THE IMPLICATIONS OF THAI CULTURAL VALUES FOR THE RELATIONSHIP AMONG THE SELF-REPORTED CONFLICT TACTICS, FAMILY SATISFACTION, AND COMMUNICATION COMPETENCE OF YOUNG ADULTS

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ABSTRACT

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The Implications of Thai Cultural Values for the Relationship Among Self-Reported Conflict Management Tactics, Family Satisfaction, and Communication Competence of Young Adults (291 pp.)

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This study examined the implication of Thai cultural values on young adults' conflicts and the relationship of cultural values to their family satisfaction and communication competence. Participants (N = 523) completed the Straus' Conflict Tactic Scale, Margolin's Conflict Inventory, Bollman and Schumm's Kansas Family Life Satisfaction Scale, Weimann's Communication Competence Scale, and Thai Family Values Scale. Twenty interviewees participated in personal interviews. Based on the survey and the interviews, the findings suggest the following:

(1) Smooth interpersonal relationship, education and competence orientation, interdependence orientation, grateful relationship orientation, flexibility and adjustment are the best predictors of Thai young adults' conflict tactics. (2) Young adults' family satisfaction is significantly predicted by their verbal aggression, problem-solving, and withdrawal tactics; and family satisfaction is negatively associated with the verbal aggression and withdrawal tactics but is positively associated with the problem-solving tactic. (3) Communication competence is positively correlated with young adults' problem-solving tactic but negatively correlated with verbal aggression and withdrawal

tactics. (4) Young adults' personal income has a significant effect on their family satisfaction and communication competence--the higher the personal income, the higher the family satisfaction and communication competence. The interaction between personal income and family income has a significant effect young adults' communication competence. (5) Young adults' communication competence is predicted by their parents' problem-solving tactic and withdrawal tactic, and their family satisfaction was predicted by their parents' withdrawal tactic and verbal aggression tactic. (6) Smooth interpersonal relationship orientation, grateful relationship orientation, interdependence orientation, and ego orientation have a significant effect on young adults' family satisfaction and communication competence, and violence tactic and the interaction between problem-solving and withdrawal tactics have a significant effect on their family satisfaction and communication competence.

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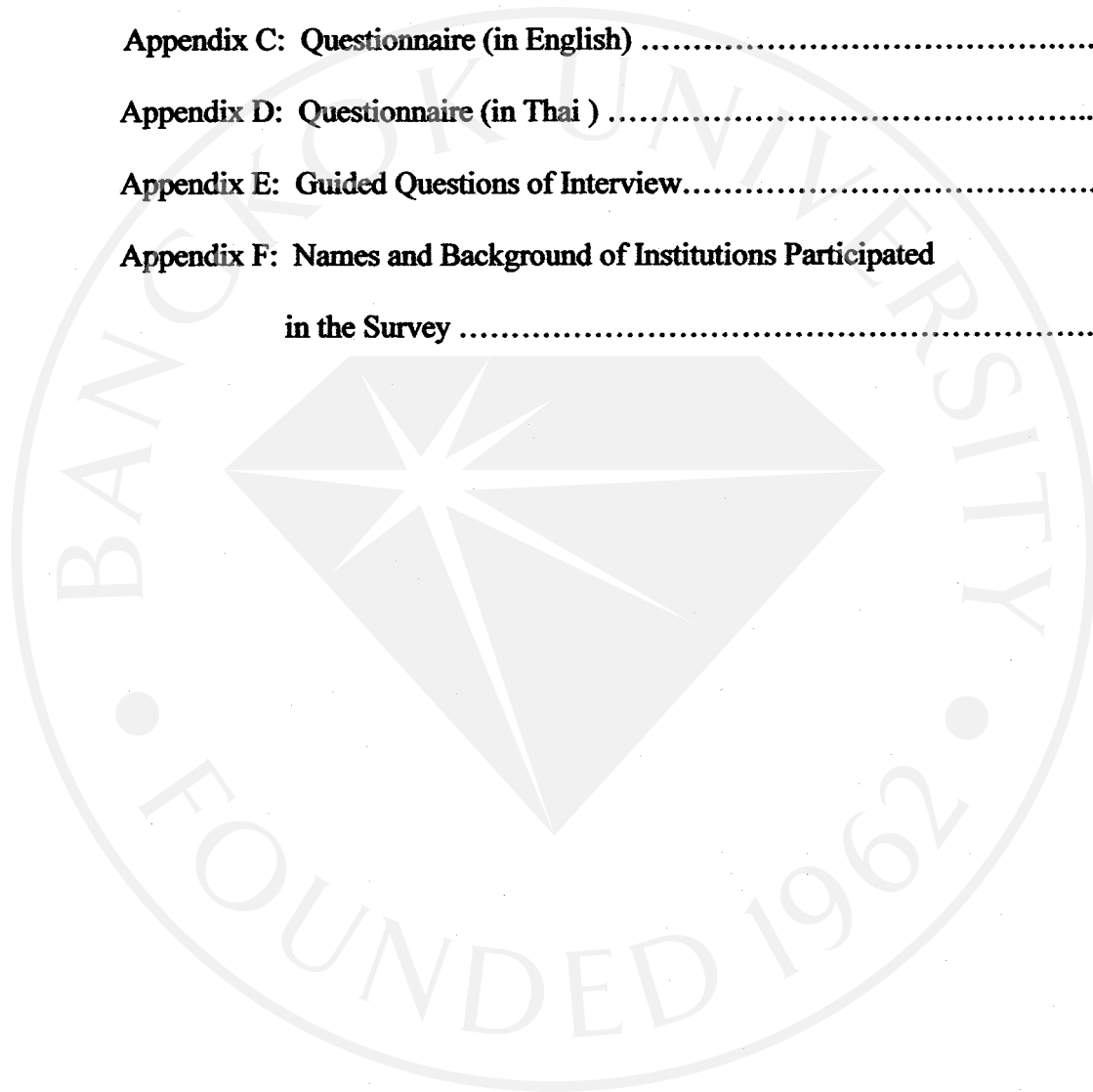
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Introduction

Problem Statement and Rationale

Conflict is a part of family life that can both facilitate and harm family satisfaction and the emotional security and adjustment of family members. The nature and the intensity of conflict depend upon the degree of intimacy and trust characterizing the relationships in every context confronted by the family. Each of us is a unique individual with our own needs, values, beliefs, feelings, opinions, and preferred (if habitual) ways of behaving toward other people. It is unlikely that we will ever interact with anyone who will completely match our needs and desires without any adjustment on the part of either of us, even though we come from the same family. While conflict often occurs as a product of disagreements about what we perceive as major problems; some conflicts involve issues we are almost embarrassed to admit concern us. Along with variations in the source and scope of the conflict, the communicative behaviors exhibited during a conflict can range from subtle expressions of disagreement to overt hostility.

A variety of scholars have argued that conflict can be both constructive and destructive to family life depending on the way(s) in which the conflict is managed (e.g., Fisher & Ellis, 1990; Pearson, 1989; Wilmot & Hocker, 2001). Conflict can increase mutual understanding and satisfaction among family members (Pearson, 1989); however, at the same time, conflict can bring stress and depression to family members, especially young adults.

Researchers in the fields of conflict, communication, and psychology have suggested that different types of conflicts in families are often caused by personality traits and situational factors. In particular, with respect to family conflict, much of the past research has addressed the relationship between an individual's conflict management style and his/her personality traits (Antonioni, 1998; Moberg, 1998); perceptions and moral judgment (Creasey, Kershaw, & Boston, 1999; Rahim, Buntzman, & White, 1999); and situational factors, such as engaging in multi-goal attainment (Fukushima, & Ohbuchi, 1996).

An effective conflict management style is a key to a healthy and productive interpersonal relationships in a family. An effective style is a useful tool for resolving family conflicts yet maintaining understanding and harmony within the family. Although conflict can be a necessary element for change and growth in our interpersonal relationships (and, thus, a positive factor), conflict can also have a destructive effect on family relationships. Conflict is part of all of healthy relationships, but poorly handled, conflict can destroy relationships, even family relationships. Whether conflict is harmful or helpful depends on how it is used and how constructively we cope with the challenges that it poses.

Young adults are often confronted with interpersonal conflicts in their interactions with their parents, their siblings, and other family members. In addition to facing the challenges associated with a period of physical and psychological changes, young adults have to confront different types of conflicts, such as interparental conflicts (Tschann, Lauri, Flores, Pasch, Van, & Marin, 1999), conflicts over division of labor (Kluwer,

Heesink, & Vliert, 1996), and intergenerational conflicts (Clarke, Preston, Raskin, &
Bengston, 1999; Parott & Bengtson, 1999).

Previous research has addressed the relationship between conflict management
style and types of conflict in different family contexts. In addition to learning how to
deal with different styles of parenting (c.f., Fletcher & Jefferie, 1999), as youngsters
move into adolescence and young adulthood they must contend with conflicting sets of
expectations imposed upon them by their parents versus members of their peer group
(Creasey, Kershaw, & Boston, 1999), and most importantly, they must contend with any
pressures that exist as they advance within their cultural value system (Haar & Krahe,
1999; Huh-Kim, 1998; Pearson, & Love, 1999; Ting-Toomey, & Kurogi, 1991; Triandis,
1995; Yang, 1996; Yang, Chen, Choi, & Zou, 2000;). Among these types of family
conflict, parent-child and parent-adolescent conflict are predictors of children's and
adolescent's socio-emotional adjustment, with the conflicts that occur as children move
into adolescence thought to be of particular importance (Acock & Demo, 1999). In
handling conflict-related issues, young adults have to adopt a conflict management style
that meets their personal and/or family satisfaction. In adopting a conflict management
style, young adults have to consider several factors, such as the cultural values of the
family and family members' expectations.

In addition to any interaction problems within the family, young adults, especially
in Thailand, are currently struggling through a financial crisis due to the 1997 economic
downturn. The 1997 economic downturn in Thailand has affected the financial
infrastructure of all types of institutions ranging from small to large. To cope with the

financial disturbances, many corporations, in both the public and the private sectors, as well as the government have had to reduce costs by implementing downsizing and layoff strategies.

In the first quarter of 1998, *Poopat* (*The Nation,* September 23, 1998) reported that, according to Thai government statistics, the number of unemployed reached 1.5 million or 4.6 per cent of the total labor force of about 30 million. Stressing the intensity of unemployment among Thai households, Wongsatien (*Bangkok Post, March 8, 1998)* also indicated that the economic depression is a contributing factor with respect to suicide (other factors include psychiatric disorders and family problems). Wongsatien noted that "according to research compiled by the Public Health Ministry on the psychological effect of economic pressure, 4.6 percent of 1,669 people questioned said they had contemplated killing themselves and the division reported that the deciding issue was economic factors" (p.1)

These reports, as well as others that could be cited, suggest that the current economic depression has created an "unemployment phobia" at a variety of socio-economic levels and occupations, especially in Bangkok which serves as the center of the Thai economic infrastructure. In the United States in the 1980's, Dail (*Public Welfare, 1988)* reported that unemployment and its accompanying economic hardships were among the most stressful of the situations that affect families. Dail identified four major family problems as arising in economically displaced families: (1) increased strains due to efforts to cover food, clothing, energy, and medical/dental expenses; (2) increased number of issues remaining unresolved, (3) increased conflict between husband and wife,

and between parents and children; and, (4) increased strains due to educational expenses. All of these major problems experienced by all family members might influence or harm to the emotional security and adjustment of young adults based on the assumptions of the systems theory, particularly their satisfaction in communication with their parents and their communication competence.

Systems theory assumes that all parts in a system are interdependent, and the overall performance of the system is more than the sum of its parts. When a family is viewed as a system, then clearly the threat of or impact of unemployment or other financial disturbances can have a direct effect on the homeostasis of the entire family (Moen, 1982). The family is the fundamental institution with the greatest dynamic impact on children's emotional security and adjustment. Both Dail's and Moen's findings suggest that, not only do parents have to handle family conflict due to financial instability, young adults in the family can play a major role in providing family support in terms of monetary means and encouragement. Parents can play a significant role in reducing a young adult's tension by providing explanations and information and family support during difficult times. Both parents and children have to adopt conflict management styles that help keep the homeostasis or establish new balances within acceptable ranges shared among family members.

Many Thai parents overlook the significance of young adults in the handling family conflicts, believing that these family members lack the maturity to understand the situation. However research indicates that young Thai adults, especially in single parent families, often encounter higher family stress and conflict than do young Thai adults in

two parent households. For example, Thongchai's findings (1997) illustrated that

twenty-eight percent of adolescents from single parent families experience high levels of

family stress, and adolescents from single parent families have higher stress than those

from two parent households. Adolescents from single parent families tend to have higher

family stress with respect to family transitions, family sexuality, and family losses than

adolescents from two parent households. Interestingly, Thongchai's findings showed no

significant differences with respect to the coping styles of both groups of adolescents,

except in the following areas: seeking help from others, seeking social support, handling

family conflict, using avoidance strategies, staying with peer groups, and using humor

strategy. The foregoing research suggests that parent-adolescent interaction can play an

important role in lessening the severity of or even preventing destructive family conflict.

When parental explanations and communications enhance the emotional security of a

young adult, then marital or family conflict can even be opportunities for constructive

problem solving (Cummings & Wilson, 1999).

Despite the wealth of research that exists concerning family communication, there

are a number of gaps in the literature. In particular, at present more research is needed

which operates from the perspective of young adults in examining the communicative

patterns involved in handling family conflicts. Family studies have indicated that marital

conflict or interparental conflict is a predictor of young adult's emotional security

(Cummings & Wilson, 1999); additionally, a personal attribution bias can influence

conflict management styles and a young adult's perceptions of the appropriateness of and

effectiveness of his/her communication (Canary & Spitzberg, 1990). Also, family-related

factors and environmental risk factors predict the development of children's
communication competence (Sameroff, Bartko, Baldwin, Baldwin, & Seifer, 1998); and
cognitive, emotional, and ecological factors are determinants of family and peer-
relationships (Parke, et al., 1998). Other studies have shown that family conflict has an
effect on the individualization of young adults and on their levels of depression and stress
(Burke, 1993; Conger, 1994; Conger, Rueter, Elder, 1999; Cox, Brooks-Gunn, & Paley,
1999; Dail, 1988; Scott, & Henry, 1999; Shek, 1997; Rossman, & Rosenberg, 1992;
Vandewater & Lansford, 1998).

Variations in cultural values and family environment have a dynamic impact on a
young adult's perceptions of his or her role in handling family conflict and stress.
Culturally, Young Thai adults are inculcated to demonstrate a high obligation toward and
gratitude for their parents. The obligation and gratitude are demonstrated, in part, by a
young adult giving part of his or her salary to his or her parents, even if the parents are
not needy. As Klausner (1993) explained, "Obligation to one's parents is a cultural and
moral imperative in Thai society" (p. 319). Most young Thai adults do not provide
financial support for their parents during their adolescent years due to the expectation that
their energies should be focused on acquiring an education. However, when the young
adult enters the workforce, the normative belief in obligations to one's parent becomes
more pressing. In addition to the normative belief in obligation to one's parent,
Roongrensuke an Chansuthus (1998) and Somsanit (1975) claimed that the seniority
system is also an important principle shaping the young adults' desirable behaviors in an

hierarchical society from childhood stage to the early-and-late adolescence in exhibiting

communicative behaviors in handling family disputes and conflicts with their parents

      Focusing on the young Thai adult's perspective on family conflict, this study will

examine the implications of Thai cultural values for the conflict management of young

Thai adults and the relationship of those cultural values to the young adult's personal

satisfaction and perceived communication competence. This study will explore the

young Thai adult's perceptions of family conflicts and self-reported conflict management

styles of young adults in the contemporary Thai family context. In addition, this research

will highlight the changing role of young adults in the Thai family culture.

Objectives of the Study

      Since Thai cultural values shape a young Thai adult's role expectations, an

examination of the conflict management styles of young Thai adults has the potential for

revealing how they make sense of family conflict and stress. This study will serve as a

catalyst to examine the conflict management styles of young Thai adults and the impact

of those styles on their satisfaction with family communication and perceived

competence in handling family conflict. In addition, this study aims to address the role

and perceptions of young Thai adults as they handle family conflict and stress. Most

importantly, the study will reveal the implications of the Thai culture for the conflict

management styles of young Thai adults coming from different socio-economic statuses

and the impact of socio-economic status on their personal satisfaction with their family

relationships and social competence in handling family conflict.

Significance of the Study

        This study will increase the body of knowledge in the communication discipline concerning the parent-young adult relationship as perceived by the young adults. The study will examine the typical communicative strategies of young adults in handling their daily family conflicts and reflect the attitudes and values of young adults about family conflict within the Thai cultural context. The study will also highlight the role of adolescents in today's society in handling family conflicts and stress and will increase public awareness of the dynamic impact of interpersonal communication in handling family conflicts between parents and among siblings as well as with other family members. Most importantly, this study will explore how cultural values and economic disturbances can affect the well-being of families at different socio-economic levels, with a special focus on the personal satisfaction and competence of young Thai adults in handling their family's financial situation.

Conceptual Definitions

        Although previous scholars offer a variety of definitions for interpersonal conflict, most agree that interpersonal conflict occurs as a result of interaction between at least two interdependent or connected persons expressing opposing or incompatible goals or needs under conditions of scarce rewards and/or resources with the potential for interference from the other party in achieving their those goals (Devito, 1995; Verderber & Verderber, 1995; Wilmot & Hocker, 2001). In addition, some conflict theorists highlight the communicative behaviors of the parties, not merely their personalities (Fisher & Ellis, 1990).

Based on these conceptual definitions, interpersonal conflict often arises during the interaction of at least two interdependent parties who have opposing goals and needs. Interpersonal conflict can be conceptually defined as a state of incompatible perceptions or viewpoints between two or more interdependent persons or parties with that incompatibility emerging because of differences in values, beliefs, goals, or frames of experience. Hence, interpersonal conflict often leads to a state of imbalance between the two counterparts resulting in tension and stress. Each party will use different conflict management styles as their expressed communicative efforts to resolve this unbalanced state, depending upon the types of conflict they encounter.

Supporting these definitions of interpersonal conflict, family conflict can be defined as involving incompatible goals or means to goal attainment between two or more individuals who are interdependent and are related by birth, marriage, or adoption (Pearson, 1989). Gano-Phillips and Fincham (1995) differentiate family conflict from other forms of social conflict in the following respects: (1) "the close physical proximity and shared experience of family members suggest that family conflict is frequent and difficult to escape; (2) family relationships are dynamic and changing, and (3) family conflict is often the consequence of individual development within the family" (p. 209).

To understand the effect of economic constraints on the family, most family research examines the impact of family stress on the well-being of individual family members. Most research has identified family stressors as including bereavement, alcoholism, separation and reunion, and unemployment (Burr, 1982). Although family stress is often used interchangeably with family conflict, family stress is generally caused

by stressor events, with family members evaluating the seriousness of the stressor events on family well-being (Burr, 1982). Family stress is a state of sociological and psychological discomfort, due to a stressor event, wherein the family members will evaluate the seriousness of the stressor event on family quality and initiate a coping behavior to reduce or prevent the state of discomfort in order to restore the family homeostasis.

Conflict management style or Conflict tactics is often perceived as a communicative strategy used to resolve incompatible goals between two parties. Conflict management style or conflict tactics can be defined as "the patterned responses, or clusters of behavior, that people use in conflict" (Wilmot & Hocker, 2001, p. 130). Although a variety of approaches exist for describing conflict management style (Kilmann & Thomas, 1975), the approach described by Verderber and Verderber (1995) seems particularly appropriate for the family context.

From a behavioral perspective, Verderber and Verderber (1995) identified a person's conflict management communication style or conflict tactics as falling into 5 broad categories of behaviors: *withdrawal*, *surrender*, *aggression*, *persuasion,* and *discussion*. In withdrawal, people usually physically or psychologically remove themselves from the conflict situation. Surrendering can lead to unhealthy relationships, because one of the partners gives up to avoid the conflict. Aggression entails the use of physical or psychological coercion to get one's way. Persuasion is an attempt to change either the attitude or the behavior of another person in order to seek accommodation.

Finally, discussion involves analyzing the problem, discussing the pros and cons of the conflict, and finding the best resolution for the conflict while meeting all partners' needs.

Personal satisfaction can be defined as the positive or negative evaluation of an individual's personal life or family life, and an individual's cognitive and affective evaluation of things or people around him/her that impact feeling of comfort or discomfort when engaging with things or people, including peers, family members, etc. (Pearson, 1989). This notion of an evaluative dimension of personal satisfaction suggests that personal satisfaction refers to an individual's tendency to like or dislike the consequence of a family conflict or decision-making shaped by the needs and frame of reference of the individual. Personal satisfaction is usually evaluated by an individual's own feelings and emotions (subjective criteria) rather than rationality. Often used to describe the personal satisfaction in the family, family satisfaction was used to describe the general personal cognitive and affective evaluation or perception on the peacefulness, satisfaction, and happiness among family members in respect to quality of family interaction and relationship, family decision-making which characterized by relatively low conflict and stress, low family health outcome, low family's financial disturbance (Panthaneeyadh, 1997)

Interpersonal competence can be defined as "the ability or skill to function effectively in long-term and fairly complex human relationships" (Burr, Leigh, Day, & Constantine, 1979). Pearson (1989) suggested that interpersonal competence can be measured by an individual's ability to problem solve, decision-make, and complete tasks. In addition, social competence refers to "the ability to function effectively in

interpersonal transactions, in which the term 'effective' means outcomes that are successful from the perspective of all social partners" (Mills & Rubin, 1993, p. 98).

Theoretical Framework

The 1997 economic depression and its resultant levels of unemployment have created a "material possession" syndrome among Thai families at all socio-economic levels. Striving for material possessions has become a primary concern for Thai parents and young adults as they seek to maintain their faces and dignity in a social context that highlights family status as an indicator of social recognition.

The economic downturn decreased family income for more than 2.1 million people in 1997 (Poopat, *The Nation*, September 23, 1998). As a result, there has been a sharp decline in purchasing power for most groups within Thai society. The notable exception has been the teenage consumer, whose spending habits have not skipped a beat. A source from Osotsapa Company Ltd. stated "Teenagers between 12 and 25 years old represent almost 50 per cent of Thailand's population and control much of its purchasing power, more even than their parents, the bread winners." The change in the economic and cultural situation has altered purchasing patterns. Adults appear to be acting more responsibly with their money but the same cannot be said of teenagers (*The Nation*, March 3, 1997). *The Nation* (February 23, 1998) reported that Asian parents are unlikely to reduce the allowances they give their children because they feel that such an action would reflect negatively on their children's image. According to a survey conducted by McCann-Erickson, teenagers' purchasing priorities tend to include music, movies, clothes and cartoon magazines, in that order. Thai teenagers and adolescents are searching for

the youth identification to give them a sense of who they are (*The Nation,* March 3, 1997).

According to *The Nation*'s report on imported products (March 18, 2000), by November 1999 the total value of 17 groups of imported luxury goods was US $43.32 million (about Baht 1.6 billion), an increase of 49.9 per cent from the same month in the previous year. Foreign alcoholic beverages ranked first among luxury imports with total value of $8.01 million, a rise of 40.5 per cent from November 1998. Following in second to sixth place were perfume and cosmetics ($3.94 million), fruit ($5.71 million), cameras and accessories ($4.31 million), contact lenses ($3.94 million) and handbags and belts ($3.59 million).

The notion of a "material possession" syndrome among Thai teenagers and adolescents has not only spread among high-society coquettes, fashion women, students from elite families and well-to-do businessmen in the main cities, but the impression is that wealth and quality of life are spreading among Thai families in rural areas, although at different rates in different areas. In addition the basic needs of food and shelter, many Thai households in rural areas are now struggling for modern facilities, such radios, televisions, refrigerators, videos, dining room sets, motorcycles, pickup trucks, and even washing machines. Many Thai parents are willing to be in debt just to show to their neighbors that they enjoy "the good life" and so that they can maintain social recognition (*The Nation*, February 23, 1998). The spreading of material possessions is a symbol of a better quality of life for people in the rural and urban areas.

The value of material possessions during the economic downturn can be explained by using Mortensen's framework for an ecological theory of communication in social conflict. Mortensen (1991) claimed that:

> The central question of what makes human communication problematic is exactly the sort that is typically ignored in theoretical schemes attempting to reduce the goals, strategies, and tactics of interactants to the level of a conventional game, ritual or exercise in impression formation, information processing, or a quest for enhanced identity, status, and social standing. (p. 274).

Mortensen further claimed that:

> it is not clear why anyone would care so much about putting on a good show if the risk of a poor performance is merely presumed to be the threat of exposure to the reactions of a disgruntled audience. Somewhere along the line it is necessary to demonstrate that the social motive is itself based on material necessity rather than merely the insistence that it happens the other way around. (p. 274)

Preserving one's dignity and pride is the ultimate reason for the socio-ecological constraints on the conflict management styles of young adults. Young Thai adults must try to manage the socio-cultural expectations associated with their role by showing their moral responsibility in helping handle their parent's financial obligations when a financial crisis occurs. The effective handling of financial disturbances not only preserves the dignity of the young adult when interacting with family members and his/her peer group but also preserves family dignity in gaining social recognition and respect from others. Since young Thai people measure achievement based on social

recognition and social status rather than by task achievement within the Thai value system (Komin, 1991; Knutson, 1994), Thai parents and young adults can be expected to engage in a special show to make themselves look better in order to maintain genuine social relationships with others.

Examining the impact of family status on parent-child interaction, Udayanin and Yamklingfung (1965) indicate that family status is one of the most important variables contributing to variations in the independence and closeness of the relationship between Thai parents and young adults. Thai parents who have very high status in the eyes of young adults will be able to retain more authority over, and emotional attachment to, as well as identification with, their children than will parents from a lower socio-economic status. The notion of family status is very important in a developing country like Thailand, where socio-economic status is a symbol of economic prosperity. A family's socio-economic level is a criterion for acceptance and recognition.

Both Mortensen (1991) and Udayanin and Yamklingfung (1965) suggest that social motives and social status might contribute to the intensity of family conflict and the nature of parent-child interaction. To understand the linkage between family conflict and young adults' satisfaction and communication competence, the family systems theory can serve as a theoretical framework to explain how parent-children communication lies at the very heart of family relationships in promoting the children's emotional adjustment, especially with respect to their degree of satisfaction and competence during conflict (Broderick, 1993). Family systems theory assumes that communication will not only spell out the boundaries of the system, but will also define the relationships that can

exist within the system. This theory addresses the impact of communication in promoting the major components of a happy family: (1) an open system that is characterized by change, flexibility, and connectivity among members of the family; (2) family homeostasis, often described as "the capacity of the family to adjust to changing conditions by finding a new balance that still falls within an acceptable range"; and (3) feedback, referred to as "an ongoing response or reaction to system change" (Seiburg, 1985, p. 29).

Most importantly, the family systems theory stresses that communication is the means by which relationships are maintained and through which old relationships are changed and new relationships formed. Communication is the catalyst for building a family's mutual understanding and the unity that binds all members of the family together. When communication ceases, the boundaries, changes, and feedback in the family disappear. This, in effect, creates a lack of homeostasis or a state of imbalance within the family system. The system can no longer exist—which often leads to divorce, in the case of parents, or disarrangement, in the case of young adults.

Based on these assumptions, I perceive family relationships as a system that operated via communication. Inter-parental conflict will certainly have a dynamic effect on children's emotional security and adjustment because family systems theory stresses that the homeostasis of each member is affected by the homeostasis associated with other family members. Highlighting the variables affecting the socialization process of children, Broderick's Expanded Linear Model of the Socialization Process (1993) highlights the following interesting points: (1) There is a linear relationship between

young adult's socio-emotional competence and the interaction between the style of parent-child interaction in the family and the level of the parents' socio-economic status (measured by the parent's education and occupation); (2) The style of parent-child interaction adopted in the family is usually a blueprint for the child's interaction with his or her future spouse and own children; (3) The parents' level of education and occupation are related to the communication code used in the family and the framing of the child's self-direction in hi or her own family; and (4) "Socialization is a circular, cumulative process; the influences between generations are reciprocal; and the qualities of the ongoing relationships among family members both shape and are shaped by the spiral process" (p. 235).

Based on these four premises, I believe that family conflict is one possible result of incompatible styles of parent-child interaction. This, in effect, creates a lack of homeostasis in the family, especially if young adults have to adopt a conflict management style that they perceive as maintaining or changing the homeostasis for themselves or for the family as a whole. For example, several reports in Thai media noted that the economic downturn has increased the rate of school dropouts among teenagers and adolescents of unemployed parents. According to The Nation (October 21, 1997; February 7, 1998; April 5, 1999), the National Education Commission (ONEC) insisted that between 250,000 and 300,000 students would be forced out of schools because their unemployed parents could not afford the expenses for their children's education; the number of school dropouts was expected to rise to three million by the end of 1998 and to keep rising through the year 2000-2001. Young Thai adults experienced a more stressing

unemployment phobia in the year 1998, where the unemployment level is at its highest.

Assavanonda (*Bangkok Post*, August 19, 1998) reported new Thai graduates entering the

labor market in the year 1998 experienced the highest unemployment rate which rose

from 4.6 in February to 5 percent in May, 1998. The unemployment rate was expected to

increase if the labor and unemployment problems were not constructively addressed by

the end of the century.

To handle family disturbances, many young Thai adults from middle class

families are asked to drop their final year of university studies to support their parents

financially. This expectation often stands against their own desires, reflecting, instead,

their obligation for the family's well being. Dropping their studies for a period of time

and entering the workforce to help support the household is the conflict management

style that the young adults believe will reestablish financial stability and, thus, the

homeostasis of the family. Finding their way out from being school dropouts, many

needy children struggle to apply for state grants whose main objective is to help the

children of unemployed parents. Scholarships and loans offered by the Ministry of

Education and by University Affairs allows youngsters to apply for Baht 2,000 to 5,000

yearly (Sae Lim, *The Nation,* December 26, 1998).

Nevertheless, some young adults might not perceive that dropping university

studies causes a conflict since such an action is in line with their desires. Their decision

still influences the effectiveness of family decision making and handling of stress and

conflict due to financial disturbances (Scanzoni & Szinovacz, 1980). The other variables

that need to be considered include self-esteem and parental identification of young adults.

If the young adult has high self-esteem as determined by social recognition from his or her peer group and other social acquaintances, the young adult might resume studying and decide to work and study at the same time. Many would define the obligation of the parents as handling the family problems. However, a young adult's conflict management also varies with his/her identification with his/her parents. The more the young adult identifies or is attached to his or her parents, the more that young adult should be willing to be involved in helping to handle a family crisis. Young adults with less parental identification might feel less obligated with respect to family problems.

Highlighting the interaction effect between family members, symbolic interaction theory and role theory are the theories that are most commonly applied to the study of family communication process from the past until the present (Burr, Leigh, Day, & Constantine, 1979; Noller, Feeney, Sheehan, & Peterson, 2000). In line with Broderick's (1993) Expanded Linear Model of Socialization Process, symbolic interaction theory addresses the impact of socialization and personality, which are the central concerns to the family. Based on symbolic interaction theory, Eshleman (1981) claimed that "Socialization focuses on how human beings obtain and internalize behavior patterns and ways of thinking and feeling of the society. The personality focuses on the way in which these attitudes, values, and behaviors are organized" (p. 55).

Symbolic interaction stresses the importance of "meanings," definitions of situations, symbols, interpretations, and other internalized processes. One of the main concepts of symbolic interaction is role orientation. The role-oriented terms in symbolic interaction theory focus on how people adopt their role playing, role expectation, and

position, while interacting with the symbols, situations, interpretations and other

internalized processes. To understand the impact of role playing on the family, Burr et al.

addressed the major variables for role playing: (1) the quality of role enactment or role

competence; (2) organismic involvement or role demands; (3) role strain; (4) numbers of

roles or role accumulation; and (5) ease of role transitions.

To understand role expectations in the family, symbolic interaction theory stresses

the consensus and clarity of expectations as major variables. In sum, symbolic

interaction theorists describe roles as an individual's decision to adopt or adjust a

behavioral pattern that is shaped by his or her family's expectations of what he or she

should do while engaging in family interaction. Highlighting the role as a major

component of family relationships, Pearson (1989) claimed that role analysis is

imperative in studying the family process because the "developmental stages of family

create changes that call different role behavior into play; both women and men are

expected to play an increasing numbers of roles in many current families; and

communicating role expectations is related to family satisfaction" (p. 132).

Observing the linkage between marital conflict and children's interaction with

members of the family, Noller, Feeney, Sheehan, and Peterson (2000) supported "the

concept of interaction-based transaction, which proposes that children learn their conflict

pattern in interaction with their parents but not their sibling" (p. 90). In addition, their

findings suggest that "marital conflict has implication for a father's relationship with his

children" (p. 91).

This study will explore how the Thai value system serves as an intervening variable in guiding the young adult's perceptions on his or her role expectations in handling family conflicts. Most importantly, the study will explore whether an interaction between Thai cultural values and the young adults' conflict tactic predicts satisfaction in communication with their family and communication competence in meeting role expectations as defined by the Thai cultural orientations in the Thai value systems in handling family conflicts as suggested by Komin (1991). The framework will reveal the major role-oriented issues and socio-cultural variables causing family conflicts and how families resolve these conflicts during their role-playing process.

Conclusion

This chapter provided a comprehensive explanation on the rationale and problem statement, objectives of the study, and the purposes of the study. In addition, it summarized the conceptual definition and the theoretical framework of the study. An extensive review on the Thai culture and Thai Value System, the influence of Thai Cultural Values on young Thai adults' perception, and the conflict management in Thailand will be explicated in the next chapter. Furthermore, the impact of young adults' conflict tactic on their family satisfaction and their communication competence will be summarized in the next chapter also.

Chapter 2

Literature Review

The focus of this research is on the conflict management styles or conflict tactics of young Thai adults and their degree of satisfaction with and competence in handling family conflict. The cultural context for the research requires an examination of the various key orientations of the Thai value system, the historical development of Thai conflict management styles, the implications of Thai values for young Thai adults' conflict management styles, and their predispositions in responding to family conflict. Additionally, the researcher will examine the impact of the recent economic disturbances on the changing values of Thai families, and the impact of conflict management on young adults' competence and satisfaction.

Thai Culture and Thai Values System

Culture has been defined differently by a variety of scholars. Triandis (1995) outlined the composite elements of culture, reflecting the traits of different societies. Those composite elements are: language, historical period, and geographic region. Triandis defined culture as "shared beliefs, attitudes, norms, roles and values found among speakers of a particular language who live during the same historical period in a specific geographic region. These shared elements of culture are usually transferred from one generation to another" (p. 6). Similarly, Komin (1991) defined culture as "the total patterns of values, ideas, beliefs, customs, practices, techniques, institutions, objects, and artifacts which make a society distinctive. . . . Culture is transmitted, learned, and shared. Therefore, people are culturally conditioned" (p. 22). Emphasizing its functions in a

society, Knutson (1994) noted that culture (1) is a learned social interaction process; (2) prescribes the social expectations for appropriate and acceptable behavior in the forms of values, beliefs, and norms; (3) provides a social mechanism that distinguishes the socio-cultural context of one culture from other cultures; (4) constructs social reality for one's existence; (5) can be transmitted and passed from one generation to another generation; and, (6) uses the common code of language in rituals, education, institutions, politics, religion, and myths designed to condition people.

These characteristics of culture will form a theoretical explanation for the impact of culture on the conflict tactics of young Thai adults. These characteristics highlight values as the major component of culture, with culture then guiding people with respect to what to do and what not to do. Culture describes what is desirable and undesirable in the behaviors or actions of a native. Komin (1991) claimed that "values serve as standards or criteria to guide human thoughts and actions, judgment, choices, attitudes, evaluation, ideology, presentations of self to others, comparison of self with others, rationalization and attribution of causality" (p. 34). She claimed that values involve an understanding or awareness of the means and ends considered desirable or undesirable. Because values are not neutral but are held with personal feelings which can be generated when these values are challenged, values have an affective or feeling dimension. Additionally, values involve a behavioral component since, once activated, a value can lead to action. Knutson (1994) noted that values are descriptive of right or wrong, true or false beliefs, evaluative judgments of good versus bad behavior, and prescriptive guidelines concerning the behaviors that are appropriate or desirable in particular social

contexts. In sum, values serve as a social benchmark in assessing the morality and social

ethics among members of the society prescribing appropriateness and effectiveness based

on socio-cultural expectations.

Based on the definitions of culture and values, we can conclude that the values of

an individual are shaped by the culture. However, Triandis (1995) suggested that,

although culture shapes an individual's values, individuals in all cultures wish to be both

similar to an in-group and different from an in-group. Using Brewer's Optimal

Distinctiveness Theory, Triandis claimed that an individual will adjust to the need for

assimilation and the need for differentiation according to his/her level of comfort or

satisfaction. This level of comfort can be compared to the homeostasis that an individual

seeks when in a new position. This homeostasis is determined by self-construal and

cognitive, affective, and behavioral components that are shaped by the person's frame of

experience. Although family interaction is a foundation for the formulation of an

individual's self-construal, cognition, affect, and behavioral patterns, the values of the

individual are also influenced by the cultural context since the cultural context prescribes

desirable versus undesirable behaviors of family members.

Each culture is characterized by a value system. That value system prescribes the

desirable behaviors of the members of the society. According to Komin (1991), Rokeach

described value systems as an organization of beliefs or preferably behaviors arranged

according to degree of importance. In addition, Komin defined "the value system as 'a

generalized plan' or 'a cognitive blueprint,' a subset of which, when activated, leads to

action" (p. 23).

With the foregoing definitions as a conceptual foundation, the Thai cultural value system should serve as social criteria for predicting the role expectations of young Thai adults as they seek to handle family conflicts. However, although the Thai value system might offer general prescriptions for what are desirable or undesirable ways to manage family conflict, young Thai adults still impose their own self-construals on situations, with these self-construals serving as constraints that shape individual behavioral patterns. Emphasizing the impact of individual's self-construal on conflict tactics and their personal satisfaction as well communication competence, many scholars have argued that an individual's self-construal is a better predictor of conflict management style than is that individual's ethnic and cultural background (Oetzel, 1998). One particular component of self-construal--locus-of-control--is positively related to a person's conflict management style (Zinkin, 1987). With respect to their personal satisfaction, an individual's social cognition is a predictor of family and/or marital satisfaction (Krueger, 1988; Materna, 1994). In addition, several studies have shown that there is a positive relationship between conflict management styles and dimensions of communication competence (Cupach, 1981; McKinney, Kelly, & Duran, 1997). In the light of these studies, I will examine the impact of Thai cultural values on the conflict tactics of young Thai adults, and the impact of the conflict tactics on their satisfaction in communication within their family and communication competence in handling family conflict.

The Influence of Thai Cultural Values on Young Adults' Perceptions of Conflict

and Stress in the Family

The Thai value system prescribes the social guidelines that suggest what is appropriate or inappropriate, desirable or undesirable, moral or immoral for members of society. The value system serves as a model to predict the cognitive, affective, and behavioral processes of Thai people. As an attempt to understand the young adults' perceptions of family conflicts, it is important to examine the terminal and instrumental values of the Thai socio-cultural system since those values can serve as a theoretical explanation for family relationships in the Thai cultural context.

Komin (1991) defined terminal values as "goals that individuals perceive as important in their life" (p. 157). Instrumental values were then defined as instrumental to the attainment of terminal values; that is, instrumental values speak to modes of behavior employed in pursuing terminal values. Komin (1991) classified the Thai value system into nine value clusters according to their relative psychological importance. Each value, listed in order from high level of importance to low level of importance, can be described as follows:

1. *Ego orientation*: Preserving one's ego, such as dignity, pride, and independence, by avoiding public confrontation, maintaining self-face, and preserving the other party's ego (face) by utilizing conflict-avoidance strategies.

2. *Grateful relationship orientation*: Showing one's understanding of the obligations involved in and the transactional nature of relationships by reciprocating any kindnesses or favors.

3. *Smooth interpersonal relationship orientation*: showing consideration for others by being tolerant, sincere, caring, polite and humble, and non-assertive in order to maintain a genuine social interaction and, most importantly, to maintain one's ego.

4. *Flexibility and adjustment orientation*: Imposing one's own judgment and being sensitive to situational constraints rather than rigidly employing principles or ideology when making decisions.

5. *Religio-psychical orientation*: Using Buddhist notions as a psychological defense mechanism for explaining "why and how" a negative experience happened in one's life on the basis of an after-event justification for doing good deeds or bad deeds (known as karma).

6. *Education and competence orientation*: Giving significance to form more than content or substance of education as well recognizing material possessions more than integral values.

7. *Interdependence orientation*: Highlighting the value of co-existence or a sense of community collaboration by recognizing the interdependence or the interactional relationship in society when helping one another and being interdependent and mutually helpful.

8. *Fun-pleasure orientation*: Adopting a joyful and pleasant perspective toward life and work in order to maintain smooth interpersonal relationships.

9. *Achievement-task orientation*: Although listed as a value, being ambitious and hardworking in pursuit of one's goal was ranked as the least important value because Thais give prestige and social recognition as goals rather than professional accomplishments as goals.

To describe how Thai people perceive conflict, Roongrensuke and Chansuthus (1998) claimed that Thais have a low tolerance for conflict. This notion reflects the socio-cultural context that Hofstede (1984) identified as a collectivistic culture and associated with high power distance and strong uncertainty avoidance. Rongrensuke and Chansuthus noted that Thais have the following assumptions about conflicts:

(1)   Harmony with one's environment is a virtue.

(2)   Maintaining "face" of self and others is essential to maintaining harmony.

(3)   Surface loyalty to, and harmony with, one's patron or one's group is essential to an individual's well being.

(4)   Inequality is natural and "right."

(5)   Criticizing a superior publicly is unnatural and evil.

(6)   Latent conflict between ranks is normal.

(7)   Confrontation is rude, damaging and undesirable.

(8)   Overt conflict within organizations is disruptive and damaging to the organization and to the individual employees.

(9)   Overt, aggressive competition among peers within the same social and/or

organizational group is evil.

(10)   Unwillingness to conform to group behavioral norms is evil. Expressing ambition openly is inappropriate and undesirable (p. 171-172).

These assumptions about Thai people's perceptions of conflict can influence the general values and attitudes of young Thai adults toward family conflict and can predict overall communication patterns and conflict management styles in the family context. Based on Roongrensuke and Chansuthus (1998), Triandis, (1995), Knutson (1994), and Komin (1991), the following beliefs, values, and predisposition are generally perceived by young Thai adults as effective and socially acceptable conflict tactics in handling family conflicts.

First, conflict is perceived to be destructive to one's ego or the egos of loved ones. Most Thai adults believe public confrontation will jeopardize the face, dignity, and self-esteem of their parents who are supposed to be in control of the family's finances. Thus, most Thais, and young Thai adults in particular, will use conflict-avoidance strategies to preserve face for self and for their parents.

Second, discussions of financial instability are perceived to endanger the social harmony between parent and child which, in turn, will harm the family's smooth interaction and mutual understanding, especially if conflicts emerge and then remain unresolved.

Third, children are expected to show high obligation to their parents by supporting their parents financially after the children become adults. This is considered to be a moral responsibility for young Thai adults. Although many young adults do not

discuss the family's finances with their parents, they are aware that they have to show moral responsibility by finding an effective way to manage any family conflicts. Many seek advice on these issues from third parties whom they respect or with whom they have a good relationship, such professors, grandparents, or perhaps their friends.

Fourth, Thai society is a high power distance society which emphasizes a hierarchical structure (Roongrensuke & Chansuthus, 1998; Triandis, 1995), where young adults are expected to show respect for and humbleness toward elders, especially their parents and grandparents, by not expressing criticisms toward them or even offering suggestions that might be perceived as contradicting their parents. Expressing one's opinion aggressively would be perceived as showing a lack of gratitude toward parents who have devoted themselves to bringing up their children. Generally, expressing one's opinion aggressively would be considered to be improper and an indicator of lack of respect toward parents.

Fifth, imposing Buddhist teachings that "doing good deeds leads to good ending, doing bad deeds leads to bad ending," many young Thai adults, having a passive approach to conflict management, would explain that a family's financial hardship as being the consequence of past deeds. Most Thai adults tend to believe that events are beyond their ability to prevent because those events are pre-destined. Imposing this belief, they might adopt an avoiding style to handle their family conflict because (1) they think that nothing can be done to prevent or resolve the problem, and/or (2) they think that nature, most often signified by "time" in Thai cultural values, will resolve the problem itself. On the other hand, other young adults, having an active approach to

conflict management, would explain that this financial disturbance in the family is a time for them to prove themselves by doing good deeds and showing their moral responsibility for their parent so that they will have a better life in the future. They are more likely to adopt confrontational or collaborative styles to cope with the family stress or conflict.

Finally, family is the center of social harmony. An occurrence of family disagreement or even conflict is an indicator of lack of harmony in the family. Most young adults recognize the importance of family interaction in maintaining the homeostasis of the family. Hence, they will try not to show any disagreements directly to their parents, believing that the resolution will not be worth jeopardizing family interaction. This can often lead to an accumulated intensity of family conflict. However, young adults often share their family problems with their peer group on whom they rely when making decisions about their personal life.

