Attributes of conflict management proficiency among 20 to 25 years of Adult

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Abstract: As per the assumption of Dorothy Thomas, "Peace is not the absence of conflict, but the ability to cope with it." Conflict is a term used to describe negative interactions between individuals or groups. While manifestations of conflict can range from minor disagreements to physical violence, conflict is a natural part of human interaction. They can arise from sharing or competing for limited resources or because of individual or group differences in rank, objectives, views and traditions. Conflict management is the art of lessening those tensions or resolving those problems that arise among individuals or groups who are at variance. This study focuses on the attributes of conflict management proficiency among 20 to 25 years of adult. This study was conducted on Banasthali Vidyapith, Rajasthan in adult of 20 to 25 years. Data was collected through survey with the help of an interview schedule and Conflict management questionnaire developed by Gaumer Erickson, A.S, Soukup, J.H, Noonan, P.M.& McGurn, (2016) was used to collect data. It is observed that there is a significant change shown in the life of adults after going through this study.

Keywords: Conflict management, Adults, Proficiency, Management, Attributes.

1.   INTRODUCTION:

Conflict management is a practice to identify and handle the conflicts in day-to-day life. Conflict refers to some form of friction, disagreement or discord arising between individuals or within a group when the beliefs or actions of one or more members of the group are either resisted by or unacceptable to one or more members of another group. Conflict pertains to the opposing ideas and actions of different entities, thus resulting in an antagonistic state. **(Tschannen-Moran, 2001)**.

Individuals are dealing with the challenges of growing age. They are going to meet the changing expectations of others and coping with feelings they might not have had before. Conflicts come naturally, the clashing of thoughts and ideas is a part of the human experience. It shouldn't be seen as something that can only cause negative things to transpire. It is a way to come up with more meaningful realization that can certainly be helpful to the individuals involved. These positive outcomes can be reached through an effective implementation of conflict resolution. Conflict can be seen as an opportunity for learning and understanding our differences. Everyone practices conflict on every face of life, however, diagnosing conflict is not only a science but it is an "art" also. However, many conflicts may not be easy to understand and therefore are not explainable. There are not any secret ways that will solve all the conflicts. The aim of every conflict management practice is to first analyse the cause of the conflict and then solve the problems it creates.

Although it is impossible to avoid all conflict, there are efforts that may be taken to try to limit it. Preventing conflict from starting in the first place is one strategy to handle it. Conflict avoidance is not the same as conflict prevention. Conflict prevention entails acting and speaking in a way that avoids pointless disputes.

Mismanagement of conflicts causes a variety of improper energy distributions that must be remedied in the wrong directions and finally missed opportunities. Calculating the damages resulting from conflict is challenging. The purpose of this study is to assess the attributes of conflict management proficiency among the given age of beneficiaries. Because it at least involves the combination of cognitive, psychological, physiological, and environmental variables, conflict is complicated. The majority of conflict theories only consider psychological and/or economic factors when attempting to explain and manage conflict.

2. REVIEW OF LITERATURE :

An outcome from the research on "Psychology of personality" revealed that an outstanding Soviet social psychologist, stated that conflict is a natural contradiction that arises between people and is caused by problems in personal and social life, disagreements of interests, goals, views and social attitudes. **(Kovalev, 1965)**
A researcher stated in his study on "The study of modern adolescents' conflict resolution skills" That only by overcoming a conflict situation, resolving a conflict or an argument, either internal or external, an individual enters a new stage of development. Consequently, knowledge about conflicts, its characteristics, the ways of conflict resolution and prevention methods is necessary for any person, especially a teenager. It is crucial to choose the right methods and forms of work with pupils. **(Gulfiia G. Parfilova *et. al.* 2019)**

An outcome from the research article revealed that the choice of a style of behaviour in a conflict is also not influenced by the level of frustration (there are no significant connections). Self-esteem influences the choice of a style of behaviour in a conflict minimally (one significant connection). In other words, neither the level of realization of desires and interests nor the level of self-esteem determines the unambiguous choice of a particular style of behaviour in a conflict. **(Yanina Vasilievna Shimanovskaya *et.al.* 2021)**

3. MATERIAL AND METHODS :

Selection of area: The present study was conducted in Banasthali Vidyapith, Rajasthan. Selected randomly for the study.

