



ISSN (E): 2277-7695
ISSN (P): 2349-8242
NAAS Rating: 5.23
TPI 2023; SP-12(10): 116-122
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www.thepharmajournal.com
Received: 10-08-2023
Accepted: 14-09-2023

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Understanding about young adult's conflict handling competence using multiple regression model

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Abstract

The paper focuses on the growth of young people's conflict-resolution abilities. Although everyone experiences conflict at some time in their life, young people's skill for conflict resolution is essential as they are building their identities as well as contemplating romantic attachments. The research and evaluation of conflict management techniques involve numerous facets and theoretical perspectives. The responses were from people between the ages of 18 and 25. Their comments summaries their reaction to conflict, conflict assessment, and conflict avoidance during the confrontations. Multiple regressions are used to review and summaries findings from young adulthood.

Keywords: Conflict management; relationship; skill; multiple regression model

Introduction

A person who is transitioning into adulthood (that is, between the ages of 18 and 25), which does not occur in pubescence or early adulthood but is practically as well as hypothetically distinct from the initial phases of development, but reached an age of reliance of childhood & adolescence. However, this person isn't sufficiently mature to assume the imperative responsibilities of adulthood. At this point, people desire a wide range of possibilities for both their private as well as their professional lives, like lucrative employment and a stable, long-term relationship. Good judgment along with other essential life-skills are crucial during these critical years since many individuals are dissatisfied with their professions & half of all marriages end in divorce [Jensen, 2000] [7].

Early adulthood is a crucial time of transition in the life of an individual and is linked to a particular set of relationship problems (Monahan *et al.*, 2009) [13]. During this stage of growth, a person is confronted with increased adult responsibilities, including personal duties and societal obligations. As a person enters their early adult years, fundamental changes in the relationships between individuals and psychological processes start to take place (Maughan *et al.*, 2001) [11]. According to research on university and bachelor students, higher education promotes the assessment and re-evaluation of worldviews (Parscarella *et al.*, 1991) [17].

Interpersonal conflict resolution is becoming more and more important in the high-stress workplaces of today as firms adapt to diversity, temporary workers, or downsizing. Conflicts between employees must be actively minimized and resolved in order to create a positive environment in the workplace (De Dreu *et al.*, 2003) [4]. As a result, conflict resolution is a skillful technique in which the parties concerned eliminate the seeming discrepancy across their desired outcomes and anxieties and develop an inventive condition of apparent match (Kreisberg, 1992) [29]. A mutual agreement is frequently achieved in which everyone can have a participation and the terms of the arrangement are described in such a way that the parties see and embrace their goals and view them to be non-contradictory.

Conflicts at Work

Workplace conflicts are inevitable and predictable, but it may also be a source of innovative solutions (Owens *et al.*, 2007) [15]. Typically, analytical and critical thinking is linked to directed thinking that focuses on achieving a certain goal, like problem-solving, seeking the truth, and developing understanding. The rational framework (also known as the rational thinking style) can help a person recognise strong arguments and manage abstract circumstances. In accordance with Peterson *et al.*, students have different thought processes, educational backgrounds, and modes of perception. This variant offers a chance to research how cognitive processes connect to problem-solving.

Conflict may arise, for instance, if 2 pupils are not able to comprehend one another's thinking methods. The individual who thinks systematically views the individual who thinks intuitively as misinformed and sluggish. Whereas, for the intuitive thinker, the systematic thinker seems to be unreliable and hasty. Potential arguments can be minimized or avoided when scholars have an understanding of one another's thought processes.

People go through distinct life events and conflicts between the ages of 18 and 25 (emerging adulthood) and 18 and 40 (young adulthood), and these have a considerable impact on the course of their lives. In accordance with Ting-Toomey's investigation, a person's relational dispute resolution is impacted by their culture, whether it be egocentric or collectivistic. Youth of Pakistan are not socially required to live separately away from their parents' houses, contrary to an individualistic society. As a result, they are shielded from many of the obligations, challenges, as well as conflictual encounters that an independent living would bring. Consequently, this circumstance may offer a rare chance to investigate the connection between cognitive styles and conflict resolution in the developmental stages of young adults, with a focus on how different styles of thinking of people in their early adulthood in a collectivistic society aid them in successfully resolving conflicts involving two or more people. Additionally, as thinking styles and the growth of human resources (HR) have been linked in a substantial amount of research, the findings of this study may aid firms with their recruitment and termination practices.