All of these values and predisposition about conflict in the Thai context might influence Thai people's definitions and perceptionsof family conflict, the impact of family conflict, and appropriate conflict tactics and conflict management. Kanjanakul (1997) claimed that Thai people have different meanings for family conflict and violence, particularly wife battering, among Thai wives with similar socio-economic context. The increased frequency and brutality of wife battering will change the meaning of battering in the mind of the Thai wives who have experienced wife abuse. Their reactions are determined by the norms and values of the Thai socio-cultural system which highlights dignity and social recognition. Her study revealed that family violence, especially wife battering, is primarily caused by limited options for the release of family stress and

limited styles for expressing conflict constructively. Most importantly, Kanjanakul's

study indicated that the disclosure or failure to disclose wife battering is an important

variable contributing to the frequency and the intensity of family violence. Kanjanakul

claimed that, when they fail to disclose their victimization to a third party, wives play an

unwitting role in promoting misconceptions about the right of a husband to batter his wife

and/or commit other acts of family violence. This study revealed the problematic nature

of a Thai family value that views husband and wife as the same entity in the society.

According to this value, disclosing family conflict or violence to outsiders will bring

disgrace to the discloser as well as ruining the family's dignity, reputation, and social

recognition.

Conflict Management in Thailand: A Historical Development

To understand a young adult's perceptions of family communication and their

style of conflict management within the family, it is important to examine the influences

of different historical developments on Thai assumptions about conflict. Roongrengsuke

and Chansuthus (1998) identified and summarized four different periods in Thai

historical development.

The Sukhothai period (13th-14th Century), often know as the first Thai Kingdom,

was strongly influenced by Buddhism and Hinduism, both of which shaped traditional

Thais beliefs about animism, the supernatural, and social hierarchical structures. Most

young adults during this period honored and obeyed their parents' commands because

parents were highly revered as "benevolent creators" (p. 174); thus, the idea that young

adults owe their parents their lives and obedience was highly inculcated in children as

they grew up. People complied with nature, especially in times of trouble, because they

believed in destiny. Young adults tended to avoid extreme emotional displays,

accommodated others, and avoided or withdrew from situations with conflict potential,

adopting a "wait and see" approach because they were taught that an extreme emotional

state would prevent the discovery of truth, harmony, and peace (p. 174). One's current

actions, it was argued, should be perceived as natural and appropriate, that is, as a result

of his or her Karma—his or her past good and bad deeds.

The next historical phase was the *Ayudhya period* (14th century–15th century).

This period was heavily influenced by Brahmanism, which recognized social inequality

as a natural phenomenon that cannot be controlled or resisted. Since social inequality

was thought to be justified, children were to accept and accommodate the demands and

desires of social superiors, whether in agreement or not, without asking questions or

offering opinions. Subordinates often sought revenge in indirect ways when interacting

with superiors if these subordinates were unable to accept the situation or if their dignity

was harmed. Inferiors often offered favors to their superiors and returned favors granted

by superiors in order to bring credit upon and protection to themselves.

From the Ayudhya period, Thai history moves to the *Thonburi/Ratanakosin*

periods (15th century –19th century). Thailand, during this time, was under the economic

influence of Chinese businessmen who practiced Confucianism. Confucianism spreads

the concept of task completion and wealth as determinants of dignity or face. During this

period, Thai people placed more emphasis on form (appearance), especially wealth and

status, than on substance or enhancing/saving face of self and/or of significant others.

Since projecting a good image of self in public is virtuous, Thai people enhanced face

through material wealth. The notion that the role relationship enhances harmony

stimulated people to be loyal to groups (social groups or organizations).

The fourth, and final, period is labeled the "*Modern period*" (19th century-20th

century). This is a time of industrialization where Western and American values have

predominated, changing Thais' perceptions of conflict from being unproductive to having

the potential to be productive. Work-related productivity is more important than social

relationships; results should not be sacrificed to maintain the appearance of harmony.

Since people have begun to perceive conflict in constructive ways, the notion of

competing to move up the ladder is perceived as a normal phenomenon. Confrontation is

thought to be an effective way to alleviate feelings and achieve personal objectives.

Based on this historical summary of Thai conflict assumptions and behaviors, I

see a promising trend in assumptions about conflict from the Sukhothai period to the

Modern period. Adopting Western ideas, especially American ideas, young Thai adults

have begun to recognize that withdrawing or accepting one's fate might not be the most

effective strategy to resolve or manage family conflict. However, the notion of

compromise seems to be the most desirable conflict management style for young adults

in a competitive society as they strive to survive intense socio-cultural change.

Additionally, the power distance between parents and children which had emphasized

authoritative decision-making is being replaced by mutual compromise and negotiation.

Nevertheless, the value of obligations toward one's parents is still extensively accepted as

a moral responsibility of young adults. This moral responsibility measures the

productivity of the young adult. Thus, the Modern period expectation of obligation toward one's family is even greater than was true of young adults in the Sukhothai, Ayudhaya, or Thonburi/Ratanakosin period.

Thai Perspective toward Conflict Handling Behaviors in the Family Context

Cultural variation has major implications for human communication behaviors and conflict management tactics. Although different periods within a culture's history might offer quite distinct implications based on variations in, for example--Hinduism, Brahmism, Confucianism--young adults who are part of a particular culture will still uphold similar, typical values and norms for interacting, especially within the context of the family.

With respect to young Thai adults, first, most young Thai adults regard "bunkhun," or "paying gratitude or reciprocity of goodness" (Knutson, 1994), as a means for showing respect and honor to their parents. Within the family, young adults express/display bunkhun by avoiding public confrontations and adopting a "wait and see" approach or "withdrawal" approach when confronted with a conflict. Due to this cultural value, engaging in confrontation or aggression would not be a typical conflict tactic or communication behavior.

Second, the notion of "social inequality" between "seniors" and "juniors" (or "inferiors") has been practiced since the Ayudhya period. This has implications for the practice of withdrawal and explains why withdrawal/avoidance is encouraged in the Thai family context as a means to maintain social relationships among family members.

Third, the value of "face-saving" is regarded as crucial in maintaining one's ego as well as the other person's dignity and social harmony. This notion explains why disclosure of family conflicts and disagreements is not encouraged in Thai family context. Most Thai parents and young adults would avoid discussing marital or family conflicts to non-family members because they believe that disclosure might ruin not only their own but their loved one's dignity and social recognition (Kanjankul, 1997).

Knutson, Hwang, and Vivatananukul (1995) found that the communication behavior in handling family conflict is determined by the reinforcement of childhood communication with parents. Comparing American and young Thai adults' communication behaviors, the findings of this research indicated that young Thai adults imposed the following norms significantly more than did American young adults: (1) young Thai adults were less likely to participate in family discussions; (2) Thai parents discouraged verbal communication; (3) Young Thai adults were quiet in the presence of older people; (4) Young Thai adults seldom disagreed with older people; (5) Thai Elders seldom encouraged young adults to express their opinions in class; and (6) The quality of silence was seen as a virtue. These findings argue for the significance of cultural variations in young Thai adults' conflict tactics and conflict management communication behaviors.

Given what has been said thus far, when it comes to the task of measuring/identifying an individual's conflict tactics, the ideal situation would be to employ a culturally and situationally sensitive instrument. That is, given that objectives of this research, the ideal instrument would be one which was designed, first, with the

Thai culture in mind and, second, with the context of family conflict in mind.

Unfortunately, such an instrument could not be found. Instead, the researcher found

herself having to examine instruments developed within the West and trying to determine

their appropriateness for use in the Thai socio-cultural context. In part because of this

situation, two different instruments were selected: the Straus Conflict Tactics Scale

(CTS) and Margolin's Conflict Inventory Scale (CIS). Although both instruments were

developed within the Western culture, both offer the advantages of strong theoretic

foundations and extensive use within conflict-relevant research. Additionally, where the

CTS focuses on perceived behavioral frequency with respect to tactics used, the CIS

focuses more on psychological comfort and assessment of the appropriateness of a

particular tactic. Both instruments will be described more fully in the next chapter.

The Impact of 1997 Economic Downturn on Families in Thailand

The 1997 economic recession marked a dynamic change at all levels of Thai

society, including governmental institutions, private sectors, financial institutions,

educational institutions, and even one of the fundamental units of society, families. Fifty-

eight financial firms were shut down as part of a restructuring plan to cope with the

economic downturn and as a result of an accumulation of non-performing loans in the

financial sectors as well as the devaluation of Thai baht in July 1997. After three years of

economic disturbance, Asian Development Bank (ADB) claimed that over seven million

Thai had become under-employed, their income and living conditions severely affected

by the economic downturn. In the first quarter of 1998, the number of unemployed

reached 1.5 million or 4.6 per cent of the total labor force of about 30 million (Poopat,

The Nation, September 23, 1998).

According to Vibulsri and Ziesing (1999), the economic downturns in 1983-1986

and 1997-1999 changed the traditional culture of Thailand in several ways. First,

traditional family values in showing gratitude and obedience toward one's parents by

providing economic support as parents grow older began to fade among a minority of

Thais in Bangkok, despite the fact that most villagers still practiced this traditional Thai

value. Second, Thai people began to change their work ethic from being fun-oriented to

being work-oriented. Vibulsri and Chu's findings (as quoted in Vibulsri & Ziesing,

1999) indicated that a majority of Thais consider value diligence as one of the attributes

for success. In addition, Thais would like to play a more active role in community

affairs. This finding reveals a trend toward democracy in Thailand.

Several of the identified changes from traditional values involve religion and

religious practices. The influence of Buddhism is still apparent in Thailand, although, in

urban Bangkok, this is less true. Fewer men in the city now devote a period of time to

monkhood. Villagers evidently consider it more important for their sons to become

monks for a period of time than do Bangkokians. Most importantly, most Thais still

uphold a belief in Karma: "Do good, receive good; do evil, receive evil." In terms of

meditation, about three of ten Thai meditate, whether they live in villages, cities, or the

major metropolitan area of Bangkok. Women meditate more than men. Neither age nor

education matter; however, most Bangkokians meditate primarily to get peace of mind.

Although this is also crucial for villagers, villagers mediate as a way of making merit.

Villagers go to a temple far more often than do city dwellers. Nearly 40% of villagers go to temple every wanpra (a religious day which is practiced about every two weeks), whereas most city dwellers go to temple either occasionally or only for major religious festivals. Villagers tend to go the temple to pray, while city dwellers go for religious ceremonies. The motivation for attending the temple for rural Thais is more for religious functions while urban Thais go more for fairs and festivals.

Still other changes from traditional values are reflected in a variety of very subtle alterations in characteristically "Thai behaviors." Being tolerant, virtuous, polite, and diligent are still highly regarded as tactics to maintain smooth social relationships, achieve personal success, and obtain social recognition. Education is greatly respected as a means of social status and personal prestige. The Thai cultural value of "*kreng jai*" (consideration) is still relatively strong in villages but is beginning to fade away in the cities. The cultural values of "*tam jai*" and *"kowrob"* (paying high respect) to elders or seniors, such teachers, parents, and senior citizens, still exit among Thais, but it is relatively stronger for rural people than for Bangkokians.

In general, Thai people perceive the bright side of life rather than focusing on its dark side, believing that "All problems in life can be overcome with perseverance." Villagers now see hard work and perseverance as means for improving their well being and escaping poverty. However, Thais in urban areas see better education and wise investing as ways of maintaining a higher standard of living.

In addition to the changes in the socio-cultural environment, the changing socio-economic context also has had an impact on the traditional beliefs and lifestyle of Thai

people in several ways. Limanonda (1995) revealed that rapid socio-economic

developments have disrupted the interrelationship between the family and Buddhism,

which is the primary Thai religion, serving as the center of social values for 95% of the

Thai population for more than seven centuries. Because young Thai adults are seeking

better job opportunities in the modern city, Limanonda found that the influx of Thai

people from rural to urban areas has dissolved the attachment of family ties between

parents and their child. Most importantly, Buddhism plays less of a role in forming a

foundation for the values and attitudes of young Thai adults because monasteries no

longer provide education for young male adults as was true prior to the introduction of

the modern education system in the 1960s.

Based on these socio cultural-and economic changes, we note that the economic

downturn certainly has major implications for the changing values of Thai people during

the past two decades. Economic pressure is tied not only to personal survival but to

social recognition because economic prosperity and status are considered to be means for

maintaining personal prestige and status quo, both of which are highlighted as most

important values upheld among Thais.

Recognizing the importance of socio-economic status, Mortensen (1991) and

Broderick (1993) agree that the socio-economic environment affects the conflict styles

and emotional adjustment of family members. Like other developing countries,

economic prosperity has been highlighted as a primary goal in the Thai government's

national policy since the introduction of industrialization in 1960. Due to this economic

concern, major research in Thailand aims at examining the impact of the economy on the

changing socio-cultural context of different institutions, such as private and public universities. The family institution was addressed as a national issue of concern in the 1960s as women began receiving more education and increasingly entered the labor force.

Several Thai scholars have been interested in exploring family quality and child development during the past few decades in order to understand how the rapid social, economic, and cultural changes impact family values. Most of these scholars agree that environmental risk factors, especially socio-cultural factors, play a significant role in predicting marital and family adjustment among family members (Edwards, & Fuller, 1992; Limanonda, 1995; Schutz, 1990; *Social Problems,* August, 1993). Prior studies indicate that household crowding increases marital instability, arguments, and parental tension within Thai families (*Social Problems,* August, 1993). As the notion of egalitarian attitudes toward sex roles has spread throughout the labor force and in family life, work-family related studies have become an area of interest. Edwards, Fuller, and Theodore (1992) discovered that employment among wives increased marital instability in Thailand. This finding contributes to the argument that employment instability might have both direct and indirect effects on the Thai family.

When examining the emotional and behavioral patterns of Thai and American young adults in handling conflict situations, we note that cultural values play significant roles in prescribing desirable behaviors. According to Weisz, Suwantlert, Chaiasit, Weiss, Achenbach, and Eastman (1993), most young Thai adults were taught by Buddhist teachings that aggression is discouraged and self-control, emotional restraint, and social

inhibition are encouraged. One impact of this teaching is that young Thai adults have more problems with "over-control" (e.g., shyness, compulsiveness, inhibition, fearfulness, and constipation) than do American young adults. American young adults show higher levels of direct, overt, and interpersonally aggressive, under-controlled behaviors (e.g., fighting and bullying) while Thais show more indirect and subtle behaviors that are not interpersonally aggressive (e.g., sulking and sullenness). Finally, several family scholars have confirmed that family communication is the foundation for shaping young adult socialization.

The Impact of Conflict Management Styles on Young Adults' Competence and Adjustment

Research indicates that marital or family conflict is a significant predictor of children's communication and social competence (Cupach, 1981; McKinney, Kelly, Duran, 1997; Mills & Rubin, 1993; Sameroff, Bartko, Baldwin, Baldwin, & Seifer, 1998; Spitzberg, Canary, & Cupach, 1994) shaping their perceptions of what are appropriate or inappropriate behaviors, or what is effective versus ineffective in different cultural contexts. Claiming competence as an antecedent of conflict management, Spitzberg, Canary, and Cupach (1994) recommend that conflict management should be examined using a competence-based approach. They argue that a competence-based approach alters the generalization that conflict management is an inborn skill; rather, the skills associated with conflict management can be adopted or learned from an interactant's context. Essentially, a competence-based approach relies on personal assessments of what the involved parties consider competent in a given context. Spitzberg, et al. also

argue that the competence-based approach has the advantage of directing attention to the conflict management criteria that the participants themselves judge as important. In conflict situations, a focus on perceptions of behaviors reveals the values that people attach to those behaviors.

Canary and Spitzberg (1990) revealed that people judge themselves to be more competent, more appropriate, and more effective than their partners judge them to be; distributive tactics or competitive conflict contributes to variations in actor-partner associations. In their research, both actors and partners focused on integrative tactics when assessing an actor's competence, general appropriateness, and effectiveness. Their study suggests that young adults might perceive their own conflict management styles to be more competent, effective, and appropriate than their parents' styles. Most importantly, young adults are more likely would use a confrontational style to alleviate their feelings and respond to their parents' feelings during a conflict.

The results should be somewhat similar with a Thai sample since Thai adults would impose face maintenance goals when assessing their own or another interactant's competence. Although most Thai families are characterized by high power distance, where parents are generally perceived to be the decision-makers in the family because they are revered as the benevolent creators, many young Thai adults are still more likely to perceive their conflict management styles as being more effective than the styles of their parents. Nevertheless, due to the cultural variability of power distance in the family, it would not be appropriate for young adults to directly express discontent about their parents' style of problem solving because public confrontation might negatively impact

the parent's dignity and, thus, would be perceived as an act of disrespect. As a result, young Thai adults will probably not use distributive tactics or a confrontational style to handle family conflict and stress, but rather, will use integrating tactics or withdrawing tactics to maintain family interaction. The competence-based approach is a suitable approach for this study which focuses on the implications of Thai cultural values for conflict management because the competence-based approach focuses on what young Thai adults perceive is appropriate and effective in handling family conflict.

In their research, Somsanit (1975) and Inthorn-Chaisri (1975) underscored the significance of parents in shaping a young Thai adult's emotional adjustment. At the time of their research, the "popular" issues for parent-young adult conflict included comparisons of the study habits and school performance of siblings, differences in desired patterns of behavior, and differences born of the child's desire for peer socialization. These findings reflect the Thai value system in that this research highlighted the parents' perspective on the necessity of children to behave according to the parents' desires and expectation. Citing the works of Sorathat (1967) and Srimakrath (1970), Somsanit (1975) claimed that Thai parents use a seniority system as a principle when rearing their children. This principle reinforces with their children the need to believe in the person, especially parents, rather than in abstract principles. The primary objective here is to encourage children to express their respect for/to their seniors by meeting their obligations according to the seniors. Both Somsanit and Inthorn-Chaisri's findings indicated that young Thai adults contradict their mothers more than their fathers

even though punishment and child-rearing, itself, are usually the province of Thai mothers rather than Thai fathers.

In addition, Inthorn-Chaisri (1975) and Somsanit (1975) asserted that there is no gender-based difference in the conflict management behavior of young adults. That claim contradicts other family studies conducted by Varin Muangswan (as quoted in Inthorn-Chaisri, 1975) who found that female young adults tend to experience more conflicts with their parents than do male young adults due to social and cultural expectations associated with the disciplining of female offspring. Finally, older Thai adolescents (16-18 years) encountered less frequent conflicts with their parents than did younger adolescents (13-15 years). The findings showed a positive relationship between family conflict and the children's social adjustment. Most importantly, the finding confirmed that young adults who experience a low frequency of family conflict tend to score higher on social adjustment than children who experience a high frequency of family conflict. This research, then, underscored the impact of family environment on the socialization and relational competence of children.

Supporting Somsanit's findings, Im-Aodh (1975) also found that the most popular parent-child conflict issues involved comparing one child's performance with that of other children, forbidding children to go out or socialize at particular points in time, and punishing children for being "out of control." Her findings indicated that the issues that created the fewest problems included reinforcing children's attendance at temple and "merit-making" activities, eating habits of children, comparing the performance of their children with the performance of another parent's children, and criticizing the dress and

devotion of children when at work. As with previous research, most of the parent-child

conflicts involved the child's mother more often than the child's father. The findings

showed that gender, socio-economic class, and geographic factors did not play significant

roles in parent-child conflict. Although Im-Aodh's findings indicated that there is no

difference in parent-child conflict during early versus late adolescence, both Im-Aodh

and Somsanit asserted that the seniority system in the Thai value system plays a

significant role in shaping desirable behaviors.

Keeping in mind that this research was all conducted during the 1970's, Somsanit,

Im-Aodh, and Inthorn-Chaisri all indicated that differences in socio-economic status did

not play a significant role in parent-child conflicts. They asserted that, although parents

from different socio-economic groups enjoy different levels of education, income, and

occupations, they all shared similar cultural values, beliefs, customs, and traditional

parenting styles. This claim was echoed by Kuay-koon Thasit in 1971. With regards to

the personality of the child, Kuy-Koon Thasit's (as cited in Im-Aodh, 1975) findings

showed that a difference in family's socio-economic status does not impact whether a

child will be an extrovert or an introvert. Interestingly, the findings indicated that there is

a non-significant difference on the frequency of family conflict between young adults

with introvert and extrovert personality. However, the means of frequency of family

conflict showed that the more introverted the young adult is, the less conflict the young

adult has with his/her parents; and the more extroverted the young adult is, the more

family conflict the young adult has with his/her parents. Im-Aodh claimed that the

degree of rigidity of the family environment and the level of control exerted in the

parenting style might be contributing factors for the presence of parent-child conflict since these factors impact the extent to which a young adult is allowed to express personal feelings within the family environment. In a controlling family environment, a young adult might choose to not reveal personal dissatisfactions, adopting, instead, an introverted personality, or he/she might choose to reveal any personal dissatisfactions and feelings to non-family members, adopting, in this case, an extroverted personality.

Inthorn-Chaisri's (1975) findings highlight the significance of the intensity of parent-child conflict in promoting an adolescent's self-acceptance and confidence. An adolescent who experiences low levels of conflict with his/her parent will tend to exhibit high levels of self-acceptance. Alternatively, an adolescent who experiences high levels of conflict with his/her parents tends to exhibit low levels of self-acceptance. With regards to the relationship between parent-child conflict and an adolescent's confidence, the findings illustrate that an adolescent who experiences high levels of parent-child conflict will tend to exhibit low confidence; an adolescent who experiences low levels of parent-child conflict will tend to exhibit high confidence. Inthorn-Chaisri's findings confirmed a positive relationship between an adolescent's level of self-acceptance and his/her level of confidence. Inthorn-Chaisri claimed that reinforcing the seniority system in the Thai value system could have a significant downside when it comes to the emotional adjustment of Thai adolescents because Thai adolescents are inculcated to meet their parents' expectations based on their parent's beliefs and desires rather than on principles. This, in effect, could contribute in significant ways to stress and discontent

which, in turn, might serve as major causes of the lack of confidence and self-acceptance

among Thai adolescents.

In line with Mortensen's (1991) framework outlining the influence of ecology on

family interactions and Broderick's (1993) Expanded Linear Model of Socialization

Process, Sameroff, Baldwin, and Seifer (1998) claimed that economic factors, such as

poverty and deprivation, are at the root of social maladjustment of young adults.

Environmental risk factors, such as the socio-economic status of the family, predict the

social competence of young adults because young adults do not have individual

characteristics that promote resilience over challenge and eventuate in productive work

and family life. By identifying the characteristics of children who achieve despite

adverse circumstances, some scholars hope that we can instill those characteristics in

other children to help them overcome environmental adversity. Sameroff et al. (1998)

noted that "in contrast is the position that environmental risks are so pervasive that

opportunities do not exist for positive development, even if the child has excellent coping

skills" (p. 183). Sameroff et al. offer the family's environmental risk factors, such as the

socio-economic status, communication processes, parent characteristics, peers, and

community environment, as intervening variables in predicting how young adults manage

their conflicts and the young adult's communication competence level based on

differences in their resilience. Thus, the study indicates that parent-child interaction and

family conflict are not the only variables contributing to a young adults' communication

competence but family's environment risk factors are social variables influencing young

adults' flexibility in judging what is an appropriate communication competent in different family contexts.

Stressing the impact of ecological factors on a young adult's competence, evidence suggests that a number of ecological factors outside the immediate context of the family, such as the socioeconomic circumstances, the quality of neighbors, and cultural variations in the children's social competence or the ability to relate within their peer social system (Parke, et al., 1998) are important. Supporting how conflict style affects competence in the socialization process, McKinney, Kelly, and Duran (1997) revealed a significant positive relationship between concern-for-others and concern-for-issues conflict styles and competence dimensions of social confirmation, social experience, and appropriate disclosure. Young adults' conflict styles tend to inhibit social composure, articulation, and social experience. Finally, Cupach (1981) found that competence is positively associated with the use of constructive conflict message strategies versus destructive or avoidance strategies. Communication satisfaction was also positively associated with constructive conflict message strategies. Cupach's findings underscore that confrontational style or constructive conflict message strategies through an open information exchange and recognition of relational communication is the best approach to handling interpersonal conflict.

The Impact of Conflict Management Styles on Young Adults' Satisfaction

Although a large body of research on conflict and family dynamics has examined the influence of parents and socio-cultural variables on young adults' competence or emotional adjustment, there are few studies of conflict or family communication that

focus on the young adults' personal satisfaction with their family interaction and management of conflict. Most of the research is from the parent's perspective and focuses on the influence of children on the parent's marital satisfaction (Lerner & Spinier, 1978). Hoffman and Manis (1978) examined the influence of children on marital satisfaction and found that parents had the highest degrees of satisfaction when their children were at preschool age.

In line with Hoffman and Manis' research on the influence of children on marital satisfaction, Rollins and Galligan (1978) claimed that a symbolic interaction theory can serve as a framework for examining the influence of children on marital satisfaction. Symbolic interaction theory assumes that the "family is a semi closed system of interacting persons varying in age and sex, whose interaction is organized in terms of interrelated social position (dyads) with norms and roles defined by both the society and the interacting persons as unique to that system" (p. 86). Rollins and Gallingan (1978) suggested that social position, social roles, social norms, role enactment, role accumulation, role transition, family career transition, role strain, and perceived quality of salient roles are the key predictors of marital satisfaction.

Panthaneeyadh (1997) found that, among female teachers, family conflict has a direct positive impact on work-family conflict and has a negative impact on the tactics employed in handling conflicts between their family obligations and their personal satisfaction. Among male teachers, family conflict has a direct positive impact on work-family conflict and has direct negative impact on the family and personal satisfaction. This study indicated the significance of personal and family satisfaction as a criteria in

measuring the effectiveness of the tactics employed when handling family conflict and work-family conflict in Thai families.

Recently, many scholars have suggested that cultural variation might not be a useful predictor of individual behavior because it is unclear what aspect of culture influences an individual's communication (Oetzel, 1998). Oetzel (1998) proposed that self-construal and self-image are ideal choices to explain the influence of culture on behaviors. This is because self-construal and self-image are linked to cultural patterns and have a central role in communication. Self-construal mediates the influence of cultural individualism-collectivism on a person's behavior. Oetzel (1998) suggested that self-construal is a better of predictor of conflict tactics than is ethnic/cultural background. A dominating conflict style is associated positively with independent self-construal while avoiding, obliging, and compromising styles are associated positively with interdependent self-construal. An integrating conflict style is strongly associated with interdependent self-construal, and weakly but positively associated with independent self-construal. Most importantly, this study proposed that conflict styles are influenced by the situational characteristics of group task or group membership (i.e., in-group/out-group). Essentially, then, Oetzel's study suggested another significant personal variable that will reveal the impact of the self-construal or self-image of young Thai adults and their choice of conflict tactics, and degree of their satisfaction and competence in handling family conflict and stress.

Along a similar line, Zinkin (1987) found that the variables of situation, sex, and locus of control accounted for significant differences in an individual's choice of conflict

behavior (nonconfrontation, solution-oriented, control). Yamsrual (1979) found socio-economic status was not the only variable that affected the self-concept and the problem solving skills of children. This study showed that a family's socio-economic status does not make a significant difference in the formation of self-concept of young Thai children. However, the child-rearing style (e.g., democracy, over-protection, and rejection) and marriage status (e.g., married, divorced, widowed, etc.) can create a significant difference in the problem-solving skills of the child. Yamsrual revealed that children from the lower socio-economic class had higher problem-solving skills than did children from the upper and middle socio-economic classes. However, there were no significant differences in the problem-solving skills of the upper socio-economic class as compared with the middle socio-economic class. This research study might reflect the Thais' perception of conflict management as a consequence of nature, because Yamsrual claimed that young Thai adults perceive family conflict as a situational phenomenon to be resolved as times went by. Thus, the young adult tends to believe that family conflict and stress can be resolved by other people or by situational constraints instead of believing that conflict or stress can be managed through personal actions/efforts.

Interestingly, most family research is conducted from the point of view of the parent. Although Hoelter and Harper (1987) indicated that family support has the largest effect on the self-concept or self-esteem of young adults, very little research examines a child's or young adult's perspective on family satisfaction. Based on symbolic interaction theory, there is a high probability that there is a transactional effect between parent-child conflict and a young adult's personal and family satisfaction as well as

his/her competence in handling family conflict. This study will investigate how a young

adult's self-construal and cultural values serve as mediating variables in predicting the

conflict management style of young Thai adults and the impact of the conflict

management style on the young adults' satisfaction in communication with their family

as well as approach to handling family conflicts.

Implications of Cultural Variability for Conflict, Stress, and Conflict Tactics

Cultural values guide the behavioral patterns of young adults, prescribing what is

appropriate or inappropriate, desirable or undesirable, moral or immoral. By

investigating cultural variability, this research will identify the cultural variability in the

Thai value system which contributes to a difference in the conflict management styles of

young adults who come from socio-economic cultures. Young adults from the same

family can adopt different conflict tactics. Additionally, they might differ from each

other in their degree of satisfaction with family communication and conflict tactics.

Most research on families highlights the role of the mother in managing the

family culture. By comparison, few studies examine the implications of culture for

promoting the role of the father and/or young adults in handling family conflicts

(Steward, 1994). Examining the primary construct of variations in family culture with

respect to fatherhood, Steward (1994) highlighted the location of a family in a society's

social structure and the subculture or stratum to which the family belonged. He claimed

that all societies are stratified based on power, prestige, and privilege, and that a family's

social status, ethnicity, and community shape the family's predominant values according

to that family's social strata. The research conducted as part of this dissertation will

continue to fill the gap identified by Steward by focusing our attention, in this case, on

the perspective of the young adult. Specifically, this work explores the young adult's

perspective on his/her conflict management style and the relationship between that style

and the family's socioeconomic status.

Using Face-Negotiation Theory, Ting-Toomey and her colleagues' claim (see, for

example, Ting-Toomey, Gao, Trubisky, Yang, Kim, Ling, & Nishida, 1991; Ting-

Toomey & Kurogi, 1998) that face maintenance is a primary construct that contributes to

cultural variability. The need to maintain face can predict the conflict tactics adopted by

someone, whether that person is from a collectivistic society or an individualistic society.

Face-Negotiation Theory postulates that there is a conceptual linkage among cultural

variability (individualism and collectivism, low-context and high context) and preferred

conflict style (dominating, integrating, obliging, avoiding, and compromising), and the

construct of face-negotiation (self-face and other-face concerns). Culture and face

concerns serve as the primary mechanisms explaining why people in different cultures

adopt different conflict management styles. Ting-Toomey et al. (1991) noted that other-

face is a predominant concern in collectivistic cultures (China, South Korea, and

Taiwan). In the United States, an individualistic culture, respondents reported the use of

a higher number of dominating conflict styles than did respondents from Japan, Korea,

China, and Taiwan, all of whom reported using a higher degree of obliging and avoiding

styles. Interestingly, the results highlight the face maintenance dimension as a better

predictor of conflict styles than the other way around. Finally, respondents who use self-

face maintenance generally adopt a dominating conflict style while respondents who use

other-face maintenance generally adopt avoiding, integrating, and/or compromising styles.

Ting-Toomey's Face Negotiation Theory has implications for determining the general conflict management styles of young Thai adults because ego orientation has been ranked as the number one value dimension in the Thai culture (Komin, 1991). It seems reasonable to wonder, thought, whether ego orientation and face concerns will play as large a role in the context of the family as they do within organizations. Kunavitkul (1995), for example, found that a majority of Thai professional nurses use the style of accommodation most frequently followed by compromise, avoidance, collaboration, and competition, because their dignity or self-esteem is determined by their job opportunities and chances for promotion. However, the notion of face maintenance might be of lesser concern in the family context because family members experience high interdependence with each other and generally have a relatively a low degree of uncertainty toward each other's beliefs, norms, and values. Thus, the notion of preserving face and dignity might not be a high priority when handling family conflict (Pearson, 1989). Based on the foregoing analysis, I propose that the economic constraints created by (un)employment, poverty, and economic disturbances constitute influential stressors that will predict the conflict management styles of young adults in the family context. This prediction is based on the argument/expectation that economic constraints create "challenges" which, given their interdependence, affect all family members.

Crijnen, Achenbach, and Verhulist (1999) conducted cross-cultural studies comparing a syndrome of parent-reported problems with children from the age of 6 to 17

years in 12 countries, including Thailand. Their research focused on children's

withdrawal and somatic complaints, anxiousness/depression, thought problems, attention

problems, delinquent behaviors, and aggressive behaviors. The findings indicated that

cultural differences contribute to the presence of problems. Externalizing patterns

decrease with age while internalizing patterns increase with age. However, they claim

that the socio-economic level of each country contributed to cultural variability, causing a

variation in syndrome scores within and across cultures.

Since very few studies have addressed the conflict management styles of

adolescents in the Thai cultural context, this study serves a heuristic function by

examining the Thai cultural orientation as a predictor of conflict management styles

among young Thai adults and their satisfaction and competence in handling conflict in

their family. In addition, this study will explore the relationship between self-reported

conflict tactics and the nine Thai value orientations in the Thai Value System as

suggested by Komin (1991). The following research questions are posed**:**

R1:   What is the relationship between a young adults' self-reported conflict tactics as

            assessed by Straus' Conflict Tactics Scale and Margolin's Conflict Inventory and

            the nine value orientations in the Thai Value System?

R2:   What is the relationship between self-reported conflict tactics and satisfaction

            with communication in the family of young Thai adults from different socio-

            economic levels?

            R2a: What is the relationship between young Thai adults' self-reported conflict

                        tactics and their satisfaction with communication within his/her family?

R2b: What is the relationship between young Thai adults' self-reported conflict

tactic and their family's socio-economic status?

R2c: What is the relationship between a young Thai adults' self-reported

satisfaction with communication within their family and their family's

socio-economic status?

R3:   What is the relationship between young Thai adults' self-reported conflict tactic

and their self-assessed competence in handling family conflicts?

R4:   What is the relationship between young Thai adults' self-assessed competence in

handling family conflicts and their family's socio-economic level?

R5:   What is the relationship between the young adults' perceptions of their parents

conflict management styles as assessed by Straus' Conflict Tactics Scale and

Margolin's Conflict Inventory and the young adults' communication competence

and family satisfaction?

R6:   What is the relationship between the young Thai adults' conflict tactics as

assessed by Straus' Conflict Tactics Scale and Margolin's Conflict Inventory and

their communication competence and family satisfaction in relations to the nine

value orientations describing the Thai Value System?

Conclusion

This chapter provided an overview of the theoretical foundation of conflict

management in the family context and its implication on the young Thai adults'

communication competence and family satisfaction. In addition, the chapter provided the

historical development of conflict management style of Thailand and the influence of

cultural variability on the perception of young Thai adults on conflict management. The

methodology and the statistical procedures for each research questions of the research

will be explained in the next chapter.

Chapter 3

Methodology

The objective of this chapter is to describe the procedures employed to examine the relationship between young Thai adults' conflict tactics and their degree of satisfaction with communication in their family as well as their perceptions of their competence in handling family conflicts. Sampling procedures and respondent characteristics are described. Finally, the instrumentation and approach to statistical analyses are explicated.

The primary focus of the study was on examining the conflict tactics of young Thai adults from different socio-economic classes, their satisfaction with communication and decision-making in their family, and their level of communication competence. The research required access to a large number of respondents who came from a wide range of socio-economic groups. That challenge was met by approaching young adults who were studying at state or private universities as well as vocational schools in and around Bangkok, Thailand. Admittedly, limiting the sample to students did run the risk of providing a less diversified sample than might exist with another approach. Obviously, young adults of college/vocational school age whose financial situation did not, at the time of the study, permit them to attend school were eliminated as potential participants. However, the five state and private universities as well as three vocational schools do attract very different clientele, and these differences were thought sufficient for the needs of this research.

A survey method was employed. The goal of the survey was to explicate or account for relationships among variables or sets of phenomena that have been identified in previous studies but not explored in the precise manner described here. This study replicated previous studies focusing on family conflict tactics by validating how family relationships or conflicts affect adolescents' self-reported satisfaction (Sheeber, Hops, Alpert, Davis, & Andrews, 1997; Shek, 1997; Tschann, Flores, Pasch, Vandewater & Lansford, 1998). Added to the mix was a concern for self-defined level of communication competence, acceptance of what have been defined as the values of the Thai culture, and the young adult's socio-economic level.

Survey Research

Wimmer and Dominick (1994) concluded that survey research has a variety of advantages. First, the researcher can access the respondents' self-acknowledged patterns of behavior performed in realistic settings without any controls or the constraints of artificial conditions. Second, the researcher can control the costs by selecting from the two major types of surveys: personal interviews and group administration. Third, a large amount of data can be collected with relative ease from a variety of people. The survey technique allows a researcher to examine many variables and to use multivariate statistics to analyze the data.

Wimmer and Dominick (1994) admitted that survey research is not perfect. First, and most importantly, since the researcher has no control over the independent variables, the researcher cannot be certain whether the observed relationships between independent variables and the dependent variables are causal or not causal. Time

series studies can help correct this problem sometimes, but not always. Second,

inappropriate wording and placement of questions within a questionnaire can bias or

produce ethnocentric results. The questions must be phrased and ordered in as

unambiguous a way as possible. Third, Wimmer and Dominick claimed that survey

research can manifest validity problems, which are essentially caused by respondent

constraints such as inability to recall information about themselves due time lapse,

lack of knowledge about the particular topics or areas, provide a "prestige bias"

answer rather admitting they don't now the answer, and inability to explain their true

feelings and beliefs because they cannot describe them into words.

Realizing the limitations due to the survey research design and respondent

constraints, the researcher conducted personal interviews, with 20 respondents to

verify findings and provide in-depth explanations to accompany the survey results.

Interviews, like questionnaires, are significant tools of survey research, that are an

interactive measurement technique that encourages interpersonal communication,

where the researcher can establish rapport and obtain accurate information in

response to all questions (Frey, Botan, Friedman,& Kreps, 1991). Hence, interviews

are an effective measurement technique to draw sensitive and/or personal-oriented

descriptions and profiles of respondents' reasoning, feelings, beliefs which could not

be explained or revealed explicitly in survey results alone. The interview results can

provide data for in-depth analysis of the nature of parent-adolescent communication

in the Thai culture, and the causes and consequences of using different conflict tactics

in handling family conflicts in the Thai context. Thus, a multi-method approach,

employing both surveys and personal interviews, was employed, enhancing the validity of the findings.

<div align="center">Samples</div>

The respondents from each university were selected based on a convenience sampling method employed with third and fourth year students and/or students who are currently enrolled in the final year of vocational study. Although the target samples were the third and fourth year students (n = 368; 70.5% of the final sample), the final sample did include a low percentage of respondents (n = 35; 6.7% of the final sample) who were not third nor fourth year students but were, instead, enrolled in the fifth year or higher and/or were Master's degree students who were enrolled in the undergraduate courses during the data collection. This approach helped to ensure that all respondents experienced the 1997 economic downturn and, due to their age and maturity, had probably played a role in handling any family conflicts that emerged as a product of that economic downturn. A group administration method was employed, using classes from the two departments having the highest student enrollment at the university/school.

Personal interviews were conducted with 20 respondents drawn from a convenience sample who shared common characteristics with the survey respondents. That is the interviewees were students who were currently enrolled in the final year of their study in one of the two departments with the highest student enrollment. The personal interviews provided in-depth responses on sensitive issues, verifying or revealing the impact of a young adult's conflict management style on family

communication and decision-making processes. Additionally, the personal interviews

offered an opportunity for respondents to share their own feelings about and

perceptions of the role of young Thai adults in handling family conflicts.

Demographic and Socio-Economic Profile of the Sample

Six hundred questionnaires were distributed to three state universities, three

private universities, and one vocational institution that is composed of three different

schools. All of the foregoing are located in Bangkok province. Five hundred and

twenty-six questionnaires were returned but three of the returned questionnaires were

deleted due to incomplete responses in the sections regarding the respondent's typical

conflict management style. With an overall response rate of 87.6 percent, the three

state universities under examination were Chulalongkorn University (n = 133; 25.4%

of the final sample), Thammasat University (n = 75; 14.3% of the final sample), and

Ramkhamhaeng University (n = 51; 9.8% of final the sample). The two private

universities were Bangkok University (n = 106; 20.3% of final the sample) and

Assumption University (n = 48; 9.2% of the final sample). The vocational schools

were St. John Vocational Schools (n = 108; 20.7% of the final sample), which

included St. John Polytechnic School (n = 36; 6.8% of the final sample), St. John

Technical School (n = 36; 6.8% of the final sample), and St. John Krungthep

Technics School (n = 36; 6.8% of the final sample).

The demographic profiles of the respondents are presented in Tables 3.1 to

3.13. A majority of the sample is female (n = 326; 62.7%). At the time of this

research, the typical respondent was between the ages of 20 to 22 years (n = 344;

65%), and currently enrolled in a state university (n = 259; 49.5 %) or a private

university (n = 262; 50.5%). In addition, most of the respondents reported that they

received 3,000-5,000 baht per month (n = 249; 47.6%) and had been brought up in a

family with 2 to 3 children (n = 300; 57.3%). A majority of the respondents are also

originally from Bangkok province (n = 280; 53.5%).

Regarding family socio-economic information, at the time of the research, a

majority of the respondents were residing with both father and mother (n = 301;

57.6%). Additionally, a majority of the parent's marital status was living together (n

= 422; 80.7 % of the final sample) and earned a family income of 20,001-50,000 baht

per month (n = 164; 31.4%). They reported that their fathers were working in a

personal business (n = 244; 46.7%) and their mothers were also working in a personal

business (n = 201; 38.4%). Finally, they indicated that the primary financial support

of their family came from both their father and their mother (n = 324; 62%), and the

major decision-maker of their family was both their father and their mother (n = 336;

64.2%).