Selection of sample: For the present study, total 100 beneficiaries were randomly selected. All these beneficiaries were chosen as target respondents to get information about their socio- personal profile and assess the attribute of conflict management proficiency among 20-25 years of adults.

Collection of data: Conflict management questionnaire developed by Gaumer Erickson, A.S, Soukup, J.H, Noonan, P.M. & McGurn, (2016) was formulated to elicit information regarding conflict management proficiency among beneficiaries. The questionnaire consists of questions regarding conflict management proficiency of 20-25 years adult. Primary data was collected through from all the beneficiaries who were part of this study. The questionnaire consists of several questions to meet the objectives of the study. The result thus obtained is then analysed and processed effectively in the form of tables.

4. RESULTS AND DISCUSSION :

Socio-personal profile: The socio-personal profile of the beneficiaries also enables us to assess their attributes of conflict management proficiency. The data collected is shown below in the table 1:

Table 1: Socio-personal profile of beneficiaries

Particulars	Number of beneficiaries	
	Frequency	**Percentage**
AGE		

Up to 20	-	-
20-22	50	50%
23-25	50	50%
CASTE		
Unreserved	50	50%
Backward caste (BC)	25	25%
Schedule Caste (SC)	18	18%
Extremely weaker section (EWS)	7	7%
EDUCATION		
Illiterate	-	-
Primary School	-	-
Middle School	-	-
High School	-	-
Above	100	100%
MARITAL STATUS		
Unmarried	100	100%
Married	-	-
Widow	-	-
Divorced	-	-
RELIGION		
Hindu	100	100%
Muslim	-	-
FAMILY TYPE		
Nuclear	60	60%
Joint	40	40%
FAMILY SIZE		
Upto 5	70	70%
More than 5	30	30%

It is understood from the table. 1 that most of the beneficiaries belong to 23 to 25 years. Most of the beneficiaries to the unreserved category. The educational factor shows that all the beneficiaries has received higher education.

Further, all the beneficiaries belong to the unmarried category. All the beneficiaries are from Hindu religion. Most of the beneficiaries lives in nuclear family which indicates that their family system is not united. Family size has been observed as there are up to 5 family members in their family.

Attributes of conflict management proficiency of the 20-25 years of adults: The attribute of conflict management proficiency among beneficiaries was developed by Gaumer Erickson, A.S, Soukup, J.H, Noonan, P.M.& McGurn, (2016) was used to collect data. There were 5 items measured under these objectives. The beneficiaries were asked to state their degree of agreement or disagreement with the items on a 5-point scale as strongly agree, agree, undecided, disagree and strongly disagree with scores of 5,4,3,2 and 1 respectively.

The range of attributes were decided by subtracting the highest score and lowest score obtained by the beneficiaries. The total score for all the items were calculated. Based on attribute score, level of
Attribute were categorized under very high, high, medium, low and very low on the basis of mean and standard deviation.

Category	Score
Very high	5
High	4
Medium	3
Low	2
Very low	1

Table 2: Percentage distribution of respondents on attributes of conflict management proficiency

N=100

Particulars	1	2	3	4	5
1. Different ways to deal with disagreement.	3%	12%	34%	26%	25%
2. Normal response to conflict	4%	13%	28%	29%	26%
3. Able to handle most conflicts or disagreement.	4%	11%	26%	36%	23%
4. Conflict resolvement works for you.	5%	12%	19%	34%	30%
5. Different responses for disagreement.	3%	6%	25%	31%	35%
6. Able to understand the other person's point of view.	4%	6%	21%	30%	39%
7. Find out reasons for being upset situation.	1%	5%	22%	22%	50%
8. Understand argument of both sides.	2%	12%	9%	33%	44%
9. Bad mood being a reason of argument.	11%	4%	24%	31%	30%
10. Figure out the reasons of disagreement rather than conclusion.	3%	11%	30%	38%	18%
11. Misunderstanding being a reason of disagreement.	1%	5%	29%	29%	36%
12. Avoid conversation in bad mood.	10%	12%	24%	18%	36%
13. Find win solution to disagreement.	7%	11%	27%	39%	16%
14. Listen to the feelings of person during a disagreement.	6%	15%	20%	28%	31%
15. Think about an appropriate action in a disagreement.	8%	11%	26%	37%	18%
16. Try to find compromise in disagreement.	9%	14%	20%	38%	19%
17. Try to stay calm during conversation when angry.	13%	9%	31%	22%	25%
18. Attempt to win arguments in condition of losing friend.	30%	21%	19%	21%	9%
19. Try to resolve a disagreement.	4%	10%	32%	33%	21%
20. Try to defend our self without putting the other person down in conflict.	3%	5%	31%	32%	29%
21. Regret over things said in an argument.	8%	12%	40%	16%	24%