Based upon their analytical approaches, personnel departments specifically may be better able to choose candidates and decide whether or not to lay off staff. Similarly, it might be helpful for workers who are dealing with interpersonal issues at work to understand how different thinking styles affect relational conflict resolution.

Objective

The objective of this research paper is,

- An identification of level of conflict management proficiency among adults of young age groups

Literature Review

Decisions that will impact the rest of your life must be made during young adulthood, including whether or not to initiate relationships (Arnett, 2000; Rutter, 1989) ^[31, 32]. The way conflict is handled in a romantic relationship affects how strong the union becomes (Reese-Weber *et al.*, 1998) ^[33]. Relationships can develop through the settlement of conflicts (Adler *et al.*, 2006; Goetze-Morey *et al.*, 2007; Selman 1980; O'Leary, 1988) ^[34, 35, 36, 37]. In the same way, poor conflict resolution can ruin a marriage. Therefore, it is crucial to understand how people develop their conflict resolution skills. Psychologists are going to in a better position to assist young people in comprehending and developing appropriate conflict resolution skills prior getting into long-term love relationships if their developmental paths can be recognised.

Conflict Management

Conflict, according to Donohue and Kolt, is "a situation in which interconnected individuals exhibit (manifest or latent) divergent views on meeting their own distinct needs and interests, and they encounter resistance from one another in accomplishing these goals."

Conflict typically develops when people hold opposing views,

motives, perceptions, thoughts, or desires. Interpersonal conflict has been connected to anxiety and social isolation, as well as increased negative affect and poor emotional well-being. As a result, one person in these scenarios employs many contradictory management methods.

The following are the most generally reported dispute resolution styles:

Avoidance

To interact with group members and just go with the flow, avoidance is used. The propensity to focus more on the desires and viewpoints of others than on one's own is known as accommodation.

Competition

Ignoring the needs or wants of others and battling them so that one's own problems and ideas take centre stage.

Collaboration

Collaboration is done to integrate the interests and demands of all relevant parties.

Compromise

It happens when participants focus on coming up with a solution that serves everyone's needs.

Social Support and Styles of Conflict Resolution

The greatest solutions to the problem can be better understood through comprehending ideas, feelings, and physical responses to conflict. As a consequence, people with strong social ties use constructive conflict resolution strategies (non-defensive attitude, calm, compromise), which strengthens their relationships. Withdrawal, aggressive emotions, and a gloomy view are undesirable conflict resolution tactics used by people with limited social support. Brisette, Cohen, and Seeman (2000) demonstrate how various personal, relational, situational, as well as emotional aspects of the interactional context have a significant impact on the benefits of social support and how it helps people cope better. Conflict resolution approaches were the subject of a 1998 research by Michael W. Morris *et al.* They said that one problem with partnership agreements among American and Asian businesses is that cultural differences make it more difficult to settle management disputes amicably.

Young managers from India, Philippines, China, as well as the US participated in a study in which we discovered acceptance of two presumptions regarding cultural beliefs that contribute to disparities in conflict style as well as those assumptions themselves: Chinese managers rely more on an avoidance technique because they place a relatively high value on tradition and continuity. Managers who work in the US rely primarily on a competitive approach due to their relative emphasis on individual achievement. According to our research, social support is influenced by cultural beliefs and practices, and people from different sectors experience social support at varying levels, which influences them to choose certain conflict resolution strategies.

Peer Relationship Memories & Conflict Management Styles were examined by Judi Beinstein Miller (2008). In relation to their anticipated methods to conflict management, young adults' recollections of peer acceptance are investigated. College students reported their interactions with their peers from their youth in a preliminary pilot research. They wrote responses to scenarios of interpersonal conflict as well. Scales

for rating peer memories and conflict reactions were created using their replies. These techniques were employed to support earlier findings that suggest aggressive styles are linked to positive memories whereas acquiescent styles are linked to negative memories. Findings from a second pilot and additional investigation proved both claims to be true. It was shown that the final peer relations memory scale & its associated subscales had high internal consistency and could predict test results for self-consciousness and conflict reaction scores. In a similar vein, our research examined whether effective social support encourages advantageous dispute-resolution techniques. This study supports the notion that positive memories are particularly a result of advantageous social (peer) encouragement of subservient or submitting conflict management techniques.