Table 3.1: Sex of Respondents

	Frequency	Percent	Valid Percent	Cumulative Percent
Male	197	37.7	37.7	37.7
Female	326	62.3	62.3	100.0
Total	523	100.0		

Table 3.2: Age of Respondents

	Frequency	Percent	Valid Percent	Cumulative Percent
16-19	86	17.3	17.3	17.3
20-22	344	69.3	69.2	86.5
23-30	58	11.6	11.6	98.1
31-46	8	1.6	1.9	100.0
Total	496	94.8	100.0	
Missing	27	5.2		
Total	523	100.0		

Table 3.3: Education of Respondents

	Frequency	Percent	Valid Percent	Cumulative Percent
Vocational Certificate	31	5.9	5.9	5.9
Associate Diploma	77	14.7	14.8	20.7
1st or 2nd year of Bachelor	11	2.1	2.1	22.8
3rd or 4th year of Bachelor	368	70.4	70.5	93.3
5th year or higher	22	4.2	4.2	97.5
Higher than Bachelor	13	2.5	2.5	100.0
Total	522	99.8	100.0	
Missing	1	.2		
Total	523	100.0		

Table 3.4: Respondent's Own Income

	Frequency	Percent	Valid Percent	Cumulative Percent
Lower than 3000 baht	113	21.6	21.8	21.8
3,000-5,000 baht	249	47.6	48.0	69.7
5,001-7,000 baht	87	16.6	16.8	86.5
7,001-10,000 baht	33	6.3	6.4	92.9
10,001-15,000 baht	27	5.2	5.2	98.1
More than 15,000 baht	10	1.9	1.9	100.0
Total	519	99.2	100.0	
Missing	4	.8		
Total	523	100.0		

Table 3.5: Respondent's Family Income

	Frequency	Percent	Valid Percent	Cumulative Percent
Lower than 10,000 baht	39	7.5	7.5	7.5
10,000-20,000 baht	106	20.3	20.5	28.0
20,001-50,000 baht	164	31.4	31.7	59.7
50,001-70,000 baht	143	27.3	27.6	87.3
70,000-100,000 baht	66	12.6	12.7	100.0
Total	518	99.0	100.0	
Missing	5	1.0		
Total	523	100.0		

Table 3.6: Marital Status of Respondent's Parents

	Frequency	Percent	Valid Percent	Cumulative Percent
Living together	422	80.7	80.7	80.7
Divorced/separated	40	7.6	7.6	88.6
Divorced but living together	6	1.1	1.1	89.5
Temporarily Separated	8	1.5	1.5	91.0
Either Father or Mother passed away	43	8.2	8.2	99.2
Both Father and Mother passed away	4	8	8	100.0
Total	523	100.0	100.0	

Table 3.7: Number of Siblings in Respondent's Family

	Frequency	Percent	Valid Percent	Cumulative Percent
Only child	51	9.8	10.6	10.8
Two	159	30.8	33.0	43.8
Three	141	27.0	29.3	73.1
Four	78	14.9	16.2	89.2
Five	28	5.4	5.8	95.0
Six	14	2.7	2.9	97.9
Seven	5	1.0	1.0	99.0
Eight	5	1.0	1.0	100.0
Total	482	92.2	100.0	
Missing	41	7.8		
Total	523	100.0		

Table 3.8: Who are Respondents Currently Living With

	Frequency	Percent	Valid Percent	Cumulative Percent
Father & Mother	301	57.6	57.7	57.7
Father only	7	1.3	1.3	59.0
Mother only	37	7.1	7.1	66.1
Relatives	86	16.4	16.5	82.6
Living alone	44	8.4	8.4	87.9
Friends	28	5.4	5.4	96.4
Others	19	3.6	3.6	100.00
Total	522	99.8	100.0	
Missing	1	2		
Total	523	100.0		

Table 3.9: Occupation of Respondent's Father

	Frequency	Percent	Valid Percent	Cumulative Percent
Personal business	244	46.7	47.4	47.4
Government official	91	17.4	17.3	64.4
Employees	58	11.1	11.3	76
Private enterprises	44	8.4	8.5	84.5
No occupation	23	4.4	4.5	89
Merchandise	11	2.1	2.1	91.5
Other	44	8.4	8.5	100.0
Total	515	98.5	100.0	
Missing	8	1.5		
Total	523	100.0		

Table 3.10: Occupation of Respondent's Mother

	Frequency	Percent	Valid Percent	Cumulative Percent
Personal business	201	38.1	38.6	38.6
No occupation	135	25.8	25.9	64.5
Government official	82	15.7	15.7	80.2
Housewife	37	7.1	7.1	87.3
Employee	36	6.9	6.9	94.2
Private enterprise	18	3.4	3.5	97.7
Merchandise	12	2.3	2.3	100.0
Total	521	99.6	100.0	
Missing	2	4		
Total	523	100.0		

Table 3.11: Regional Residence of Respondent's Family

	Frequency	Percent	Valid Percent	Cumulative Percent
Bangkok	280	53.5	53.5	53.5
Other provinces	243	46.4	46.5	100.0
Total	523	100.0		

Table 3.12: Primary Financial Supporter in Respondent's Family

	Frequency	Percent	Valid Percent	Cumulative Percent
Father & Mother	324	62.0	62.3	62.3
Father only	81	15.5	15.6	77.9
Mother only	57	10.9	11.0	88.9
Relatives	29	5.5	5.6	94.4
Sisters & Brothers	29	5.5	5.6	100.0
Total	520	99.4	100.0	
Missing	1	.2		
Total	523	100.0		

Table 3.13: Major Decision-Maker in Respondent's Family

	Frequency	Percent	Valid Percent	Cumulative Percent
Father & Mother	336	64.2	64.5	64.5
Father only	76	14.5	14.6	79.1
Mother only	79	15.1	15.2	94.3
Relatives	15	2.9	2.9	97.1
Sisters & Brothers	15	2.9	2.9	100.0
Total	521	99.6	100.0	
Missing	2	.4		
Total	523	100.0		

<u>Data Gathering Instruments</u>

The complete questionnaire used in this study contained 330 items (see Appendix B for a version in English and Appendix C for the Thai version that was used in the research). While such a lengthy questionnaire definitely invites the risk of respondent fatigue, each element was thought essential for the purposes of this research. The questionnaire involved four scales, including Straus' Conflict Tactics Scale (Straus, 1974; Straus, 1979), Margolin's Conflict Inventory (Kahn, Coyne & Margolin, 1985), Weimann's Communication Competence (Rubin, Palmgreens, & Sypher, 1994), and Schumm and Bollmann's Kansas Family Life Satisfaction Scale (Schumm, Bollman, & Jurich, 1998). In addition to these scales, the researcher constructed a Thai Family Value Scale based on the Thai Value System suggested by Komin (1991). The intent of this scale was to measure the implications for Thai values in the respondent's handling of family conflict. Since the researcher could not acquire Margolin's Conflict Inventory scale (CIS), Weimann's Communication Competence scale and Schumm and Bollmann's Kansas Family Life Satisfaction scale from publications available in Bangkok, Thailand, the researcher had to obtain these instruments through personal communication with the original authors' permissions of the instruments.

Straus' Conflict Tactics Scale (CTS) focuses exclusively on behavioral frequency, while Margolin's Conflict Inventory scale (CIS) assesses psychological phenomena, such as perceptual accuracy and satisfaction with family conflict (Hersen, & Bellack, 1988). This difference served as part of the impetus for

employing both scales as opposed to opting for only one of the instruments.

Additionally, the reliability of Straus' Conflict Tactics Scale was of some concern.

Previous research reported Cronbach alphas of .64 to .78, which is marginally

acceptable, at best (Herzbergher, 1991). By comparison, Margolin's Conflict

Inventory has been reported as having Cronbach alphas of .82 to .85 for all items.

Realizing the differences in the nature of the two scales, the researcher purposely

used Margolin's Conflict Inventory to compare how instruments which are different

in nature but share very similar goals portray the use of conflict tactics within a

segment of the Thai population.

To measure the dependent variable of family satisfaction, the researcher used

Schumm and Bollman's Kansas Family Life Satisfaction Measure. Finally, the

researcher used Weimann's Communicative Competence Scale to measure the self-

assessed communication competence of young Thai adults in the family context.

These two instruments have both been reported as enjoying relatively high reliability,

with a Cronbach alpha of .71 for the Kansas Family Life Satisfaction Measure

(KFLS) (Goldman & Mitchell, 1996), and a Cronbach alpha of .96 for Weimann's

Communicative Competence Scale (Rubin, Palmgreens,& Sypher, 1994).

The first part of the instrument used for this research involved questions

concerning the respondents' demographic profile and family-related information.

There were 14 items including sex, age, educational level, institution, parent's marital

status, family's overall income per month, respondent's personal income,

respondent's number of siblings, father and mother's occupation, family's primary

regional residence, respondent's primary financial supporter, and the major decision-maker(s) in the respondent's family.

The second part of the questionnaire was comprised of four sections measuring the respondent's conflict tactics. The first and second sections involved Straus' scale and focused on conflict frequency, measuring the respondent's conflict tactics, including his/her use of problem-solving, withdrawal, verbal aggression, and violence tactics. The first section contained 13 items; the scale ranged from 0 to 5 with 0 standing for "never", 1 for "once per year", 2 for "2-3 times per year", 3 for "often but less than once per month", 4 for "about once per month", and 5 for "more than once per month."

The second section of this portion of the questionnaire included descriptions of two hypothetical conflicts involving the adolescent and his/her parents. In the first conflicting situation, respondents were asked to imagine an argument with their parents in which they want to go out somewhere with their friends in the middle of the night but their parents did not want them to go out. In the second hypothetical situation, respondents were asked to imagine an argument with their parents in which they want to buy something that is important to them personally, but their parents do not want them to buy it. Their parents think that the respondents ought to save their money, particularly when the family is encountering with the financial difficulties. Taking the hypothetical situations one at a time, respondents were instructed to read the hypothetical conflict and to use a 1 to 4 scale to indicate the likelihood that they would exhibit each of 16 different possible behaviors/responses in that conflict

situation. A response of 1 indicated that they were "not likely" to exhibit the behavior listed; 2 indicated they were "somewhat likely" to exhibit that behavior; 3 meant they were "likely" to exhibit the behavior; and, 4 indicated they were "very likely" to exhibit the behavior in question. In addition to measuring the respondent's conflict tactics, a separate section asked the respondents to use the same scale and list of 16 behaviors to indicate how they thought their parents would handle the two hypothetical conflicts that were described.

The third and fourth sections of the questionnaire employed Margolin's Conflict Inventory to focus on the psychological dimensions of conflict. Each of these sections involved 26 items. Conflict behaviors referenced in the Margolin inventory include problem-solving, verbal aggression, withdrawal, emotional expression, and acquiescence or accommodating tactics. Section three of the questionnaire focused on the respondent's conflict tactics, while section four focused on the respondent's perceptions of his/her parent's conflict tactics. Both sections employed a 0 to 6 scale, with 0 meaning "never", 1 meaning "rarely", 2 meaning "occasionally", 3 meaning "sometimes", 4 meaning "often", 5 meaning "frequently", and 6 meaning "almost always."

The next part of the questionnaire focused on self-assessments of communication competence. For these assessments, respondents completed Weimann's Communication Competence Scale. Weimann's instrument contains 35 items, and employs a scale that ranges from 1 to 5, with 1 indicating "strongly

disagree", 2 indicating "disagree", 3 indicating "neutral, neither agree or disagree", 4 indicating "agree", and 5 indicating "strongly agree."

Following the Weimann instrument, respondent's were asked to complete Schumm and Bormann's Kansas Family Life Satisfaction Scale. With 8 items, the scale ranges from 1 to 7, with 1 indicating "extremely dissatisfied", 2 indicating "very dissatisfied", 3 indicating "somewhat dissatisfied", 4 indicating "mixed", 5 indicating "somewhat satisfied", 6 indicating "very satisfied", and 7 indicating "extremely satisfied."

Finally, the last part of the questionnaire focused on Thai value orientations as identified by Komin (1991) with those value orientations applied specifically to the family context. Thirty-six items were developed to measure each of the nine different value orientations: ego orientation, grateful relationship orientation, smooth relationship orientation, flexibility and adjustment orientation, education and competence orientation, independence orientation, fun-pleasure orientation, and achievement-task orientation. Four family-related and conflict relevant scenarios were created. After reading a scenario, the respondent was asked to use a 1 to 5 scale to indicate the role played by each value orientation in determining how the conflict would be handled. A response of 1 indicated "very unimportant", 2 indicated "unimportant", 3 indicated "neutral", 4 indicated "important", and 5 indicated "very important." SPSS reliability test indicated a reliability coefficient of .94 for these items.

Pilot Study

The researcher conducted a pilot study to test the reliability of the survey and clarity of the Thai language version prior to full data collection. A convenience sample of 111 young Thai adults participated in the pilot study. Overall, Cronbach's alpha revealed an acceptable range of reliability, with an alpha of higher than .7 for all items on each scale (see Table 3.14).

Alpha coefficients were .92 for Straus' Conflict Tactic Scale, .95 for Margolin's Conflict Inventory Scale, .91 for Weimann's Communication Competence Scale, .88 for Kansas Family Life Satisfaction Scale, and .94 for Thai Family Value Scale. The findings indicated an acceptable internal consistency in measuring the conflict tactics, communication competence, family satisfaction, and family values.

Table 3.14: Pilot Study Reliability Tests of Instruments Used in Research

Scales	Items	Reliability Coefficient
1. Straus' Conflict tactics scale (CTS)		
1.1 Respondent's overall conflict tactics	101	.93
1.2 Hypothetical Situations	13	.78
Story 1		
- Respondent's behavior	16	.86
- Respondent's view of parents' behavior	16	.75
Story 2		
- Respondent's behavior	16	.80
- Respondent's view of parents' behavior	16	.85
2. Margolin's Conflict Inventory Scale (CIS)	130	.95
2.1 Respondent's behavior		
- Actual behavior	26	.79
- Ideal behavior	26	.78
- Perception of parents' behavior	26	.83
2.2 Parent's perceived behavior		
- Actual parent's behavior	26	.87
- Ideal' parent's behavior	26	.88
3.Weimann's Communication Competence Scale	35	.90
4.Kansas Family Life Satisfaction Scale	8	.88
5.Thai Family Value Scale	36	.94

Data Collection

Data collection took place at three state universities and two private universities as well as one vocational institution throughout the one and half month period from November 2000 to January, 2001. Data collection followed a three step process. First, the researcher requested cooperation from the research and development division at each institution. That division was asked to specify the names of the two departments with the highest student enrollment. Each institution received a package consisting of a cover letter which described the purpose of the study, and how the results were to be utilized and reported. Each institution also received one hundred copies of the questionnaire. Next, the researcher delivered fifty questionnaires to the dean of each faculty/school ranked as one of the top two in student enrollment. The dean of each faculty subsequently distributed the fifty questionnaires to third and fourth year students in their program. Finally, the researcher collected the questionnaires with the assistance of the dean at each institution.

Twenty respondents participated in the personal interviews. The dean of each faculty coordinated with the researcher to send three to four respondents to participate in the interview with selection of the interviewees based on convenience sampling. Each interview lasted twenty minutes with ten standardized interview questions employed (see Appendix E). These questions involved the young adults' communication behavior in the family, their assessment on the parent-adolescent relationship, their assessment of their communication competence, and their

involvement in making family decisions, managing conflict, etc. All respondents

were informed that the information drawn from the interviews would be kept

confidential in order to encourage a truthful disclosure about their personal life.

<div align="center">Data Analysis</div>

The data was analyzed using SPSS/Window 9.0 (Statistical Package for Social

Sciences). The statistics employed included Multivariate Regression, Multivariate

Analysis of Variance (MANOVA), and Multivariate Analysis of Covariance

(MANCOVA). The acceptable statistical significance level was specified at alpha

$(\alpha) \leq .05$.

To perform a Multivariate Analysis, several assumptions should be met as

follows: (1) observations should be independent, (2) observations on the dependent

variables should follow a multivariate normal distribution in each group, and (3)

population covariance matrices for the dependent variables should be equal (Steven,

1996).

The first research asked about the relationship between respondents' self-

reported conflict tactics as assessed by the Straus' CTS and Margolin's CIS and each

of the Thai value orientations. Multivariate analysis of regression was performed to

examine which value orientation was the most valid predictor of young Thai adults'

conflict tactic, as assessed by the CTS and the CIS. The means for each value

orientation were entered to identify which value orientation had the highest

correlation with the means of each conflict tactic. A stepwise method was performed

to identify the best predictor of the value orientation.

Research question #2 focused on the relationship between the respondents' self-reported conflict tactics and their satisfaction with communication within the family. Research question #2 also focused attention on the socio-economic level of the respondents' family as a potentially significant factor. Research question 2a explored the relationship between the respondents' self-reported conflict tactics as assessed by Straus' CTS and Margolin's CIS to their family satisfaction. Multivariate regression analysis was employed to identify which conflict tactics, as assessed by each scale, were the most valid predictors of the respondents' level of family satisfaction. Focusing on the impact of socio-economic level, research question 2b examined whether differences in family income and personal income are predictors of a respondents' self-reported conflict tactics. Research question 2c focused on the relationship between the respondents' self-assessed family satisfaction and socio-economic level. Multivariate analysis of regression was run to analyze whether the family's income or the respondents' personal income was the most valid predictor of the respondent's degree of family satisfaction.

Addressing the impact of conflict tactics on competence, research question 3 emphasized the relationship between respondents' self-reported conflict tactics as assessed by the CTS and the CIS and their self-assessed communication competence. Utilizing the stepwise method, multivariate analysis of regression was again employed.

Exploring whether socio-economic level is the best predictor of respondents' communication competence, research question 4 was posited to identify whether the

family's income or the respondents' personal income was the best predictor of the

respondents' self-assessed communication competence. Multiple Analysis of

Variance (MANOVA) was used with this research question. Box's Test of Equality

of Covariance Matrices was used to identify whether differences in the socio-

economic level of the respondents impact the respondents' levels of communication

competence.

Research question 5 explored the relationship between the parents' conflict

tactics, as identified by the respondents, and the respondents' self-assessed

competence and degree of family satisfaction. Multivariate Analysis of Regression

was employed to identify which conflict tactic was the most valid predictor of

respondents' level of communication and family satisfaction. The stepwise method

was also employed to identify which independent variable will enter the statistical

analysis first based on the magnitude of its correlation.

Finally, research question 6 summarized the implications of the respondents'

self-reported conflict tactics as assessed by the CTS and the CIS on the respondents'

self-assessed communication competence and family satisfaction as these variables

relate to each of the Thai value orientation. Multivariate Analysis of Covariance

(MANCOVA) was performed to identify whether the strength of respondents'

endorsement of a particular conflict tactic is associated with variations in the means

of that respondent's communication competence and family satisfaction. To execute

the MANCOVA, the means of conflict tactics as assessed by CTS and CIS were

combined and recoded, using 1 for "low degree", 2 for "middle degree", and 3 for

"high degree." These values were entered as covariates, with the means for competence and family satisfaction serving as the dependent variables.

<div align="center">Conclusion</div>

This chapter described the instruments used in this study and provided an overview of the statistical analyses selected in order to examine/answer each of the research questions posed in chapter 2. Results from the statistical tests will be reported in the next chapter.
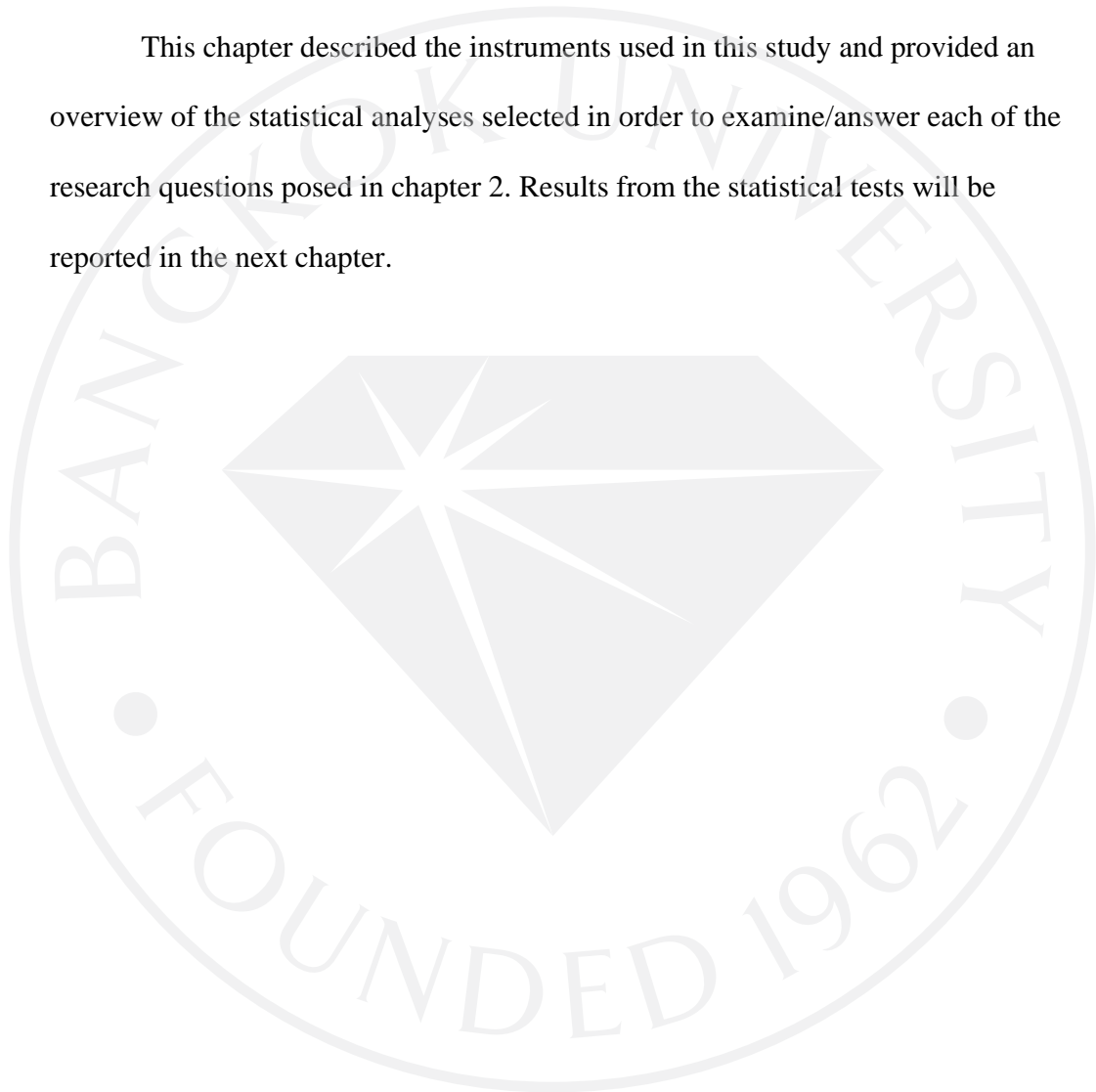
Chapter 4

Findings

This chapter presents the results of the analysis of the quantitative and qualitative data collected as part this research. The findings are analyzed in accordance with the research questions posited in the previous chapter. Initial attention is devoted to factor analysis of the instruments used. Attention is then turned to the research questions.

Factor Analysis

Factor analyses were conducted to investigate the subscales or dimensions of the various instruments when employed in the Thai context. The original Straus Conflict Tactics Scale (CTS) consisted of the following dimensions: reasoning (items 1-4), verbal aggression (items 5-10), and violence (items 11-13). Margolin's Conflict Inventory Scale (CIS) consisted of problem-solving (items 1, 3, 10, 14, 15, 17, 18), verbal and non-verbal aggression (items 4, 7, 12, 24, 25), and withdrawal (items 2, 5, 6, 11, 20, 23).

To determine a valid construct, the commonality of .40 was used as a criterion in loading the items together for acceptable analysis (Stevens, 1996). Straus' CTS, Margolin's CIS, and Thai Family Value scale (TFV) were examined through the use of a principle components analysis employing varimax rotation and Kaiser Normalization. The scree plot of Straus' CTS, Margolin's CIS, and TFV were displayed in Figures 1 to Figure 6. The loading of items and the summary results of factor analysis for Straus' CTS, Margolin's CIS, and the TFV are presented in Tables 4.1 to 4.11. Eigenvalues revealed that four factors emerged from Straus' CTS. With respect to Margolin's CIS,

five factors emerged, and, the factor analysis indicated that eight factors appeared in the TFV scale.

For Straus' CTS, the factor analysis (see Tables 4.1 to 4.5) revealed that the problem-solving, verbal aggression, withdrawal, and violence tactics were the conflict tactics assessed by the CTS. These conflict tactics accounted for 65.947% of the total proportion of explained variance of young adults' conflict tactics and 55.517% for both hypothetical situation 1 and hypothetical situation 2. With respect to parents' conflict tactics as assessed by young Thai adults, verbal aggression tactic did not emerge in the factor analysis of hypothetical situation 1 and withdrawal tactic did not emerge in the factor analysis of hypothetical situation 2. For hypothetical situation 1, three factors emerged, including violence tactic, withdrawal tactic, and problem-solving tactic; while violence tactic, verbal aggression tactic, and problem-solving tactic emerged in hypothetical situation 2. All of these factors accounted for 53.824% of the total proportion of explained variance and (see Table 4.5).

The factor analysis for Margolin's CIS, displayed in Tables 4.6 to 4.9, revealed that the CIS assessed young Thai adults tended to adopt problem-solving, verbal aggression, withdrawal, emotional expression, and accommodation/acquiescence ("give-in") tactics. These conflict tactics accounted for 43.006% of the total proportion of explained variance for young Thai adults' own conflict tactics (see Table 4.7) and 50.475% of the total proportion of explained variance for parents' conflict tactics as assessed by young Thai adults (see Table 4.8).
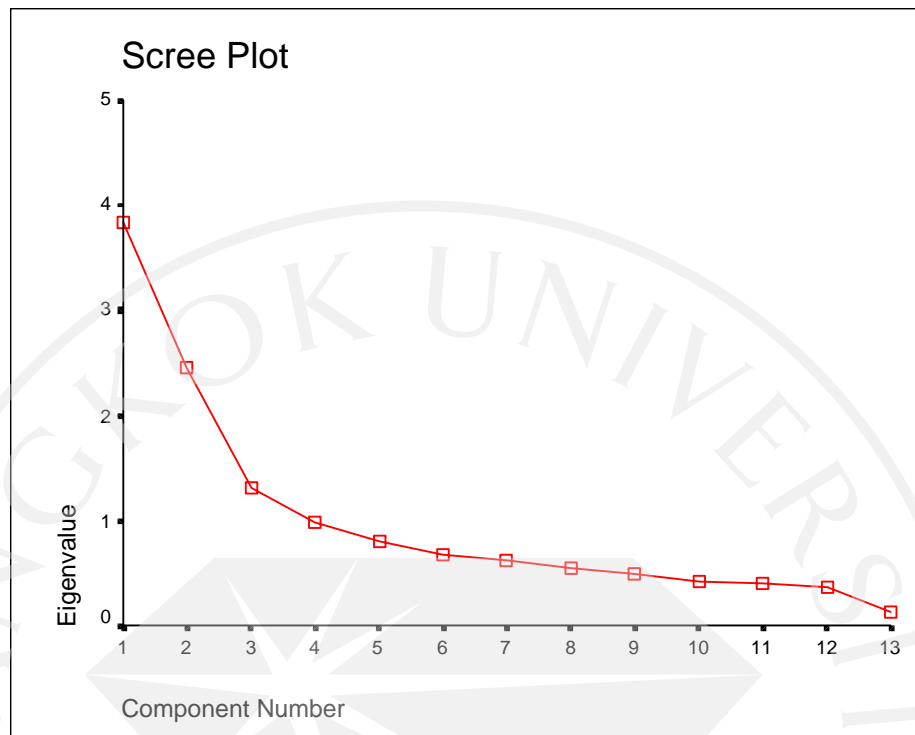
Figure 1: Scree Plot for Young Thai Adults' Conflict Tactics as Assessed Straus'
Conflict Tactic Scale
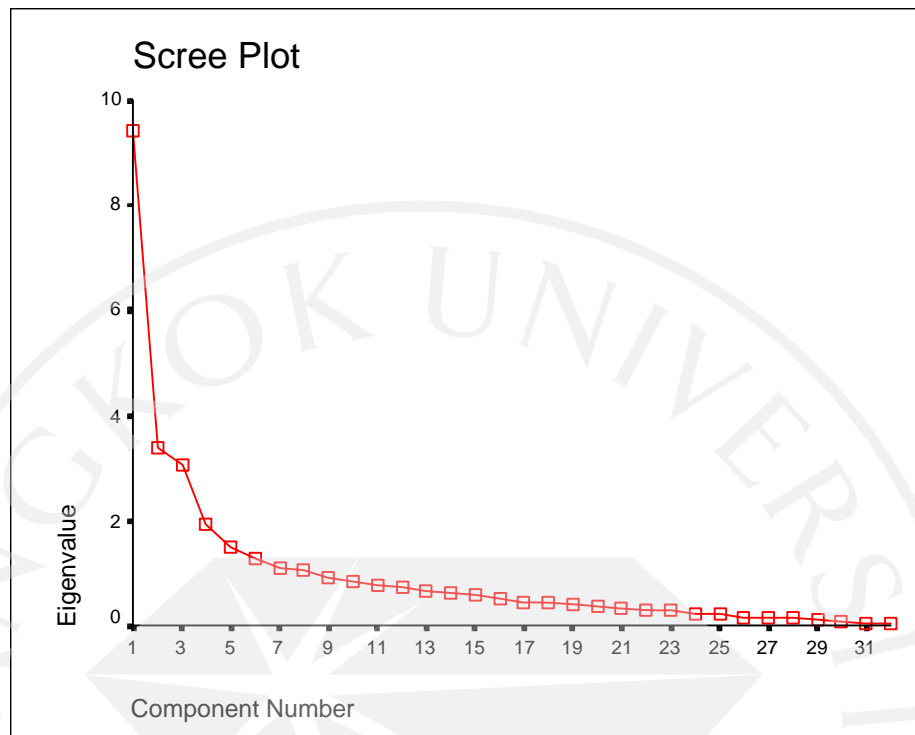
Figure 2: Scree Plot for Young Thai Adults' Conflict Tactics in Handling Hypothetical
Situation 1 and 2 as Assessed by Straus' Conflict Tactic Scale
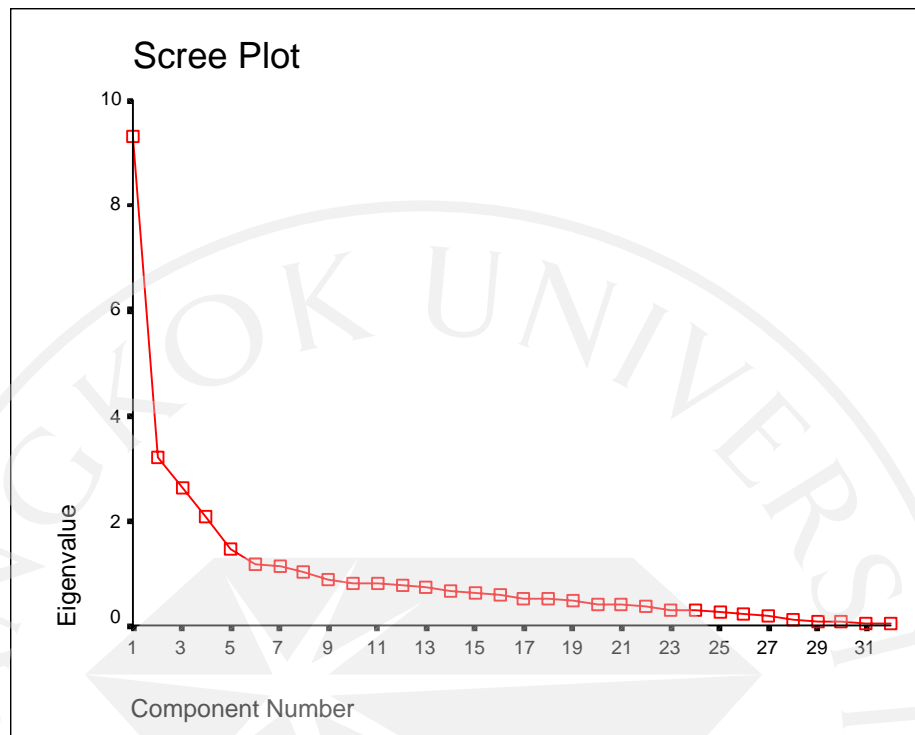
Figure 3: Scree Plot for Parent's Conflict Tactics in Handling Hypothetical
Situation 1 and 2 as Assessed by Straus' Conflict Tactics Scale
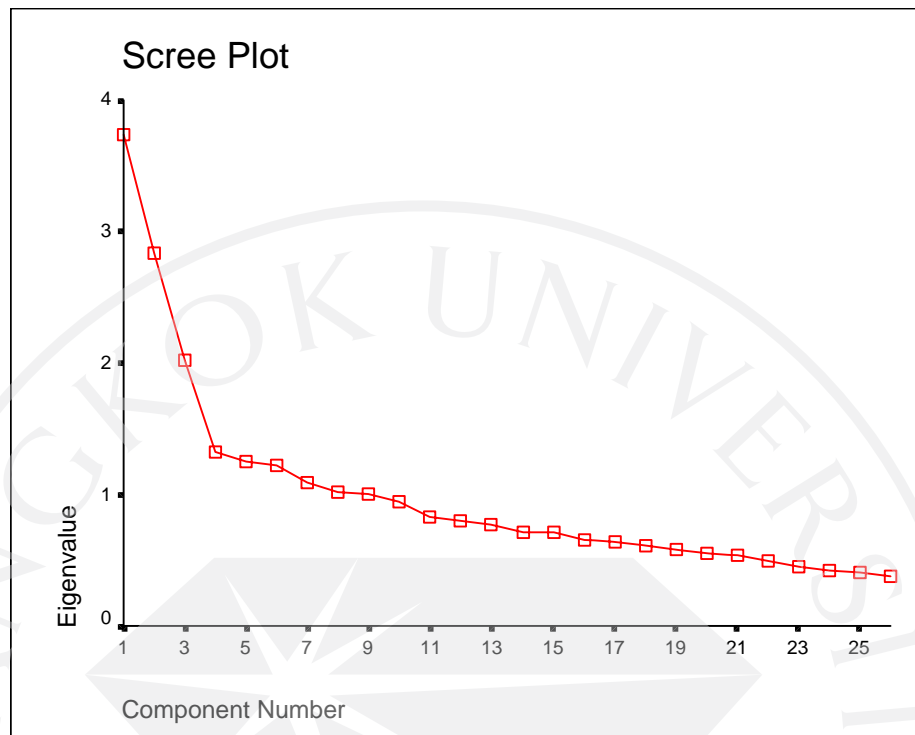
Figure 4: Scree Plot for Young Thai Adults' Conflict Tactics As Assessed by Margolin's Conflict Inventory Scale
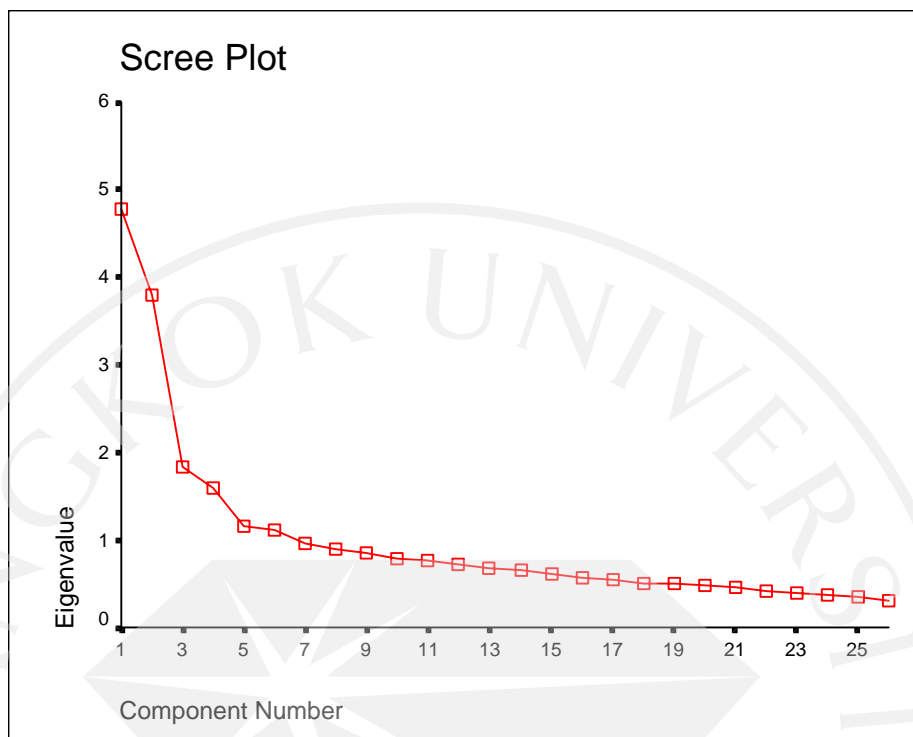
Figure 5: Scree Plot for Parents' Conflict Tactics as Perceived by Young Thai Adults in
Margolin's Conflict Inventory Scale
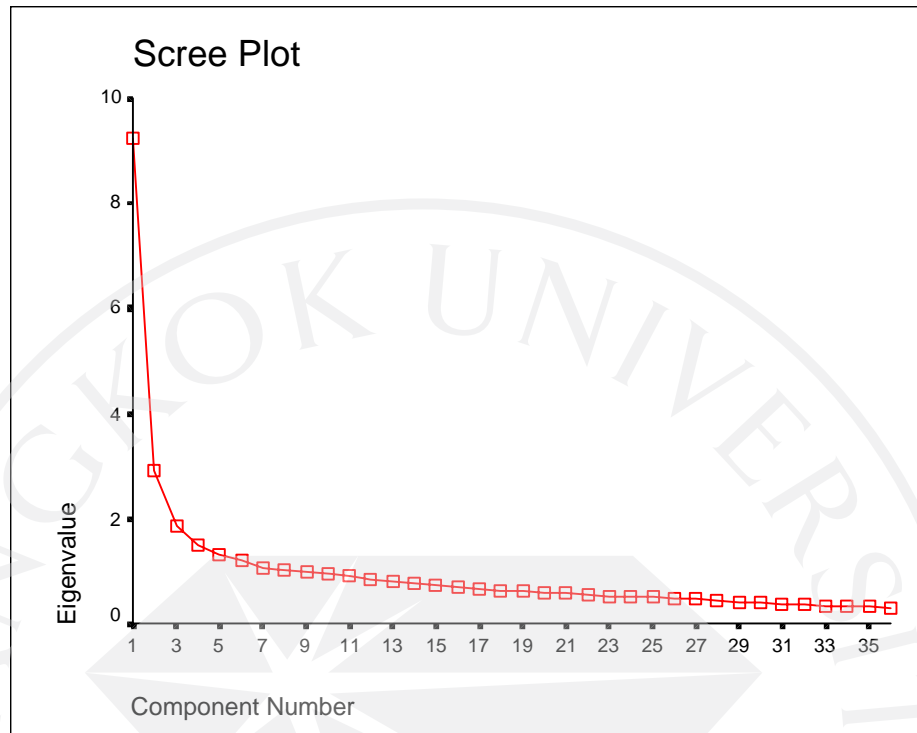
Figure 6: Scree Plot for Thai Family Values

Table 4.1: Statements of Straus' Conflict Tactic Scale (Young Adults' Conflict Tactics)

Respondents' Conflict Tactics
Factor # 1: Violence tactic
- Threw something (but not at my parents) or smash something. (9)
- Threw something at one or both of my parents. (10)
- Pushed, grabbed, or shoved one or both of my parents. (11)
- Hit (or tried to hit) my parents but not with anything. (12)
- Hit (or tried to hit) my parents with something hard. (13)
Factor #2: Problem-solving tactic
- Tried to discuss the issue calmly but was unable to. (1)
- Discussed the issue in a relatively calm manner. (2)
- Sought out information to back up my position. (3)
Factor # 3: Withdrawal tactic
- Sulked and/or refused to talk with my parents about this agreement. (7)
- Stomped out of the room or left the room in an angry manner. (8)
Factor # 4: Verbal Aggression tactic
- Brought in or tried to bring in someone to settle things. (4)
- Argued heatedly with my parents but did not yell. (5)
- Yelled at and/or insulted my parents. (6)
Questions 2: Respondents' Conflict Tactics (Hypothetical Situation 1 and 2)
Factor # 1: Violence tactic
- Insult or swear at the others. (4)
- Do or say something to hurt others. (8)
- Threaten to hit/throw something at other.(9)
- Smash/hit/kick something. (10)
- Throw something at parent. (11)
- Push, grab, or shove parents. (12)
- Slap parent. (13)
- Hit or try to hit parent with something. (14)
- Physically attack parent. (15)
- Threaten my parent with a weapon. (16)
Factor #2:
No item loaded
Factor # 3: Withdrawal tactic
- Sulked and/or refused to talk with my parents about this agreement. (5)
- Leave room in an angry manner. (6)
- Cry. (7)
Factor # 4: Problem-solving tactic
- Discuss the issue calmly. (1)
- Get information to back my side. (2)
- Bring in someone to help settle things. (3)

Table 4.2: Statements of Straus' Conflict Tactic Scale (Parents' Conflict Tactics)

Questions 2: Parents'Conflict tactics (Hypothetical Situation 1 and 2)
Factor # 1: Verbal aggression tactic
No items loaded
Factor # 2: Violence tactic
- Insult or swear at the others. (4)
- Threaten to hit/throw something at other. (9)
- Smash/hit/kick something. (10)
- Throw something at parent. (11)
- Push, grab, or shove parents. (12)
- Slap parent. (13)
- Hit or try to hit parent with something. (14)
- Physically attack parent. (15)
- Threaten my parent with a weapon. (16)
Factor # 3: Withdrawal tactic
- Sulked and/or refused to talk with my parents about this agreement. (5)
- Leave room in an angry manner. (6)
- Cry. (7)
- Do or say something to spite or to hurt the other. (8)
Factor # 4: Problem-solving tactic
- Discuss the issue calmly. (1)
- Get information to back my side. (2)
Hypothetical situation 2
Factor # 1: Violence tactic
- Threaten to hit/throw something at other. (9)
- Smash/hit/kick something. (10)
- Throw something at parent. (11)
- Push, grab, or shove parents. (12)
- Slap parent. (13)
- Hit or try to hit parent with something. (14)
- Physically attack parent. (15)
- Threaten my parent with a weapon. (16)
Factor #2: Verbal aggression tactic
- Leave room in an angry manner. (6)
- Do or say something to spite or hurt the other. (8)
Factor # 3: Withdrawal tactic
- Insult or swear at my parents. (4)
- Sulked and/or refused to talk with my parents about this agreement. (5)
Factor # 4: Problem-solving tactic
- Discuss the issue calmly. (1)
- Get information to back my side. (2)
- Bring in someone to help settle things. (3)

Table 4.3: Items Factor Loadings Using Varimax Rotation Factor Analysis for Young
Thai Adults' Conflict Tactics as Assessed by Straus' Conflict Tactics Scale

Items	Factor #				Commonalities
	1	2	3	4	
PR					
1	7.545E-02	.722	.241	.227	.636
2	1.705E-02	.841	8.544E-02	.118	.729
3	2.373E-02	.828	2.074E-02	-1.642E-02	.687
VA					
4	5.459E-03	.277	-9.485E-03	.703	.571
5	2.910E-02	.313	.468	.463	.532
6	.297	-4.788E-02	.129	.750	.669
WD					
7	1.104E-02	.223	.778	-.118	.669
8	8.021E-02	8.498E-03	.785	.233	.677
VIO					
9	.472	-4.590E-02	.344	.341	.460
10	.842	-3.781E-02	8.326E-02	2.761E-02	.718
11	.922	3.277E-02	3.951E-02	9.104E-02	.860
12	.819	9.725E-02	1.041E-02	.165	.707
13	.807	6.443E-02	-1.833E-02	3.457E-02	.658
Eigenvalues	3.205	2.159	1.650	1.559	
Proportion of explained variance	29.518%	18.816%	10.0985	7.514%	
Total proportion of explained variance	65.947%				

Note. * Item deleted due to problematic in loading.

PR   =   Problem-solving tactic
WD   =   Withdrawal tactic
VIO   =   Violence tactic
VA   =   Verbal Aggression tactic

Table 4.4: Items Factor Loadings Using Varimax Rotation Factor Analysis for Young Thai Adults' Conflict Tactics as Assessed by Straus' Conflict Tactics Scale (Story 1 and Story 2)

Items	Factor #				Commonalities
	1	2	3	4	
PR					
1	-7.388E-02	-7.197E-03	-.109	.694	.500
2	-.132	3.011E-03	5.417E-03	.707	.517
3*	4.872E-02	1.970E-02	.260	.300	.160
4*	.278	.102	.235	-.127	.159
WD					
5	-3.637E-02	-6.377E-02	.612	.239	.437
6	-1.366E-02	.266	.642	-3.219E-02	.484
7	-7.150E-02	.117	.606	.119	.400
8	.144	.328	.525	3.652E-02	.405
VIO					
9	.330	.754	.137	1.535E-03	.695
10	.251	.753	.104	-2.892E-02	.642
11	.258	.870	6.402E-02	3.982E-04	.828
12	.157	.850	3.521E-02	3.820E-02	.750
13	.190	.857	1.414E-02	3.304E-02	.770
14	.109	.646	5.499E-02	-7.676E-02	.438
15	.205	.896	4.848E-02	1.596E-02	.848
16	.130	.619	3.077E-02	1.946E-02	.401
PR					
1	-3.843E-02	-1.064E-02	5.779E-02	.474	.229
2	-3.639E-02	1.894E-02	.141	.721	.541
3*	.135	3.090E-03	.248	.366	.214
WD					
	2.573E-03	-.114	.653	.175	.470
6	.159	7.219E-02	.662	-.131	.486
7	.114	-9.728E-02	.623	.106	.422
VIO					
4	.477	.232	.279	-.170	.384
8*	.341	.161	.380	-.111	.299
9	.805	.170	7.030E-02	-6.957E-02	.686
10	.799	.159	.120	-9.051E-02	.686
11	.868	.244	7.416E-02	-2.734E-02	.819
12	.850	.228	2.250E-02	1.673E-02	.776
13	.866	.106	1.515E-02	1.557E-02	.762
14	.875	.216	-1.740E-02	2.987E-02	.814
15	.937	.204	1.840E-02	2.451E-02	.920
16	.872	.232	2.137E-02	2.760E-02	.816

Table 4.4: continued

Hypothetical Situations 1 and 2	Factor #				Commonalities
	1	2	3	4	
Eigenvalues	9.414	3.370	3.040	1.941	
Proportion of explained Variance	29.419%	10.530%	9.501%	6.067%	
Total proportion of explained variance	55.517%				

Note. * Item deleted due to problematic in loading.

