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A Study on Using Individual Frustration in Organizations

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The purpose of this study is to present a new model we make use of individual frustration to be anything benefits. We get rid of opinion that individual frustration is negative thing in organizations.

The consciousness of this study is that “How can we arouse emotions from individual frustration, control them from neutral to positive, and make use of them in organizations?” In this study we consider all individual frustration to be neutral. We don’t point out negative thing about emotions that they arouse aggression in the cause of stagnation, abortion and impossibility for activities to fill needs. We think that emotions can become strong drive, and we can control them to be needs of achievement.

A. Maslow (1943) explained persons are motivated to fill lack of motive if they can get rid of disturbance included their frustration. Tao (1991) think that motive is aroused by this stimulus. And Plutchik (1986) pointed out that “joy” and “expectation” became strong motive about absorption and search if persons experience fundamental emotions in conditions of frustration.

In this study, we begin our analysis what are differences of scholar’s recognition about frustration, mainly by social psychology. As a result of literature review, if we express our frustration positively, we can control them. We explain that all frustration is not necessarily the hypothesis

(frustration-aggression) proposed by Dollard if we can control that we get rid of disturbance included activities to fill needs. And it is cleared that frustration can be positive thing for arousal of motivation.

Next, we propose a new model in the center of “Frustration Control Circle”. There are the factors that persons arouse more motivation from frustration and we make consciousness “we have to solve some problems” take root. Frustration Control Circle is one of brainstorming focusing individual frustration. We point out that this model differs partly from “Work Out” or “Offsite Meeting”. “Work Out” is practiced by General Electric Company. “Offsite Meeting” is proposed by Shibata (1998) to reform climate of organizations. Especially we explain that voluntary behaviors of employees are important for Frustration Control Circle. And we compare this model with others, and then we propose the originality.

As a result, we can propose four points. First, there are some benefits to solve frustration and to arouse more drive in individual spirits. Second, voluntary behaviors make persons positive. Third, practical activities make leaders trained automatically. Fourth, all persons can join in Frustration Control Circle.

We insist that we should establish opportunities (Frustration Control Circle) to express our frustration in organizations because we can get out of frustration. Especially they are exploited both individuals and organizations to be positive things and to have something benefits. If we can establish them, individuals are motivated, set higher goal up and repeat some argument to solve. As a result of emitting frustration, we can respond other thinking because employees are able to express their ideas or opinions without regulation. About this model, there is one of characteristic that we can know other’s mind. And process is cleared that persons share new knowledge.