Table 3: Distribution of beneficiaries according to their attribute level

Range	Level	Respondents (%)
85-105	Very high	(22%)
64-84	High	(68%)
43-63	Medium	(10%)

21-42	Low	(0%)
1-21	Very low	(0%)

As per the data of table 3 reveals that most of the beneficiaries 68% were in the category of high level attribute while 22% beneficiaries were in the category of very high level of attribute and 10% were in the category of medium level of attribute.

As per **Thomas and Kilmann** gives Conflict Management Model (1976): - The powerful way of manage conflict resolution.

The Conflict Model developed by Thomas and Kilmann offers a compelling perspective on conflict resolution. Individuals experience discomfort during conflicts, and they also serve as a crucial management skill test. Conflicts elicit diverse reactions from different people. Thomas and Kilmann investigated how people resolve disputes. The ordinary lives of people tremendously influenced them. They noticed that the majority of people choose one of the five strategies to settle interpersonal disputes. Using these five methods, Kenneth Thomas and Ralph Kilmann created a framework. In 1974, they developed the Thomas-Kilmann Conflict Mode Instrument, or TKI.

- **Avoiding: -** The avoidance style demonstrates ineffective conflict resolution. Although, in a perfect world, we would all concur that we should tackle the issues head-on. The most self-assured among us would have, nevertheless, avoided conflict wherever possible. Also, some issues are so unimportant that you shouldn't waste your time on them. This strategy entails avoiding the conflict and holding back one's opinions.

- **Competing: -** High assertiveness and low cooperation are shown at the upper left of the graph. Competing is present right here. This essentially indicates that when we become aggressive, we use "competing" as a conflict resolution tactic. We also start acting uncooperatively towards the opposition. This tactic is not, however, as bad as it seems. When we require quick response and are in a position of greater authority, this approach can be more suited. Additionally, when we have to make difficult decisions, we must adopt this mode.

- **Accomodation: -** When you are in accommodating mode, you are willing to declare a truce even if it means renouncing your stance out of consideration for the other side. When the conflict is a complete waste of your time, it might be worthwhile. This mode is classified as having a high cooperativeness and a low assertiveness according to the Thomas and Kilmann Conflict Model. To satisfy the other side, we compromise our own position.

- **Collaborating: -** When we and the other side are on the same page, we resolve conflicts by collaborating. This is the perfect answer. It occurs when both sides are reasonable, have comparable power and authority, and are willing to work together. In a decentralised organisational framework, this is simpler.

- **Compromising: -** Working together takes time. Additionally, there are times when we wish to take a stand but also avoid being overly confrontational.

5. CONCLUSION :

The study focused on Attributes of conflict management proficiency among 20 to 25 years of adults. The study was done among 20 to 25 years adult of Banasthali Vidyapith Rajasthan. Conflict refers to some form of friction, disagreement or discord arising between individuals or within a group when the beliefs or actions of one or more members of the group are either resisted by or unacceptable to one or more members of another group. Every problem is an opportunity for learning. Problem is essential to our day-today lives. Whether we are at home or college or work we are thrown curve balls by life almost every single step of the way. Problem solving is an important skill for everyone and this shows how person approaches a problem. Conflict management is a practice to identify and handle the conflicts in day-to-day life.

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