Table 4.5: Items Factor Loadings Using Varimax Rotation Factor Analysis for Parents' Conflict Tactics in Straus' Conflict Tactics Scale (Story 1 and Story 2)

Items	Factor #				Commonalities
	1	2	3	4	
PR					
1	8.994E-02	-.187	-.212	.434	.276
2	6.564E-02	-7.616E-02	-2.664E-02	.735	.552
3*	-.117	.143	.302	.365	.258
WD					
5	-6.923E-02	5.290E-02	.643	.161	.373
6	-7.796E-03	.266	.606	-2.158E-02	.446
7	1.041E-02	4.243E-02	.592	-.128	.439
8	8.257E-02	.258	.431	6.573E-02	.369
VIO					
4	1.332E-02	.481	.371	-6.309E-02	.264
9	.109	.720	.115	-1.293E-02	.544
10	.156	.766	.129	8.543E-03	.628
11	.113	.746	4.694E-02	-1.454E-03	.572
12	.165	.593	.190	-8.449E-02	.422
13.	.313	.629	8.865E-02	2.297E-02	.502
14	.202	.838	.105	-4.191E-02	.756
15	.224	.833	5.242E-02	-8.141E-03	.747
16	.321	.730	9.712E-03	-8.026E-02	.643
PR					
1	-5.909E-03	-.104	-2.861E-02	.706	.510
2	4.317E-02	5.175E-02	4.137E-02	.767	.595
3	.180	9.686E-02	.379	.439	.378

Table 4.5: continued

Items	Factor #				Commonalities
	1	2	3	4	
WD					
4	.275	5.646E-03	.492	-7.846E-02	.324
5	.116	-2.704E-03	.709	.153	.540
7*	.298	3.147E-02	.329	-.120	.212
VA					
6	.306	.117	.553	-2.676E-02	.414
8	.405	.126	.520	-8.440E-02	.457
VIO					
9	.835	.290	.143	3.373E-02	.803
10	.826	.240	.162	-1.921E-03	.767
11	.855	.248	.160	7.233E-04	.818
12	.426	5.157E-02	4.665E-03	2.724E-02	.185
13	.912	.202	8.582E-02	6.654E-02	.884
14	.871	.129	.115	7.161E-02	.794
15	.926	.228	.101	8.918E-02	.928
16	.857	.268	8.978E-02	9.191E-02	.823
Eigenvalues	9.326	3.199	2.614	2.085	
Proportion of explained variance	29.142	9.997	8.168	6.516	
Total proportion of explained variance	53.824%				

Note. *Item deleted due to problematic in loading.

PR = Problem-solving tactic
WD = Withdrawal tactic
VIO = Violence tactic
VA = Verbal Aggression tactic

Table 4.6: Statements of Margolin's Conflict Inventory Scale (Young Adults' Conflict Tactics)

Respondents' Conflict tactics

Factor # 1: Problem-solving tactic
- Initiate your discussion to air different points of view. (1)
- Listen attentively to what your parents say to you. (3)
- State your position as clearly as you can. (10)
- Repeat yourself to make sure that your parents understand your points. (14)
- Feel closer to parents at the end of discussion than at the beginning. (15)
- Admit own faults and responsibility (17)
- Try to come up with helpful solutions (18)

Factor #2: Verbal Aggression tactic
- Insult your parents or call them names. (4)
- Threaten your parents with physical violence. (7)
- Talk more critically to your parents after drunken something with alcohol. (16).
- Think about breaking off the relationship. (19)
- Give in but try to revenge later. (25).
- Hit, push, or slap your parents. (26)

Factor#3: Emotional Expression to a Third Party tactic
- Get involved in physical activity/work to help gain control of emotion. (8)
- Feel regret for something you said or did. (9)
- Blame your parents for the problems. (12)
- Cry. (13)
- Take out anger on someone other than your parents. (24)

Factor #4: Withdrawal tactic
- Act as though nothing is wrong. (2)
- Sulk or pout. (5)
- Keep distant from your parents until you both cool down. (6)
- Leave the room/walk away in the middle of discussion. (11)
- Give in to parents to avoid having argument with them. (23)0

Factor # 5: Accommodating or Acquiescence ("Give-in") tactic
- Stop the discussion by changing the topic. (20)
- Use humor to try to laugh at the disagreements having with parents. (21)
- Stop the discussion by simply saying "I don't want to talk about it." (22)

Table 4.6: continued

Parents' Conflict Tactics as Perceived by Respondents

Factor #1: Problem-solving tactic
- Initiate your discussion to air different points of view. (1)
- Listen attentively to what your parents say to you. (3)
- State your position as clearly as you can. (10)
- Repeat yourself to make sure that your parents understand your points. (14)
- Feel closer to parents at the end of discussion than at the beginning. (15)
- Admit own faults and responsibility (17)
- Try to come up with helpful solutions (18)

Factor #2: Verbal Aggression tactic
- Talk more critically to your parents after drunken something with alcohol. (16).
- Think about breaking off the relationship. (19)
- Give in but try to revenge later. (25).
- Hit, push, or slap your parents. (26)

Factor #3: Withdrawal tactic
- Act as though nothing is wrong. (2)
- Sulk or pout. (5)
- Keep distant from your parents until you both cool down. (6)
- Feel regret for something you said or did. (9)
- - Leave the room/walk away in the middle of discussion. (11)
- Cry. (13)

Factor#4: Emotional Expression to a Third Party tactic
- Insult your parents or call them names. (4)
- Threaten your parents with physical violence. (7)
- Get involved in physical activity/work to help gain control of emotion. (8)*
- Blame your parents for the problems. (12)
- Take out anger on someone other than your parents. (24)

Factor # 5: Accommodating or Acquiescence ("Give-in") tactic
- Stop the discussion by changing the topic. (20)
- Use humor to try to laugh at the disagreements having with parents. (21)
- Stop the discussion by simply saying "I don't want to talk about it." (22)
- Give in to parents to avoid having argument with them. (23)

Table 4.7: Items Factor Loadings Using Varimax Rotation Factor Analysis on Young Thai Adults' Conflict Tactics as Assessed by Margolin's Conflict Inventory Scale

Items	Factor #					Commonalities
	1	2	3	4	4	
PR						
1	.594	5.281E-02	-3.702E-03	-4.827E-02	-4.317E-02	.561
3	.575	-.219	-7.601E-02	7.135E-02	-.166	.547
10	.585	6.412E-02	-9.697E-02	.151	4.619E-02	.541
14	.539	-6.954E-02	.224	.135	.204	.627
15	.478	-3.533E-02	.222	-.131	.227	.469
17	.655	-2.251E-02	.105	-4.867E-02	.115	.602
18	.715	-.114	2.132E-02	.129	.180	.447
VA						
4	-3.456E-02	.622	6.068E-02	-3.953E-02	7.935E-02	.589
7	2.347E-02	.720	1.562E-02	-5.376E-02	6.536E-02	.510
16	-5.175E-02	.576	.193	-.184	.111	.422
19	-.110	.556	7.005E-02	1.090E-03	-2.994E-02	.537
25	-3.975E-02	.536	.177	.247	1.359E-02	.533
26	9.221E-03	.534	-.293	.208	1.840E-02	.513
WD						
2	.164	5.081E-02	.122	.683	-3.610E-02	.364
5	-8.441E-03	-8.767E-03	.507	.533	-2.921E-02	.543
6	-6.370E-02	5.053E-02	.270	.733	6.019E-02	.495
11*	-.137	8.769E-02	.367	.348	8.355E-02	.403
23	.225	-.137	2.226E-02	.541	.243	.558
EXP						
8	9.703E-02	.240	.468	9.053E-02	-.128	.217
9	.243	-1.200E-02	.568	.120	6.771E-02	.452
12	-1.678E-03	.177	.499	9.189E-03	3.732E-02	.511
13	5.361E-02	-2.923E-02	.564	5.830E-02	8.450E-02	.514
24	-4.839E-02	2.273E-03	.558	.227	.113	.325

Note. *Item deleted due to problematic in loading.

PR = Problem-solving tactic
WD = Withdrawal tactic
VA = Verbal Aggression tactic
EXP = Emotional Expression to a Third Party tactic

Table 4.7: continued

Items	Factor #					Commonalities
	1	2	3	4	5	
ACC						
20	.127	.105	-6.930E-02	.258	.720	.604
21	.233	-2.038E-03	9.047E-02	-7.493E-02	.722	.622
22	-9.404E-04	.141	.150	5.171E-02	.657	.413
Eigenvalues	3.741	2.839	2.019	1.330	1.252	
Proportion of explained variance	14.390%	10.390%	7.764%	5.117%	4.815%	
Total proportion of explained variance	43.006%					

Note. *Item deleted due to problematic in loading.

ACC = Accommodating or Acquiescence ("Give-in") tactic

Table 4.8: Items Factor Loadings Using Varimax Rotation Factor Analysis on Parents' Conflict Tactics as Assessed by Margolin's Conflict Inventory Scale

Items	Factor #					Commonalities
	1	2	3	4	5	
PR						
1	.735	-.113	8.708E-03	-4.351E-02	-7.924E-02	.561
3	.688	-.231	9.617E-02	-.102	-2.719E-02	.547
10	.561	-.160	.134	.391	.171	.541
14	.678	-.123	.114	.371	4.413E-02	.627
15	.625	5.279E-02	-7.704E-03	-6.431E-02	.265	.469
17	.660	.170	.132	-.271	.217	.602
18	.781	2.903E-03	-2.127E-02	-3.497E-02	.189	.447
VA						
16	-2.336E-02	.620	.186	4.414E-02	-3.664E-02	.422
19	-.127	.700	3.172E-02	.176	4.255E-02	.537
25	-7.664E-02	.677	5.816E-02	7.831E-02	.243	.533
26	-1.805E-02	.686	-2.017E-02	.173	.111	.513

Table 4.8: continued

Items	Factor #					Commonalities
	1	2	3	4	5	
WD						
2*	.160	-.277	.362	.197	.302	.364
5	-2.638E-02	1.308E-02	.702	.204	8.549E-02	.543
6	8.158E-02	2.614E-02	.670	.129	.146	.495
9	.408	5.838E-02	.473	-.171	.171	.452
11	1.673E-02	4.418E-02	.567	.253	.124	.403
13	7.278E-02	.239	.646	-.186	-1.100E-02	.514
EXP						
4	-.159	.188	5.017E-02	.724	-4.221E-02	.589
7	-.118	.395	5.964E-02	.577	6.309E-02	.510
8*	.109	.258	.264	.244	9.699E-02	.217
12	5.966E-02	.102	.152	.686	-6.166E-02	.511
ACC						
20	.193	7.367E-02	9.680E-02	9.239E-02	.737	.604
21	.284	.177	2.062E-02	-9.777E-02	.707	.622
22	-3.168E-02	.204	.223	.329	.462	.413
23	6.429E-02	5.479E-02	.292	-.108	.674	.558
24*	-20899E-02	.289	.311	.311	.167	.533
Eigenvalues	4.767	3.786	1.828	1.593	1.148	
Proportion of explained variance	18.336	14.563	7.032	6.128	4.416	
Total proportion of explained variance			50.475%			

Note. *Item deleted due to problematic in loading.

PR = Problem-solving tactic
WD = Withdrawal tactic
VA = Verbal Aggression tactic
EXP = Emotional Expression to a Third Party tactic
ACC = Accommodating or Acquiescence ("Give-in") tactic

With respect to the factor analysis of the Thai Family Values Scale (TFV), each

value orientation suggested by Komin (1991) was organized into four, family-relevant

scenarios. The four scenarios associated with each value orientation were as follows: (1)

Ego orientation (Items 1, 10, 19, 28), (2) Grateful relationship orientation (Items 2,11, 20, 29), (3) Smooth interpersonal relationship orientation (3,13,21,30), (4) Flexibility and adjustment orientation (Items 4,12,22,31), (5) Religio-Psychial orientation (Items 5,14,23,32), (6) Education and competence orientation (Items 6,15,24,33), (7) Interdependence orientation (Items 7,16,25,34), (8) Fun-pleasure orientation (Items 8,17,26,35), (9) Achievement-task orientation (Items 9,18,27,27,36). The results of factor analysis on the TFV indicated that eight factors emerged that, in combination, accounted for 58.471% of total proportion of explained variance (see Table 4.11). In most cases, the items loaded as intended based the original design of the TFV. However, items loading on smooth interpersonal relationship orientation constituted a combination of orientations describing how "other-directed" social interaction could be imposed in handling family conflict with parents (Komin, 1991). Based on the factor loading, all Thai value orientations could emerge in the TFV except religio-psychial orientation. With respect to religio-psychial orientation only one item loaded on this factor, and the factor had an eignenvalue less than one ; thus, thus, this factor did not meet the Kaiser standard. The loading of items and summary results for factor analysis of TFV are displayed in Tables 4.9 and 4.11.

Table 4.9: Statements for Thai Family Values

Factor #1: Smooth interpersonal orientation
- Giving gratitude to your parents by sacrificing your personal happiness is your responsibility. (2)
- Be considerate to your parents' feeling by not arguing or use aggressive words. (3)
- Giving gratitude to your parents by taking care of their physical well being is a mean to do merit. (5)
- Reveal what you think directly because family bond will never torn apart. (7)
- Be optimistic and think all problems can be resolved. (8)
- Nothing that perseverance cannot win over. (9)

Factor #2: Grateful relationship orientation
- Respect rules and regulations for the peacefulness of family although you disagree. (4)
- Show respect to your parents by listening and complying to their proposition although you disagree (10)
- Show obligation to your parents by not arguing and do as your parents say if it is their parents' happiness. (11)
- Adjust yourself to accept others' opinions even you might loose your independence for the sake of family's well-being. (12)
- Children should sacrifice their personal happiness for the family's well-being. (13)
- Show your gratitude to your parents by listening and doing as your parents want although you disagree. (20)

Factor #3: Education and competence orientation
- Spend a lot of money in front of your friends to show them that you are from the higher family status. (15)
- Future is uncertain; there is no need to take today's problems so seriously. (17)
- Leave the conflict as it is and everything will be resolved depending upon your karma make in the past. (23)
- Conceal your family's real financial records to maintain parents' dignity in the public. (24)
- Ask a wish from Buddha or lord to help you out of the family problems. (32)

Factor #4: Interdependence orientation
- Find time to join family's activities to create loving and family bond. (25)
- Reduce stress by using humor to conceal your dissatisfaction or decrease discomfort. (26)
- Parents should be your supporter by listening to all your problems. (34)

Table 4.9: continued

Factor # 5: Achievement-task orientation
- Building your financial status will bring happiness to your parents and yourself. (18)
- Good studying performance will make others recognize your competence more. (27)
- Increasing your educational level will make everyone accepts your capability more. (33)
- A value of a person depends upon his/her work and social recognition one receives from those around him/or her. (36)

Factor # 6: Flexibility and adjustment orientation
- Conceal the conflict between you and your parents to maintain family's social recognition. (6)
- Show your considerations to your parents by not criticizing them in front of others. (28)
- Do everything to compensate your parents' devotion although it might cause you trouble later. (29)
- Keep family relationship by criticizing anyone in the family directly. (30)
- Being situational opportunist is a principle to reduce conflict at all circumstance. (31).

Factor #7: Ego orientation
- Have the right to express opinions even though your parent disagree. (1)
- Protect your dignity by trying to explain your reasons. (19)

Factor #8: Fun and pleasure orientation
- Reiterate your position calmly and patiently and wait for until your parents agree with you. (21)
- Parents should encourage their children to play a role in adjusting rules in the family according to their wish. (22)

Factor 9: Religio-psychial orientation
- Wealth, positions, and power are not long lasting things; hence, we should not strive for them or be misguided by them. (14)

Table 4.10: Items Factor Loadings Using Varimax Rotation with the
Thai Family Values Scale

Items	Factor #					Commonalities
	1	2	3	4	5	
SI						
2	.622	.403	-9.526E-03	7.482E-02	.129	.615
3.	.463	.417	-1.110E-02	.313	1.772E-02	.570
5	.610	.242	-.127	.264	.188	.603
6	.430	.170	.195	7.252E-02	7.600E-02	.534
7	.644	.175	-.205	.210	5.231E-02	.613
8	.636	.176	-.106	.129	3.430E-02	.597
9	.694	.147	-7.047E-02	1.183E-02	.181	.673
GR						
4	.362	.545	6.521E-02	.173	3.481E-02	.525
10	.293	.665	7.308E-02	.114	6.969E-02	.640
11	.215	.743	2.046E-02	.139	8.589E-02	.649
12	.199	.578	.162	3.356E-02	-1.093E-02	.528
13	.256	.688	-7.586E-02	-1.424E-02	.179	.629
20	-.107	.617	6.781E-02	.196	.169	.632
EC						
15	-.136	-7.373E-02	.687	-7.735E-02	-4.754E-02	.517
17	-5.954E-02	.126	.618	.212	-.190	.520
23	1.242E-02	2.272E-02	.731	-.104	.136	.572
24	-4.695E-02	1.358E-02	.652	-8.257E-02	.248	.538
32	-9.582E-02	.148	.424	.380	.166	.506
IND						
25	.302	.163	-.188	.546	.230	.585
26	.240	8.764E-02	.102	.562	.199	.505
34	.232	9.765E-02	-5.599E-02	.551	.118	.558
35	.392	.167	-7.066E-02	.531	.148	.558
AT						
18	5.104E-02	.313	-.139	6.034E-02	.440	.506
27	5.941E-02	.185	.130	.302	.617	.550
33	8.486E-02	.102	.189	.239	.706	.637
36	.217	3.681E-02	9.836E-03	-6.084E-03	.700	.593
1*	.476	-1.029E-02	4.392E-02	.190	-1.779E-02	
14*	.181	.119	.165	.175	-6.405E-02	
16*	.145	.369	-.249	.287	.149	

Table 4.10: continued

Items	Factor #					Commonalities
	1	2	3	4	5	
19*	8.731E-02	5.372E-02	.307	8.326E-02	8.236E-02	
21*	.170	.207	4.738E-02	7.522E-02	8.153E-02	
22*	.138	-4.803E-03	-8.152E-02	.176	.225	
28*	.202	9.178E-02	-.106	.274	.105	
29*	-5.059E-02	.344	.240	-.149	.146	
30*	-3.025E-02	.261	9.557E-02	-3.607E-02	.121	

Note. SI = Smooth interpersonal relationship orientation
        GR = Grateful relationship orientation
        EC = Education and competence orientation
        IND = Interdependence orientation
        AT = Achievement orientation
        * Item deleted due to problematic in loading.

Table 4.10: continued

Items	Factor #				Commonalities
	6	7	8	9*	
FA					
6	.516	-.133	.236	-8.811E-02	.534
28	.651	8.782E-02	4.118E-02	-1.112E-02	.550
29.	.401	.248	-9.487E-02	.120	.580
30	.643	.116	.109	.209	.462
31	.406	.179	.130	.487	.570
EGO					
1	.102	.534	1.026E-02	-.128	.512
19	4.469E-02	.681	.186	3.357E-02	.588
FP					
21	.123	.161	.744	.115	.585
22	.187	.457	.464	.214	.599
2*	9.918E-02	.179	-.108	-1.535E-02	
3*	.208	-.117	.214	-7.791E-02	
4*	.203	-2.874E-02	.191	-1.543E-02	
5*	.168	4.061E-02	-.140	-3.579E-02	
7*	9.215E-02	.192	2.370E-02	.181	
8*	-1.165E-03	8.859E-02	.285	.232	
9*	-6.564E-02	7.785E-02	.217	.282	
10*	.229	-.133	.175	-4.511E-02	

Note. EGO = Ego orientation
       FA   = Flexibility and adjustment orientation
       FP   = Fun and pleasure orientation
       * Item deleted due to problematic in loading.

Table 4.10: continued

Thai Family Values	Factor #			
	6	7	8	9**
11*	.144	2.107E-02	1.607E-02	.107
12*	2.568E-02	.233	-8.913E-02	.355
13*	3.511E-03	.128	-1.834E-02	.236
14*	9.474E-02	-7.136E-02	.106	.649
15*	-3.123E-03	1.173E-02	.190	-2.058E-02
16*	4.937E-02	.353	.124	.190
17*	-.103	.147	-4.826E-02	-6.809E-02
18*	7.790E-02	.424	3.513E-02	-.112
20*	.159	.119	.380	-.161
23*	-1.813E-02	3.694E-02	-3.641E-02	7.612E-02
24*	.190	-2.823E-02	-4.334E-02	6.895E-02
25*	7.872E-02	.230	.133	.120
26*	-.114	-1.507E-02	.212	.211
32*	8.848E-02	-2.013E-02	-7.387E-02	.109
33*	.166	5.075E-02	1.729E-02	-2.542E-02
34*	.202	.377	-9.261E-03	6.774E-02
35*	.229	.134	2.944E-02	7.910E-02
36*	6.564E-02	7.433E-02	.136	.163

Note. *Item deleted due to problematic in loading.
       **Factor deleted due to insufficient items in loading and less than one eigenvalue.

Table 4.11: Summary Results of Factor Analysis on Thai Family Values

Thai Family Values	Factor #							
	1 SI	2 GR	3 EC	4 IND	5 AT	6 FA	7 EGO	8 FP
1.Eigensvalues	9.254	2.911	1.864	1.494	1.299	1.184	1.051	1.005
2.Proportion of explained variance	25.706	8.085	5.176	4.149	3.609	3.289	2.919	2.792
3.Total proportion of explained variance	58.471%							

Note. SI   =   Smooth interpersonal relationship orientation
       GR   =   Grateful relationship orientation
       EC   =   Education and competence orientation
       IND =   Interdependence orientation
       AT   =   Achievement-task orientation
       FA   =   Flexibility-and-adjustment orientation
       EGO =   Ego orientation
       FP   =   Fun and pleasure orientation (Items 21,22)

Research Questions

The Relationship Between Young Thai Adults' Conflict Tactic and the Thai Value System

Research question 1 posited a relationship between young Thai adults' self-reported conflict tactics as assessed by the CTS and the CIS and each of the values identified on the TFV. This research question sought to identify which values are significant predictors of young adults' conflict tactics. Multivariate analysis of regression was employed to answer this research question. Given that Komin (1991) argued that the nine values describing the Thai culture can be rank ordered in terms of importance, a stepwise procedure was employed. For this research question, young adults' conflict

tactics were identified as the dependent variables, while the Thai family value

orientations were identified as the independent variables.

Straus' Conflict Tactic Scale

1. Problem-Solving Tactic

Focusing first on Straus' CTS, the findings indicated that ego orientation ($F_{(1, 507)}$

= 13.007, $p< .05$) and education and competence orientation ($F_{(1, 507)}$ = 9.841, $p< .05$)

are significant predictors of the problem-solving tactic, but respectively, they account for

only 2.3 percent and 3.4 percent of the variance. There was a significant positive

relationship between the respondent's scores on items defining the problem-solving tactic

and ego orientation ($t_{(507)}$ = 3.606, $p< .05$) and a negative relationship between scores

defining the problem-solving tactic and education and competence orientation ($t_{(506)}$ = -

2.556, $p< .05$) (see Tables 4.12 and 4.13).

2. Verbal Aggression Tactic

The findings showed that scores on items relevant to young adults' verbal

aggression tactic were predicted by their smooth interpersonal relationship orientation ($F_{(1,507)}$ = 49.135, $p< .05$), as well as their education and competence orientation ($F_{(1,506)}$ =

29.327, $p< .05$). Each of these predictors accounted for, in order, 8.7 percent and 1

percent of the variance. In addition, there was a significant negative relationship between

verbal aggression and smooth interpersonal relationship orientation ($t_{(507)}$ = -7.010, $p<$

.05) and a significant positive relationship between verbal aggression and education and

competence orientation ($t_{(506)}$ = 2.961, $p< .05$) (see Tables 4.12 and 4.13).

3. <u>Withdrawal Tactic</u>

Analysis of the data showed that smooth interpersonal relationship orientation ($F_{(1, 507)} = 16.903$, $p < .05$), achievement-task orientation ($F_{(1, 506)} = 12.666$, $p < .05$), and education and competence orientation ($F_{(1, 505)} = 9.882$, $p < .05$) were significant predictors of young adults' scores on items defining the withdrawal tactic. These predictors accounted 3 percent, 4.4 percent, and 5.5 percent of the variance, respectively. In addition, there was a significant negative relationship between scores defining the withdrawal tactic and smooth interpersonal relationship orientation ($t_{(507)} = -4.111$, $p < .05$), but there was a significant positive relationship between scores defining the withdrawal tactic and achievement-task orientation education ($t_{(506)} = 2.862$, $p < .05$) and education and competence orientation ($t_{(505)} = 2.039$, $p < .05$) (see Tables 4.12 and 4.13).

4. <u>Violence Tactic</u>

The data analysis revealed that scores defining the violence tactic were predicted by smooth interpersonal relationship orientation ($F_{(1, 507)} = 46.836$, $p < .05$) and education and competence orientation ($F_{(1, 506)} = 26.644$, $p < .05$). These predictors accounted for 8.3% percent and 9.2% of the variance, respectively. There was a significant negative relationship between young adults' scores on items defining the violence tactic and smooth interpersonal relationship orientation ($t_{(507)} = -6.844$, $p < .05$), but there was a significant positive relationship between scores defining the violence tactic and education and competence orientation ($t_{(506)} = 2.448$, $p < .05$) (see Tables 4.12 and 4.13).

Table 4.12: Correlations Between Conflict Tactics and Thai Value Orientations
as Assessed by Straus' CTS

Conflict tactics	Predictors/ Thai Value Orientations			
	EGO	EC	SI	AT
PR	.158*	.111*	-	-
VA	-	.049*	-.239*	
WD	-	.360*	.180*	.360*
VIO	-	.129	-.291*	-

* ρ <.05

Note. PR = Problem-solving tactic
VA = Verbal Aggression tactic
WD = Withdrawal tactic
VIO = Violence tactic
EGO = Ego orientation
EC = Education and competence orientation
SI = Smooth interpersonal relationship orientation
AT = Achievement-task orientation

Table 4.13: Summary Results for Regression Models for Conflict Tactics in Relations to
the Thai Value Orientations

Conflict tactics	Predictors	β	F	t	Adj.R^2	R^2
PR	EGO	.202	13.007	3.606	.023	.025*
	EC	-.112	9.841	-2.556	.034	.037*
VA	SI	-.206	49.135	-7.010	.055	.297*
	EC	6.762E-02	29.327	2.961	.065	.322*
WD	SI	-.215	16.903	-4.111	.030	.032*
	AT	.147	12.666	2.862	.044	.048*
	EC	4.838E-02	9.882	2.039	.050	.055*
VIO	SI	-.146	46.836	-6.844	.083	.085*
	EC	4.059E-02	26.644	2.448	.092	.095*

* ρ <.05

Note. PR = Problem-solving tactic
VA = Verbal aggression tactic
WD = Withdrawal tactic
VIO = Violence tactic
EGO = Ego orientation
EC = Education and competence orientation
SI = Smooth interpersonal relationship orientation
AT = Achievement-task orientation

Margolin's Conflict Inventory Scale

1. Problem-Solving Tactic

Attention will now be shifted to Margolin's CIS. The analyses indicated that the young adults' scores on items defining the problem-solving tactic were predicted by smooth interpersonal relationship orientation ($F_{(1,505)}$ = 65.837, $p < .05$), interdependence orientation ($F_{(1, 504)}$ = 41.635, $p < .05$), education and competence orientation ($F_{(1,503)}$ = 32.383, $p < .05$), flexibility and adjustment orientation ($F_{(1,502)}$ = 26.834, $p < .05$), and grateful relationship orientation ($F_{(1,501)}$ = 24.171, $p < .05$). The aforementioned values accounted for 11.5%, 14.2%, 16.2%, 17.2%, and 19.4% of the variance, respectively (see Table 4.18). There was a significant positive relationship between young adults' scores on items defining the problem-solving tactic and smooth interpersonal relationship orientation ($t_{(505)}$ = 8.114, $p < .05$), interdependence orientation ($t_{(504)}$ = 3.942, $p < .05$), and flexibility-and-adjustment orientation ($t_{(502)}$ = 2.949, $p < .05$); however, there was a significant negative relationship between items defining the problem-solving tactic and education and competence orientation ($t_{(503)}$ = -3.472, $p < .05$) and grateful relationship orientation ($t_{(501)}$ = -3.364, $p < .05$ (see Tables 4.14 and 4.15).

2. Verbal Aggression Tactic

Analysis of scores defining young adults' verbal aggression tactic, as measured by the CIS, revealed that verbal aggression was significantly predicted by smooth interpersonal relationship orientation ($F_{(1,505)}$ = 85.393, $p < .05$). Smooth interpersonal relationship orientation accounted for 14.3 percent of the variance in the verbal aggression scores (see Table 4.15). There was a significant negative relationship between

young adults' verbal aggression scores and smooth interpersonal relationship orientation ($t_{(505)}$ = -9.241, ρ< .05) (see Table 4.15).

3. Withdrawal Tactic

The results revealed that no value orientation significantly predicted young adults' scores on items defining the withdrawal tactic. Based on Pearson Correlation, there was a significant positive correlation between withdrawal and flexibility-and-adjustment orientation (see Table 4.14).

4. Emotional Expression to a Third Party Tactic

The fun-pleasure orientation ($F_{(1,504)}$ = 15.302, ρ< .05) and ego orientation ($F_{(2,503)}$ = 10.031, ρ< .05) were significant predictors of emotional expression, accounting for 2.8% and 3.5 % of the variance, respectively. There was a significant positive relationship between young adults' scores on items defining emotional expression to a third party and fun-pleasure orientation ($t_{(504)}$ = 3.912, ρ< .05) but a significant negative relationship between the emotional expression tactic and ego orientation ($t_{(503)}$ = -2.153, ρ< .05) (see Tables 4.14 and 4.15).

5. Accommodating or Acquiescence Tactic

The results revealed that only fun-pleasure orientation ($F_{(1,504)}$ = 15.302, ρ< .05) and ego orientation ($F_{(1,503)}$ = 10.031, ρ< .05) were significant predictors of young adults' scores on items defining the accommodation or acquiescence ("give-in") tactic. Fun-pleasure orientation accounted for 2.8% of the variance while ego orientation accounted for 3.5% of the variance in prediction (see Table 4.15). There was a significant positive relationship between young adults' accommodation/acquiescence

tactic and fun-pleasure orientation ($t_{(504)}$ = 3.912, $\rho < .05$) but a negative relationship

between accommodation/acquiescence and ego orientation ($t_{(503)}$ = -2.159, $\rho < .05$) (see

Tables 4.14 and 4.15).

Table 4.14: Correlations Between Conflict Tactics and Thai Value Orientations
as Assessed by Margolin's CIS

Conflict tactics	Predictors/ Thai Value Orientations						
	SI	IND	EC	FA	GR	FP	EGO
PR	.340*	.326*	-.178*	.295*	.140*	-	-
VA	-.380*	-	-	-	-	-	-
WD	-	-	-	.048*	-	-	-
EXP	-	-	-	-	-	.072*	-
ACC	-	-	-	-	-	.172*	.353*

* $\rho < .05$

Note. PR = Problem-solving tactic
VA = Verbal aggression tactic
WD = Withdrawal tactic
EXP = Emotional Expression to a Third Party tactic
ACC = Accommodating or Acquiescence tactic
SI = Smooth interpersonal relationship orientation
IND = Interdependence orientation
EC = Education and competence orientation
FA = Flexibility and adjustment orientation
GR = Grateful relationship orientation
FP = Fun and pleasure orientation
EGO = Ego orientation

Table 4.15: Summary Results for Regression Models for Conflict Tactics in Relations to the Thai Value Orientations

Conflict tactics	Predictors	β	F	t	Adj.R^2	R^2
PR	SI	.558	65.837	8.114	.114	.115*
	IND	.264	41.635	3.942	.138	.142*
	EC	-.183	32.383	-3.472	.157	.162*
	FA	.236	26.834	2.949	.170	.176*
	GR	-.274	24.171	-3.364	.180	.194*
VA	SI	-.384	85.393	-9.241	.143	.145*
WD	No predictor					
EXP	FP	.333	15.302	3.912	.028	.029*
	EGO	.035	10.031	-2.156	.035	.038*
ACC	FP	.333	15.302	3.912	.028	.029*
	EGO	-.217	10.031	-2.156	.035	.038*

* $\rho < .05$

Note. PR = Problem-solving tactic
VA = Verbal aggression tactic
WD = Withdrawal tactic
EXP = Emotional expression to a third party tactic
ACC = Accommodating or Acquiescence tactic
EGO = Ego orientation
IND = Interdependence orientation
EC = Education and competence orientation
FA = Flexibility and adjustment orientation
GR = Grateful relationship orientation
SI = Smooth interpersonal relationship orientation
FP = Fun and pleasure orientation

The Relationship Between Young Adults' Conflict Tactics and Their Family Satisfaction and Socio-Economic Level

Research question 2 explored the relationship between young adults' self-reported conflict tactics, as assessed by the CTS and the CIS, and their level of family satisfaction, particularly their satisfaction with communication within their family, and their socio-economic level. To examine this relationship, research question 2 was sub-divided into

three dimensions focusing on how each conflict tactic predicted family satisfaction and which determinants of socio-economic level predicted young adults' conflict tactics and satisfaction with communication within their family.

Research question 2a investigated the relationship between young adults' self-reported conflict tactics and their degree of satisfaction with communication within their family. According to Straus' CTS, young adults' scores on items defining the verbal aggression tactic ($F_{(1,517)} = 46.201$, $\rho < .05$) and the withdrawal tactic ($F_{(2,516)} = 29.004$, $\rho < .05$) were significant predictors of young adults' degree of family satisfaction. These predictors respectively accounted for 8% and 9.8% of the variance in the young adults' family satisfaction. There was a significant negative relationship between young adults' family satisfaction and their verbal aggression tactic ($t_{(517)} = 2.943$, $\rho < .05$), as well as their withdrawal tactic ($t_{(516)} = -3.4305$, $\rho < .05$ (see Tables 4.16 and 4.17).

Providing results that were similar to the CTS, Margolin's CIS confirmed that respondent's degree of family satisfaction was predicted by their scores on the items defining the verbal aggression tactic ($F_{(1,514)} = 67.830$, $\rho < .05$), problem-solving tactic ($F_{(1,513)} = 41.788$, $\rho < .05$), and withdrawal tactic ($F_{(1,512)} = 36.756$, $\rho < .05$). These predictors accounted for 11.5%, 13.7%, and 17.2% of the variance, respectively. There was a significant positive relationship between young adults' family satisfaction and their scores on items defining the problem-solving tactic ($t_{(514)} = 3.745$, $\rho < .05$), but a negative relationship between young adults' family satisfaction and their verbal aggression scores ($t_{(513)} = -8.236$, $\rho < .05$) and their withdrawal scores ($t_{(512)} = -4.800$, $\rho < .05$) (see Tables 4.16 and 4.17).

Table 4.16: Summary Results for the Correlations Between Conflict Tactics and Family
Satisfaction as Assessed by Straus' CTS and Margolin's CIS

Variable	Predictors/ Conflict tactics			
	Scales	WD	VA	PR
FS	CTS	-.234*	-.286*	-
FS	CIS	-.181	-.341*	.193*

Note. FS = Family satisfaction
  WD = Withdrawal tactic
  VA = Verbal aggression tactic
  PR = Problem-solving tactic

Table 4.17: Summary Results for Regression Models for Family Satisfaction in
Relations to the Conflict Tactics as Assessed by Straus' CTS and Margolin's CIS

Variables	Predictors	β	F	t	Adj.R^2	R^2
FS	CTS					
	VA	-.771	46.201	-2.943	.080	.082*
	WD	-.232	29.00	-3.305	.098	.101*
FS	CIS					
	VA	-.701	67.830	-8.236	.115	.117*
	PR	.174	41.788	3.745	.137	.140*
	WD	-.202	36.756	-4.800	.172	.177*

Note. FS = Family satisfaction
  WD = Withdrawal tactic
  VA = Verbal aggression tactic
  PR = Problem-solving tactic

Research question 2b focused on the relationship between young adults' self-

reported conflict tactics and their socio-economic level. To investigate this issue,

attention was purposely directed toward the young adults' reports concerning their family

income and their personal income.

Straus' Conflict Tactic Scale

1. Problem-Solving Tactic

Regarding Straus' CTS, young adults' scores defining the problem-solving tactic

were predicted by their reported level of family income ($F_{(1,513)}$ = 13.192, ρ< .05), with

family income accounting for 2.3% of the variance. There was a significant positive relationship between young adults' family income and their scores on the problem-solving tactic ($t_{(513)}$ = 3.632, $p < .05$) (see Tables 4.18 and 4.19).

2. Verbal Aggression and Withdrawal Tactics

Neither young adults' family income nor their personal income was a significant predictor of their scores on items defining either verbal aggression or withdrawal. Pearson correlation indicated a significant, but very low, negative correlation between young adults' verbal aggression tactic and their personal income ($r = .041$, $p \leq .05$; see Table 4.19).

3. Violence Tactic

With respect to the items defining the violence tactic, the findings suggested that young adults' personal income was a significant predictor of their violence tactic ($F_{(1,513)}$ = 4.146, $p < .05$), but accounted for only 0.6% of the variance. There was a significant negative relationship between respondents' personal income and violence tactic ($t_{(513)}$ = -2.036, $p < .05$) (see Tables 4.18 and 4.19).

Margolin's Conflict Inventory Scale

1. Problem-Solving Tactic

The stepwise method confirmed that young adults' family income was a significant predictor of their CIS scores describing the problem-solving tactic ($F_{(1,511)}$ = 4.146, $p < .05$), but could account for only one percent of the variance. There was a significant positive relationship between young adults' family income and their problem-solving tactic ($t_{(511)}$ = 2.468, $p < .05$) (see Tables 4.18 and 4.19).

2. <u>Withdrawal Tactic</u>

The stepwise method of multiple regression indicated that young adults' personal income was a significant predictor of their scores on the CIS items defining the withdrawal tactic ($F_{(1,511)} = 3.981$; $p < .05$), but could account for only 0.6% of the variance. There was a significant negative relationship between young adults' personal income and their scores on the withdrawal tactic ($t_{(511)} = -1.995$, $p < .05$) (see Tables 4.18 and 4.19).

3. <u>Verbal Aggression Tactic, Emotional Expression Tactic, and Accommodation/ Acquiescence</u>

Neither the young adults' family income nor their personal income were significant predictors of their scores on items defining verbal aggression tactic or emotional expression or accommodation/acquiescence. With respect to young adults' verbal aggression, the Pearson correlation between verbal aggression tactic and family income was not significant ($r = -.048$, $p > .05$); however, there was a significant negative, albeit low, correlation between young adults' verbal aggression tactic and their personal income ($r = .079$, $p < .05$) (see Table 4.18). The correlations involving young adults' family income and personal income and their emotional expression tactic and accommodation/acquiescence tactic were not significant (see Table 4.18).

Table 4.18: Correlations Between Conflict Tactics and the Socio-Economic Level as
Assessed by Straus' CTS and Margolin's CIS

Conflict tactics	Socio-economic level	
CTS	PI	FI
PR	-	.158*
VA	-.077*	-
WD	.004	-.054*
VIO	-.049*	-
CIS	PI	FI
PR	-	.108*
WD	-.088*	-
VA	-.079*	-

* ρ <.05

Note. PR   =   Problem-solving tactic
       VA   =   Verbal Aggression tactic
       WD   =   Withdrawal tactic
       VIO =   Violence tactic
       PI   =   Personal income
       FI   =   Family income

Table 4.19: Summary Results for Regression Models for Conflict Tactics in Relations to
the Thai Value Orientations

Conflict tactics	Predictors	β	F	t	Adj. R^2	R^2
CTS						
PR	FI	.112	13.192	3.632	.023	.025*
VA	No predictor	-	-	-	-	-
WD	No predictor	-	-	-	-	-
VIO	PI	-2.308E-02	4.146	-2.036	.006	.008
CIS	Predictors	β	F	T	Adj.R^2	R^2
PR	PI	-8.541E-02	3.981	-1.995	.006	.008*
VA	No predictor	-	-	-	-	-
EXP	No predictor	-	-	-	-	-
ACC	No predictor	-	-	-	-	-

* $\rho < .05$
Note. PR   =   Problem-solving tactic
      VA   =   Verbal aggression tactic
      WD   =   Withdrawal tactic
      VIO   =   Violence tactic
      FI   =   Family income
      PI   =   Personal income

Research question 2c explored the relationship between young adults' self-reported satisfaction with communication within their family and their family's socio-economic level. The findings indicated that young adults' personal income was a significant predictor of young adults' degree of satisfaction with communication within their family ($F_{(1, 509)} = 9.661$, $\rho < .05$), accounting for 1.7% of the variance. There was a significant positive relationship between young adults' personal income and their degree of satisfaction with communication within their families ($t_{(1,509)} = 3.108$, $\rho < .05$) (see Tables 4.20 and 4.21).

Table 4.20: Summary Results for the Correlations Between Socio-Economic Level and Family Satisfaction

Variable	Predictor	
FS	PI	.137*

Note. FS = Family satisfaction
      PI = Personal income
      FI = Family income

Table 4.21: Summary Results for Regression Models for Family Satisfaction in Relations to the Socio-economic Levels

Variables	Predictors	β	F	t	Adj.R^2	R^2
FS	PI	.134	9.661	3.108	.017	.019

Note. FS   =   Family satisfaction
      PI   =   Personal income
      FI   =   Family income

Relationship Between Conflict Tactics and Communication Competence

Research question 3 focused on the relationship between young adults' self-reported conflict tactics as assessed by Straus' CTS and Margolin's CIS, and their self-assessed degree of communication competence. With reference to Straus' CTS, the stepwise method of multiple regression illustrated that young adults' communication competence was significantly predicted by their withdrawal tactic ($F_{(1,518)} = 16.720$, $\rho < .05$), problem-solving tactic ($F_{(1,517)} = 20.076$, $\rho < .05$), and violence tactic ($F_{(1,516)} = 17.141$, $\rho < .05$). The predictors accounted for 2.9%, 6.8%, and 8.5% of the variance, respectively (see Table 4.23). Further analysis indicated that there was a significant positive relationship between young adults' problem-solving tactic ($t_{(517)} = 4.768$, $\rho < .05$) and their communication competence; while, there was a significant negative relationship between young adults' withdrawal tactic ($t_{(518)} = -4.089$, $\rho < .05$) and violence tactic ($t_{(516)} = -3.245$, $\rho < .05$) (see Tables 4.22 and 4.23) and their communication competence.

With respect to Margolin's CIS, young adults' communication competence was predicted by their scores on items defining the problem-solving tactic ($F_{(1,515)} = 58.109$, $\rho < .05$), the verbal aggression tactic ($F_{(1,514)} = 41.076$, $\rho < .05$), and the withdrawal tactic ($F_{(1,513)} = 29.123$, $\rho < .05$), in a succeeding order. These predictors accounted for 1%, 13.4%, and 14.1% of the variance, respectively (see Table 4.23).

Similar to the findings of Straus' CTS, Margolin's CIS revealed a significant positive relationship between young adults' scores on items defining the problem-solving tactic ($t_{(515)} = 7.623$, $\rho < .05$) and their communication competence; however, there was a significant negative relationship between young adults' verbal aggression tactic ($t_{(514)} =$

-4.659, $\varrho < .05$) and withdrawal tactic ($t_{(513)} = -2.153$, $\varrho < .05$) and their communication

competence (see Tables 4.22 and 4.23).

Table 4.22: Summary Results for the Correlations Between Conflict Tactics and
Communication Competence as Assessed by Straus' CTS and Margolin's CIS

Variables	Scales	WD	VIO	PR	VA
CC	CTS	-.177*	-.175*	.166*	-
CC	CIS	-.036*	-	.318*	-.228*

Note. CC = Communication competence
    WD = Withdrawal tactic
    VIO = Violence tactic
    VA = Verbal aggression tactic
    PR = Problem-solving tactic

Table 4.23: Summary Results for Regression Models for Communication Competence in
Relations to the Conflict Tactics as Assessed by Straus' CTS Margolin's CIS

Variables	Predictors	β	F	t	Adj.R^2	R^2
CC	CTS					
	WD	-9.103E-02	16.720	-4.089	.029	.031*
	PR	9.725E-02	20.076	4.768	.068	.072*
	VIO	-.169	17.141	-3.245	.085	.091
CC	CIS					
	PR	.118	58.108	7.623	.100	.101*
	VA	-.131	41.076-	-4.659	.134	.138*
	WD	-3.062E-02	29.123	2.153	-.141	.148*

Note. CC = Communication competence
    WD = Withdrawal tactic
    VIO = Violence tactic
    VA = Verbal aggression tactic
    PR = Problem-solving tactic

The Relationship Between Young Thai Adults' Socio-Economic Level and Their

Communication Competence and Family Satisfaction

Research question 4 focused the relationship between young adults' self-assessed

communication competence and family satisfaction and their socio-economic level, as

measured by their family income and personal income. Multivariate Analysis of

Variance (MANOVA) was used to determine how differences in young adults' family

and personal income might affect their communication competence and their satisfaction

in communication within family.

Levene's Test of Equality of Error Variance confirmed that there is a non-

significant difference between absence between young adults' competence

communication (F = .876, ρ> .05) and family satisfaction (F = 1.182, ρ> .05) (see Table

4.24) in relation to their sex, family income, and personal income.

Wilks' Lambda indicated that Young Thai adults' personal income ($F_{(10,916)}$ =

2.324, ρ< .05) was significantly related to their communication competence and family

satisfaction with an observed power of 1.000. In addition, there was a significant

interaction effect involving young adults' family income and personal income and

communication competence ($F_{(36,916)}$ = 1.686, ρ< .05) (see Table 4.25). These findings

pointed out that young adults' personal income and the interaction between their family

and personal income have a significant impact on their degree of communication

competence and satisfaction with communication in the family.