Imran Malik *et al.* (2010) [10] looked at how working women in the nation of Pakistan may use social support to combine work and family life. The balance between work and family life is one of the most crucial concerns in organisational studies. The relationship between social assistance, performance of employees, job satisfaction, & balance between work and family life among Pakistani working women is examined in this study. According to cross-sectional data, 150 out of the 315 questionnaires distributed to women employed in various organisations in the private and public sectors responded, yielding a response rate of 47.6%. Since the idea of interpersonal assistance as a means of attaining work-family balance is new, there isn't much evidence in the scientific literature to back it up.

The study's goal is to offer empirical proof of the relationship between the two in a developing country. The data were examined using the t-test (independent sample t-test), Pearson's correlation, as well as multiple regression analysis. Based on the study, social support has a poor association with work-family balance but a marginal relationship with employee performance & job happiness, whereas employee efficiency has a weak relation with work family balance but a moderate relationship with job satisfaction. According to the results of the multiple regression analysis, balance between work and family life is strongly positively correlated with social interaction and satisfaction with work, while performance among employees has a very small but highly significant association with this component for employed women. There were notable differences between employed women in the government and private sectors in terms of social support, satisfaction with employment, and work-family balance. The linkages among several independent factors, including social support, job performance, and workplace happiness, affect work-family balance. Similar to this, our study aimed to show how supportive social interactions may help a person deal with challenges in everyday life in a healthy way and bring harmony into his or her life.

In 2008, Lim Siew Geok and Tam Cai Lian investigated how markers of social support as well as mental health were impacted by marital disputes. Couples' health outcomes have been proven to be influenced by social support and marital dispute-resolution techniques. This study aims to investigate the effects of marital conflict management techniques along with social support on the general well-being of Malaysian couples. It also aims to ascertain whether certain forms of perceived social support have a greater effect on a person's and his or her spouse's mental health. 399 individuals were selected in this investigation through random sampling. In

relation to general health, the features of dispute resolution techniques and perceived social support were assessed.

The results show a modest connection between the variables. This supports the idea that a couple's ability to handle conflict affects their mental health. The capacity of couples to resolve conflict is also related to perceived social support. This shows that a person is more inclined to be in excellent general health if their conflict strategy scale is higher as well as their perception of social support.

In accordance to Sehrish (2015) [30] Pakistan is dealing with a variety of challenges, such as an increase in job abandonment, unemployment, poverty, poor living conditions, safety concerns, and so on. This research aims to increase people's awareness of how to help themselves and others cope constructively with all such conflicts due to the fact that they all have an adverse effect on our lives, especially on Pakistani youth who are finding it challenging to handle these conflicts constructively and are becoming more and more dissatisfied with their lives. Consequently, this research backs up the idea that people should have a lot of social support and the capacity to control their emotional experiences, boost their self-worth, and handle disagreements in a better way, leading to happy and peaceful social connections.

Conflict resolution and the development of young adults

Although learning how to resolve conflicts is a lifelong ability, young adults are particularly in need of these abilities because of the decisions they make regarding their direction in life. The process of building one's identity and seeking romantic relationships begins in infancy and continues until young adulthood (Arnett, 2000) [31]. A person's approach to handling conflicts may have an effect on these two crucial development phases. For instance, an individual who frequently engages in aggressive behaviour will be perceived as having an aggressive demeanour and may find it difficult to find a romantic relationship. Erikson's (1968) [38] social development model emphasises the significance of these two developmental stages as well as their interrelation.

According to Erikson (1968) [38], early adulthood characterised by a struggle between belonging and loneliness, whereas adolescence (12–18 years) is typified by insecurity. Erikson avoids designating a specific age range as young adult since the effectiveness of an individual's identity building depends on how well the closeness versus isolation conflict is resolved. According to Erikson, a successful relationship is one in which the partners are able to forge a new identity as partners while yet maintaining their respective identities.

Failure to establish a satisfying personal connection may result in two developmental implications for a person (Erikson, 1968) [38]. Firstly, failing to communicate puts an individual in risk of losing access to psychological connection. Secondly, if a person is unable to preserve both their individual identity as well as the new relationship identity, they risk losing their sense of self. As a result, the processes of developing an identity and making connections are intricately interwoven. This aspect of young people's identity along with relationship formation has the potential to shed light on how conflict resolution abilities develop at this time of life.

Conflict Management Theories, Complexities and Research Issues

The development of conflict management skills is a lifelong

issue, and it is thought that this process starts in infancy. Most of a child's social development environment is provided by their family. Although it is generally accepted that learning conflict management techniques begins at home, each person's developmental path through adolescence can be quite different. Conflict resolution skills are learned or developed through a complex process since different developmental routes have different effects. As a result, researchers have proposed a variety of typically intricate developmental pathways (Robinson, 2000; Rutter, 1989; Halford *et al.*, 2000) [39, 32, 40].

