

## TRIZ-based Model of the Social System

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**Abstract.** The creation of a social system model is highly required nowadays to see and predict social systems through contradictions identification and resolution. Design/methodology/approach. An analysis of existing (historical) approaches to social systems modeling - an analysis of the negotiation model set as a basement for this research.

Findings / Results. We propose a novel model for social systems. This model explains how and where system contradictions arise and proposes ways to eliminate them.

Research limitations/implications. Our research covers only the communications between agents in the social system. It has not yet been validated via actual case studies; however, it is planned as the next step. Practical implications. Detection and elimination of contradictions in social systems during communication between agents. Social implications. Prediction of social system development is a critical factor in sustainable social development.

Originality/value/conclusions. The proposed model makes it possible to apply the TRIZ approach to improving social systems.

**Keywords:** Social System, Communications, Negotiations, Contradiction.