As for the effect of young adults' sex, family income, and personal income on

their degree of communication competence and family satisfaction, Wilks' Lambda tests

of between-subject effects showed that young adults' family income, personal income, and sex had a significant effect on both young adults' communication competence ($F_{(1,458)}$ = 8315.255, $p < .05$) and their family satisfaction $F_{(1,458)}$ = 2479.432; $p < .05$ (see Table 4.51), both having an observed power of 1.000. The findings suggested that all of these variables, if examined together, create an overall significant effect on young adults' communication competence and family satisfaction.

The investigation of the univariate effects (see Table 4.26) also illustrated that young adults' personal income has a significant impact on their communication competence, with an observed power of .783 ($F_{(5,458)}$ = 2.506, $p < .05$) and family satisfaction , with an observed power of .798 ($F_{(5,458)}$ = 2.583, $p < .05$). Additionally, young adults' sex had a significant effect on their family satisfaction with an observed power of .603 ($F_{(1,458)}$ = 4.950, $p < .05$). Finally, the interaction of their family and personal income had a significant effect on the respondents' degree of communication competence ($F_{(18,916)}$ = 2.312, $p < .05$) with an observed power of .993 (see Table 4.26).

These findings highlighted the influence of young adults' personal income on their communication competence and their satisfaction with communication in the family. However, the findings confirmed that young adults' family and personal income, when interacting together, create a significant effect on their communication competence as well.

Table 4.24: Levene's Test of Equality of Error Variance

	F	df1	df2	ρ
CC	.876	50	459	.712
FS	1.182	50	459	.193

Note. CC = Communication competence
       FS = Family satisfaction

Table 4.25: Multivariate Tests for the Difference in Young Adults' Socio-economic Levels in Relations to their Communication Competence and Family Satisfaction

Effect		F	Hypothesis df	Error df	ρ	Observed Power[a]
Intercept	Wilks' Lambda	4310.589	2	458	.000	1.000
PI	Wilks' Lambda	2.324	10	458	.011	.935
FI*PI	Wilks' Lambda	1.686	36	458	.007	.998

Note. PI = Personal income
       FI*PI = Interaction of Family and Personal income

Table 4.26: Tests of Between-Subjects Effects for the Difference in Family Income, Personal Income and Sex

Source	Dependent Variables	df	F	ρ	Eta Square	Observed Power
Intercept	CC	1	2479.43	.000	.844	1.000
	FS	1	8315.255	.000	.948	1.000
PI	CC	5	2.506	.030	.027	.798
	FS	5	2.583	026	.027	.798
Sex	FS	1	4.950	.027	.011	.603
	CC	1	.529	.467	.001	.112
FI*PI	FS	18	1.334	.161	.050	.869
	CC	18	2.312	.002	.083	.993

Note. PI = Personal income
       FI*PI = Interaction of Family and Personal income

In examining the reported means for young adult's family income, young adults' family income was categorized into 3 groups. Those whose reported family income was less than 20,000 baht per month were categorized as "lower class"; those whose family

income ranged from 20,001 baht to 70,000 baht per month were categorized as "middle class", and those whose family income ranged from 70,000 baht to 100,000 baht per month were categorized as "upper class."

With respect to their personal income, those earning a personal income of lower than 5,000 baht per month were classified as "lower class;" those earning a personal income between 5,001-10,000 baht per month were classified as "middle class;" and, those earning a personal income between 10,001 to 15,000 per month were classified as "upper class."

The means for communication competence and family satisfaction, within each of the income groups just identified, are reported in Table 4.27. The reported means indicated that young adults whose personal income was categorized as upper class (i.e., earning between 10,000 baht to higher than 15,000 baht) indicated experiencing a higher level of family satisfaction than other groups. And, those whose personal income was categorized as lower class (i.e., earning less 5,000 baht) indicated experiencing a lower level of family satisfaction.

With respect to family satisfaction and the sex of the study participant, the reported means showed that female young adults had a higher level of family satisfaction (Mean = 5.650) than male young adults (Mean = 5.317) (see Table 4.28).

Those respondents who reported having levels of higher family income also reported experiencing higher levels of family satisfaction. Those with lower levels of family income reported experiencing lower levels of family satisfaction. Young adults grouped in the "upper class" reported experiencing the highest level of family satisfaction

(Mean = 5.61), while those in the lower class reported experiencing a lower level of family satisfaction, with the means of 5.20 and 5.44, respectively.

With respect to young adults' personal income and their communication competence and family satisfaction, the reported means in Table 4.29 suggest that the higher the personal income of the respondent, the higher the family satisfaction the young adults experienced. Young adults whose reported personal income fell in the upper class indicated experiencing the highest levels of family satisfaction, with the means of 6.296 and 5.644. And, those whose personal income ranged in the lower class indicated experiencing the lowest degree of family satisfaction, with means of 5.289 and 5.548, respectively.

Looking across this data, three important trends can be identified: (1) female respondents at all socio-economic levels, whether measured by family income or personal income, tended to report higher family satisfaction than male respondents; (2) sex differences might account for observed variations in the respondents' degree of family satisfaction; and, (3) differences in the young adults' socio-economic levels might not impact their family satisfaction.

Table 4.27: Reported Means for Communication Competence and Family Satisfaction in
Relations to Personal Income

PI		CC	FS
1.Lower than 3,000 Baht	Mean	3.286	5.289
	N	112	111
	Std. Deviation	.367	1.270
2.3,000-5,000 Baht	Mean	3.304	5.548
	N	247	247
	Std. Deviation	.362	1.043
3.5,001-7,000 Baht	Mean	3.430	5.610
	N	87	87
	Std. Deviation	.348	1.099
4.7,001-10,000 Baht	Mean	3.390	5.303
	N	33	33
	Std. Deviation	.367	1.139
5.10,001-15,000 Baht	Mean	3.369	6.296
	N	27	27
	Std. Deviation	.544	1.130
6.More than 15,000 Baht	Mean	3.449	5.644
	N	10	10
	Std. Deviation	.270	1.091
7.Total	Mean	3.333	5.528
	N	516	515
	Std. Deviation	.374	1.132

Note. CC = Communication competence
FS = Family satisfaction
PI = Personal income

Table 4.28: Reported Means for Family Satisfaction in Relations to Sex

Sex	Mean of FS	N	Std. Deviation
Male	5.317	195	1.192
Female	5.650	324	1.078
Total	5.525	519	1.133

Note. FS = Family satisfaction

Table 4.29: Reported Means for the Interaction Between Respondent's Family and Personal Income in Relations to Family Satisfaction and Communication Competence

FI	PI		FS	CC
1.Lower than 10,000 Baht	Lower than 3,000 Baht	Mean	4.825	3.316
		N	16	16
		Std. Deviation	1.183	.289
	3,000-5,000 Baht	Mean	5.405	3.280
		N	16	16
		Std. Deviation	1.154	.379
	5,001-7,000 Baht	Mean	6.187	3.341
		N	2	2
		Std. Deviation	1.149	3.828E-02
	7,001-10,000 Baht	Mean	6.000	3.542
		N	1	1
		Std. Deviation	1.245.	.467.
	10,001-15,000 Baht	Mean	5.375	1.942
		N	1	1
		Std. Deviation	1.132	2.343
	Total	Mean	5.206	3.270
		N	36	36
		Std. Deviation	1.169	.389

Note. FS   =   Family satisfaction
      CC   =   Communication competence
      PI   =   Personal income
      FI   =   Family income

Table 4.29: continued

FI	PI		FS	CC
2.10,000-20,000 Baht	Lower than 3,000 Baht	Mean	5.2390	3.3142
		N	34	35
		Std. Deviation	1.268	.345
	3,000-5,000 Baht	Mean	5.557	3.284
		N	56	56
		Std. Deviation	.996	.338
	5,001-7,000 Baht	Mean	5.517	3.400
		N	8	8
		Std. Deviation	1.558	.387
	7,001-10,000 Baht	Mean	5.458	3.813
		N	3	3
		Std. Deviation	1.631	.682
	10,001-15,000 Baht	Mean	5.437	2.785
		N	2	2
		Std. Deviation	1.325	6.061E-02
	Total	Mean	5.444	3.309
		N	103	104
		Std. Deviation	1.146	.365

Note. FS = Family satisfaction
        CC = Communication competence
        PI = Personal income
        FI = Family income

Table 4.29: continued

FI	PI		FS	CC
3.20,001-50,000 Baht	Lower than 3,000 Baht	Mean	5.629	3.366
		N	31	31
		Std. Deviation	1.190	.428
	3,000-5,000 Baht	Mean	5.504	3.287
		N	84	84
		Std. Deviation	1.048	.401
	5,001-7,000 Baht	Mean	5.672	3.423
		N	32	32
		Std. Deviation	.996	.396
	7,001-10,000 Baht	Mean	5.375	3.377
		N	10	10
		Std. Deviation	1.133	.247
	10,001-15,000 Baht	Mean	6.562	3.621
		N	4	4
		Std. Deviation	.515	.300
	More than 15,000 Baht	Mean	4.687	3.457
		N	2	2
		Std. Deviation	2.386	.363
	Total	Mean	5.569	3.344
		N	163	163
		Std. Deviation	1.081	.397

Note. FS   =   Family satisfaction
CC   =   Communication competence
PI   =   Personal income
FI   =   Family income

Table 4.29: continued

Family's income	Personal income		Family satisfaction	Communication competence
4.50,001-70,000 Baht	Lower than 3,000 Baht	Mean	5.190	3.164
		N	23	23
		Std. Deviation	1.349	.315
	3,000-5,000 Baht	Mean	5.501	3.310
		N	65	65
		Std. Deviation	1.079	.338
	5,001-7,000 Baht	Mean	5.751	3.473
		N	29	29
		Std. Deviation	.9001	.3116
	7,001-10,000 Baht	Mean	5.096	3.246
		N	13	13
		Std. Deviation	1.256	.348
	10,001-15,000 Baht	Mean	6.636	3.309
		N	11	11
		Std. Deviation	1.4224	.5267
	More than 15,000 Baht	Mean	5.875	3.357
		N	2	2
		Std. Deviation	.176	6.061E-02
	Total	Mean	5.557	3.314
		N	143	143
		Std. Deviation	1.177	.353

Note. FS = Family satisfaction
CC = Communication competence
PI = Personal income
FI = Family income

Table 4.29: continued

Family's income	Personal income		Family satisfaction	Communication competence
5.70,001-100,000 Baht	Lower than 3,000 Baht	Mean	4.343	2.872
		N	4	4
		Std. Deviation	.975	.456
	3,000-5,000 Baht	Mean	5.879	3.405
		N	26	26
		Std. Deviation	.973	.336
	5,001-7,000 Baht	Mean	5.206	3.393
		N	16	16
		Std. Deviation	1.367	.337
	7,001-10,000 Baht	Mean	5.400	3.577
		N	5	5
		Std. Deviation	1.051	.2583
	10,001-15,000 Baht	Mean	6.055	3.619
		N	9	9
		Std. Deviation	.870	.370
	More than 15,000 Baht	Mean	5.886	3.478
		N	6	6
		Std. Deviation	.7349	.3168
	Total	Mean	5.611	3.419
		N	66	66
		Std. Deviation	1.117	.366

Note. FS = Family satisfaction
CC = Communication competence
PI = Personal income
FI = Family income

Table 4.29: continued

Family's income	Personal income		Family satisfaction	Communication competence
Total	Lower than 3,000 Baht	Mean	5.246	3.281
		N	108	109
		Std. Deviation	1.261	.371
	3,000-5,000 Baht	Mean	5.548	3.304
		N	247	247
		Std. Deviation	1.043	.362
	5,001-7,000 Baht	Mean	5.610	3.430
		N	87	87
		Std. Deviation	1.099	.3486
	7,001-10,000 Baht	Mean	5.293	3.401
		N	32	32
		Std. Deviation	1.156	.3685
	10,001-15,000 Baht	Mean	6.296	3.369
		N	27	27
		Std. Deviation	1.130	.544
	More than 15,000 Baht	Mean	5.644	3.449
		N	10	10
		Std. Deviation	1.091	.2708
	Total	Mean	5.520	3.333
		N	511	512
		Std. Deviation	1.132	.375

Note. FS = Family satisfaction
      CC = Communication competence
      PI = Personal income
      FI = Family income

The Relationship Between Parents' Conflict Tactics and Young Thai Adults'

Communication Competence and Family Satisfaction

Research question 5 explored the relationship between young adults' perceptions of their parents conflict tactics, as assessed by Straus' CTS and Margolin's CIS, and their own (i.e., the young adults') communication competence and satisfaction with communication in their families. Young adults' perceptions of their parents conflict tactics was identified as the independent variable, while their communication competence scores and satisfaction with communication in their family were identified as the dependent variables.

Straus' Conflict Tactic

With respect to the CTS, the stepwise method indicated that young adults' communication competence was significantly predicted by their perceptions of their parents' problem-solving tactics ($F_{(1,501)} = 18.539$, $p < .05$) and withdrawal tactics ($F_{(1,500)} = 16.425$, $p < .05$). These predictors accounted for 3.4% and 5.8% of the variance in communication competence, respectively. Further examination of the data revealed a significant positive relationship between young adults' perception of their parents problem-solving tactics ($t_{(518)} = 4.306$, $p < .05$) and the young adults' communication competence, and a significant negative relationship between young adults' perception of their parents withdrawal tactics ($t_{(518)} = -3.720$, $p < .05$) and young adults' communication competence (see Tables 4.30 and 4.31).

Regarding the young adults' satisfaction with communication in their family, the stepwise method of multiple regression revealed that young adults' satisfaction with communication in their family was predicted by the young adults' perceptions of their parents withdrawal tactics ($F_{(1,500)} = 54.514$, $\rho < .05$) and parents' verbal aggression tactic ($F_{(1,499)} = 32.622$, $\rho < .05$). These predictors accounted for 9.7% and 11.2% of the variance in family satisfaction, respectively. There was a significant negative relationship between young adults' perceptions of their parents use of withdrawal tactics ($t_{(500)} = -7.384$, $\rho < .05$) and verbal aggression tactics ($t_{(499)} = -3.126$, $\rho < .05$) and young adults' satisfaction in communication within the family (see Tables 4.30 and 4.31).

Table 4.30: Summary Results for Correlations between Parents' Conflict Tactics and Young Adults' Family Satisfaction as Assessed by Straus' CTS

	PR	WD	VA
CC	.189*	-.145	-
FS	-	.314*	-.289*

* $\rho < .05$

Note. PR = Problem-solving tactic
     VA = Verbal aggression tactic
     WD = Withdrawal tactic
     CC = Communication competence
     FS = Family satisfaction

Table 4.31: Summary Results for Regression Models for Parents' Conflict Tactics as Assessed by Straus' CTS in Relations to the Young Adults' Communication Competence and Family Satisfaction

Variables	Predictors	β	F	t	Adj.R^2	R^2
CC	PR	4.261E-02	18.539	4.306	.034	.032*
	WD	-2.680E-02	16.425	-3.720	.058	.062*
FS	WD	-.160	54.517	-7.384	.097	.098*
	VA	-.125	32.622	-3.126	.112	.116*

* $\rho < .05$

Note. PR = Problem-solving tactic
VA = Verbal aggression tactic
WD = Withdrawal tactic
CC = Communication competence
FS = Family satisfaction

Margolin's Conflict Inventory Scale

Shifting attention from Straus' CTS to Margolin's CIS, young adults' communication competence was significantly predicted by the young adults' perceptions of their parents problem-solving tactics ($F_{(1,515)}$ = 61.280, $\rho < .05$), withdrawal tactics ($F_{(1,514)}$ = 36.160, $\rho < .05$), and verbal aggression tactics ($F_{(1,513)}$ = 25.933, $\rho < .05$). These predictors accounted for 10.4%, 12.5%, and 12% of the variance in the young adults' communication competence, respectively. Further analysis of the data revealed that there was a significant positive relationship between young adults' perceptions of their parents problem-solving tactics ($t_{(515)}$ = 7.828, $\rho < .05$) and young adults' communication competence, while there was a significant negative relationship between young adults' perceptions of their parents withdrawal tactics ($t_{(514)}$ = -3.720, $\rho < .05$) and their verbal aggression tactics ($t_{(513)}$ = -2.220, $\rho < .05$), and young adults' communication competence (see Tables 4.32 and 4.33).

When examining young adults' perceptions of their parents' conflict tactics and their (the young adults') family satisfaction, the stepwise method of multiple regression illustrated that young adults' family satisfaction was predicted by their perceptions of their parents problem-solving tactics ($F_{(1,515)} = 44.287$, $\rho < .05$), withdrawal tactics ($F_{(1,514)} = 54.991$, $\rho < .05$), and verbal aggression tactics ($F_{(1,513)} = 44.065$, $\rho < .05$). Further analysis of the data revealed a significant positive relationship between young adults' perceptions of their parents problem-solving tactics ($t_{(513)} = 6.655$, $\rho < .05$) and a significant negative relationship between young adults' perceptions of their parents withdrawal tactics ($t_{(512)} = -7.782$, $\rho < .05$) and their verbal aggression tactics ($t_{(511)} = -4.297$, $\rho < .05$) and young adults' satisfaction in communication with their families (see Tables 4.32 and 4.33).

Table 4.32: Summary Results for Correlations between Parent's Conflict Tactics and Young Adult's Family Satisfaction as Assessed by Margolin's CIS

	PR	WD	VA
CC	.324*	.057*	-.146*
FS	.282*	-.244*	-.269*

* $\rho < .05$

Note. PR = Problem-solving tactic
   VA = Verbal aggression tactic
   WD = Withdrawal tactic
   CC = Communication competence
   FS = Family satisfaction

Table 4.33: Summary Results for Regression Models for Parents' Conflict Tactics as
Assessed by Margolin's CIS in Relations to the Young Adults' Communication
Competence and Family Satisfaction

Variables	Predictors	β	F	t	Adj.R^2	R^2
CC	PR	.100	61.280	7.828	.105	.036*
	WD	-5.643E-02	36.160	-3.720	.120	.062*
	VA	-4.562E-02	25.933	-2.220	.127	.132*
FS	PR	.262	44.287	6.655	.078	.079*
	WD	-.409	54.991	-7.782	.174	.177*
	VA	-.265	44.065	-4.297	.201	.206*

* $\rho < .05$

Note. PR = Problem-solving tactic
       VA = Verbal aggression tactic
       WD = Withdrawal tactic
       CC = Communication competence
       FS = Family satisfaction

Thai Value Orientations, Young Adults' Conflict Tactics and Their Communication

Competence and Family Satisfaction

Research question 6 focused attention on the relationship between young adults'

self-reported conflict tactics and their communication competence and family satisfaction

in relation to the Thai value system. Multivariate Analysis of Covariance (MANCOVA)

was used to examine the implications of each Thai value orientation for young adults'

conflict tactics as assessed by the CTS and the CIS, and their degree of communication

competence and family satisfaction. The Thai value orientations were identified as

covariates, while conflict tactics were identified as independent variables and young

adults' communication competence and family satisfaction were specified as dependent

variables.

To discern how different degrees of value orientations that young adults had

might influence their choice of the degree of conflict tactics and its implication on young

adults' family satisfaction and communication, the researcher recoded the means of young adult's value orientation and conflicts into various degrees. The extent that the value orientation was important to the young adults was categorized as 1 for "low" degree of importance and 2 for "high" degree of importance. The degree of the conflict tactic that young adults exhibited was categorized as 1 for "low degree" of conflict tactic, 2 for "middle degree" of conflict tactic, and 3 for "high degree of conflict tactic."

Findings for Straus' Conflict Tactics Scale

Using the CTS to define conflict tactics, Wilk's Lambda indicated that young adults' communication competence and family satisfaction were significantly related to the Thai values of smooth interpersonal relationship orientation ($F_{(2,447)} = 22.666$, $\rho < .05$), interdependence orientation ($F_{(2,447)} = 3.652$, $\rho < .05$), and ego orientation ($F_{(2,447)} = 447$, $\rho < .05$). In addition, the findings showed that young adults' scores on the items defining violence tactics ($F_{(4,896)} = 3.151$, $\rho < .05$) were significantly related to their communication competence and family satisfaction. An interaction effect was observed involving young adults' problem-solving and withdrawal tactics and their communication competence and family satisfaction ($F_{(8,894)} = 2.451$, $\rho < .05$) (see Table 4.34).

Tests of between-subjects effects (see Table 4.35) illustrated that (1) smooth interpersonal relationship orientation had a significant impact on young adults' communication competence ($F_{(1,477)} = 29.032$, $\rho < .05$) and their family satisfaction ($F_{(1,477)} = 22.994$, $\rho < .05$), with an observed power of 1.000 and .998, respectively; (2) grateful relationship orientation had a significant impact on young adults' and family satisfaction ($F_{(2,477)} = 5.957$, $\rho < .05$), with observed power of .683; (3) interdependence

orientation had a significant effect on young adults' family satisfaction ($F_{(2,477)} = 7.273$, $p < .05$) with an observed power of .768, (4) ego orientation had a significant impact on young adults' competence communication ($F_{(4,477)} = 25.121$, $p < .05$), with an observed power of .999; (5) young adults' CTS scores on items defining violence tactics had a significant effect on young adults' family satisfaction ($F_{(2,894)} = 5.337$, $p < .05$), with the observed power of .839; and (6) the interaction of both young adults' problem-solving and withdrawal tactic had a significant effect on young adults' communication competence ($F_{(4,894)} = 3.038$, $p < .05$) and family satisfaction ($F_{(4,894)} = 2.561$, $p < .05$).

In order to further examine the effect of the violence tactic on young adults' communication competence and family satisfaction, Pairwise comparisons were conducted (see Table 4.37). With respect to family satisfaction, these comparisons revealed a significant difference between young adults whose scores on the violence tactics that fell in the low range versus those in the middle range (Mean difference = -.998, $p < .05$). A significant difference was also found between those young adults whose scores fell in the mid-range versus those whose scores fell in the low range (Mean difference = -.998, $p < .05$). Essentially, those young adults whose CTS scores on the violence tactic fell in either the mid-range or the upper range reported experiencing higher family satisfaction than those young adults whose scores placed them in the low range (see Table 4.36).

Wilks' Lambda indicated that young adults' scores on items defining the violence tactic were significantly related to their level of family satisfaction ($F_{(4,894)} = 3.093$, $p < .05$) (see Table 4.36). The univariate level of analysis (see Table 4.39) confirmed the

significant relationship between scores on items defining the violence tactic and young

adults' family satisfaction ($F_{(2,498)}$ = 5.296, ρ< .05).

Table 4.34: Multivariate Tests for the Differences in Thai Value Orientation and
Conflict Tactic

Effect		Value	F	Hypothesis df	Error df	ρ
SI	Wilk's Lambda	.908	22.666	2	477	.000
IND	Wilk's Lambda	.984	3.652	2	477	.027
EGO	Wilk's Lambda	.947	12.539	2	477	.000
VIO	Wilk's Lambda	.972	3.151	4	894	.014
PR * WD	Wilk's Lambda	.958	2.451a	8.000	894	.003

Note. SI   =   Smooth interpersonal relationship orientation
    IND   =   Interdependence orientation
    EGO =   Ego orientation
    VIO   =   Violence Tactic
    PR * WD=   Interaction between Problem-solving tactic and Withdrawal tactic

Table 4.35: Tests of Between-Subjects Effects on the Influence of Thai Value
Orientations on Respondents' Communication Competence and Family Satisfaction

Source	Dependent Variable	df	Mean Square	F	ρ	Observed power
SI	CC	1	2.380	29.032	.000	1.000
	FS	1	21.392	22.994	.000	.998
GR	CC	1	5.970E-02	.073	.787	.058
	FS	1	5.542	5.957	.015	.983
IND	CC	1	2.601E-02	.032	.859	.054
	FS	1	6.766	7.273	.007	.768
EGO	CC	1	2.060	25.121	.000	.999
	FS	1	.358	.385	.535	.095
VIO	CC	2	.146	1.784	.169	.373
	FS	2	4.965	5.337	.005	.838
PR*WD	CC	4	.249	3.038	.017	.803
	FS	4	2.383	2.561	.037	.723

Note. SI   =   Smooth interpersonal relationship orientation
      GR   =   Grateful relationship orientation
      IND   =   Interdependence orientation
      EGO   =   Ego orientation
      VIO   =   Violence Tactic
      PR * WD=   Interaction between Problem-solving and Withdrawal tactic

Table 4.36: Estimates of Marginal Means for the Effect of Violence Tactic on Family
Satisfaction in Relations to the Thai Value Orientation

Dependent Variables	VIO	Mean	Std. Error	95% Confidence Interval	
FS	1.00	4.631	.089	4.063	5.199
	2.00	5.628	.109	5.413	5.844
	3.00	5.412	.297	4.828	5.996

Note. FS   =   Family satisfaction
      VIO   =   Violence tactic

Table 4.37: Pairwise Comparisons on the Difference in the Means of the Degree of
Violence Tactic in Relations to Family Satisfaction

Dependent Variables	(I) VIO	(J)VIO	Mean Difference (I-J)	Std. Error	ρ
FS	1	2.00	-.998	.308	.001
		3.00	-.782	.414	.060
	2	1.00	.998	.308	.001
		3.00	.218	.316	.495
	3	1.00	.782	.414	.060
		2.00	-2.216	.312	.495

Note. FS   =   Family satisfaction
      VIO   =   Violence tactic

Table 4.38: Multivariate Tests on the Effect of the Degree of Violence Tactic on the
Family Satisfaction in Relations to the Thai Value Orientations

	Value	F	Hypothesis df	Error df	ρ
Wilks' Lambda	.973	3.093	4	894	.015

Note. FS   =   Family satisfaction
      VIO   =   Violence tactic

Table 4.39: Univariate Tests for the Effect of the Degree of Violence on the Family
Satisfaction in Relations to the Thai Value Orientations

Dependent Variables		df	Mean Square	F	ρ	Observed power
FS	Contrast	2	4.940	5.290	.000	.000
	Error	448	.930			

Note. FS   =   Family satisfaction

Table 4.40: The Reported Means for the Interaction Effect Between Problem-Solving
Tactic and Withdrawal Tactic in Relations to Communication Competence and
Family Satisfaction

Dependent Variables	PR	WD	Mean	Std. Error	95% Confidence Interval	
					Lower Bound	Upper Bound
CC	1.00	1.00	3.482	.096	3.294	3.670
		2.00	3.004	.121	2.766	3.242
		3.00	3.265	.130	3.009	3.522
	2.00	1.00	3.294	.107	3.083	3.505
		2.00	3.306	.100	3.109	3.503
		3.00	3.190	.096	3.001	3.379
	3.00	1.00	3.094	.138	2.822	3.366
		2.00	3.515	.094	3.331	3.699
		3.00	3.250	.092	3.068	3.431
FS	1.00	1.00	5.260	.322	4.626	5.893
		2.00	4.944	.408	4.142	5.747
		3.00	6.563	.440	5.700	7.427
	2.00	1.00	5.497	.361	4.787	6.207
		2.00	5.919	.338	5.255	6.583
		3.00	5.000	.324	4.363	5.638
	3.00	1.00	5.351	.466	4.435	6.268
		2.00	5.239	.315	4.619	5.858
		3.00	4.702	.312	4.090	5.315

Note. CC   =   Communication competence
          FS   =   Family satisfaction
          PR   =   Problem-solving tactic
          WD   =   Withdrawal tactic

The means relevant to Thai value orientations, conflict tactics (as defined by the CTS), and young adults' communication competence and family satisfaction revealed the following: (1) Young adults who reported higher scores on smooth relationship orientation also reported experiencing higher levels of family satisfaction (Mean = 3.363) and communication competence (Mean = 5.607, see Table 4.41); (2) Young adults who scored higher on grateful relationship orientation reported experiencing higher family satisfaction (Mean = 5.629) than those with lower scores on grateful orientation (Mean = 3.571, see Table 4.42); (3) Young adults who scored higher on independence orientation reported experiencing higher levels of family satisfaction (Mean = 5.588) than those scoring lower on independence orientation (Mean = 4.444, see Table 4.43); (4) Young adults who scored higher on ego orientation also scored higher on communication competence (Mean = 3.371) than those scoring lower on ego orientation (Mean = 2.540,see Table 4.44); (5) Young adults whose violence tactics scores fell in the mid-range reported the highest degree of family satisfaction (Mean = 5.616); while, those whose scores fell in the low range reported experiencing the lowest degree of family satisfaction (Mean = 4.625, see Table 4.45).

Additionally, the reported means of the interaction effect between problem-solving tactic and withdrawal tactic in Table 4.46 demonstrate that young adults experience the highest levels of family satisfaction if they use a low degree problem-solving tactic and high degree of withdrawal tactic (Mean = 6.400).

Table 4.41: The Reported Means of Communication Competence in Relations to Smooth Interpersonal Relationship Orientation

Degree of SI		CC	FS
1.00	Mean	2.361	2.541
	N	3	3
	Std. Deviation	.3729	.1909
2.00	Mean	3.363	5.607
	N	491	491
	Std. Deviation	.3400	1.0317
Total	Mean	3.357	5.589
	N	494	494
	Std. Deviation	.3486	1.0559

Note. SI = Smooth interpersonal relationship orientation
      CC = Communication competence
      FS = Family satisfaction

Table 4.42: Reported Means of Family Satisfaction in Relations to Grateful Relationship Orientation

Degree of GR	Mean of FS	N	Std. Deviation
1.00	3.571	7	1.025
2.00	5.629	461	1.068
Total	5.598	468	1.095

Note. GR = Grateful relationship orientation
      FS = Family satisfaction

Table 4.43: Reported Means for Family Satisfaction in Relations to Interdependence Orientation

Degree of IND	Mean of FS	N	Std. Deviation
1.00	4.444	9	1.782
2.00	5.588	484	1.086
Total	5.567	493	1.110

Note. IND = Interdependence orientation
      FS = Family satisfaction

Table 4.44: Reported Means for Communication Competence in Relations to
Ego Orientation

Degree of EGO	Mean of CC	N	Std. Deviation
1.00	2.540	9	.369
2.00	3.371	477	.340
Total	3.355	486	.358

Note. EGO =   Ego orientation
       CC   =   Communication competence

Table 4.45: Reported Means of Family Satisfaction in Relations to Violence Tactic

Degree of VIO	Mean of FS	N	Std. Deviation
1.00	4.625	18	1.215
2.00	5.616	473	1.083
3.00	5.144	13	1.224
Total	5.568	504	1.107

Note. VIO =   Violence tactic
       FS   =   Family satisfaction

Table 4.46: Reported Means of Family Satisfaction and Communication Competence in
Relations to the Interaction Between Problem-Solving Tactic and Withdrawal Tactic

Degree of PR	Degree of WD		FS	CC
1.00	1.00	Mean	5.616	3.459
		N	14	15
		Std. Deviation	1.368	.515
	2.00	Mean	5.131	3.078
		N	20	20
		Std. Deviation	1.179	.606
	3.00	Mean	6.400	3.250
		N	5	5
		Std. Deviation	.346	.279
	Total	Mean	5.467	3.242
		N	39	40
		Std. Deviation	1.237	.560
2.00	1.00	Mean	5.973	3.369
		N	52	52
		Std. Deviation	1.055	.390
	2.00	Mean	5.626	3.323
		N	140	140
		Std. Deviation	1.042	.364
	3.00	Mean	5.143	3.183
		N	56	56
		Std. Deviation	1.206	.349
	Total	Mean	5.590	3.301
		N	248	248
		Std. Deviation	1.114	.371
3.00	1.00	Mean	5.937	3.350
		N	24	24
		Std. Deviation	.716	.280
	2.00	Mean	5.457	3.419
		N	135	135
		Std. Deviation	1.216	.321
	3.00	Mean	5.341	3.313
		N	68	68
		Std. Deviation	1.015	.349
	Total	Mean	5.473	3.380
		N	227	227
		Std. Deviation	1.124	.328

Table 4.46: continued

Degree of PR	Degree of WD		Mean of FS	Mean of CC
Total	1.00	Mean	5.908	3.378
		N	90	91
		Std. Deviation	1.029	.386
	2.00	Mean	5.515	3.350
		N	295	295
		Std. Deviation	1.138	.375
	3.00	Mean	5.296	3.254
		N	129	129
		Std. Deviation	1.107	.350
	Total	Mean	5.529	3.331
		N	514	515
		Std. Deviation	1.127	.373

Note. FS = Family satisfaction
CC = Communication competence
PR = Problem-solving tactic
WD = Withdrawal tactic

Findings on Margolin's Conflict Inventory Scale

Shifting to Margolin's CIS, Wilk's Lambda indicated that young adults'

communication competence and family satisfaction were significantly related to their

scores on smooth interpersonal relationship orientation ($F_{(2,485)} = 30.891$, $\rho < .05$),

interdependence orientation ($F_{(2,285)} = 3.654$, $\rho < .05$), and ego orientation ($F_{(2,485)} =$

3.654, $\rho < .05$). Additionally, an interaction was observed between the problem-solving

tactic and the withdrawal tactic ($F_{(4,970)} = 14.828$, $\rho < .05$, see Table 4.47).

Tests of the between-subjects effects (see Table 4.48) demonstrated that: (1)

smooth interpersonal relationship orientation had a significant impact on young adults'

communication competence ($F_{(1,485)} = 39.724$, $\rho < .05$) and family satisfaction ($F_{(1,485)} =$

32.008), with an observed power of 1.000 for both communication competence and family satisfaction ($p < .05$); (2) grateful relationship orientation had a significant impact on young adults' family satisfaction ($F_{(1,485)} = 4.547$, $p < .05$), with an observed power of .567; (3) interdependence orientation had significant impact on young adults' family satisfaction ($F_{(1,485)} = 6.592$, $p < .05$), with an observed power of .727; and (4) ego orientation had a significant impact on young adults' communication competence ($F_{(1,485)} = 29.414$, $p < .05$), with an observed power of 1.000.

Focusing on the effect of young adults' conflict tactics on family satisfaction, tests of between-subject effects illustrated that (1) young adults' verbal aggression tactics had a significant impact on family satisfaction ($F_{(1,485)} = 4.085$, $p < .05$), with an observed power of .523; and (2) the interaction of young adult's problem-solving and withdrawal tactic had a significant effect on their degree of family satisfaction, with an observed power of .732 ($F_{(2,485)} = 4.149$, $p < .05$, see Table 4.48).

To examine the effect of young adults' verbal aggression tactic on their communication competence and their family satisfaction, Pairwise comparisons were conducted. There was a significant difference between young adults' who scored in the low and middle ranges of verbal aggression with respect to their family satisfaction (Mean difference = 1.568, $p < .05$). Those scoring low on verbal aggression reported experiencing a higher degree of family satisfaction than those scoring in the middle range on verbal aggression (Mean = 5.852) (see Tables 4.48 through 4.49).

Wilks' Lambda affirmed that young adults' verbal aggression tactic was significantly related to young adult's family satisfaction ($F_{(2,494)} = 3.864$, $p < .05$, see

Table 4.52). At the univariate level, the findings confirmed that the contrast in the degree

of verbal aggression created a significant effect on their degree of family satisfaction

($F_{(1,486)}$ = 6.944, ρ< .05, see Table 4.53).

With respect to the interaction of young adults' problem-solving tactic and

withdrawal tactic and their impact on family satisfaction, the reported marginal means of

the family satisfaction showed that young adults' family satisfaction was highest when

young adults scored low on the problem-solving tactic and in the middle range on the

withdrawal tactic (Mean = 6.878) (see Table 4.54).

Table 4.47: Multivariate Tests on the Difference in the Effect of the Thai Value Orientations

Effect		Value	F	Hypothesis df	Error df	ρ
SI	Wilk's Lambda	.887	30.891	2	485	.000
IND	Wilk's Lambda	.985	3.654	2	485	.015
EGO	Wilk's Lambda	.942	3.654	2	485	.000
PR*WD	Wilk's Lambda	.977	14.828	4	470	.024

Note. SI   = Smooth interperpersonal orientation
         IND   = Interdependence orientation
         EGO   = Ego orientation
         PR* WD = Interaction between Problem-solving tactic and Withdrawal tactic

Table 4.48: Tests of Between–Subjects Effects on the Influence of Thai Value
Orientations on Communication Competence and Family Satisfaction

Source	Dependent Variable	df	Mean Square	F	ρ	Observed power
SI	CC	1	3.358	39.724	.000	1.000
	FS	1	31.169	32.008	.000	1.000
GR	CC	1	9.481E-02	.112	.738	.063
	FS	1	4.428	4.547	.033	.567
IND	CC	1	1.589E-02	.188	.665	.072
	FS	1	6.419	6.592	.000	.727
EGO	CC	1	2.487	29.414	.000	1.000
	FS	1	.102	.105	.746	.062
VA	CC	1	.109	1.285	.257	.205
	FS	1	3.978	4.085	.000	.523
PR*WD	CC	2	.166	1.969	.141	.408
	FS	2	4.041	4.149	.016	.732

Note. SI   =   Smooth interpersonal relationship orientation
       GR   =   Grateful relationship orientation
       IND   =   Independence orientation
       EGO   =   Ego orientation
       VA   =   Verbal Aggression tactic
       PR * WD=   Interaction between Problem-solving tactic and
                      Withdrawal tactic

Table 4.49: Estimates of Marginal Means for the Effect of Verbal Aggression Tactic on
Family Satisfaction in Relations to the Thai Value Orientations

Dependent Variables	VA	Mean	Std. Error	95% Confidence Interval	
FS	1.00	5.852	.203	5.454	6.250
	2.00	4.284	.550	3.203	5.365

Note. FS   =   Family satisfaction
       VA   =   Verbal aggression tactic

Table 4.50: Pairwise Comparisons on the Difference in the Means of the Degree of
Verbal Aggression Tactic in Relations to Family Satisfaction

Dependent Variables	(I) VA	(J) VA	Mean Difference (I-J)	Std. Error	ρ
FS	1	2.00	.1.568	.587	.008
	2	1.00	-1.568	.587	.008

Note. FS   =   Family satisfaction
VA   =   Verbal aggression tactic

Table 4.51: Multivariate Tests on the Effect of the Degree of Verbal Aggression Tactic
on the Family Satisfaction in Relations to the Thai Value Orientations

	Value	F	Hypothesis df	Error df	ρ
Wilks' Lambda	.985	3.864	2	494	.022

Table 4.52: Univariate Tests for the Effect of the Degree of Verbal Aggression Tactic on
the Family Satisfaction in Relations to the Thai Value Orientations

Dependent Variables		Sum of Squares	df	Mean Square	F	ρ
FS	Contrast	6.944	1	6.944	7.131	.008
	Error	473.264	486	.974		

Note. FS   =   Family satisfaction

Table 4.53: The Reported Means for the Interactional Effect Between Problem-Solving
Tactic and Withdrawal Tactic in Relations to Family Satisfaction

Dependent Variables	PR	WD	Mean	Std. Error	95% Confidence Interval Lower Bound	95% Confidence Interval Upper Bound
FS	1.00	1.00	5.494	.118	5.263	5.612
		2.00	6.878	.702	5.497	8.260
	2.00	1.00	5.160	.230	4.708	5.612
		2.00	5.484	.475	4.550	6.417
	3.00	1.00	5.837	.137	5.610	6.268
		2.00	5.202	.521	4.178	5.858

Note. FS   =   Family satisfaction
       PR   =   Problem-solving tactic
       WD =   Withdrawal tactic

Examination of the reported means for the CIS suggested the following: (1) young adults having high scores on smooth interpersonal relationship orientation also had high scores on communication competence (Mean = 3.363) and reported experiencing higher levels of family satisfaction (Mean = 5.607, see Table 54); (2) young adults having high scores on grateful relationship orientation reported experiencing high levels of family satisfaction (Mean = 5.629, see Table 4.55); (3) young adults having high scores on independence orientation tended to have high communication competence scores (Mean = 5.588, see Table 4.56); (4) young adults having scores on ego orientation tended to have high scores on communication competence (Mean = 3.371, Table 4.57); (5) young adults reporting low use of verbal aggression tactics also reported experiencing high levels of family satisfaction (Mean = 5.550, see Table 4.58). Finally, with respect to the interaction between problem-solving and withdrawal tactic, the reported means in Table 4.59 suggest that young adults experience the highest level of family satisfaction when they use a low degree of problem-solving tactics and high degree of withdrawal tactics (Mean = 6.437)

Table 4.54: Reported Means for Communication Competence and Family Satisfaction in Relation to Smooth interpersonal relationship orientation

Degree of SI		CC	FS
1.00	Mean	2.361	2.541
	N	3	3
	Std. Deviation	.3729	.1909
2.00	Mean	3.363	5.607
	N	491	491
	Std. Deviation	.3400	1.0317
Total	Mean	3.357	5.589
	N	494	494
	Std. Deviation	.3486	1.0559

Note. SI = Smooth interpersonal relationship orientation
CC = Communication competence
FS = Family satisfaction

Table 4.55: Reported Means for Family Satisfaction in Relations to Grateful Relationship Orientation

Degree of GR	Mean of FS	N	Std. Deviation
1.00	3.571	7	1.025
2.00	5.629	461	1.068
Total	5.598	468	1.095

Note. GR = Grateful relationship orientation
FS = Family satisfaction

Table 4.56: Reported Means for Family Satisfaction in Relations to Interdependence Orientation

Degree of IND	Mean of FS	N	Std. Deviation
1.00	4.444	9	1.782
2.00	5.588	484	1.086
Total	5.567	493	1.110

Note. IND = Interdependence orientation
FS = Family satisfaction

Table 4.57: Reported Means of Communication Competence in Relations to
Ego Orientation

Degree of EGO	Mean of CC	N	Std. Deviation
1.00	2.540	9	.369
2.00	3.371	477	.340
Total	3.355	486	.358

Note. EGO = Ego orientation
　　　 CC　 =　Communication competence

Table 4.58: Reported Means for Family Satisfaction in Relations to
Verbal Aggression Tactic

Degree of VA	Mean of FS	N	Std. Deviation
1.00	5.550	511	1.111
2.00	3.583	6	.797
Total	5.527	517	1.127

Note. VA = Verbal Aggression tactic
　　　 FS = Family satisfaction

Table 4.59: Reported Means for Family Satisfaction in Relations to the Interaction
Between Problem-Solving Tactic and Withdrawal Tactic

Degree of PR	Degree of WD	Mean of FS	N	Std. Deviation
1.00	1.00	5.246	81	1.320
	2.00	6.437	2	.265
	Total	5.275	83	1.317
2.00	1.00	5.562	291	1.063
	2.00	5.231	71	1.076
	Total	5.497	362	1.073
3.00	1.00	6.125	58	.973
	2.00	5.330	14	1.169
	Total	5.970	72	1.053
Total	1.00	5.578	430	1.130
	2.00	5.274	87	1.088
	Total	5.527	517	1.127

Note. PR = Problem-solving tactic
　　　 WD = Withdrawal tactic
　　　 FS = Family satisfaction

Summary of Quantitative Findings

Table 4.60: Summary Results of Research Question 1

Young Adults' Conflict tactics as assessed by Straus' CTS	Predictors/ Thai Value Orientation	Relationship *ρ< .05
1. Problem-solving tactic	(1) Ego (2) Education and competence	Positive* Negative*
2. Verbal Aggression tactic	(1) Smooth relationship (2) Education and competence	Negative* Positive *
3. Withdrawal tactic	(1) Smooth interpersonal relationship (2) Achievement-task (3) Education and competence	Negative* Positive* Positive*
4. Violence tactic	(1) Smooth interpersonal relationship orientation (2) Education and competence orientation	Negative* Positive*
Young Adults' Conflict tactics as assessed by Margolin's CIS	Predictiors/ Thai Value Orientations	Relationship *ρ< .05
1. Problem-solving tactic	(1)Smooth interpersonal relationship (2) Interdependence orientation (3) Education and competence (4) Flexibility and adjustment (5) Grateful relationship	Positive* Positive* Negative* Positive* Negative*
2. Verbal aggression tactic	(1) Smooth interpersonal relationship	Negative*
3. Withdrawal tactic	No Predictor Pearson Correlation: Flexibility and adjustment	 Positive*
4. Emotional expression to a Third Party tactic	(1) Fun and pleasure (2) Ego orientation	Positive* Negative*
5. Accommodating tactic	(1) Fun and pleasure orientation (2) Ego orientation	Positive* Negative*

Table 4.61: Summary Results of Research Question 2a

Young Adults' Family Satisfaction	Predictors/ Young Adults' Conflict tactic as assessed by Straus' CTS	Relationship *ρ< .05
Family satisfaction	(1) Verbal aggression tactic (2) Withdrawal tactic	Negative* Negative*
Young Adults' Family Satisfaction	Predictors/ Young Adults' Conflict tactic as assessed by Margolin' CIS	Relationship *ρ< .05
Family satisfaction	(1) Verbal aggression tactic (2) Problem-solving tactic (3) Withdrawal tactic	Negative* Positive* Negative*

Table 4.62: Summary Results of Research Question 2b

Young Adults' Conflict tactics as assessed by Straus' CTS	Predictors/ Young Adults' Socio-Economic Level	Relationship *ρ< .05
1. Problem-solving tactic	Family income	Positive*
2. Verbal aggression tactic	No predictor	
3. Withdrawal tactic	No predictor <u>Pearson correlation</u> Personal income	 Negative*
4. Violence tactic	Personal income	Negative*
Young Adults' Conflict tactics as assessed by Margolin's CIS	Predictors/ Young Adults' Socio-Economic Level	Relationship *ρ< .05
1. Problem-solving tactic	Family income	Positive*
2. Withdrawal tactic	Personal income	Negative*
3. Verbal aggression tactic	No predictor <u>Pearson correlations</u> Family income	 Negative*
4. Emotional expression to a Third Party tactic	No predictor	
5. Accommodating tactic	No predictor	

Table 4.63: Summary Results of Research Question 2c

Young Adults' Family Satisfaction	Predictors/ Young Adults' Socio-Economic Level	Relationship *ρ< .05
Family satisfaction	Personal income	Positive*

Table 4.64: Summary Results of Research Question 3

Young Adults' Communication Competence	Predictors/ Young Adults' Conflict tactic as assessed by Straus' CTS	Relationship *ρ< .05
Communication competence	(1) Withdrawal tactic (2) Problem-solving tactic (3) Violence tactic	Negative* Positive* Negative*
Young Adults' Communication competence	Predictors/ Young Adults' Conflict tactic as assessed by Margolin' CIS	Relationship *ρ< .05
Communication competence	(1) Problem-solving tactic (2) Verbal aggression tactic (3) Withdrawal tactic	Positive* Negative* Negative*

Table 4.65: Summary Results of Research Question 4

Source: Young Adults' Personal or Family income	Dependent variables: Family Satisfaction or Communication Competence *ρ< .05	Reported Means
Personal income, family income, sex	Family satisfaction* Communication competence*	
Personal income	Family satisfaction* Communication competence*	Higher personal income, Higher family satisfaction Higher personal income, Higher communication competence
Sex	Family satisfaction*	Females have higher Family satisfaction than males
Personal income x Family income	Communication competence*	Higher personal and family, Higher competence

Table 4.66: Summary Results of Research Question 5 as Assessed by Straus' CTS

Young Adults' Family Satisfaction	Predictors/ Young Adults' Conflict tactic as assessed by Straus' CTS	Relationship *p< .05
Communication competence	(1) Problem-solving tactic (2) Withdrawal tactic	Positive* Negative*
Family satisfaction	(1) Withdrawal tactic (2) Verbal aggression tactic	Negative* Negative*

Table 4.67: Summary Results for Research Question 5 as Assessed by Margolin's CIS

Young Adults' Family Satisfaction	Predictors/ Young Adults' Conflict tactic as assessed by Margolin's CIS	Relationship *p< .05
Communication competence	(1) Problem-solving tactic (2) Withdrawal tactic (3) Verbal aggression tactic	Positive* Negative* Negative*
Family satisfaction	(1) Problem-solving tactic (2) Withdrawal tactic (3) Verbal aggression tactic	Positive* Negative* Negative*

Table 4.68: Summary Results for Research Question 6 as Assessed by
Straus' CTS

Source	Dependent variables: *ρ< .05	Reported Means
Smooth interpersonal relationship orientation	Communication competence*	- High smooth interpersonal relationship orientation, higher communication competence
	Family satisfaction*	- High smooth interpersonal relationship orientation, higher communication competence
Grateful relationship orientation	Family satisfaction*	- High grateful relationship orientation, higher family satisfaction
Interdependence orientation	Communication competence*	- High interdependence orientation, higher communication competence
Ego orientation	Communication competence*	- High ego orientation, higher communication competence
Violence tactic	Family satisfaction	- Mid-range violence tactic, highest family satisfaction - Low level violence, lowest family satisfaction
Problem-solving tactic x Withdrawal tactic	Communication competence*	- Low problem-solving tactic and low withdrawal tactic, highest communication competence
	Family satisfaction*	- Low problem-solving tactic and high withdrawal tactic, highest family satisfaction

Table 4.69: Summary Results for Research Question 6 as Assessed by
Margolin's CIS

Source	Dependent variables: *p< .05	Reported Means
Smooth interpersonal relationship orientation	Communication competence*	- Higher smooth interpersonal relationship orientation, higher communication competence
	Family satisfaction*	- Higher smooth interpersonal relationship orientation, higher communication competence
Grateful relationship orientation	Family satisfaction*	- High grateful relationship orientation, higher family satisfaction
Independence orientation	Communication competence*	- High independence orientation, higher communication competence
Ego orientation	Communication competence*	- High ego orientation, higher communication competence
Verbal Aggression tactic	Family satisfaction	- Mid-range violence tactic, highest family satisfaction - Low level violence, lowest family satisfaction
Problem-solving tactic x Withdrawal tactic	Family satisfaction*	- Low problem-solving tactic and mid-range withdrawal tactic, highest family communication

Qualitative Findings

To contribute even further to an understanding of young adults' conflict tactics within their family, the researcher conducted personal interviews with 20 respondents. The respondents were selected based on convenience sampling and participated in the interview on a voluntary basis. Out of twenty respondents, three students were currently enrolled in St. John's Vocational School, four students enrolled in Assumption University, three enrolled in Chulalongkorn University, three enrolled in Thammasat University, four enrolled in Bangkok University, and three enrolled in Ramkhamhaeng University. The personal interviews took 20 minutes for each respondent. The interviewees' answers were examined to determine the typical communicative behaviors reported for handling family conflicts with their parents, topics of conflicts, conflict resolution approaches, and any unresolved conflicts that characterize their relationship with their parents. The themes identified in the interview results will be summarized here based on the numbers of respondents who reported exhibiting particular communicative patterns for handling family conflicts.

