

ASPEKTI KORISNE GREŠKE I NJEN UTICAJ NA EFIKASNOST U SVAKODNEVNOM DELOVANJU

ASPECTS OF USEFUL ERROR AND ITS INFLUENCE ON EVERYDAY OPERATION EFFICIENCY

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Rezime

Verni pratilac čoveka, njegovog radnog i svakodnevnog ponašanja, je ljudska greška. U Srpskom jeziku, kao i u mnogim drugim, česte su maksime koje glase: „ljudski je pogrešiti“, „ko radi, taj i pogreši“, „rodio se nije ko pogrešio nije“ ili „nesreće se događaju“...To su su klišeji koji opisuju bitne aspekte čovekovog života i svakodnevnih situacija sa kojima se on susreće. Doslovno tumačenje ovih fraza sugerše da su pogrešne odluke deo ljudske prirode, uvek su bile i uvek će se pojavljivati u njegovom radu i svakodnevnom životu. Čovekov život, a posebno njegova svesna svrshodna delatnost - rad, prožeta je manjim ili većim pogreškama. Dakle često uz čoveka kao sastavni deo, njegovog radnog i svakodnevnog ponašanja, je ljudska greška. Iako su savremena nauka i tehnologija, a posebno nauka o organizaciji rada i menadžmentu, ovu pojavu zanemarile, ona ima veliki značaj u ukupnim radnim efektima i životu ljudi. Njeno prisustvo posebno dobija na značaju u kritičnim tačkama rada kao što su donošenje poslovnih odluka. Radno ponašanje zaposlenih je zavisno od osobenosti posla i njegovih izvršilaca, od specifične interakcije između njih i od konteksta u kome se ti odnosi odvijaju. Verni pratilac čoveka, njegovog radnog i svakodnevnog ponašanja, je ljudska greška. Takva pojava, pojava ljudske greške su često svojim razmerama i dalekosežnim posledicama takve da se mogu podvesti pod zločine koje ljudi priređuju jedni drugima.

Namerni ili ne namerni i nehotični potezi pojedinaca česti su uzročnici patnji i stradanja drugih. Greške koje u svojim drastičnim verzijama prelaze u nasilja i zločine verni su pratilac istorije čovečanstva ali i izvesne vizije njegove budućnosti. Pogrešni potezi nam pomažu da zapažamo, vagamo i učimo i razotkrivamo prave puteve i mehanizme sopstvenog postupanja i ponašanja drugih. U tom smislu Ivo Andrić kaže da: „Dobra iskustva varaju a ona pogrešna nisu uzaludna“. Ako je istorija učiteljica života onda je njena najsnažnija pedagoško-andragoška metoda ona koja je vezana za pogreške.

Ključne reči: ljudska greška, poslovno odlučivanje, korisna greška, motivacija, pogrešna odluka

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Summary

Man's loyal companion, his working and every day behavior, is a human error. In Serbian language, as in many others, there are maxims which are of frequent occurrence, such as: "it's human to make mistakes", "who work he makes mistakes", "unborn person only couldn't make mistakes" or "accidents go on"... This is cliché that describes essential aspects of human life and everyday situations in which men is encounter. Literalness of these phrases suggest that mistakes are parts of the human nature, they always were there and they will always appear in his work and everyday life. Man's life, and especially his consciously purposeful activeness – such as his work, are penetrated with smaller or bigger mistakes. : Man's loyal companion is working and every day behavior, is a human error. And although modern science and technology, and especially science about organizational work and management have neglected this occurrence, it has a great impact in the sum of working effects and people's life's. Its presence is even more important when it comes to critical points at work, like for example making business decisions. : Employees working behavior depends on the specification of the job and its executors, specific interaction among them and the context in which these relations develop. Man's loyal companion, his working and every day behavior, is a human error. This is cliché that describes essential aspects of human life and everyday situations in which men is encounter. Literalness of these phrases suggest that mistakes are parts of the human nature, they always were there and they will always appear in his work and everyday life. Man's life, and especially his consciously purposeful activeness – such as his work, are penetrated with smaller or bigger mistakes.

By this ethnic psychological access to the nature of human mistakes and by this way of thinking about them, about their derivation and consequences, it is obviously that there is doubt in possibility of taking control over these deeply fixed habits on people. Have control over peoples habit to make mistakes is same as have control over their whole life. And more than that, some people believe that efforts for preventing the unconscious endangerment of oneself or others, didn't reach the highest limits and that there is still place for advancement.

Keywords: motivation, poor decision, cause human error, business decision making
