

Kvantitativno modeliranje konfliktov

Qualitative modeling of conflicts

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Povzetek

Osnovno vprašanje je, kako modelirati konflikt, ki upošteva interakcijo med konfliktom in okoljem? Primarni namen poglavja je definicija in razvoj generičnega modela konflikta, ki vključuje interakcijo med konfliktom in njegovo okolico. Se omejuje na znotraj organizacijske konflikte. Za modeliranje dinamike konflikta je uporabljena paradigma sistemske dinamike. Ni neobičajno, da se izbere paradigma sistemske dinamike za modeliranje organizacijskih problemov. Po kratkem pregledu teorij konfliktov, relevantnih za njihovo dinamiko, je napravljen povzetek, poimenovan izhodiščna teorija. Konflikt je opredeljen kot destruktivna, ne funkcionalna interakcija med akterji. Konflikti nastanejo iz zaznavanja nezdržljivosti ciljev, interesov, vrednot, verovanj, preferenc itd., ki se zrcalijo v sovražnih čustvenih stanjih akterjev. Težo konflikta lahko opredelimo kot raven teh čustvenih stanj. Obravnavana je metodologija razvoja kvalitativnih modelov sistemske dinamike, ki smo jih poimenovali 'modeli zaključenih zank', poznani tudi kot diagrami zaključenih zank. Predstavljen je kvalitativni generični model konflikta z interakcijo z okoljem

Ključne besede: konflikt, modeli zaključenih zank, sistemska dinamika, metodološki pristop, verifikacija modelov

Abstract

The basic question is how to model conflicts which take in account the interaction between conflict and outside stakeholders? The primary goal of the chapter is to define and develop a generic model of the conflict which includes the interaction between conflict and its environment. The dissertation is limited to intra-organizational conflicts. A system dynamics paradigm to model the dynamics of conflict is used. It is not unusual to use this paradigm to model dynamics of social interactions and organizational problems. After a short overview of conflict theories, relevant to conflict dynamics, the conclusion is made, and called starting theory. Conflict is defined as destructive, dysfunctional interaction between actors. Conflicts arise out of the perception of incompatibility of goals, interests, values, beliefs, preferences etc., and are mirrored in the hostile emotional states of actors. The gravity of conflict can be measured as a level of these emotional states. The methodology of developing qualitative system dynamics models, which we called close loop models and are also known as close loop diagrams is discussed. The close-loop model of the generic model of conflict and it's interaction with the environment is presented.

Keywords: conflict, system dynamics, close-loop modeling, model validation, methodological approach