1. Communication between Young Adults and Their Parents and Their Siblings

Fifteen interviewees interviewed reported talking with their mother about various personal-related issues and with their father about social-related issues on a daily basis. They noted that they usually talked with their mother about issues such as studying, personal issues, disciplinary matters, and conflicts with friends. On the other hand, they generally talked with their father about issues such as university activities, health matters, political issues, music, and tourism.

The parent-child conversation was primarily characterized as socially relaxed interactions, whether they were speaking with their father or their mother. However, twelve young adults reported engaging in "closer" interactions with their mother than with their father because their mother spent more time with them at home than their father did. Mothers were described as typically devoting time and effort to listening and giving advice more so than fathers. Fathers were described as devoting most of their time to working outside or engaging in social activities. Four young adults claimed that their conversations with their father were quite reserved and distant, exhibiting a seniority-oriented style of communication. On the other hand, their conversations with their mother were more humorous, relaxed, easy-going, and affectionate.

Interestingly, six young adults reported that their siblings experienced a different quality of interaction with their parents. This difference did not seem to be based on sex as both male and female young adults' claimed that their younger and/or elder brothers tended to enjoy closer interactions with their father than with themselves.

2. Young Adults' Assessments of Their Communication with Their Parents

With respect to young adults' satisfaction with their communication and relationship with their father and/or mother, fourteen young adults rated their relationship with their mother as being more satisfactory than their relationship with their father. In evaluating the relationship with their mother, ten interviewees indicated they were "strongly satisfied" with their mother-child relationship. With respect to the father-child relationship, the findings were mixed, with four young adults expressing dissatisfaction with the father-child relationship. fourteen were "satisfied" with the father-child

relationship, but only two respondents were "strongly satisfied" with the father-child relationship.

3. <u>Young Adults' Competence in Socializing with Family and Friends</u>

Assessing their own communication competence while socializing with their family and friends, eleven respondents reported that their communication behavior in both contexts was generally characterized as involving socially relaxed interactions. Their communication with friends was characterized by high self-disclosure, high expression, and high informality, particularly with respect to the use of language. However, their communication with parents was characterized by casual, dependent, and childish behavior due to the intimate nature of the family relationship.

Despite the close and intimate family relationship, all young adults reported the language used with their parents was different in nature from the language used to communicate with their friends. All young adults claimed that they used language that was rather polite, modest, and humble to show respect and grateful toward their parents. For example, they normally used slang words and idiomatic language, often known as "Ancient words", such as using the words "Shun" to refer to themselves, and using the words "Toe", "Kae" to refer to conflicting partners. The words referring to oneself or others indicate the degree of closeness of the young adults with their friends. However, these words were considered inappropriate words to use with parents because such words would be considered impolite and disrespectful. On the other hand, they would use words "Klub" or "Kak" to end statements when responding to parents or senior citizens. Most of the time, young adults would say "Khun Phaw" to refer to their father and "Khun

Mae" to refer to their mother. The word "Khun" reflects a special respect for one's parent, and was reported as being employed even when the young adult and the parent were experiencing conflicts with each other.

4. Young Adults' Role and Involvement in Handling Family Decision-Making

Twelve interviewees revealed that their parents encouraged them to be involved in making family decisions by seeking suggestions and opinions from their children before making any final decisions. Five young adults said that their parents encouraged a participative and democratic system to create mutual family satisfaction and understanding among family members. However, when the final decision had to be made, their parents normally made that decision by themselves after drawing on the input from their children. The findings showed that their father was the primary decision-maker of the family rather than their mother.

5. Types of Family Issues

The interviewees revealed that family issues requiring decisions could be classified into three broad categories as follows:

(1) Young adults' disciplinary problems, such as bringing someone of the opposite sex to their house, spending habits of the young adults, study performance of the young adult, traveling upcountry with friends, etc.

(2) Household-related issues, such as moving to a new house or buying a new car.

(3) Family investment and parents' employment, such as selling shares of the family business, entering into new business investments, early retirement of the parents,

or deciding to quit a job. With respect to conflict-producing and/or family decision-producing issues, the interviewees cited disciplinary-related problems most often, followed by household-related issues, and family business and parents' employment, respectively.

6. Young Adult's Involvement in Family Decisions during the 1997 Economic Downturn

In order to examine the impact of young adults' socio-economic level on the family conflict, interviewees were asked whether the 1997 economic downturn affected family decision-making processes or not. Eight interviewees reported that their family status was affected seriously because their family business involved real estate or construction. However, more than half of the young adults interviewed reported that their family was not affected by the 1997 economic downturn because their parents worked in governmental institutions, state enterprises, and/or educational institutions. Even though they claimed that their family was not seriously affected by the 1997 economic downturn in terms of their parents' unemployment, all of the interviewees claimed that their family's spending increased due to the higher cost of living.

With respect to young adults' involvement in handling family decisions during the financial disturbance, more than half of the young adults said that their parents informed them about the family's financial situation and sought cooperation from them in limiting their personal spending. However, no young adults said that their personal spending was reduced as a result of the economic downturn. Six interviewees did try to reduce their personal spending by not buying clothes and bags and other personal

belongings. They also decreased their social activities, limiting the number to times they went out to the movies and went out with friends.

Among those who admitted to being most seriously affected by the economic downturn, only three interviewees claimed that their parents asked them and their whole family to leave Bangkok or Thailand and to stay apart from each other at least temporarily while they addressed the legal obligations that resulted from the bankruptcy of their business. However, all of them rejected their parents' request and insisted that they would not leave their parents but, instead, would stay and help their parents face the legal consequences together.

Sixteen interviewees expressed satisfaction with their parents explanations about the family's financial situation. They reported that their parents generally talked about the family's financial situation after dinner. This time was described as the family's usual time to gather for conversation.

7. Young Adult's Communication Patterns in Handling Conflict or Disputes with their Parents

All of the interviewees described the following behaviors as occurring during parent-and-adolescent conflicts: (1) Show their dissatisfaction primarily through eyes and face, (2) Use a reserved and distant tone with their parents, (3) Keep quiet when/if their parents are angry, and (4) Stomp or walk away from their parents and wait until both sides cool off in their room. After their tempers have cooled down, according to the interviewees, they will start to speak with their parents again, trying to use reasoning to convince their parents of their own (the young adult's) position. The interviewees

reported trying to use reasoning and problem-solving tactics after they feel that both sides have cooled down, which was reported as typically taking more one or two days.

At least half of the young adults indicated that they typically would not offer a direct apology to their parents but, rather, would talk with them as though the conflict had not occurred. This was because they considered their conflict a minor disagreement as opposed to a major conflict. On the other hand, the other half of the interviewees indicated waiting for their mother to come and talk with them first. After that, then they would forget about the conflict and resume normal conversations with their parents.

Regarding their parents' behavior in handling parent-and-adolescent conflicts, fifteen interviewees indicated that they normally engage in more conflict with their mother than with their father because their father does not spend much time at home. After the conflict, both of their parents were described as showing dissatisfaction through maintaining a serious visage and frowning face as well as through silence. However, none of the interviewees described their parents as using verbal aggression or violence during a conflict.

8. Types of Unresolved Conflicts in the Family

Finally, the interviews touched on the types of conflicts that are currently unresolved between the young adults and their parents. Six young adults cited a perception that their parents do not trust them in some areas, especially with respect to personal discipline. Unequal treatment of the children within the family, parent's personality conflicts, parents' concerns about their young adults' personal (love) affairs,

and parents' concerns about their young adults' academic performance were other

frequently cited unresolved conflicts.

<div align="center">Conclusion</div>

This chapter provided a description of the statistical findings relevant to the

research questions identified in chapter 2. In addition, this chapter provided a summary

of information obtained from twenty personal interviews. Discussion of both statistical

findings and results of the personal interviews as well as the limitations and implications

for future research, and conclusions of the study will be presented in the next chapter.
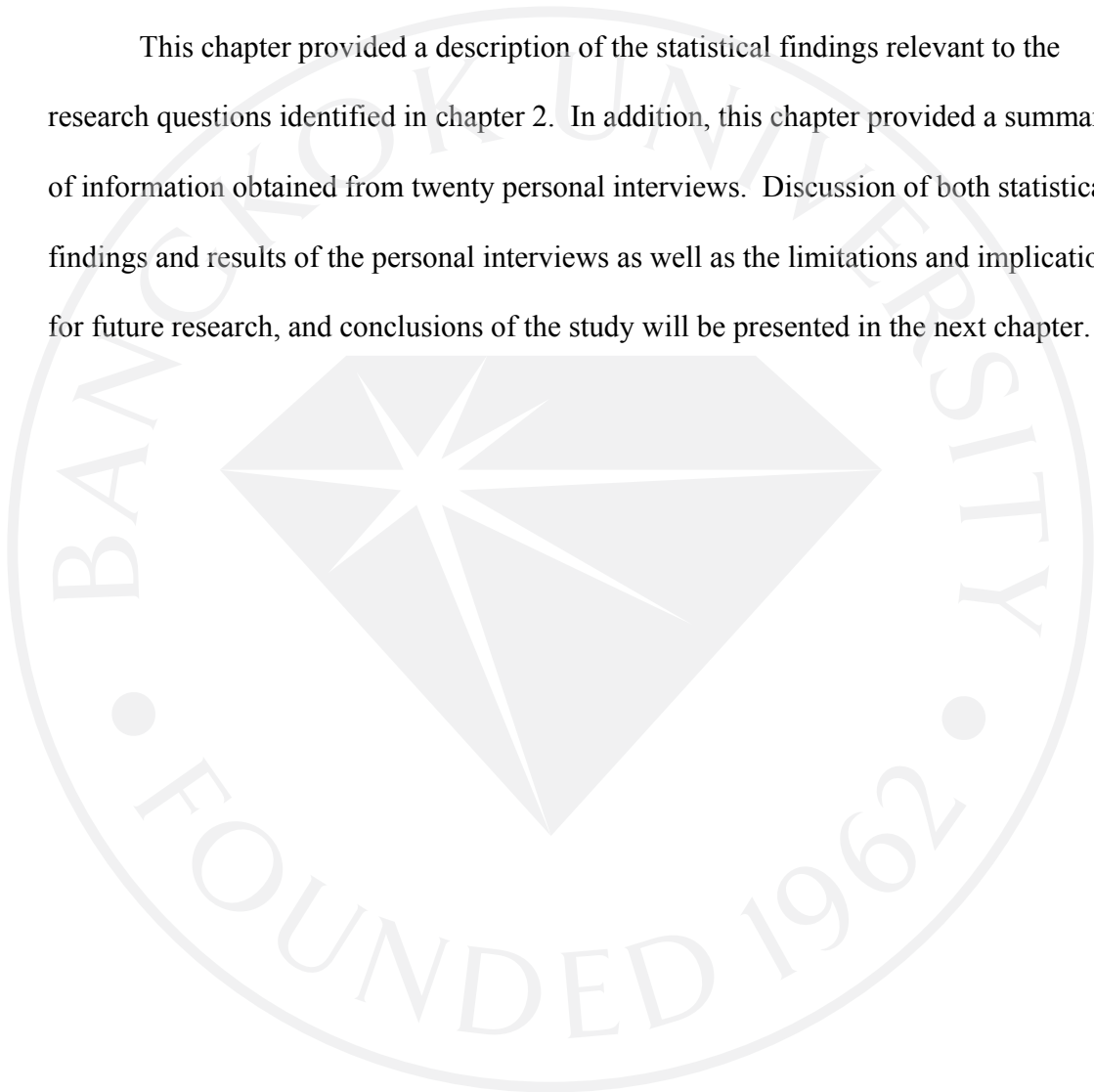
Chapter 5

Discussions and Conclusion

This chapter provides a critical examination of the statistical findings and interviews summarized in the previous chapter. The analyses and explanations provided are based on a review of relevant literature as well as the researcher's own analytic skills and interpretation of the findings. Additionally, any limitations to this work, and suggestions for future research efforts as well as the implications of this research for future research efforts will be discussed.

Discussion

This research sought to explore the implications of the Thai value system for young adults' conflict management tactics, communication competence, and family satisfaction. Randomly selected from five state and private universities and one vocational institution, five hundred and twenty-three young Thai adults participated in the survey and twenty interviewees took part in the personal interviews. This study ultimately sought to examine the influence of Thai value orientations on the young Thai adults' choice of conflict management tactics and to discern the influence of those tactics on the young adults' communication competence and satisfaction with communication in their family. Additionally, the study heeded Mortensen's (1991) call for work that is sensitive to environmental conditions by examining the impact of the young Thai adult ' socio-economic level, as assessed by their family income and personal income, on their degree of family satisfaction and communication competence. Finally, the research examined the relationship between the young adults' perceptions of their parent's conflict

management tactics and the young adults' own degree of family satisfaction and communication competence.

Multivariate Analysis of Regression was used to explore the relationship between conflict tactics, as assessed by Straus's Conflict Tactics Scale (CTS) and Margolin's Conflict Inventory Scale (CIS), and Komin's nine value orientations, as assessed by the Thai Family Values Scale (TFV). Multivariate Analysis of Regression was also used to examine the relationship between conflict management tactics and communication competence and family satisfaction. Multivariate Analysis of Variance (MANOVA) was used to discover the effect of differences in the young adults' socio-economic level on their communication competence and satisfaction with communication in their family. The data were coded and analyzed by using SPSS/Window 9.0 (Statistical Package for Social Science).

Relationship between Young Adults' Conflict Tactics and the Thai Value System

Research question one sought to discover the relationship between young Thai adults' conflict tactics and Komin's (1991) nine value orientations describing the Thai culture. The findings will be summarized and explicated based on the conflict tactics exhibited by the young adults.

1. Problem-Solving Tactics

Thai people generally perceive problem-solving tactics as being proactive or confrontational approaches to the management of conflicts over social and/or personal issues. Despite the differences in the nature of the two scales that were used—with Straus' CTS emphasizing the frequency of tactic use while Margolin's CIS seeks to

measure the psychological dimensions of conflict--both scales identified the Thai value of "education- and-competence orientation" as one the most valid predictors of the problem-solving tactic. Additionally, both scales confirmed that there was a negative relationship between the young adults' scores on the problem-solving tactic and their scores on the education-and- competence orientation value. In some respects, this might seem a counter-intuitive finding. Essentially, according to this results, a young adult who values education and personal competence tends to not employ problem-solving tactic when in conflict with his/her parents. One possible explanation for this finding that should be acknowledged is that measurement error might be in evidence. Keeping in mind that the instruments being used were developed within the West, the items defining problem-solving might well viewed as representative of more assertive, even aggressive behavior than is deem appropriate in the Thai family context.

A different explanation for the contradictory results could be made based on the young Thai adults' inculcation with respect to the need to respect for the seniority principle in keeping family discipline. These results stress the importance of the typical Thai family structure and the value of material possessions a value among young adults. The negative relationship suggests that young Thai adults might think that dealing with family disputes via direct communication with their parents would jeopardize the parents' role and/or authority. Since cultural norms describe the typical Thai family as hierarchical and seniority-oriented, young Thai adults might believe that problem-solving tactics, rather than encouraging understanding, would jeopardize the typical norms of the Thai family (Roongrensuke & Chansuthus, 1991). The findings support Mortensen's

(1991) and Udayanin and Yamklingfung's (1965) claims that family status and social motives are important variables impacting the intensity of family conflict and approaches to conflict resolution.

Straus' CTS showed that the Thai value of "ego orientation" was a significant predictor of young adult's problem-solving tactics, with a significant positive relationship existing between these two variables. We note that the notions of self-dignity and genuine social relationship were underscored as a key factor in managing family conflict.

Straus' CTS also indicated that the more "independence" (i.e., being oneself, pride, and dignity) the young adults have, the more likely they will be to try to engage their parents in a direct discussion of the pros and cons of a conflict. These findings suggest those young adults who tend to rely on their own self-construal and self-image when managing a family conflict might very well be acting against cultural expectations (Oetzel, 1998). Thus, these findings suggest that a young adult's use of problem-solving tactics might depend upon his/her level of self-acceptance and self-confidence which, in turn, might be influenced by the intensity of the conflict in question and the parenting style employed within the family (Inthorn-Chaisri, 1975).

On the other hand, analysis of Margolin's CIS suggested that the adoption of problem-solving tactics is predicted by the Thai values of smooth interpersonal orientation, interdependence orientation, fun-and-pleasure orientation, and grateful relationship orientation. Smooth interpersonal orientation and independence were positively related to young adults' problem-solving tactic, but a negative relationship was found between problem-solving tactic and both fun-and-pleasure orientation and grateful

relationship orientation. These findings highlight the notion of genuine family relationships, family interdependence, responsiveness to opportunities, and gratitude when dealing with family conflicts. The findings are supported Roongrensuke and Chansuthus's (1998) claim that young adults in the modern period have adopted Western and American values, defining conflict as productive rather than counter-productive. Agreeing with McKinney et al. (1997), the notion of open flow of information was underscored as a more effective way to maintain family understanding and security.

Young adults' choice of conflict tactics depends upon the extent to which they adopt an attitude that focuses on a concern-for-others and/or a concern-for-issues. Young adults who impose concern-for-others as a principle in managing their conflicts (McKinney et al.,1997) will probably believe that an open flow of information and/or direct confrontation within a conflict will be an effective way to maintain family relationships and security. These approaches will not be viewed as, necessarily, jeopardizing family harmony. However, those individuals who operate from an attitude that privileges concern-for-others will probably believe that problem solving will jeopardize their relationship with their parents by failing to appropriate reflect a "grateful relationship orientation." Prioritizing the importance of concern-for-others over the concern-for-issue, they might think that it is not worthwhile to destroy the aura of gratitude and obligation toward their parents. Besides, Thai people tend to think that conflict avoidance is a good strategy, especially in intense situations, as that intensity should fade over time. Responsive to opportunities and circumstances, most young Thai adults are influenced by "in-group" interests, rather than ideology or a single, rigid set of

abstract principles. Thus, it is more appropriate to preserve the "in-group" interest of the family rather than the young adult's "self" interests or need for "personal satisfaction." As such, problem-solving tactics are avoided so as to maintain family cohesion and an image of gratitude toward one's parents (Komin, 1991).

    2. <u>Verbal Aggression Tactics</u>

Results from both the CTS and the CIS indicated that young adults' scores on items describing the verbal aggressive tactic were negatively related to the Thai value of "smooth interpersonal relationship orientation." While the CTS revealed that the values of smooth interpersonal relationship orientation and education-and-competence orientation are significant predictors of the verbal aggression tactic, the CIS identified only smooth interpersonal relationship orientation as a significant predictor of young adults' verbal aggression tactic. Supporting Komin (1991), these findings indicate Thai people prioritize a friendly and caring relationship as a means to effective social interaction. The results underscore young Thai's preferences for family relationships and interactions that are characterized by non-assertiveness, caring, humbleness, and politeness, as well as a preference for a relaxed and pleasant interaction. Thus, any approach to conflict resolution that jeopardizes "genuine" family interaction would be considered socially undesirable and inappropriate.

The verbal aggression tactic is characterized as a destructive, critical, and belligerent approach to managing conflict that fails to recognize the importance of social relationships and others' feelings. At least as indicated by this research, young Thai adults generally perceive verbal aggression as inappropriate, or a form of social

misconduct showing disrespect toward one's benevolent creators (i.e., parents). Due to

the hierarchical structure of Thai society (Roongrensuke & Chansuthus, 1998),

historically, young Thai adults have been inculcated with the values of a "seniority

system," showing gratitude and respect toward seniors, particularly by complying what

their parents' desires. Taking care of their parents and complying with their parents'

desires are considered priority obligations. Culturally, young Thai adults perceive

verbally aggressive tactics as destructive to the seniority system, and they perceive the

seniority system as conducive to sustaining genuine family interaction. The findings

illustrated young Thai adults' value other-directed approaches to social interaction. Being

from a collectivistic and high context culture, the findings supported the notion that Thai

people manage their family conflicts in a manner that is based on concern-for-others

rather than concern-for-issues (McKinney et al., 1997).

Ranking as second in importance in predicting young Thai adults' verbal

aggression tactic, the findings of Straus' CTS indicated that education-and-competence

orientation is a significant predictor, with the scores for verbal aggression and for

education-and-competence positively correlated with one another. These results suggest

that young adults who have been inculcated with a value that underscores the importance

of material possessions are more likely to adopt verbally aggressive behaviors during

conflict-based interactions. These findings supported Mortensen's (1991) framework as

well as Broderick's (1993) Expanded Linear Model of Socialization and personality,

addressing social motive and social status as important variables affecting an individual's

conflict tactics and role in handling family conflicts.

In addition, this finding also supports the argument that there is a potential change occurring in the traditional family values of Thailand. The traditional values are being put at risk by an increasing emphasis on "material possessions" as an indicator of prosperity and social recognition among young Thai adults, particularly as they try to cope up with the intense economic downturn of 1997-2000 (Vibusri & Ziesing, 1999; Limanonda, 1995; *The Nation*, February 23,1998). As a logical line of reasoning from the data collected as part of this research, the more young Thai adults value material possessions as indicators of family status, the more they endorse employing verbally aggressive behaviors to express themselves. Thus, the "material possession phenomenon" could very well jeopardize traditional Thai family values by changing the typical emphasis on concern-for-others to an emphasis on concern-for-self.

3. Withdrawal Tactics

Straus' CTS showed that young adults' scores on the items defining the withdrawal tactic were significantly related to the Thai values of smooth interpersonal relationship orientation, achievement-task orientation, and education-and-competence orientation, in that order. Smooth interpersonal relationship orientation was negatively related to young adults' scores on items defining the withdrawal tactic, but education and competence orientation was positively related with young adults' scores on the withdrawal tactic. By comparison, Margolin's CIS did not find any value orientation that played a significant role in predicting young adults' withdrawal tactic, although there was a significant negative correlation between young adults' withdrawal tactic and flexibility-and-adjustment orientation.

Since Straus' CTS tends to measure tactic frequency while Margolin's CIS focuses on psychological predispositions, the difference observed here might be explained by a distinction between culturally expected (and executed) behaviors versus internally felt desires. The CTS findings suggest that young adults display the smooth interpersonal value by refraining from any desire they might feel to physically remove themselves from the confrontation as such withdrawal might jeopardize family relationships and understanding between young adults and their parent. These findings supports Cupach's (1981) claim that an open exchange of information or confrontation or constructive conflict tactic is a more effective approach for handling interpersonal conflict. Based on this notion, these findings suggest that the more young adults value social or family relationships and understanding, the less likely they will be to employ withdrawal tactics.

These findings with respect to the withdrawal tactic also rank achievement-task orientation and education and competence orientation as an important value in managing family conflict during a financial disturbance. Due to the changing traditional work life of Thai people during the 1997 economic downturn, material possessions became an increasingly important status symbol. The research of Vibulsri and Zeising (1999) suggests that, during the downturn, a majority of Thai people began to change their work ethic from being fun-oriented to being more work-oriented. Vibulsri and Zeising claimed that a majority of Thai people tend to value diligence as one of the key attributes for success in both career and family life. At the same time, the results of this research suggest that young adults who value form, authority, or material possessions will tend to

impose higher withdrawal tactic. Believing that silence is a virtue (Knutson, Hwang,& Vivatawanukul, 1995) and social inequality is natural and right (Roongrensuke & Chansuthus, 1998), young Thai adults tend to preserve the seniority principle as a means to show gratitude toward their parents by avoiding public confrontation with them.

Measuring the psychological impact of conflict on young adult's scores on the withdrawal tactic, Margolin's CIS suggested that young adults' withdrawal scores were not significantly predicted by any value orientation. Although Straus' CTS and Margolin's CIS provided different results, there was a significant positive correlation between young adults' withdrawal tactic, as measured by the CIS, and their flexibility-and-adjustment orientation. This finding supports Komin (1991) and Roongrensuke and Chansuthus (1998) who argued that Thai people impose conflict avoidance mechanisms as effective approaches for maintaining harmony and understanding in family as well as non-family contexts. Thus, the more young adults impose withdrawal tactics, the more they value flexibility-and-adjustment orientation. Believing confrontation is rude, damaging, and undesirable and criticizing a superior publicly is evil (Roongrensuke & Chansuthus, 1998), young Thai adults' adjustment to conflict by means of withdrawal might be perceived an effective and socially acceptable means to deal with interpersonal conflict in the family context. Young adults' concern-for-issue or concern-for-others might be a dimension for them in judging the effectiveness of the withdrawal tactic (McKinney, Kelly, & Duran, 1997) and their self-face and other-face maintenance (Ting-Toomey et al., 1991). The more they highlighted the concern for others and other face-maintenance, young adults are more likely to use withdrawal tactic to avoid

confrontational approach for fear of jeopardizing the family relationship and understanding. However, if young adults highlighted concern-for-issue and self-face maintenance, they are more likely to use problem-solving tactic to deal with the cause of issue and state their position.

4. Violence Tactics

Straus's findings revealed that young adults' scores on the violence tactic were predicted by the smooth interpersonal relationship orientation and the education and competence orientation. The violence tactic was negatively related with the smooth interpersonal relationship orientation but positively related with the withdrawal tactic. The results highlighted the importance of politeness, humility, and pleasant family interaction as socially acceptable approaches for handling family conflicts. The seniority-based principle is a key guideline in judging what is socially acceptable behavior. Thai people tend to perceive violence as a physical coercive behavior or overt reactions to conflict resolution which are disruptive and damaging to social or family harmony (Roongrensuke & Chansuthus, 1998). Thus, the more young adults value family harmony and relationships, the less likely they would be to employ violence tactics in conflict situations.

Education and competence orientation was prioritized as the second predictor of young adults' scores on items defining the violence tactic. The findings suggested the concept of "form over content" and that material possessions might be a contributing factor to the intensity family conflict, affecting the way family conflicts are managed. Specifically, the findings suggested that the more a young adult values material

possessions, the more likely he or she would be to use violence tactics in a conflict situation. Im-Aodh (1975), Inthorn-Chaisri (1976), Roongresuke and Chansuthus (1998), and Somsanit (1975) claimed that the Thai family is characterized by a seniority principle and hierarchical structure. Thus, young Thai adults are inculcated to believe that authoritative and strict disciplinary action is a desirable approach to maintaining the principle of seniority in the family. Perceiving their parents' child rearing style as a model to follow, young Thai adults might impose violence tactics when pursuing personal objectives. Essentially, rather than considering the desires of their parents, young adults would, instead, follow what they see as the model of their parents (i.e., attempting to "rule" by authority and intimidation) in pursuing their own desires. This particular finding supports the assumptions of Broderick's (1993) Expanded Linear Model of Socialization and symbolic interaction theory, both of which describe socialization and the development of role expectations as being the product of role-playing and social interaction, especially with "significant" others (e.g., parents). The findings indicated that young Thai adults will adopt an authoritative, strict, and violent approach as their conflict management tactic if they perceive that their parents impose violence tactics as a means for handling conflict in the family and preserving their authority.

In addition, the findings also suggested that the value young adults place on material possessions plays a role in the intensity of family conflicts. The more young adults value material possessions, the more likely they will be to impose violence tactics when trying to meet personal objectives. The findings imply that family status and

material possessions contribute to young adults' violence behavior, affecting parent-youth interaction. This dynamic will continue to affect family relationship in the society becomes increasingly competitive (Mortensen, 1991; Udayanin & Yamklingfung, 1965).

5. Emotional Expression to a Third Party Tactics

Margolin's CIS showed that the tactic of expression emotions to a third party was predicted by the young adults' scores on flexibility-and-adjustment orientation and ego orientation. The emotional expression tactic, usually typified by crying behavior and expressing anger to a third party, was typically used to express dissatisfactions concerning actions of the young adult's parents. Culturally, young adults cannot express their personal feelings or opinions directly to their parents due to rigid family authority where criticism of a superior publicly is seen as being socially immoral (Roongrensuke & Chansuthus, 1998). Young Thai adults usually respond to conflict within the family by seeking advice from grandparents or friends who can potentially serve as mediators between young adults and their parents. Some young adults did indicate responding to family conflicts by destroying objects as a form of tension release. However, more young adults expressed a value for being responsive to the situation and for using emotional expression to third party their approach since this tactic continues to demonstrate their obligation toward their parents.

These findings also highlighted the importance of third parties in handling family conflict since this approach can serve as a mechanism for avoiding direct confrontation between the young adults and their parents. The findings indicated that young adults' emotional expression to a third party is predicted by ego orientation. Young adults who

value ego orientation might feel that direct confrontation with their parents will jeopardize family harmony and understanding; rather than risk family harmony, they limit their expression of dissatisfaction to other family members or non-family members. Their self-dignity and pride will not be jeopardized if they use a third party as an intermediary, since they will not have to confront their parents directly.

6. Accommodation/Acquiescence (Give-in) Tactics

Margolin's CIS showed that fun-and-pleasure orientation and ego orientation were predictive of young adults' accommodation/acquiescence ("give-in") tactics. Accommodation/acquiescence was positively related to fun-and-pleasure orientation but negatively related to ego orientation. The findings pointed to the desire for pleasant social interactions as an important determinant of conflict resolution strategies in the Thai family context.

Most Thai people adopt "wait and see" approaches when faced with a conflict with their parents since they believe that such conflicts will eventually "fade away." They would rather surrender to their parents, even if they do not agree with them, because they do not want to show disrespect or a lack of gratitude. Additionally, most Thai people avoid conflict since Thai society is collectivistic by nature, with social or family harmony established as a cultural norm (Komin, 1991; Triandis, 1995). Hence, young Thai adults perceive family conflict as an unnecessary clash that can/should be overlooked.

Ranked by Komin (1991) as first in priority, the Thai value of ego orientation is often described as "self-dignity, pride, and being oneself"(p. 161). Young adults who have strong self-dignity and pride will not abandon their own needs/desires in favor of

the needs/desires of their parents. However, young adults who do not place as high a value on self-dignity and pride will surrender to their parents' desires in order to demonstrate respect for their parents (Roongrensuke & Chansuthus, 1998). Supporting Yamsrual (1979) and Inthorn-Chaisri (1975), the findings of this study suggest that young adults' self-acceptance and self-confidence are important personal variables, affecting the way they socialize and manage interpersonal conflicts.

The findings concerning the relationship between the Thai value orientations and young adults' conflict tactics suggested two underlying dimensions of cultural variability impact young adults' handling of family conflict. Those two dimensions are (1) self-face maintenance/other-face maintenance, and (2) concern-for-other/concern-for issue. Supporting Ting-Toomey et al. (1991) and McKinney et al. (1997), the findings confirmed that other-face maintenance and concern-for-other are values that describe the handling of conflict within the Thai family context.

Relationship between Young Adults' Conflict Tactics and Their Family Satisfaction and Their Socio-Economic Level

Research question 2 focused on the influence of young adults' conflict tactics, as assessed by Straus' CTS and Margolin's CIS, on their family satisfaction. The young adults' socio-economic level was also factored in as a potentially important contextual variable impacting the answer to this research question. Research question 2 was sub-divided into three foci: (a) an examination of the relationship between the young adults' conflict tactics and their satisfaction with communication in their family, (b) an examination of the impact of socio-economic level, as assessed by family income and

personal income, and young adults' conflict tactics, and (c) an exploration of the

relationship between young adults' socio-economic level, as assessed by family income

and personal income, and their satisfaction with communication in their family.

In research question 2a, the findings of both Straus' CTS and Margolin's CIS

demonstrated that young adults' verbal aggression tactics and withdrawal tactics are

significant predictors of young adults' satisfaction with communication with their family.

Additionally, the young adult's satisfaction with communication with their family was

negatively correlated with young adults' scores on items defining verbal aggression

tactics and withdrawal tactics. The findings highlighted the importance of adolescent-

and-parent communication in handling family disputes. Thai parents should encourage

young adults to share their voices, i.e., to speak their feelings and opinions when family

decisions are being made while maintaining the relational communication between

parents and their young adults, because the findings suggest that young adults' family

satisfaction rests primarily on the degree of expression they exercise when handling

family disputes. Since the cause of the conflict was unresolved and no mutual consensus

was met, young adults who withdrew or avoided the conflict scene might have a lower

degree of family communication satisfaction. Although an open exchange of information

is encouraged but it is important for Thai parents to maintain the traditional Thai family

norms giving importance to the seniority principle and family harmony as the criteria for

judging an effective conflict tactics in the Thai family context. Supporting the

assumptions of the family systems theory, the seniority principle and family harmony

served as a linkage in communication which help facilitate the "homeostasis" of young

Thai adults and their parents in the collectivistic society like Thailand.

Previous research has indicated that family conflict can be constructive if there

parents offer explanations and/or parent-adolescent communication leads to successful

conflict resolution (Cumming & Wilson, 1999; Cupach, 1981). On-going, genuine

conversation between young adults and parents is required for handling family conflicts.

Using verbally aggressive tactics can jeopardize a young adults' degree of family

satisfaction. Since young Thai adults have been taught that criticizing a superior publicly

is "unnatural" and "evil" (Roongrensuke & Chansuthus (1999), young adults who use

verbally aggressive tactics might very well feel guilty for not showing gratitude and

respect to their parents. Hence, their behaviors have contributed to their own lower

scores on family satisfaction. Underscoring the importance of adolescent-parent

communication in enhancing young adults' family satisfaction, the findings of

Margolin's CIS also revealed that the more the young adults actively employed

communicative efforts in problem-solving, the higher degree their satisfaction with

communication in their family. Through problem-solving tactics, young adults have a

chance to present their positions and offer their feelings/opinions. The findings

supported several studies, all of which claim that a confrontational style, with an open

information exchange and recognition of the relationship, is the best approach for

handling interpersonal conflict (Cupach 1981, Proquest Digital Dissertation).

Research question 2b introduced the contextual factor of socio-economic level,

asking whether a young adult's socio-economic level, as determined by family income or

personal income, was significantly related to his/her choice of conflict tactics. The

findings from both Straus' CTS and Margolin's CIS confirmed that young adults' family

income is a significant predictor of scores on items describing problem-solving tactics,

with a positive relationship found between income level and scores for the problem-

solving tactic. These results suggest that a more open style of communication and

problem-solving exists within familes at the upper ends of the economic spectrum.

Coinciding with the research of Udayanin and Yamklingfung (1965), these findings

position family status as an important variable, contributing to variations in the

independence and closeness of the Thai parent-young adult relationship.

While the multiple regression analysis involving young adults' scores on items

describing verbally aggressive tactics and family/personal income or personal income did

not identify income as a significant predictor, young adult's scores for the verbal

aggression tactic were significantly negatively correlated with their personal income.

The multiple regression results appear to support Yamsrual's (1979) claim that other

factors, such as the child-rearing style of the parents and marital status, might be more

significant predictors of young adults' choice of conflict tactics. The negative

correlation, however, points to a possible "frustration-aggression" link, in which the

frustrations created by the lower economic level feed into aggression as a form of tension

release.

With respect to young adults' scores on items describing the withdrawal tactic,

the findings from Straus' CTS and Margolin's CIS present a contradictory picture. With

Straus' CTS, neither family income nor personal income were a predictor of young

adults' withdrawal tactics. With Margolin's CIS, young adults' withdrawal tactics were significantly related to their personal income. This contradictory picture might be due the difference in the nature of the two scales, i.e., Straus' CTS focusing on conflict frequency and Margolin's CIS focusing on psychological predisposition.

In addition, variations in the role expectations of young adults might contribute to differences in the conflict frequency versus the psychological predispositions of young Thai adults. Young Thai adults generally perceive withdrawal as an effective means of handling a conflict with their parents because they have been taught not to oppose the views of their parents. Expressing opposing views or criticizing a senior publicly is considered socially inappropriate behavior (Roongrensuke & Chansuthus, 1998). Hence, cultural expectations play an influential role in managing their family conflicts.

Both Straus' CTS and Margolin's CIS confirmed that personal income is a significant predictor of young adults' scores on items describing violence tactics and withdrawal tactics. Personal income was negatively correlated with young adults' withdrawal tactics and violence tactics. Resting on the value of education-and-competence orientation, which highlights material possessions, the findings support the notion of possession of material objects especially money in managing family conflicts. These results suggest that, as might very well be true of young adults in a variety of cultures, young Thai adults perceive the possession of a personal income as increasing their independence and self-reliance, thus enabling them to adopt a different (i.e., non-withdrawal, non-violent) role when participating in a family conflict.

Research question 2c focused on the influence of young adult's socio-economic level, as determined by their family income and personal income, on the young adults' degree of family satisfaction. The findings indicated that young adults' personal income is a significant predictor of young adults' satisfaction with communication in their family. There was a significant positive relationship between young adults' personal income and their family satisfaction. Confirming the influence of education-and-competence orientation, the findings also indicated that a young adult's personal income determines his/her degree of independence and self-reliance when managing a family conflict.

Thai parents tend to evaluate the status of their children's maturity and self-reliance by their children's personal income since the possession of a personal income can mean that this young adult no longer needs to rely on his/her parents for financial support. In this research, the higher the personal income of the young adult, the more satisfied he/she was with the communication in his/her family. One possible explanation for this finding is that parents might give more freedom of expression to their children the more they believe that their children can stand on their own feet by earning a personal income. At the same, the children (young adults) might enjoy family interactions more if their parents believe that they are mature enough to play a role in family decision-making processes.

Relationship between Young Adults' Conflict Tactics and Their Communication

Competence

Research question 3 concerned the relationship between young adults' conflict

tactics and their communication competence. The findings for both Straus' CTS and

Margolin's CIS indicated that young adults' withdrawal tactics and problem-solving

tactics are significant predictors of young adults' communication competence.

Communication competence was positively correlated with problem-solving, while

communication competence was negatively correlated with withdrawal. Communication

competence, defined as the ability or skill to function effectively in long-term and fairly

complex human relationships (Burr, Leigh, Day, & Constantine, 1979), is a significant

skill for young adults, especially within the context of family conflict. Supporting

Pearson (1989), the findings illustrated that interpersonal competence can be measured by

the individual's ability to problem solve, decision-make, and complete tasks. Spitzberg,

Canary, and Cupach (1994) claimed that competence is an antecedent of successful

conflict management. Competence provides young adults with a sense of what is

effective/ineffective and appropriate/inappropriate within a given social context.

Coinciding with Canary, Spitzberg, and Cupach (1994), these findings confirmed that

young adults are more likely to use problem-solving tactics or a confrontational style to

express their own feelings and respond to their parents' feelings during a conflict. Due to

the dynamic social, economic, and cultural changes occurring in Thailand, the notion of

egalitarian sex roles has spread among the labor force and in family life (Social Problem,

August, 1993). Adopting the concept of egalitarian values, Thai parents and young adults

tend to recognize the role and involvement of children in family decision making

(Edward & Fuller,1992; Limanonda, 1995; Schutz, 1990; *Social Problem, August, 1993).*

Personal assessments of competence are grounded, in part, on whether a person is

focused on "concern-for-issue" or "concern-for-others" within a problem-solving

situation (McKinney, et al.,1997). Young adults who are oriented toward concern-for-

issues will tend to use problem-solving to alleviate their feeling and interact with their

parents. On the contrary, young adults who are oriented toward concern-for-others might

perceive withdrawal as a better approach to maintaining mutual family relationships. In

addition, they might believe that any value to be received from expressing their own view

is not worth the risk that such expressions might jeopardize family relationships.

Providing slightly different pictures, with Straus' CTS, young adults' scores on

items defining violence tactics were significant predictors of communication competence;

while Margolin's CIS indicated that young adults' scores on items defining verbally

aggressive tactics were a significant predictor of communication competence. In both

cases, communication competence was negatively correlated with the tactic identified.

