attitude toward people is dictated by how they interact with him. Rational behavior is typically articulated weakly.

Rigid (inert) - persons of this kind do not know how to rebuild, take into account the thoughts and points of view of others; they are ambitious, display severe animosity, and suspicion; they are uncritical of their own acts, and they continuously seek affirmation of their own significance.

Педант – личность, которая всегда пунктуальна, придирчива, хоть и исполнительна, зануда, отталкивает людей от себя.

A pedant is someone who is always on time, finicky, albeit executive, a bore, and who pushes people away from him.

Practitioners follow the adage "The best defense is an attack." The modification of the

environment, the external environment, a change in the positions of other people, which can lead to numerous disputes, difficulties in relationships, is the most essential thing for such a person.

A complainer is someone who is seized by an idea and accuses others (someone in particular or the entire world) of all misdeeds while doing nothing to fix the problem.

An angry child is a person of this sort who is not naturally angry, and his emotional outburst indicates his desire to exert control over the circumstances. A manager, for example, may become enraged if he believes his staff have lost faith in him.

A covert avenger is someone who causes difficulty by using deception, believing that someone has done wrong, and then restoring justice.

When dealing with a "difficult" individual or in a conflict situation, strive to recognize the best traits in him [5]. It must be acknowledged that changing his psychological qualities, nervous system features, or system of beliefs and values is impossible. As a result, you must find a key to it based on your own life experience and a desire not to complicate the matter. If the key cannot be obtained, the only option is to place the individual in the category of "natural disaster". Personal-emotional disputes are distinguished by the fact that the disputing parties frequently cannot identify the point of contention and instead seek to inflict negative emotions on an unsympathetic opponent.

CONCLUSION

To summarize, the issue of conflicts in the student environment is extremely important since their effects include a drop in student performance, deterioration in moral and physical health, the appearance of worry, and student self-doubt. Many psychologists, sociologists, and other scientists are researching conflict reasons. However, little knowledge of the nature of student disagreements necessitates additional research in this area. The later-created item on conflict causes will supplement the already-existing tools required for the speedy and successful settlement of conflict situations.

REFERENCES

1. Аникеева Н.П. Психологический климат в коллективе. М. 1989. –Стр. 238.
2. Анохин А.М. Педагогическая среда как условие формирования творческой личности студента пед. вуза. Уфа. 1997. – Стр. 202.
3. Бабурова И.В. Профессиональная подготовка учителя к формированию благоприятного социально-психологического климата. Смоленск. 1999. – Стр. 195.
4. Байбаева М.Х. Методы урегулирования и разрешения межличностных конфликтов. Сборник научных трудов по результатам XXIII международной научно-практической конференции. 2019. – Стр. 8-10.
5. Байбаева М.Х. Феноменология межличностного конфликта Пенза. 2019. – Стр. 248-252.
6. Байбаева М.Х. Особенности педагогических конфликтов в диаде “педагог-педагог” и “педагог-родитель” Школа будущего научно методический журнал. №4. 2019. Стр. 230-236.
7. Бухвалова В.А. Алгоритмы педагогического творчества. М.: Просвещение. 1993. – Стр. 96.