Methodology

Young adults were approached at random. The study's sample size was 235 respondents. The sample was drawn from people between the ages of 18 and 25. They were informed about the study's goal. The respondents were given instructions for filling out the questionnaire and were told that their identities would be kept private and that the information they supplied would be used solely for research purposes. A questionnaire was presented to the participants, and their responses were recorded using a Likert scale.

Multiple regressions are used as a statistical approach to examine how young adults resolve their disagreements.

The formula of Multiple Regression Model is,

$$Y = \beta_0 + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + \varepsilon$$

where,

Y = Conflict resolution strategies (Dependent variable)

X_{1,2,3}= Reaction to conflict, Avoided in conflict and Evaluation of conflict(explanatory variable)

β₀ = y intercept (constant term)

β_{1,2,3}= slope coefficient for each explanatory variable

ε = model's error term (also known as residuals)

Data Analysis

Demographic factors

Table 1: Percentage and frequency table of demographics

Variable	frequency	%	
Gender	Male	112	47.66
	Female	123	52.34
	Total	235	100.0
Age	18 to 20 years	53	22.6
	21 to 23 years	73	31.1
	24 to 26 years	109	46.4
	Total	235	100.0
Education	Illiterate	37	15.7
	Primary	62	26.4
	Secondary	55	23.4
	Graduate	37	15.7
	Post Graduate	44	18.7
	Total	235	100.0
Marital status	Married	98	41.7
	Unmarried	60	25.5
	Divorced	36	15.3
	Widow	41	17.4
	Total	235	100.0
Occupation	Student	63	26.8
	Self employed	82	34.9
	Unemployed	45	19.1
	In an Organisation	45	19.1
	Total	235	100.0

From the demographic table 1, it is evident that the male participants were less when compared with female. Most of the respondents were done their primary education. 23.4% of the respondents have completed their secondary education. Only 15.7% were graduates. Most of the respondents who answered the survey were married and their percentage 41.7%. The respondents who were self employed participated in huge quantity when compared to other occupation. Their percentage was 34.9%.

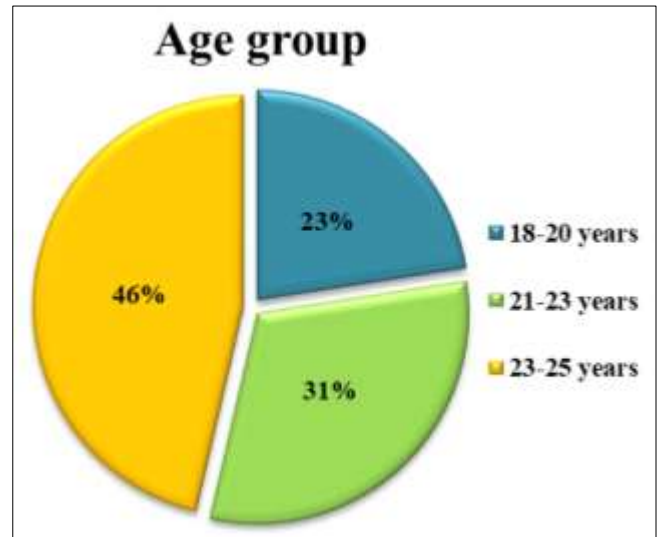


Fig 1: Age distribution of respondents

From figure 1, it is clear that most of the respondents (46%) were at the age group of 23-25 years. 31% of the respondents were at the age group of 21-23 years. Only 23% of total population were 18-20 years.

Multiple Regression Model

According to the model summary, the model and the dependent variable have a strong association. The dependent variable's observed and predicted values exhibit a linear correlation, or R, with a multiple correlation coefficient of 0.392. The model is fit, as shown by the test R² of 15.4%. In multiple regression, the adjusted R-square demonstrates the generalization of the results, or the variance of the sample results from the population.

Table 3: ANOVA table

ANOVA					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	7.529	3	2.510	13.983	.000 ^b
Residual	41.456	231	.179		
Total	48.985	234			

a. Dependent Variable: Conflict resolution strategies
 b. predictors (constant), Evolution of conflict, Avoided in conflict, Reaction to Conflict

A value for the F-ratio yield efficient model is larger than 1. The value in the table above is 13.983, which is good. P value obtained is 0.000. The p-value is below the 0.05 level of significance. The null hypothesis is accepted, and we draw the conclusion that all population means are equal. Consequently, some of the mean differences are statistically significant.