These findings support the notion that communication competence reflects an

ability to problem-solve via reasoning, patience, and emotional restraint. In a

comparative study of young Thai and American adults, Weisz, Suwantlert, Chaisit,

Wiess, Achenbach, and Eastman (1993) found that young Thai adults tend to employ

more "over-controlled' strategies, exhibiting shyness, compulsiveness, inhibition,

fearfulness, and constipation. Culturally, most young Thai adults, influenced by

Buddhist teachings, generally perceive verbal aggression and violence to be inappropriate

while self-controlled, emotionally restrained, and social inhibited behaviors are encouraged. Thus, young Thai adults would perceive verbally aggressive and violence tactics as destructive approaches to family conflict because such approaches would harm the family relationship and family collaboration. Verbal aggression and violence would be judged as acts of social misconduct or disrespect toward the other party in a conflict (in this case, the young adults' parents). Hence, young adults who have relatively middle or high communication competence would avoid using verbal aggression and violence, knowing that showing consideration and gratitude toward their parents is a greater priority than would be managing a family conflict according to their own, personal desires.

Relationship between Young Adults' Socio-Economic Level, Communication Competence, and Family Satisfaction

Research question 4 focused on the relationship between young adults' socio-economic level, as measured by their family income and personal income, and their communication competence and family satisfaction. Multivariate analyses indicated a significant relationship between personal income, communication competence, and family satisfaction. In addition, the findings showed an interaction effect for young adults' family income and personal income with respect to communication competence and family satisfaction. These findings, echoing other analyses already discussed, suggested that the extent to which a young adult earns a personal income might very well influence level of communication competence and family satisfaction. It is not surprising to note that personal income has a significant impact on young adults' satisfaction with

communication in their family. These findings coincide with the personal interviews which revealed that, from the point of view of the young Thai adult, most Thai parents recognize the importance of a young adult's personal income. An income is a sign of maturity and independence and serves to enhance their satisfaction by giving them a sense of control over their own lives, especially during a financial disturbance such as occurred during the 1997 economic downturn. How well young adults manage their personal income by, for example, following their parents' suggestion that leisure spending should be reduced as a response to family financial stress will demonstrate their communication competence and satisfaction with the communication in their families.

However, it is interesting to note that an interaction effect existed involving young adult's personal income and family income. Coinciding with Im-Aodh's (1997) findings, young adults' socio-economic level, as measured by their family income, did not appear to have a significant impact on parent-child interaction. However family income did interact in a significant manner with personal income. The findings with respect to this interaction appear to lend support to the argument that, in many instances and in line with the education-and-competence orientation and the ego orientation, a Thai family will conceal their true financial status in order to be accepted socially by society. Thus, many parents work hard and devote themselves to earning the level of income that they associate with social recognition and acceptance, while ignoring the effect of their efforts on the communication competence and satisfaction with communication of their children.

Stressing the importance of young adults' personal income, the findings concerning between-subjects effects showed that a young adult's personal income is related to both his/her communication competence and his/her family satisfaction. In fact, personal income seems to be even more important than communication competence in creating family satisfaction. The reported means indicated that young adults whose personal income was categorized as falling within the upper class reported experiencing a higher level of satisfaction with communication in their family than those whose personal income was reported as placing them in the lower class.

The findings further underscored the notion that young adults' personal income is an indicator of maturity and independence from their parents. Hence, young adults' personal income can, in an indirect manner, demonstrate their level of communication competence and how they will communicate with their parents as well as how their parents will communicate with them. The more freedom and recognition they received from their parents, the more satisfied they were with the communication in their family.

The between-subjects effects also revealed that the sex of the young adult had a significant effect on his/her satisfaction with communication in his/her family but did not have a significant impact on communication competence. The reported means indicated that female young adults had a higher level of family satisfaction than male young adults. Female young adults tend to be more optimistic about their communications with their parents than are male young adults. For male young adults, verbal communication might be seen as a waste of time if no actions are being taken. It is quite normal to see female young adults communicating and exchanging their feelings and opinions with their

parents in a much more free style than is true of male young adults. Hence, the more they

communicate with their family, the more satisfied they should be with communication in

their family (see, also, Somsanit, Im-Aodh, & Inthorn-chaisri, 1975).

Relationship between Young Adults' Perceptions of their Parents' Conflict Tactics and

the Young Adults' Communication Competence and Family Satisfaction

Research question 5 examined the relationship between what young adults

identified as the conflict tactics used by their parents and young adults' communication

competence and satisfaction with communication in their families. Essentially, then, with

respect to parents' conflict tactics, a form of "secondary" data was employed. That is, the

data used was not the actual behavior of the parents nor was it their own perceptions of

their behavior but their child's perception of their behavior. This should be kept in mind

when examining the results of the analyses that were conducted.

The findings of both Straus' CTS and Margolin's CIS revealed that parents'

problem-solving tactics and withdrawal tactics were predictors of young adults'

communication competence. Margolin's CIS also revealed that parents' verbal

aggression tactics constituted a significant predictor of young adults' communication

competence. The relationship between parents' problem-solving tactics and young

adults' communication competence was positive but the relationships involving young

adults' communication competence and parents' withdrawal tactics and verbal aggression

tactics were negative. Supporting competence as an antecedent of conflict tactics, the

findings display parents' conflict style as a significant predictor of young adult's

communication competence, shaping their perception of what are appropriate or

inappropriate behaviors, and of what is effective versus ineffective within a cultural context. Agreeing with Cupach (1981), the findings demonstrated that competence is positively associated with the use of constructive conflict message strategies and negatively associated with destructive or avoidance strategies. Both Cupach's research and these findings suggest that problem-solving tactics and constructive conflict message strategies encourage an open information exchange and recognition of relational communication as effective approaches to handling parent-child conflict.

To investigate the effect of parent-adolescent conflict on young adults' satisfaction with communication in their family, findings from both Straus' CTS and Margolin's CIS accentuated the impact of parents' withdrawal tactics and verbal aggression tactics as a significant predictors of young adults' satisfaction with communication in their family. However, Margolin's CIS also underscored parents' problem-solving tactics as the first significant predictor of young adults' family satisfaction. Finally, both scales confirmed that young adults' satisfaction with communication in their family was negatively correlated with parents' withdrawal tactics and verbal aggression tactics but was positively correlated with parents' problem-solving tactics.

Supporting Hoelter and Harper's (1987) claim that family support has the largest effect on emotional adjustment of young adults and Yamsrual's (1979) claim that child-rearing style creates a significant difference in the conflict tactics of young adults, the findings suggest that parents should exhibit problem-solving tactics with an on-going open exchange of information rather than exhibiting withdrawal tactics or verbally

aggressive tactics in handling conflicts with their young adult children. The findings suggest that a conflict management approach characterized by an open, cooperative, and assertive communication would contribute most effectively to young adults' socialization process, and particularly to communication competence and family satisfaction.

Implications of the Thai Value System for the Relationship between Young Adults' Conflict Tactics and their Communication Competence and Family Satisfaction

Research question 6 focused on the influence of the nine Thai value orientations, as assessed by the Thai Family Value scale (TFV), on the relationship among young adults' conflict tactics, communication competence, and satisfaction with communication in their family. The findings for both Straus' CTS and Margolin's CIS illustrated that young adults' smooth interpersonal relationship orientation, interdependence orientation, and ego orientation had a significant effect on their communication competence and family satisfaction. Straus' CTS revealed a significant relationship involving young adults' scores on items defining violence tactics, their communication competence, and family satisfaction. Margolin's CIS pointed to a significant relationship involving young adults' verbal aggression tactics, communication competence, and family satisfaction. Additionally, findings of Straus' CTS and Margolin's CIS suggested that an interaction exists between young adults' problem-solving tactic and withdrawal tactics and their communication competence and family satisfaction.

It is interesting to note that both scales revealed that Thai values related to genuine family relationships, family collaboration/spirit, and self-dignity were significantly related to young adults' communication competence and family satisfaction.

These values reflect the importance of concern-for-others in young Thai adults' family

satisfaction (McKinney, Kelly, & Duran, 1999). Additionally, the findings concerning

the interaction between young adults' problem-solving tactics and withdrawal tactics

revealed the importance of the notion of young adults' concern-for-others over their

concern-for-issues in "effective"/"appropriate" conflict management behavior and family

communication satisfaction. Culturally, verbal aggression and violence are deemed

socially disruptive to family harmony. Thus, young Thai adults are likely to perceive

verbally aggressive tactics and violence as forms of social misconduct and as showing

disrespect to their benevolent creator (Roongrensuke & Chansuthus, 1998).

 The notion of young Thai adults' concern-for-others seems to explain the

interaction between young adults' problem-solving tactics and withdrawal tactics and

their communication competence and family satisfaction. Problem-solving tactics,

characterized by a win-win strategy, are known to be an effective approach for managing

most conflicts, but will be an ineffective strategy for disputes where consideration-for-

one's feelings is a greater priority than are the conflict issues.

 On the contrary, withdrawal tactics, often characterized as a win-lose strategy, are

thought to be ineffective in the Western and Asian cultures since the cause of a conflict

remains unresolved and mutual agreement or consensus about the conflict producing

issue is not reached. However, withdrawal tactics might be perceived as effective for

managing family conflict in a high context like Thailand, where being humble and

modest, and showing gratitude toward one's parents are considered moral standards for

all young adults. Hence, young Thai adults tend to perceive withdrawal tactics as an

effective strategy since these tactics lessen the risk that the young adult might hurt his/her parents' feelings and/or jeopardize family relationships.

Based on between-subjects analyses, both the CTS and the CIS offered the following picture: (1) Smooth interpersonal relationship orientation was significantly related to communication competence and family satisfaction; (2) Grateful relationship orientation and interdependence orientation were significantly related to family satisfaction only; (3) Ego orientation was significantly related to communication competence; (4) There was a significant interaction effect involving family satisfaction and problem-solving tactics and withdrawal tactics. Straus' CTS indicated that violence tactics were significantly related to young adults' family satisfaction.

These findings stressed the importance of pleasant family interaction as a criterion for judging the effectiveness of young adults' communication skills and their satisfaction with communication with their parents. Smooth interpersonal relationship orientation was described by: (1) showing caring, politeness, and humility toward social partners and senior citizens, (2) showing considerations for others, and (3) suppression of emotional expression. Young Thai adult who subscribe to these communication behaviors when managing conflicts with their parents scored high on communication competence and family satisfaction. Consideration for others' feelings, particularly the feelings of one's parents, is a socially desirable attribute. Since Thailand is a collectivistic and high context society (Triandis, 1995), most young Thai adults will probably impose the principle of "Mai pen rai," or "It doesn't matter," in handling interpersonal conflict with their parents (Klausner, 1993, Knutson, 1994; Komin, 1991). They tend to believe that it

is more important to preserve family harmony and relationships than to tackle issues directly (McKinney, et al., 1997).

Gratitude and family collaboration are key criteria affecting young Thai adults' family satisfaction. The findings indicated that the more the young adults value gratitude toward their parents and family collaboration or spirit; the higher their level of family satisfaction. Grateful relationship orientation is a value that involves gratitude toward one's parents, often known as "Katanhanyuu," or a relationship based on the exchange of good deeds or favors. While interdependence orientation is a value that highlights family collaboration, co-existence, and a spirit of brotherhood among group members (Komin, 1991). The findings underscored the impact of the seniority principle in determining young adults' satisfaction with communication with their parents. By acknowledging their obligations to their parent, young adults help to maintain family collaboration and spirit since parents are considered the center of family harmony for all family members. The findings suggest that young adults who follow or practice the seniority principle in their family encourage family collaboration and gratitude toward their parents. This, in effect, will enhance an open flow of parent-adolescent communication, which will certainly enhance young adults' emotional security and relationship satisfaction (Cummings & Wilson, 1999; Inthorn-Chaisri, 1975; Somsanit, 1975).

Straus' CTS revealed an interaction involving withdrawal tactics and problem-solving tactics, communication competence and family satisfaction; however, with Margolin's CIS, communication competence dropped out of that mix. In effect, these results point to the idea that encouraging parent-adolescent communication will promote

young adults' satisfaction with communication in the family (Cummings & Wilson, 1999). The main difference between problem-solving tactics and withdrawal tactics is the nature of the communication involved. Problem-solving tactics were characterized by an assertive and cooperative style of communication, discussions of the pros and cons of the conflicting issues, and finding the best solution, while withdrawal tactics involve being unassertive and generally removing oneself physically or psychologically from the conflict situation (Verberder & Verberber, 1995). Despite the differences in their nature, both problem-solving and withdrawal rely heavily on the role of parent-adolescent communication in handling family conflict. Hence, the findings point to parent-adolescent communication as a key to young adults' communication competence and, additionally, to their satisfaction with communication in their family.

To illustrate specifically how value orientations affect both young Thai adults' level of family satisfaction and communication competence, the results of the examination of the means showed those young adults who place a high value on smooth interpersonal orientation enjoyed higher levels of family satisfaction and communication competence. With respect to the interaction between problem-solving and withdrawal, the reported means indicated that young adults' communication competence was highest when their scores placed them in the middle group on withdrawal tactics, and their family satisfaction was highest when they scored low on problem-solving tactics and high on withdrawal tactics. These findings suggest that young adults' assessment of their communication competence and family satisfaction is based on concern-for-others and "other-directed" social interaction values (Komin, 1991; McKinney, et al., 1999). The

findings strongly suggest that family harmony is an important variable in assessing young Thai adults' communication competence and family satisfaction.

In addition, the reported means indicated that those young adults who valued grateful relationship orientation and/or interdependence orientation experienced higher family satisfaction. The findings suggested that young adults' satisfaction with communication and with their relationship with their family were affected by their obligations toward their parents and collaboration among family members. The seniority principle seems to shape the role of young Thai adults in handling interpersonal conflict as well as shaping communication within the family (Im-Aodh, 1975; Inthorn-Chaisri, 1975; Somsanit, 1975).

With respect to the effect of young adults' conflict tactics on their family satisfaction and communication, the findings illustrated that young adults whose scores on items defining the violence tactic placed them in the middle group experienced the highest level of family satisfaction, while those whose scores placed them in the lowest group experienced the lowest level of family satisfaction. In addition, young adults whose scores on verbal aggression tactics placed them in the lowest group experienced a higher level of family satisfaction than those whose scores placed them in the lowest group on verbal aggression tactics. These findings suggest that violence tactics and verbal aggression tactics might not destructive to young adults' satisfaction with communication in their family. Instead, verbal aggression and violence might be perceived as effective (even if inappropriate) means of emotional expression.

The findings in this area support Roongrensuke and Chansuthus (1998), who claimed that public confrontation is thought to be an effective way to alleviate feeling and achieve personal objectives. Suppression of young adults' emotional expression might not be an effective approach to maintaining satisfaction with communication in their family. Supporting Oetzel (1998), these findings suggest that young Thai adults use their self-construal to choose whether they want to express their feelings directly and deal with the cause of interpersonal conflict, or maintain the parent-adolescent relationship by abandoning the issue that is in conflict. Cultural expectations might not be the only predictor of contemporary young adults' conflict tactics.

Discussion for Qualitative Findings

The findings of the personal interviews substantiated the statistical results in several ways. First, the in-depth interviews addressed the notion of family harmony, interdependence, and socially relaxed interaction as the main values guiding the roles and obligations of Thai parents and young adults when they are confronted with a family conflict. For example, young adults said that their parents would share problems with family members at dinner-time when all family members were present. Father and/or mother were described as chatting together at the dinner table and soliciting input and suggestions from all family members. The conversations were characterized as cooperative and socially relaxed interactions rather than as directive or demanding interactions.

Young adults whose family business had encountered serious financial problems due to the 1997 economic downturn claimed that they would never leave their parents to face bankruptcy alone. They stated that they told their parents "We will always stay together no matter what happens." This statement reflects a high sense of collectivity and harmony in handling family conflict. Interviewees who indicated that their family was not directly impacted by the economic downturn reported that they did experience an indirect impact from the financial crackdown. They reported their parents asking them to economize and to engage in more personal saving due to the increased costs associated with living in Bangkok. Most of the young adults interviewed did not alter their work habits in an effort to support their parents financially because their parents wanted them to devote their time to their studies. However, the interviewees did claim that they tried

to help reduce family expenses by reducing expenditures on clothes, not going to see movies, and reducing other social activities.

Second, the personal interviews showed that socially relaxed interactions and expressions of gratitude were typical of the social interactions in the Thai family context. Most young adults reported that they were friendly, enthusiastic, informal, and relaxed when interacting with their parents. A majority of the young adults claimed that they have a closer relationship with their mother than with their father, who was generally acknowledged as the financial supporter of the family.

Although exhibiting an intimate interaction with their mother, they would never use slang words to indicate their intimacy with their parents for it would be considered a sign of disrespect toward parents. Unfortunately, the young adults claimed that the expression of seniority and respect was occasionally an obstacle between their father and themselves, preventing them from frankly sharing their own personal viewpoints. The findings reflected a seniority system extensively practiced in Thai families. Somsanit (1975) described the "seniority system" as a principle for bringing up children that reinforces the child to believe in and respect people, especially parents, rather than abstract principles. To avoid having conflicts with their father, most male and female interviewees stated that they would hesitate sharing their personal feelings and problems with their father but rather would share their personal problems with their mother or with their friends. In fact, a majority of respondents indicated a preference for disclosing any personal problems to their friends because they do not want to jeopardize the family

relationship by hurting their parents' feelings or disappointing their parents in some manner.

Recognizing the importance of on-going social interaction in enhancing family satisfaction and communication with their parents, young adults admitted that their mother usually engages in more social interaction with them. Although they claimed to have more conflicts with their mother than with their father, most of the interviewees, especially the female interviewees, indicated a higher level of satisfaction associated with communication with their mother than with their father. The reason for this higher level of satisfaction was described as being the more open exchanges that occurred when they interacted with their mother. These findings echo studies conducted by Somsanit (1975) and Inthorn-chaisri (1975) which found that Thai children have engage in more conflicts with their mother than their father. These studies describe the significant role played by a Thai mother in the child-rearing process.

Third, the personal interviews revealed that most Thai adults were happiest with a participative style of parenting that encourages the young adults to be involved in family decisions, especially during stressful times such as a financial downturn. Most of the interviewees described themselves as being encouraged—by their parents--to use problem-solving tactics to handle family conflicts. This is a change from past studies which claimed that family decisions were made exclusively according to parents' desires and expectations (Inthorn-Chaisri, 1975; Somsanit, 1975). The findings showed that parental explanations and their encouragement in permitting the young adults to be involved in family decisions were associated with communication satisfaction. Although,

in many instances, their parents were still described as the ultimate decision makers, the fact that the young adult had an opportunity to provide input indicated, to them, that they were "grown-up" adults. Coinciding with Cupach (1981), these findings support the notion that an open flow of information and recognition of relational communication is the most effective approach to parent-adolescent conflict and to maintaining family relationships. Despite the seniority principle still practiced in most Thai families, these findings suggest that today's young Thai adults enjoy a higher level of self-acceptance and confidence in handling family decisions because today's Thai parents recognizes the young adults' role and involvement in making family decisions. In work published nearly thirty years ago, Inthornchai-Chaisri (1975) claimed that the seniority system, with its rigid family environment, could have a downside in that it might serve as a major cause for lack of confidence and self-acceptance among Thai adolescents. Thus, this study offers a positive side for participative and problem-solving tactics in bolstering young adult's self-acceptance and confidence during the socialization process (Cupach, 1981; Inthorn-Chaisri, 1975).

Finally, young Thai adults admitted that socially relaxed interactions characterized the handling of interpersonal conflict in both family and social contexts. They believe that socially relaxed interactions are effective means for managing conflicts with their parents and their friends because such interactions maintain good family and friend relationships. The findings support a description of Thai society as collectivistic and, thus, as valuing harmony as the most effective means for dealing with conflict (Roongrensuke & Chansuthus, 1998).

Based on these cultural orientations, young Thai adults would be unlikely to exhibit verbal aggression and violence in handling conflict with their parents since such tactics would jeopardize both family and social harmony. The young adults reported that they keep control of their emotions verbally but that they do express those emotions nonverbally. The interviewees described themselves as keeping quiet and not arguing heatedly with their parents because criticizing a superior publicly is unnatural and evil due to the highly hierarchical structure of the Thai family (Roongrensuke & Chansuthus, 1998). In addition, the interviewees indicated they would rather withdraw from the conflict by stomping or walking away from their parents and waiting until both sides regained control of their emotions. Once that was accomplished, they would wait for their parents, especially their mother, to come and speak with them. Interestingly, half of the respondents reported not formally apologizing to their parents. Instead, they would simply talk with their parents as though no conflict had occurred.

These findings underscore face-maintenance as an important value in handling conflicts. Despite the fact that showing gratitude toward one's parents is a social imperative in Thai society (Klausner, 1993), it is interesting to note that young adults avoided apologizng. Most of the interviewees claimed that they did not offer an apology because (1) they believe that their parents will not take the conflict seriously if they apologize; and (2) they believed family disagreements to be just minor disputes as opposed to "conflicts" or major problems; thus, no apology is needed. These perceptions reflected the Thais' conflict avoidance approach to conflict and an optimistic and socially relaxed approach toward life. Essentially, the belief is that it is not worthwhile to obsess

about a problem or to take a conflict so seriously that it will ruin family relationships and personal happiness. These findings affirm the cultural implications of ego orientation and fun-pleasure orientation in shaping a young Thai adult's perceptions of conflict and conflict tactics (Komin, 1991).

<u>Limitations</u>

Along with the strengths that could be cited (including the use of multiple instruments to identify conflict tactics and the broad-based approach to data collection) a number of limitations need to be acknowledged. The first limitation draws attention to the different results revealed by Straus' CTS and Margolin's CIS. Due to differences in their nature, the CTS and the CIS occasionally presented different picture of the conflict tactic-communication competence/family satisfaction relationship. While Straus' CTS focuses on conflict frequency, Margolin's CIS focuses on psychological dimensions of conflict, thus the differences in the results. At the same time, though, on a variety of occasions, the two scales provided very similar pictures thus increasing the validity of the research. Additionally, the differences in the results provided more insight concerning young Thai adults' self-reported use of/predisposition toward various conflict tactics.

The second limitation resides in the fact that both Straus' CTS and Margolin's CIS are Western instruments. These instruments were not initially designed with the culture and social practices of Thailand in mind. In part, this was the justification underlying the use of both instruments as opposed to having settled for a single approach to measuring conflict tactics. Nonetheless, the cultural "bias" of the instruments emerged in the fact that many respondents answered "Never" in relation to any question

concerning verbal aggressively and/or violent behaviors. The answer of "Never" certainly might reflect their actual behavior; however, this answer might also have been selected because, even though they occur, verbally aggressive and violent behaviors are not considered socially appropriate within the Thai cultural context. Influenced by ego orientation and grateful relationship orientation, the young adults might have found themselves not being fully disclosive about their actual conflict behavior and/or the conflict behavior of their parents. They might have felt that revealing the truth was not socially appropriate and that, despite the anonymity of the instrument, admissions in this area might jeopardize their self-identity and/or their parents' reputation.

Since the various components of the questionnaire were originally developed in English, a third limitation involves the challenge of translating the instruments from English into Thai. It is possible that the translation process resulted in "different" items from those represented on the original instruments. Recognizing the translation problem, the research had the questionnaire back-translated from Thai into English. Corrections were made based on problems that were found. Additionally, the researcher conducted a pilot study with 111 respondents who had similar characteristics as the study sample. The pilot study helped to identify items that were vague or confusing in their wording.

A fourth limitation concerns the fact that this study relies on the self-report data. As with any self-report study, the results may be criticized as not reflecting actual behavior due to a wide variety of factors, including memory failure, wishful thinking, and social desirability processes. In addition, the questionnaire was very long, involving five sections and five different scales. Respondents completed the questionnaire during what

was, for them, a regularly schedule class hour, with the instructor of that class typically

providing about 20 minutes to respond to all items. Thus, time constraints, boredom,

and/or exhaustion might all have had an impact on participant responses.

As a final limitation, this was the first use of the Thai Family Value (TFV) scale,

which was adopted from Komin's Thai Value System Survey (1991). While the

reliability data for the TFV was in an acceptable range, further refinement and

development of the TFV, as well as exploration of the values that define the Thai family

culture, is warranted.

<center>Future Research</center>

The research lights up the implication of Thai value orientations on the young

Thai adults' conflict tactics and its impact on their communication competence and

satisfaction in communication with their family especially their parents. Since the

samples of the study were rather homogeneous constituting primarily the educated

students enrolling in the university and vocational institutions in Bangkok province,

future research should extend the reliability of the family value scale to different samples,

particularly among the uneducated teenagers or adolescents in the rural areas in other

provinces. Due to a difference in the social environment and family status, the family

values might be revealed differently from those in the cosmopolitan areas like Bangkok

province.

Since the study is based solely on the self-report of young adults, the results might

yield their personal bias in assessing what is appropriate or inappropriate, the extent of

the frequency of the conflict, and the extent to which the Thai value orientation are

important to them in handling their family conflict. Future research might use a multi-method, which inquires data both parents' perspective and young adults' perspectives on their partners' conflicting behaviors and its impact on their communication competence and family satisfaction. Future results might generate more insight on the application of family systems theory and the symbolic interaction theory in the family context, which primarily address the importance of parent-and-adolescent interaction in predicting the way the young adults' communication behavior and their parents' communication behavior particularly in handling conflicting situations.

<div align="center">Conclusions</div>

We cannot deny the fact that each value orientation reflected in the Thai Value System (Komin, 1991) shapes the ways that young adults manage family conflicts and the ways they assess their own communication competence and satisfaction with communication in their family. The degree of influence depends upon the extent to which the values are ranked as important or unimportant within the context of the family and family disputes. A young Thai adult's assessments of the appropriateness and effectiveness of his/her self-reported conflict tactics, communication competence, and family satisfaction might be influenced by his/her socialization. The young adult's socialization, in turn, is a product of the socio-cultural environment, his/her parents' approach to child-rearing, the family risk environment, parent-adolescent interaction, etc. (Broderick, 1993; Mortensen, 1991; Sameroff et al., 1998).

The findings supported the assumptions of symbolic interaction theory, claiming that an individual's role playing, role expectations, and position are the product of the

interactions one has with situations, symbols, interpretations and other internalized

processes (Burr et. al., 1979; Noller et. al., 2000). The findings regarding the negative

relationship between smooth interpersonal relationship and young adults' scores in

problem-solving tactic, verbal aggression tactic, and violence tactic explicitly illustrate

how young adults' role and communication behaviors are shaped by cultural variability.

This study confirmed that cultural variability, particularly "concern-for-others"

more so than "concern-for-issues" and other-directed face maintenance moreso than self-

directed face maintenance shapes the way young Thai adults manage their family

conflicts and assess their family satisfaction and communication competence. In

addition, the "seniority–based principle," which encourages young adults to believe

in/rely on people, especially parents, rather than abstract principles (Inthorn-Chaisri,

1975; Somsanit, 1975), still serves a fundamental role in prescribing socially acceptable

roles for young adults who must manage a conflict with their parents. The seniority

principle serves as an explanation for how these cultural variabilities shape a young Thai

adult's perceptions of conflict in the family and conflict tactics. For example, the findings

underscored the smooth interpersonal relationship orientation, grateful relationship

orientation, and interdependence orientation as main values in maintaining the seniority

principle within the Thai family.

Communication behaviors can, admittedly, jeopardize the seniority principle. For

example, the findings indicated that verbally aggressive tactics and violence tactics were

negatively correlated with smooth interpersonal orientation as assessed by both Straus'

CTS and Margolin's CIS. Additionally, verbally aggressive tactics and violence tactics

were negatively correlated with young adults' communication competence and family satisfaction. Culturally, verbal aggression and violence are perceived as socially unacceptable behaviors. Expressions of verbal aggression and/or violence are considered instances of social misconduct. Illustrating the assumptions of the symbolic interaction theory, all of these findings supported the notion that young adults' role-playing and role expectations for handling family conflict was determined by the cultural and social context in Thailand which highlights social and family harmony and practiced seniority principle in handling family conflict. Thus, the concern-for-others and others-face maintenance were culturally used as a criteria in judging the effectiveness of conflict tactic in a collectivistic society like Thailand (McKinney, Kelly, & Duran, 1997; Ting-Toomey et al., 1991).

The findings substantiated the assumptions of family systems theory, claiming that communication is the catalyst for building a family's mutual understanding and the unity that binds all members of the family together. The communication behavior of parents or young adults affected the homeostasis or "emotional security" of members in the family. Both Straus' CTS and Margolin's CIS finding, regarding the significant negative relationship between parents' withdrawal tactic and verbal aggression tactic and young adults' family satisfaction clearly illustrated the impact of parents' conflict tactic on young adults' emotional security.

These finding supported the assumptions of Broderick's Expanded Linear \Model of Socialization Process claiming that young adults' socio-emotional competence and socialization process is the product of their parents' socio-economic level and parent-

child interaction. The findings also suggested that both young Thai adults' family and personal income, if examined together, created a significant effect on their communication competence. The higher the personal or family income young adults' have, the higher scores on communication competence and family satisfaction they had; and the lower the personal and family income they reported having, the lower score in communication competence they had. Hence, the findings suggested that parents' socio-economic level had a significant effect on young Thai adults, but young adults' family income alone did not have a significant influence on their competence.

Furthermore, believing social motives and social status as indicators of their competence, the notion of "material possessions" was highlighted as a key value among contemporary young Thai adults with this value used to explain/justify their selection of conflict tactics. For example, the findings indicated that young adults' scores on items defining violence tactics and verbal aggression tactics were positively correlated with education-and-competence orientation. This orientation underscores material possessions over content value. Additionally, the findings underscore the importance of the young adults' material possessions (in the form of personal income as opposed to family income) as a significant predictor of their self-assessed communication competence and satisfaction with communication in their family. Keeping in mind that the participants in this study were upper-division undergraduate students, earning a personal income might be seen as signifying emotional security, individuality, and communication ability, as well as translating into increased parental recognition of a young adult's social maturity. Interestingly, the study downplays the influence of family income as a determinant of a

young adult's conflict tactics, communication competence, and family satisfaction. This finding could be the product of an awareness, on the part of young adults, that their family income alone does not demonstrate their own communication competence nor does it impact their satisfaction with communication with their parents. Family income reflects their parents' identity, competence, and satisfaction rather the young adult's own identity, competence, and satisfaction.

With respect to family satisfaction, the findings illustrated that young adults whose scores placed them in the middle group with respect to violence tactics experienced the highest level of family satisfaction. Those whose scores placed them in the lowest group with respect to violence tactics scored the lowest on family satisfaction. Young adults whose scores placed them in the mid-range degree with respect to the use of verbally aggressive tactics experienced higher levels of family satisfaction than those whose scores placed them in the low and high degree of verbal aggression tactic. These findings reflect how economic factors can impact family values. The economic variable, particularly the notion of the "material possession" principle might be an increasing family value affecting parent-adolescent interaction in the Thai family context. How young Thai adults handle the dilemma posed by choosing between the smooth interpersonal orientation versus the education-and-competence orientation could serve as a point for future research.

Finally, the findings revealed that pleasant family interaction, family coexistence, and other-face maintenance are key principles in justifying conflict management tactics and assessments of communication competence and family satisfaction. These principles

were, in turn, influenced by the smooth interpersonal relationship orientation,

interdependence orientation, and ego orientation of the Thai value system. Thus, these

principles might reflect contemporary young Thai adults' values in managing not only

family related conflicts but also organizational and social conflicts.

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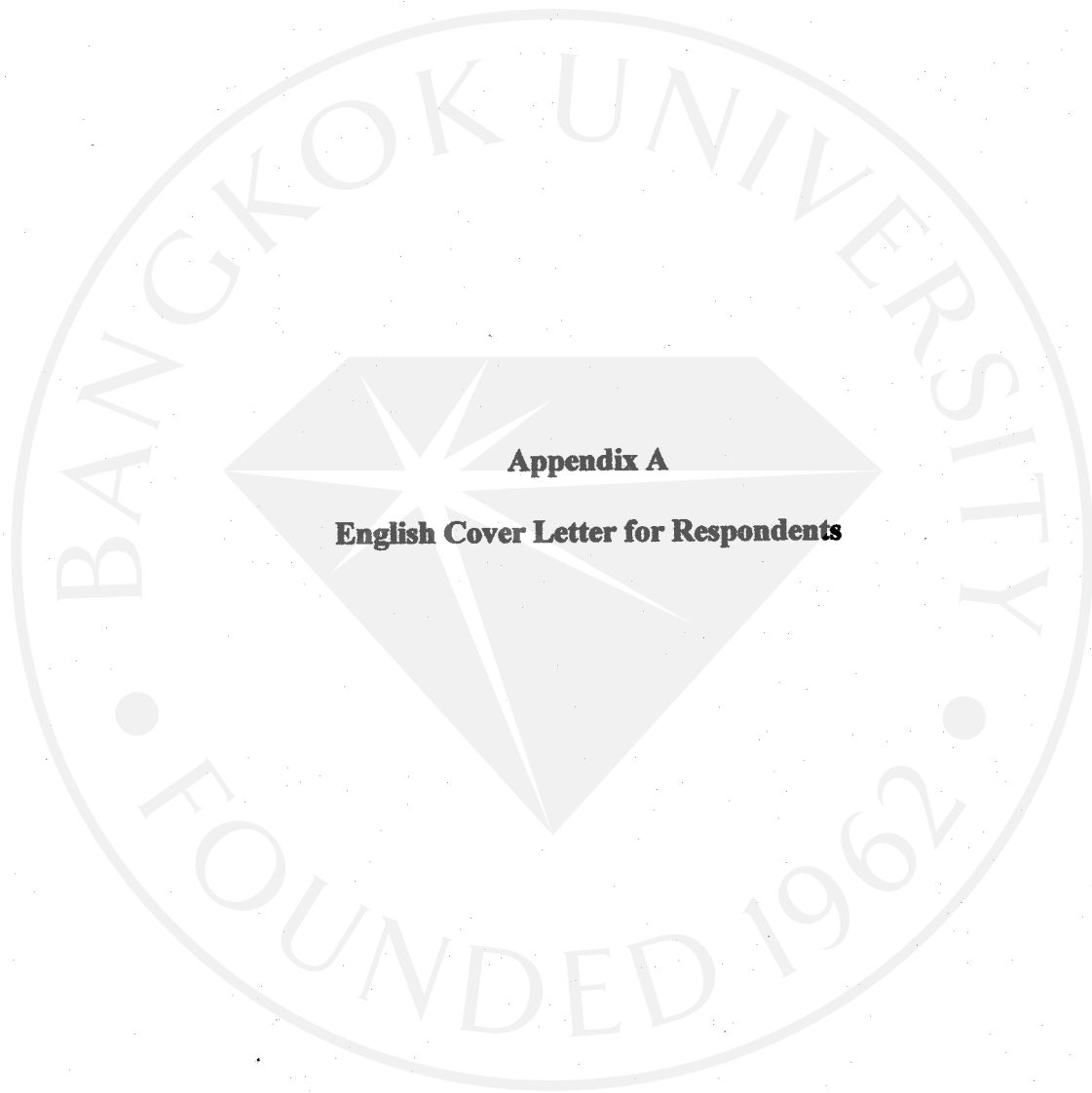
Appendix A

English Cover Letter for Respondents

Dear Respondents,

I am a full-time instructor at Bangkok University pursuing a doctorate in Interpersonal Communication through a joint program between Bangkok University and Ohio University, USA. I would like to ask your cooperation in filling the enclosed questionnaire.

This questionnaire is part of my dissertation research (one of the requirements for the doctoral degree). The objective is to examine the relationship between the conflict tactics of young Thai adults and their satisfaction with communication that occurs in their family.

Please read each question carefully and provide a truthful a response as possible based on your own experiences in the family. Your answer will be kept confidential. Any reports based on this research will contain information summarized across all the individuals who provide responses so that it will not be possible to identify any single respondent. In fact, I will prefer that you _not_ write your name any place on the questionnaire.

After you finish answering the questionnaire, please insert the questionnaire back into the enclosed envelope, sealed it carefully, and give it back to the coordinator.

Thank you for genuine cooperation

(Ms. Pacharaporn Iamsudha)

Doctoral student

Bangkok University

Clarifications in answering the questionnaire

There are five parts in the questionnaire as follows:

Part I involves personal data and family-related information.

Part II focuses the conflict tactics adopted by Thai young adult in handling family conflict and disagreements with their parents.

Part III explores your own approach to handling conflict in your family

Part IV examines your satisfaction with the way that you and your family handle conflict.

Part V examines the Thai cultural values.

Please answer all five parts. In each case, you are asked to place a check mark (√) that corresponds to the number that best describes your feeling and/or actual communication behavior.

Please be cautious that the word "parents" used in the questionnaire should be interpreted as referring to either your father or your mother or both your father and your mother or whoever occupies the parental or guardian role in the life. If you have any questions, please ask the coordinator immediately.
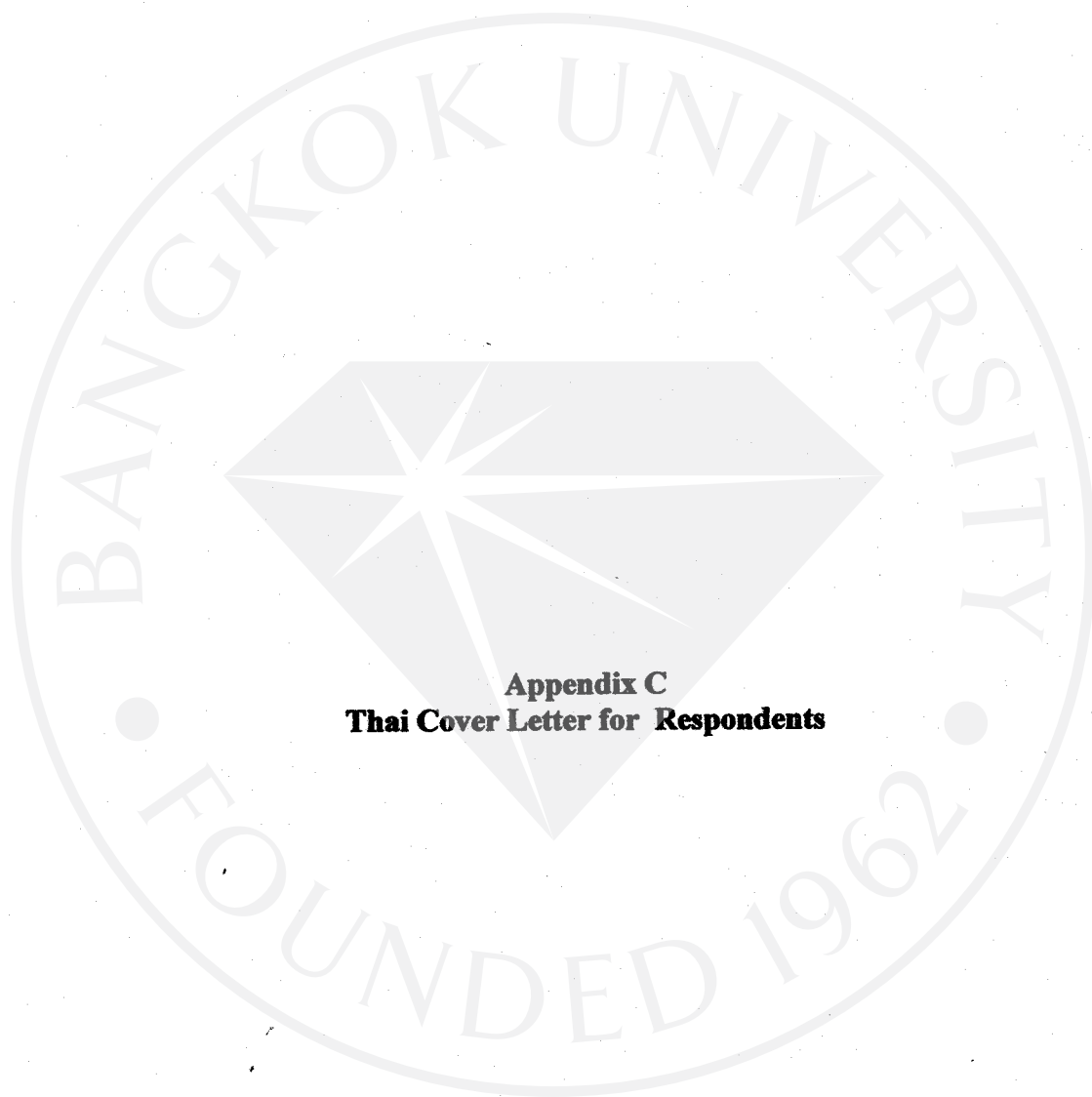
Appendix C
Thai Cover Letter for Respondents

มหาวิทยาลัยกรุเทพ

40/4 ถนนพระราม 4 พระโขนง

กรุงเทพมหานคร 10110

เรื่อง   ขอความร่วมมือในการตอบแบบสอบถาม

เรียน   ท่านผู้ตอบแบบสอบถามทุกท่าน

ดิฉันเป็นอาจารย์ประจำมหาวิทยาลัยกรุงเทพ กำลังศึกษาในหลักสูตรปริญญาเอก คณะนิเทศศาสตร์ สาขาการสื่อสารระหว่างบุคคล (Interpersonal Communication) ซึ่งเป็นโครงการร่วมกันระหว่าง มหาวิทยาลัยกรุงเทพ และ มหาวิทยาลัยโอไฮโอ ณ ประเทศสหรัฐอเมริกา และกำลังทำวิทยานิพนธ์อันเป็นส่วนหนึ่งของหลักสูตรดังกล่าว โดยประสงค์จะศึกษาความสัมพันธ์ระหว่างวิธีการขจัดความขัดแย้งภายในครอบครัวกับความพอใจใน การสื่อสารภายในครอบครัวและความสามารถในการสื่อสารของวัยรุ่นไทย ทั้งนี้ดิฉันจะสำรวจ ค่านิยมและพฤติกรรมการสื่อสารภายในครอบครัวของนิสิตนักศึกษาทั้งในมหาวิทยาลัยของรัฐ และสถาบันอุดมศึกษาเอกชนในเขตกรุงเทพมหานคร รวม 6 แห่ง

ดิฉันใคร่ขอความร่วมมือของท่านได้โปรดกรอกแบบสอบถามตามความเป็นจริงโดยไม่ต้อง ปรึกษากับผู้ใด อนึ่ง คำตอบของท่านจะไม่มีผลกระทบใด ๆ ต่อสมาชิกภายในครอบครัวของท่านและ ตัวท่านเอง เนื่องจากข้อมูลต่าง ๆ จะถูกเก็บเป็นความลับ ทั้งนี้ผลกรทำวิจัยเป็นการสรุปข้อมูลจาก ผู้ตอบแบบสอบถามทั้งหมด จึงไม่สามารถระบุผู้ตอบแบบสอบถามเป็นรายบุคคลได้

หลังจากท่านกรอกแบบสอบถามเรียบร้อยแล้ว โปรดสอดแบบสอบถามในซองที่แนบมาให้ ผนึกซองให้มิดชิดและนำส่งอาจารย์ผู้ควบคุมการตอบแบบสอบถามต่อไป

ขอขอบพระคุณในความร่วมมือของทุกท่านมา ณ โอกาสนี้

(น.ส.พัชราภรณ์ เอี่ยมสุทธา)

นักศึกษาปริญญาเอก

มหาวิทยาลัยกรุงเทพ

คำชี้แจงในตอบแบบสอบถาม

    1. แบบสอบถามนี้แบ่งออก 5 ตอนดังนี้

    <u>ตอนที่ 1</u>   สอบถามเกี่ยวกับรายละเอียดส่วนตัวของท่านและของบิดามารดาของท่าน
ขอให้ท่านพิจารณาคำถามให้ละเอียดและตอบคำถามตามความเป็นจริงมากที่สุด

    <u>ตอนที่ 2</u>   สอบถามเกี่ยวกับวิธีการขจัดความขัดแย้งของท่านเมื่อเกิดความขัดแย้ง
หรือความเครียดระหว่างท่านกับบิดามารดาภายในครอบครัว

    <u>ตอนที่ 3</u>   สอบถามเกี่ยวกับความสามารถในการสื่อสารของท่าน

    <u>ตอนที่ 4</u>   สอบถามเกี่ยวกับความพอใจของท่านต่อครอบครัวของท่าน

    <u>ตอนที่ 5</u>   สอบถามเกี่ยวกับค่านิยมของท่านต่อการสร้างความสัมพันธ์ภายในครอบครัว

    2. โปรดตอบแบบสอบถามทุกข้อตามความเป็นจริง โดยกาเครื่องหมายถูกต้องใน (/)
ตารางคำตอบที่สอดคล้องกับความรู้สึกและพฤติกรรมของท่านมากที่สุด

    3. ในการตอบแบบสอบถาม โปรดระลึกไว้เสมอว่าคำว่า "พ่อแม่" ที่กล่าวถึงในแบบสอบถาม
หมายถึงบิดาหรือมารดาของท่าน หรือทั้งบิดาและมารดา หรือ บุคคลซึ่งมีหน้าที่เป็นผู้ปกครองของ
ท่าน

    4. หากมีข้อสงสัยกรุณาถามอาจารย์ผู้ควบคุมการตอบแบบสอบถามทันที

Appendix C

Questionnaire (in English)

Part I Personal and Family Profiles

1. Sex ☐   1. Male   ☐   2. Female

2. Birthdate   ……/……(Month/Year)

3. Present educational level

   ☐   1. 1st and 2nd year of vocational school   ☐   2. 3rd and 4th year of vocational school

   ☐   3. 1st and 2nd year of Bachelor's degree   ☐   4. 3rd and 4th year of Bachelor's degree

   ☐   5. 5th year or higher of Bachelor's degree   ☐   6. Higher than Bachelor's degree

4. You are currently enrolling in

   ☐   1. Chulalongkorn University   ☐   2. Thammasat University

   ☐   3. Assumption University   ☐   4. Bangkok University

   ☐   5. St. John Vocational Schools   ☐   6. Ramkamhaeng University

       _____(Name the School)

5. Parent's marital status

   ☐   1. Living together   ☐   2. Divorced and/or Separated

   ☐   3. Divorced but still living together   ☐   4. Separated temporarily

   ☐   5. Either father or mother passed away   ☐   6. Both father and mother passed away

6. Family's overall income per month

☐ 1. Lower than 10,000 Baht   ☐ 2. 10,001-20,000 Baht

☐ 3. 20,001-50,000 Baht   ☐ 4. 50,001-70,000 Baht

☐ 5. 5.70,001-100,000 Baht   ☐ 6. Higher than 10,000

                                                                   Baht

7. Your own income per month

☐ 1. Lower than 3,000 Baht   ☐ 2. 3,000-5,000 Baht

☐ 3. 5,001-7,000 Baht   ☐ 4. 7,001-10,000 Baht

☐ 5. 10,001-15,000 Baht   ☐ 6. Higher than 15,000 baht

8. (1).How many brothers do you have (including half-brothers,step-brothers, etc)? ___

  (2).How many sister do you have (including half-sister, step-sisters, etc)? ___

  (3).Where are you in your family-eldest,middle,or youngest child? ___

9. Who are you currently leaving with? (Check only one)

☐ 1. Father and mother   ☐ 2. Father only

☐ 3. Mother only   ☐ 4. Relatives

☐ 5. Friends   ☐ 6. Living alone

☐ 7. Other (Please specify)_____

10. Father's occupation (or the occupation of male head of your family household)

☐ 1. Government official   ☐ 2. Employees

☐ 3. Private enterprise   ☐ 4. Personal business

☐ 5. Merchandise   ☐ 6. No occupation

☐ 7.Others (Please specify)_____

11. Mother's occupation (or the occupation of female of your family household)

☐ 1. Government official   ☐ 2. Employees

☐ 3. Private enterprise   ☐ 4. Personal business

☐ 5. Merchandise   ☐ 6. No occupation

☐ 7. Housewife   ☐ 8. Others (Please

                                                           specify)_____

12. Family's primary regional residence.

☐ 1. Bangkok   ☐ 2. Other provinces

                                                            (Please specify_____)

13. Who is the primary financial supporter of your family?

☐ 1. Father only   ☐ 2. Mother only

☐ 3. Both father and mother   ☐ 4. Relatives

☐ 5. Sister or brother   ☐ 6. Others (Please

                                                            specify)_____

14. Who is the major decision-maker of the family?

☐ 1. Father only   ☐ 2. Mother only

☐ 3. Both father and mother   ☐ 4. Relatives

☐ 5. Sister or brother   ☐ 6. Others (Please

                                                            specify)_____

Part II Tactics for Handling Conflict in the Family

1. Below is a list of things that you might have done when you had a conflict or

disagreement with your parents (your father and/or mother or guardian)

We would like you to think back over the past from 1998-2000 and try to remember how

you have managed any family disagreements that have relevant specifically to you.