Table 4: Coefficients of regression model

Coefficients							
Model	Unstandardized Coefficients		Standardized Coefficients	t	Si g.	95.0% Confidence Interval for B	
	B	Std. Error	Beta			Lower Bound	Upper Bound
(Constant)	1.888	.332		4.939	.000	1.135	2.642
1 Reaction to conflict	.042	.060	.045	.712	.477	-.075	.160
Avoided in conflict	.417	.070	.368	5.965	.000	.279	.555
Evaluation of conflict	.082	.058	.088	1.415	.158	-.032	.196

a. Dependent Variable: Conflict resolution strategies

The significance value of reaction to conflict and evaluation of conflict were 0.477 and 0.158 respectively. The values are greater than the alpha value 0.05, which shows that the null hypothesis is rejected. The variable, avoidance of conflict has significance value is 0.000. Thus, the null hypothesis is accepted and they are statistically significant.

The formula can be written as the following based on our model as,

Conflict resolution strategies

$$= 1.888 + 0.042 (\text{reaction to conflict}) + 0.417 (\text{avoidance in conflict}) + 0.082 (\text{evaluation of conflict})$$

The y variable modifies based on the x variable.

Table 5: Residual statistics

Residual statistics					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3.6089	4.5337	4.1047	.17937	235
Residual	-1.15289	.88337	.00000	.42091	235
Std. Predicted Value	-2.764	2.392	.000	1.000	235
Std. Residual	-2.721	2.085	.000	.994	235

a. Dependent Variable: Conflict resolution strategies

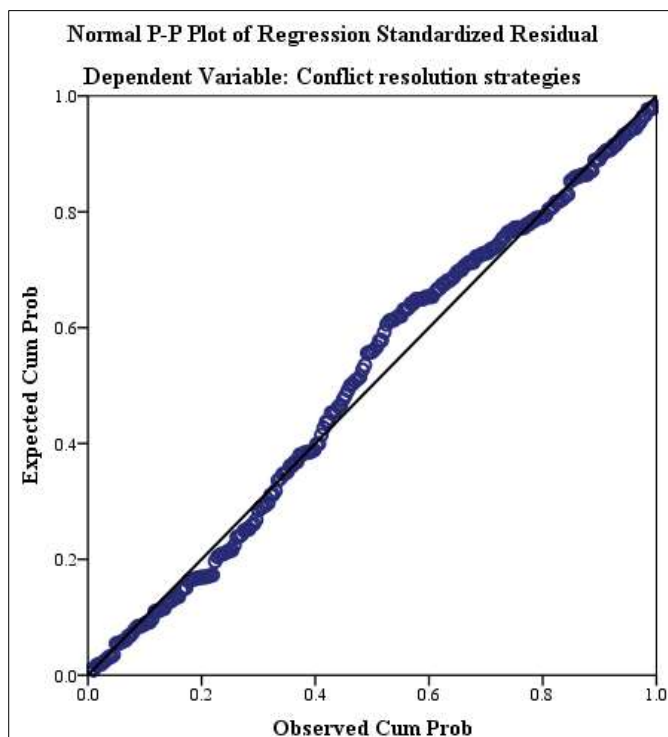


Fig 2: Normal P-P plot

Figure 2, a P–P plot (probability–probability plot or percent–percent plot or P value plot) represents a straight line which shows that probability plot of a dataset fit a particular model. Thus, from the regression model, it is clear that the avoidance, evaluation and reaction to conflict have a great impact over solution strategies for the conflict management.

Conclusion

A way of settling a dispute amicably between two or more parties is conflict resolution. Negotiation, conciliation, binding arbitration, and lawsuit are all methods for resolving disputes. We can take certain principles of collaborative negotiating that are employed in deal-making from conflict resolution. In order to have a positive connection with others, you must use distinct thinking types to handle interpersonal disputes. According to the findings, most young adults’ analyses and evaluate the issue in order to find a solution. Some people believe that avoiding confrontations is the best way of handling conflicts.

Limitations

The chosen sample size was sufficient to accurately reflect the demographics of a specific area and was unable to generalize what was found over that stipulated and limited population, resulting with limited external validity, and results that couldn’t be generalized to other populations, settings, and locales. Aside from the limitations of sample size and location, this research was unable to cover a wide range of topics that may have been addressed by including additional variables such as financial standing and family’s size in the study.

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