Please place a check mark next to the number that best represent approximately how

often you engaged in this behavior over the past.
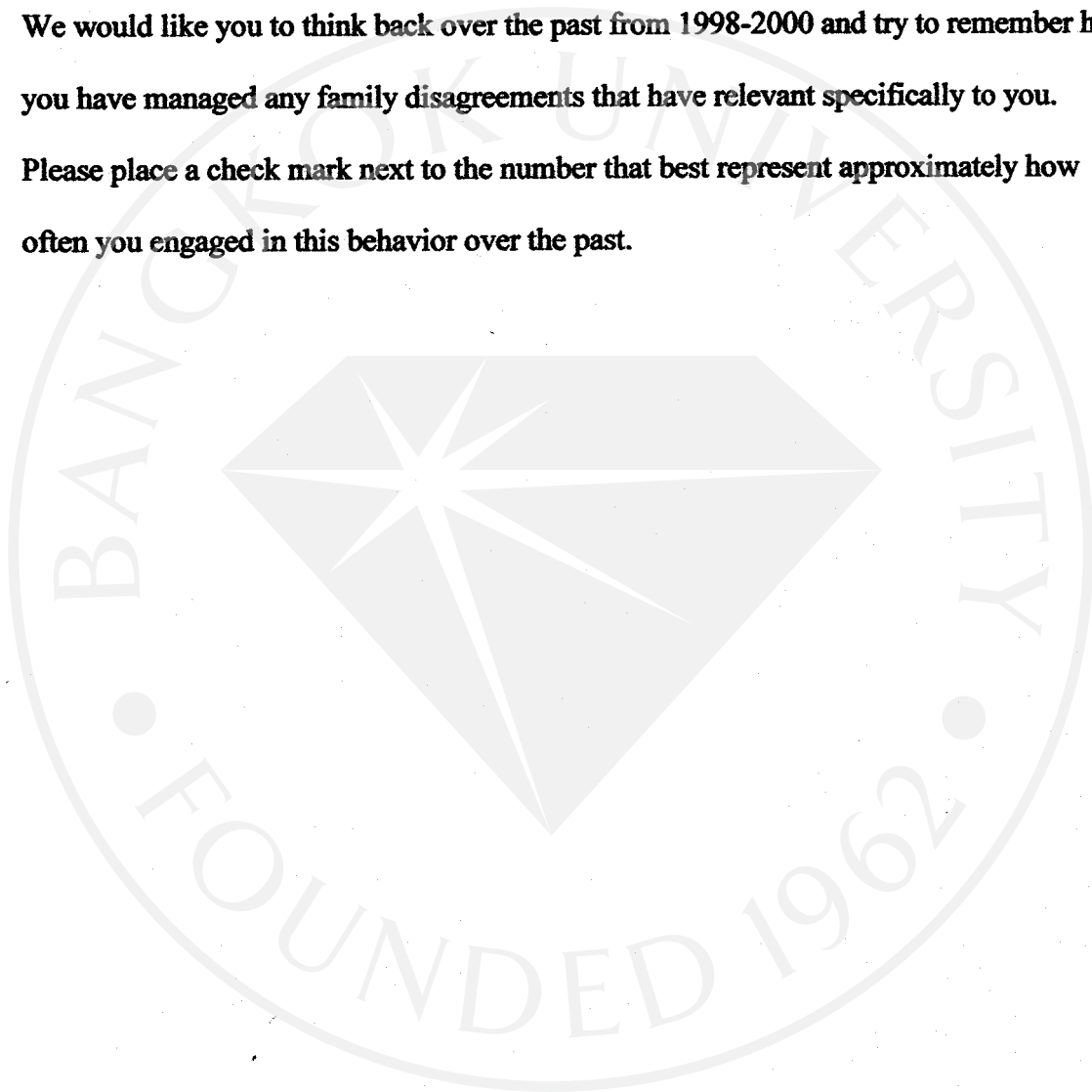
How often have you engaged in these behaviors to manage your family disagreement or conflict?	Never	Once per year	2-3 times per year	Often but less than once per month	About once per month	More than once per month
	0	1	2	3	4	5
1. I tried to discuss the issue calmly with my parents was not able to.						
2. I discussed the issue with my parents in a relatively calm manner.						
3. I sought out information to back up my position on the issue.						
4. I brought in or tried to bring in someone else to help settle things.						
5. I argued heatedly with my parents but did not yell.						
6. I yelled at and/or insulted my parents.						
7. I sulked and/or refused to talk with my parents about our disagreement.						
8. I stomped out of the room or the room in an angry manner.						
9. I threw something (but not at my parents) or smashed something.						
10.I threw something at one or both of my parents.						
11.I pushed, grabbed, or shoved one or both of my parents.						
12.I hit (or tried to hit) my parents but not with anything.						
13.I hit (or tried to hit) my parent with something hard.						

2. Read the following two stories as though they happened to you. The stories describe typical parent-adolescent conflict. Following each story is a list of possible ways of handling the conflict. For each of these, please a check mark next to the number that best represents (1) how likely you think it would be for you to engage in the particular behavior mentioned, (2) how likely you think it would be for your parents to engage in the particular behavior mentioned, and (3) whether or not the particular situation described has occurred in the past one or two years. (Please note, the word "parent" may be read as referring to your father or your mother or both your father and your mother or whoever serves in the parental role for you. If the kind of situation described is more likely to be a conflict that you would have with one parent rather than the other, then in answering the question about your parent's behavior, please think about the parent with whom you would be more likely to have this particular conflict.)

Story 1. Imagine that you want to go out somewhere with your friends in the middle of the night. Your parents do not want you to go out with these friends. An argument starts between you and your parents.

1 = Not likely

2 = Somewhat likely

3 = Likely

4 = Very likely

For story 1, how likely will you and your parent exhibit the following behaviors to manage your family disagreements or conflicts?	My Behavior				Parents' Behavior				Happened within last one or two years?	
	Not likely	Somewhat likely	Likely	Very likely	Not likely	Somewhat likely	Likely	Very likely	Yes	No
	1	2	3	4	1	2	3	4	1	2
1. Try to discuss the issue calmly										
2. Get information to back up my side of things										
3. Bring in someone to help settle things.										
4. Insult or swear the other side.										
5. Sulk and/or refuse to talk to my parents.										
6. Leave the room/ house in an angry manner										
7. Cry										
8. Do or say something to spite or hurt the other										
9. Threaten to hit or throw something at the other.										
10. Smash or hit or kick something.										
11. Throw something at the other.										
12. Push, grab, or shove the other										
13. Slap the other side.										
14. Hit or try to hit the other side with something.										
15. Physically attack the other.										
16. Threaten the other side with a weapons of some kind										

Story 2. Imagine that you want to buy something which is important to you personally. Your parents do not want you to buy it because they think that you ought to save your money since the family is encountering with a financial disturbance. An argument starts between you and your parents.

1	=	Not likely
2	=	Somewhat likely
3	=	Likely
4	=	Very likely
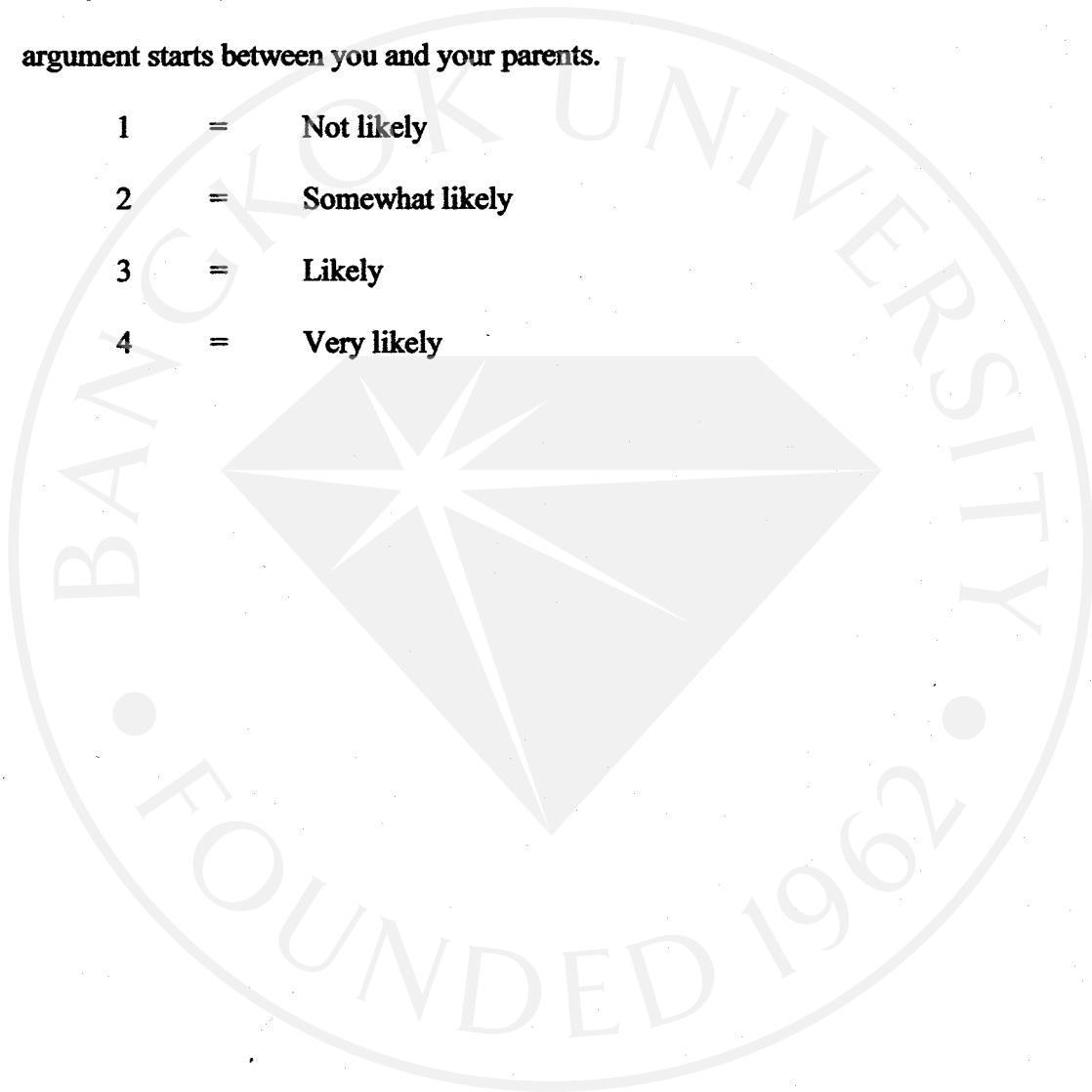
For story 2, how likely will you and your parent exhibit the following behaviors to manage your family disagreements or conflicts?	My Behavior				Parents' Behavior				Happened within last one or two years?	
	Not likely	Somewhat likely	Likely	Very likely	Not likely	Somewhat likely	Likely	Very likely	Yes	No
	1	2	3	4	1	2	3	4	1	2
1. Try to discuss the issue calmly										
2. Get information to back up my side of things										
3. Bring in someone to help settle things.										
4. Insult or swear the other side.										
5. Sulk and/or refuse to talk to my parents.										
6. Leave the room/ house in an angry manner										
7. Cry										
8. Do or say something to spite or hurt the other										
9. Threaten to hit or throw something at the other.										
10. Smash or hit or kick something.										
11. Throw something at the other.										
12. Push, grab, or shove the other										
13. Slap the other side.										
14. Hit or try to hit the other side with something.										
15. Physically attack the other.										
16. Threaten the other side with a weapons of some kind.										

3.The following section provides you with a list of behavior. For each of these behaviors, please provide three assessments. First, how often do you typically exhibit the behavior listed (**Actual Behavior**) when you have a disagreement or conflict with your parents. Second, with each behaviors, how often do you wish you would exhibit the behavior listed (**Ideal Behavior**). Third, try to put yourself, for a moment in your parents' place. If they were asked about how you handle a conflict or disagreement with them, how often would they that you exhibit the behavior listed (**Parents' View**"). Please use the following scale in responding to each of the behavior listed.

0= Never (0% of the time)

1= Rarely (more than never but less than 10% of the time)

2= Occasionally (10% to 30% of the time)

3= Sometimes (more than 30% but less than 50% of the time)

4= Often (50% to 70% of the time)

5= Frequently (more than 70% but less than 90%)

6= Almost always (90% to 100%)

How often have you exhibit these behaviors?	Actual Behavior							Ideal Behavior							Parents' View						
	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always
	0	1	2	3	4	5	6	0	1	2	3	4	5	6	0	1	2	3	4	5	6
1. Initiate a your discussion to air different points of view.																					
2. Act as though nothing wrong.																					
3. Listen what attentively to your parents say to you.																					
4. Insult your parents or call them names.																					
5. Sulk or pout.																					
6. Keep distant from your parents until you both cool down																					
7. Threaten your parents with physical violence																					
8. Get involved in physical activity or work to help gain control of emotion.																					
9. Feel regret for something you said or did.																					

How often have you exhibit these behaviors?	Actual Behavior							Ideal Behavior							Parents' View						
	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always
	0	1	2	3	4	5	6	0	1	2	3	4	5	6	0	1	2	3	4	5	6
10. State your position as clearly as you can.																					
11. Leave the room or walk away from your parents in the middle of a discussion.																					
12. Blame your parents for the problems.																					
13. Cry																					
14. Repeat yourself to make sure that your parents understand your point																					
15. Feel closer to your parents at at the end of the discussion than you did at the beginning.																					
16. Talk more critically to your parents after you have drunk something containing alcohol or taken drug.																					

How often have you exhibit these behaviors?	Actual Behavior							Ideal Behavior							Parents' View						
	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always
	0	1	2	3	4	5	6	0	1	2	3	4	5	6	0	1	2	3	4	5	6
17. Admit your own fault or your responsibility.																					
18. Try to come up with helpful ideas or solutions to the problems.																					
19. Think about breaking off your relationship your parents.																					
20. Stop the discussion by changing the topic.																					
21. Use humor to try to laugh at the disagreement you are having with your parents.																					
22. Stop the discussion by simply saying "I don't want to talk about this. anymore."																					
23. Give in to your parents to avoid having an argument with them.																					

How often have you exhibit these behaviors?	Actual Behavior							Ideal Behavior							Parents' View						
	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always
	0	1	2	3	4	5	6	0	1	2	3	4	5	6	0	1	2	3	4	5	6
24. Take out our anger on someone other than your parents.																					
25. Give in but plan to get your revenge later.																					
26. Hit, push, or slap your parents.																					

4. In the previous section, you are asked to think about your own behavior and about your ideal behavior. In this section, I would for you to consider the same list of behaviors again, but this time, the focus is on your parents. With each of the behaviors, please provide two assessments: (1) how often do your parents exhibit a particular behavior (**Actual Parent Behavior**) and, (2) how often would you like for your parents to exhibit that behavior (**Ideal Parent Behavior**). Again, the rating scale that you are to use is:

0= Never (0% of the time)

1= Rarely (more than never but less than 10% of the time)

2= Occasionally (10% to 30% of the time)

3= Sometimes (more than 30% but less than 50% of the time)

4= Often (50% to 70% of the time)

5= Frequently (more than 70% but less than 90%) 6= Almost always (90% to 100%)

How often have your parent(s) exhibit these behaviors?	Actual Parent Behavior							Ideal Parent Behavior						
	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always
	0	1	2	3	4	5	6	0	1	2	3	4	5	6
1. Initiate a your discussion to air different points of view.														
2. Act as though nothing is wrong.														
3. Listen what attentively to what you are saying.														
4. Insult you or call you names.														
5. Sulk or pout.														
6. Keep distant from you until you both cool down														
7. Threaten you with physical violence.														
8. Get involved in physical activity or work to help gain or control of emotion.														
9. Feel regret for something he/she said or did.														
10. State his/her position as clearly.														
11. Leave the room or walk away in walk in the middle of a discussion.														
12. Blame me for the problems.														
13. Cry														
14. Repeat himself or herself to make sure that his/her your point is understood.														
15. Feel closer to you at the end of the discussion than when it began.														

How often have your parent(s) exhibit these behaviors?	Actual Parent Behavior							Ideal Parent Behavior						
	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always	Never	Rarely	Occasionally	Sometimes	Often	Frequently	Almost always
	0	1	2	3	4	5	6	0	1	2	3	4	5	6
16. Talk more critically having had alcohol or taken drug.														
17. Admit his/her own fault or his/her responsibility.														
18. Try to come up with helpful ideas or solutions to the problems.														
19. Think about breaking off his/her relationship with you.														
20. Stop the discussion by changing the topic.														
21. Use humor to try to laugh at the disagreement he/she is having with you.														
22. Stop the discussion by simply saying " I don't want to talk about this anymore."														
23. Give in to avoid having an argument.														
24. Take out his/her anger on someone other than you.														
25. Give in but plan to get your revenge later.														
26. Hit, push, or slap your parent(s).														

Part III Communicative Competence Scale

Complete the following questionnaire with yourself and your communication behavior in mind. With each items, place a check (√) corresponds to the number that best represents your opinions.

Do you agree with the following statements about your communication behaviors?	Strongly disagree	Disagree	Neutral, neither agree or disagree	Agree	Strongly agree
	1	2	3	4	5
1. I can find it easy to get along with others.					
2. I can adapt to changing situations.					
3. I treat people as individuals.					
4. I interrupt other too much.					
5. I am "rewarding" to talk to.					
6. I can deal with others effectively.					
7. I am a good listener.					
8. My personal relations are cold and distant.					
9. I am easy to talk to.					
10. I won't argue with parent just to prove I am right.					
11. My conversation behavior is not "smooth."					
12. I ignore other people's feeling.					
13. I generally know how others feel.					
14. I let others know I understand them.					
15. I understand other people.					
16. I am relaxed and comfortable when speaking.					
17. I like to be close and personal with people.					

Do you agree with the following statements about your communication behaviors?	Strongly disagree	Disagree	Neutral, neither agree or disagree	Agree	Strongly agree
	1	2	3	4	5
18.I generally know what type of behavior is appropriate in any given situation.					
19.I usually do not make unusal demands on my friends.					
20.I am an effective conversationalist.					
21.I am a supportive of others.					
22.I don't mind meeting strangers.					
23.I can easily put myself in another person's shoes.					
24.I pay attention to the conversation					
25.I am generally relaxed when conversing with a new acquaintance.					
26.I am interested in what others have to say.					
27.I don't follow the conversation very well.					
28.I enjoy social gathering where I can meet new.					
29.I am a likable person.					
30.I am flexible.					
31.I am not afraid to speak with people in authority.					
32.People can go to me with their problems.					
33.I generally says the right thing at the right time.					
34.I like to use my voice and body expressively.					
35.I am sensitive to others' need of the moment.					

Part IV Satisfaction and Dissatisfaction toward your family relationships

Please think about your family relationship during the past one or two years and indicate how satisfied or dissatisfied were you with the relationship with your parents by place a check mark (√) that best describes your feeling.

The following items concern your evaluation of your family in terms of satisfaction/ dissatisfaction	Dissatisfied					Satisfied	
	Extremely dissatisfied	Very dissatisfied	Somewhat dissatisfied	Mixed	Somewhat satisfied	Very satisfied	Extremely satisfied
	1	2	3	4	5	6	7
1. How satisfied are you with your parents' relationship with each?							
2. How satisfied are you with your relationship with your parents?							
3. How satisfied are you with your relationship to your father?							
4. How satisfied are you with your relationship to your mother?							
5. How satisfied are you with your childhood?							
6. How satisfied were you with your relationship to your father while growing up?							
7. How satisfied were you with your relationship to your mother while growing up?							
8. How satisfied are you with your relationships with your siblings?							

Part IV Family Values in Handling Family Conflicts

Values are the things you think are important in life and the principles you use to guide how you live your life. Values are guidelines which measure what is an appropriate behavior and what is an inappropriate behavior. Please indicate how each value listed below is to you when you have a disagreement or conflict with your parents.

How important are these statements to you when handling with family disagreement or conflict?	Totally unimportant	Unimportant	Neutral	Important	Extremely important
	1	2	3	4	5
1. You have the right to express your opinions even though your parents disagreed.					
2. Giving gratitude to your parents by sacrificing your personal happiness is your responsibility.					
3. Be considerate to your parents' feeling by not arguing or use aggressive words when you are unsatisfied.					
4. Respect rules and regulations strictly for the peacefulness of the family although you disagree.					
5. Giving gratitude to your parents by taking of their physical well being is a mean to do merit and goodwill.					
6. Avoid to speak about your conflict between you and parents to outsiders to prevent their criticism..					
7. Reveal what you think directly because family bond will never be torn apart.					
8. All problems can be resolved thus we should smile and be willing to accept all arising problems.					
9. Nothing that perseverance cannot win over					

How important are these statements to you when handling with family disagreement or conflict?	Totally unimportant	Unimportant	Neutral	Important	Extremely important
	1	2	3	4	5
10. Show respect to your parents by listening and complying to their proposition although you disagree					
11. Show gratitude to your parents by not arguing and do everything as your parents say if it is their happiness.					
12. Adjust yourself to accept others' opinions even though you might have to loose your independence for the the sake of family's well-being.					
13. Children should always sacrifice their personal happiness for the family's well being.					
14. Wealth, positions and power are external things which are not lasting; hence, we should not strive for them.					
15. Spend a lot of money in front of your friends to show them that you are from higher family status					
16. Children can support their parents by listening to their problems and providing solutions.					
17. Future is uncertain; there is no need to take today's problems so serious.					
18. Building your financial status and position will bring happiness to your parents and yourself					
19. Protect your dignity by arguing or stating your reasons even it contradicts your parents.					
20. Show your obligation to your parents by listening and doing as your parents want although you disagree.					
21. Reiterate your position calmly and patiently and wait until your parents agree with you.					
22. Parents should encourage their children to play a role in adjusting rules in the family according to their wish.					
23. Leave conflict as it is and everything will be resolved depending upon your karma made in the past.					

How important are these statements to you when handling with family disagreement or conflict?	Totally unimportant	Unimportant	Neutral	Important	Extremely important
	1	2	3	4	5
24. Conceal your family's real financial status to maintain your parents' recognition in the eye of the public					
25. Find a time to join family's activities to create loving and family bond					
26. Reduce stress by using humor to conceal your dissatisfaction or decrease discomfort.					
27. Good studying performance will make others recognize your competence effectively.					
28. Show your consideration to your parents by not criticizing them in front of others.					
29. Do everything to compensate your parents' devotion although it might cause you trouble later.					
30. Keep family relationship by not criticize anyone in the family directly.					
31. Being situational opportunist is a principle to reduce conflict at all circumstances.					
32. Ask a wish from your buddha or lord to help you out of the family problems.					
33. Increasing your educational level make everyone accept your capability more.					
34. Parents should listen to your problems for they are your emotional supporter.					
35. Relaxation leisurely will strengthen family relationship effectively.					
36. Value of a person depends on their work social acceptance around them.					

Appendix D

Questionnaire in Thai

<u>ตอนที่ 1 ข้อมูลส่วนตัวและครอบครัว</u>

1. เพศ ☐ 1. ชาย ☐ 2. หญิง

2. อายุ_____

3. ท่านกำลังศึกษาอยู่ในระดับ.....

☐ 1. ปวช.   ☐ 2. ปวส.
☐ 3. ปริญญาตรีชั้นปีที 1-2   ☐ 4. ปริญญาตรีชั้นปีที่ 3-4
☐ 5. ปริญญาตรีชั้นปีที่ 5 หรือมากกว่า   ☐ 6. สูงว่าระดับปริญญาตรี

4. ชื่อสถาบันการศึกษา

☐ 1. จุฬาลงกรณ์มหาวิทยาลัย   ☐ 2. มหาวิทยาลัยธรรมศาสตร์
☐ 3. มหาวิทยาลัยอัสสัมชัญ   ☐ 4. มหาวิทยาลัยกรุงเทพ
☐ 5. มหาวิทยาลัยเซนต์จอห์น   ☐ 6. มหาวิทยาลัยรามคำแหง

5. ปัจจุบันบิดามารดาของท่าน

☐ 1. อยู่ด้วยกัน   ☐ 2. หย่าร้างและหรือแยกครอบครัวกัน
☐ 3. หย่าร้างแต่ยังอยู่ในครอบครัวเดียวกัน   ☐ 4. แยกกันอยู่ชั่วคราวเพราะ.........
☐ 5. บิดาหรือมารดาเสียชีวิต   ☐ 6. เสียชีวิตทั้งคู่

6. รายได้ทั้งหมด<u>ของครอบครัวท่านต่อเดือน</u>

☐ 1. ต่ำกว่า 10,000 บาท   ☐ 2. 10,000-20,000 บาท
☐ 3. 20,001- 50,000 บาท   ☐ 4. 50,001-70,000 บาท
☐ 5. 70,001- 100,000 บาท   ☐ 6. สูงกว่า 100,000 บาท

7. รายได้ของท่าน<u>ต่อเดือน</u>

☐ 1. ต่ำกว่า 3,000 บาท   ☐ 2. 3,000-5,000 บาท
☐ 3. 5,001-7,000 บาท   ☐ 4. 7,001-10,000 บาท
☐ 5. 10,001-15,000 บาท   ☐ 6. สูงกว่า 15,000 บาท

8. จำนวนพี่น้องในครอบครัวของท่านทั้งหมด ___ คน (โปรดระบุตัวเลขให้ชัดเจน)

    (1) ท่านมีพี่ชายหรือน้องชายกี่คน(ร่วมทั้งพี่เลี้ยงและน้องเลี้ยงด้วย ___ คน

    (2) ท่านมีพี่สาวหรือน้องสาวกี่คน (ร่วมทั้งพี่เลี้ยงและน้องเลี้ยงด้วย) ___ คน

    (3) ท่านเป็นลูกคนที่เท่าไรในครอบครัว___

9. ปัจจุบันท่านอาศัยอยู่กับ

☐ 1. บิดาและมารดา   ☐ 2. บิดาเพียงคนเดียว
☐ 3. มารดาเพียงคนเดียว   ☐ 4. ญาติพี่น้อง
☐ 5. เพื่อน ๆ   ☐ 6. อยู่คนเดียว
☐ 7. อื่น ๆ (โปรดระบุ............)

10. บิดาของท่านมีอาชีพ (หรืออาชีพของผู้นำชายของครอบครัว)
- ☐ 1. รับราชการ
- ☐ 2. พนักงานบริษัทเอกชน
- ☐ 3. พนักงานรัฐวิสาหกิจ
- ☐ 4. ธุรกิจส่วนตัวหรือค้าขาย
- ☐ 5. ลูกจ้างแรงงาน
- ☐ 6. ไม่ได้ประกอบอาชีพ
- ☐ 7. อื่น ๆ (โปรดระบุ............)

11. มารดาของท่านมีอาชีพ (หรืออาชีพของผู้นำหญิงของครอบครัว)
- ☐ 1. รับราชการ
- ☐ 2. พนักงานบริษัทเอกชน
- ☐ 3. พนักงานรัฐวิสาหกิจ
- ☐ 4. ธุรกิจส่วนตัวหรือค้าขาย
- ☐ 5. ลูกจ้างแรงงาน
- ☐ 6 ไม่ได้ประกอบอาชีพ
- ☐ 7. อื่น ๆ (โปรดระบุ ....)

12. ภูมิลำเนาหลักของครอบครัวท่าน
- ☐ 1. กรุงเทพมหานคร
- ☐ 2. ต่างจังหวัด (โปรดระบุ............)

13. บุคคลที่สนับสนุนการเงินของท่านในปัจจุบัน
- ☐ 1. บิดาเพียงคนเดียว
- ☐ 2. มารดาเพียงคนเดียว
- ☐ 3. ทั้งบิดาและมารดา
- ☐ 4. ญาติพี่น้อง (โปรดระบุ.........)
- ☐ 5. บุคคลอื่น ๆ (โปรดระบุ...............)

14. บุคคลใดเป็นผู้นำครอบครัวที่มีบทบาทมากที่สุดในการตัดสินใจให้ครอบครัว
- ☐ 1. บิดาเพียงคนเดียว
- ☐ 2. มารดาเพียงคนเดียว
- ☐ 3. ทั้งบิดาและมารดา
- ☐ 4. ญาติพี่น้อง (โปรดระบุ.........)
- ☐ 5. บุคคลอื่น ๆ (โปรดระบุ...............)

ตอนที่ 2 คำถามเกี่ยวกับวิธีการลดความขัดแย้งหรือความเครียดภายในครอบครัว

1.   เหตุการณ์ต่อไปนี้เป็นพฤติกรรมที่ท่านมักกระทำเมื่อไม่เห็นด้วยหรือมีความขัดแย้งกับพ่อและแม่ โปรดนึกถึงเหตุการณ์ดังกล่าวในช่วงหนึ่งถึงสองปีที่ ผ่านมาว่า ท่านมีพฤติกรรมลดความขัดแย้งหรือความเครียดอย่างไรในเรื่องที่เกี่ยวข้องกับท่านโดยตรง

        โปรดกาเครื่องหมายถูกต้อง (✓) ลงในช่องคำตอบที่สอดคล้องกับระดับความบ่อยครั้งที่ท่านเคยทำในระยะเวลาหนึ่งปีถึงสองปีที่ผ่านมา

ท่านได้กระทำพฤติกรรมต่อไปนี้บ่อยครั้งเพียงไร เมื่อเผชิญกับความขัดแย้งภายในครอบครัว	ไม่เคย	หนึ่ง ครั้ง ต่อปี	2-3 ครั้ง ต่อปี	บ่อย ครั้งแต่ น้อย กว่า หนึ่ง ครั้งต่อ เดือน	หนึ่ง ครั้ง ต่อ เดือน	มาก กว่า หนึ่ง ครั้งต่อ เดือน
	0	1	2	3	4	5
1. <u>พยายามถกเถียงประเด็นความขัดแย้งอย่างใจเย็น</u> แต่ไม่สามารถบรรลุผล						
2. ได้เถียงประเด็นความขัดแย้งอย่างใจเย็น						
3. หาข้อมูลเพื่อสนับสนุนประเด็นของท่านเอง						
4. นำหรือพยายามนำบุคคลอื่นเข้ามาเพื่อยุติ ความขัดแย้ง						
5. ได้เถียงไปอย่างเผ็ดร้อนแต่โดยไม่ได้ขึ้นได้ขึ้น เสียง						
6. ตะโกนและ/ หรือ สบประมาทพ่อหรือแม่						
7. เงียบเฉยอย่างอารมณ์เสียโดยไม่พูดจา						
8. เดินปังปังออกจากห้อง						
9. ขว้างปาสิ่งของ (โดยมิได้มุ่งไปที่พ่อหรือแม่) หรือทำลายสิ่งของ						
10.ขว้างปาสิ่งของใส่พ่อหรือแม่หรือทั้งสองคน						
11.ผลัก คว้าตัว หรือ เขย่าพ่อหรือแม่หรือทั้งสองคน						
12.ตี (หรือพยายามตี) อีกฝ่ายแต่ไม่ใช้สิ่งของ						
13.ตีหรือพยายามตีอีกฝ่ายด้วยของแข็ง						

2. โปรดอ่านเหตุการณ์ทั้งสองแบบและสมมุติว่าเหตุการณ์ดังกล่าวเกิดขึ้นจริง ทั้งนี้เหตุการณ์ดังกล่าวมักจะเป็น สาเหตุของความขัดแย้งระหว่างบิดามารดาและวัยรุ่น ให้ข้อความดังกล่าวเป็นวิธีการยุติความขัดแย้งระหว่างท่านกับ พ่อแม่ของท่าน ในแต่ละข้อความให้ท่านกาเครื่องหมายถูกต้อง (√) เพื่อระบุว่า (1) มีความเป็นไปได้เพียงไรที่ท่านจะ กระทำพฤติกรรมดังกล่าว (2) มีความเป็นได้เพียงไรที่พ่อแม่ของท่านจะกระทำพฤติกรรมดังกล่าวเพื่อลดความ ขัดแย้ง และ (3) พฤติกรรมดังกล่าวได้เกิดขึ้นเมื่อหนึ่งปีหรือสองปีที่ผ่านมาหรือไม่ อนึ่ง โปรดระลึกไว้เสมอว่า "พ่อแม่" ที่กล่าวถึงในข้อความต่าง ๆ หมายถึงพ่อหรือแม่ หรือทั้งพ่อและแม่ หรือบุคคลที่ เป็นผู้ปกครองของท่าน และหากเหตุการณ์ดังกล่าวมักเป็นความขัดแย้งซึ่งเกิดกับเฉพาะกับพ่อหรือแม่

ในการตอบถามเกี่ยวกับพฤติกรรมของพ่อและแม่ ให้ท่านนึกบุคคลซึ่งท่านมักขัดแย้งด้วยในเรื่องดังกล่าวบ่อยที่สุด

1 =   ไม่น่าเป็นไปได้
2 =   ค่อนข้างเป็นไปได้
3 =   เป็นไปได้
4 =   เป็นไปได้มาก

<u>เรื่องที่ 1</u> โปรดนึกถึงเหตุการณ์เมื่อท่านมีความประสงค์จะออกไปนอกบ้านกับเพื่อนสนิทในยามวิกาล แต่พ่อแม่ไม่ต้องการ
ให้ท่านออกไปนอกบ้านกับเพื่อนสนิทของท่าน การโต้เถียงจึงขึ้นระหว่างท่านกับพ่อและแม่ของท่าน

<u>เรื่องที่ 1</u> มีความน่าเป็นไปได้อย่างไรที่ พ่อและแม่ของท่านจะกระทำพฤติกรรมต่อไปนี้เพื่อยุติความขัดแย้งภายในครอบครัว	พฤติกรรมของท่าน				พฤติกรรมของพ่อหรือแม่				เหตุการณ์เคยเกิดขึ้นเมื่อหนึ่งหรือสองปีที่ผ่านมาหรือไม่	
	ไม่น่าเป็นไปได้	ค่อนข้างเป็นไปได้	เป็นไปได้	เป็นไปได้อย่างมาก	ไม่น่าเป็นไปได้	ค่อนข้างเป็นไปได้	เป็นไปได้	เป็นไปได้อย่างมาก	เคย	ไม่เคย
	1	2	3	4	1	2	3	4	1	2
1. <u>พยายาม</u>ที่จะอธิบายประเด็นความขัดแย้งอย่างใจเย็น										
2. หาข้อมูลเพื่อสนับสนุนประเด็นตน เอง										
3. หาหรือพยายามหาบุคคลอื่นเข้ามาเพื่อยุติความขัดแย้ง										
4. สบประมาทหรือสบฉอีกฝ่ายหนึ่ง										
5. เงียบเฉยไม่พูดไม่จาอย่างอารมณ์เสีย										
6. เดินปึงปังออกจากห้องหรือบ้าน										
7. ร้องไห้										
8. ทำหรือพูดบางสิ่งบางอย่างเพื่อทำให้อีกฝ่ายหนึ่งขุ่นเคือง										
9. ขู่ที่จะตีหรือขว้างปาสิ่งของใส่อีกฝ่ายหนึ่ง										
10.ขว้างปาทุบทำลายหรือทุบตีหรือเตะสิ่งของ										
11.ขว้างปาสิ่งของใส่อีกฝ่ายหนึ่ง										
12.ผลัก คว้าตัว หรือ เขย่าอีกฝ่ายหนึ่ง										
13.ตบหน้าอีกฝ่ายหนึ่ง										
14.ตีหรือพยายามจะตีอีกฝ่ายหนึ่งด้วยสิ่งของ										
15.ทำร้ายร่างกายอีกฝ่ายหนึ่ง										
16.ขู่ที่จะทำร้ายอีกฝ่ายด้วยอาวุธบางอย่าง										

เรื่องที่ 2 โปรดนึกถึงเหตุการณ์เมื่อท่านมีความประสงค์จะซื้อของใช้ส่วนตัวซึ่งมีราคาแพง แต่พ่อและแม่ของท่านไม่
เห็นด้วย เนื่องจากเห็นว่าท่านควรลดค่าใช้จ่ายส่วนตัวลงเพราะครอบครัวกำลังขาดรายได้ การโต้เถียงจึงเกิดขึ้นระหว่างท่านกับพ่อและแม่

เรื่องที่ 2 มีความน่าเป็นไปได้อย่างไรที่ท่านหรือพ่อแม่ ของท่านจะกระทำพฤติกรรมต่อไปนี้เพื่อยุติ ความขัดแย้ง	พฤติกรรมของท่าน				พฤติกรรมของพ่อ หรือแม่				เหตุการณ์เคย เกิดขึ้นเมื่อ หนึ่งหรือสองปี ที่ผ่านมาหรือไม่	
	ไม่น่าเป็นไปได้	ค่อนข้างเป็นไปไม่ได้	เป็นไปไม่ได้	เป็นไปไม่ได้มาก	ไม่น่าเป็นไปได้	ค่อนข้างเป็นไปไม่ได้	เป็นไปไม่ได้	เป็นไปไม่ได้อย่างมาก	เคย	ไม่เคย
	1	2	3	4	1	2	3	4	1	2
1. พยายามที่จะอธิบายประเด็นความขัดแย้ง ใจเย็น										
2. หาข้อมูลเพื่อสนับสนุนประเด็นตนเอง										
3. หาหรือพยายามหาบุคคลอื่นเข้ามา เพื่อยุติความขัดแย้ง										
4. สบประมาทหรือสบฉอีกฝ่ายหนึ่ง										
5. เงียบเฉยไม่พูด ไม่จาอย่างอารมณ์เสีย										
6. เดินปึงปังออกจากห้องหรือบ้าน										
7. ร้องไห้										
8. ทำหรือพูดบางสิ่งบางอย่างให้อีกฝ่ายหนึ่ง รู้สึกขุ่นเคือง										
9. ขู่ที่จะตีหรือขว้างปาสิ่งของใส่อีกฝ่ายหนึ่ง										
10. ขว้างปาทุบทำลายหรือทุบตีหรือเตะสิ่งของ										
11. ขว้างปาสิ่งของใส่อีกฝ่ายหนึ่ง										
12. ผลัก คว้าตัว หรือ เขย่าอีกฝ่ายหนึ่ง										
13. ตบหน้าอีกฝ่ายหนึ่ง										
14. ตีหรือพยายามจะตีอีกฝ่ายหนึ่งด้วยสิ่งของ										
15. ทำร้ายร่างกายอีกฝ่ายหนึ่ง										
16. ขู่ที่จะทำร้ายอีกฝ่ายด้วยอาวุธบางอย่าง										

3. คำถามเกี่ยวกับพฤติกรรมการสื่อสารที่ท่านได้กระทำเมื่อขัดแย้งกับพ่อแม่หรือผู้ปกครอง

ข้อความต่อไปนี้เป็นพฤติกรรมซึ่งท่านมักจะกระทำเพื่อลดความขัดแย้งกับพ่อแม่ของท่าน
จากข้อความดังกล่าว ให้ท่านประเมิน 3 ด้าน ได้แก่ (1) ท่านได้กระทำพฤติกรรมดังกล่าว<u>จริง</u>บ่อยครั้งเพียงไร
(2) ท่าน<u>อยาก</u>จะทำพฤติกรรมดังกล่าวบ่อยครั้งเพียงไร และ (3) สมมุติว่าท่านเป็นพ่อแม่หรือผู้ปกครองของท่าน
ในสายตาของท่านๆ คิดว่า<u>พ่อแม่หรือผู้ปกครองของท่าน</u>จะตอบว่าท่านกระทำพฤติกรรมดังกล่าวบ่อยครั้งเพียงไร
หากถูกถาม

0 = ไม่เคย (0 % ของเวลา)	4 = บ่อยครั้ง ๆ (50-70% ของเวลา)
1 = นาน ๆ ครั้ง (มากกว่าไม่เคยแต่ น้อยกว่า 10 % ของเวลา)	5 = เสมอ ๆ (มากกว่า 70 % แต่น้อย กว่า 90%)
2 = บางครั้ง (10-30% ของเวลา)	6 = เกือบทุกครั้ง (90-100% ของเวลา)
3 = ค่อนข้างบ่อยครั้ง (30-50% ของเวลา)	

ท่านได้กระทำพฤติกรรมต่อ ไปนี้บ่อยครั้งเพียงไรเพื่อยุติ ความขัดแย้ง	พฤติกรรม<u>จริง</u>ของท่าน							พฤติกรรมที่ท่าน <u>อยาก</u>ทำ							พฤติกรรมของท่าน <u>ในสายตาพ่อและแม่หรือ ผู้ปกครอง</u>						
	ไม่เคย	นาน ๆ ครั้ง	บางครั้ง	ค่อนข้างบ่อยครั้ง	บ่อย ๆ ครั้ง	เสมอ	เกือบทุกครั้ง	ไม่เคย	นาน ๆ ครั้ง	บางครั้ง	ค่อนข้างบ่อยครั้ง	บ่อย ๆ ครั้ง	เสมอ ๆ	เกือบ ครั้ง	ไม่เคย	นาน ๆ ครั้ง	บางครั้ง	ค่อนข้างบ่อยครั้ง	บ่อย ๆ ครั้ง	เสมอ ๆ	เกือบทุกครั้ง
	0	1	2	3	4	5	6	0	1	2	3	4	5	6	0	1	2	3	4	5	6
1. เริ่มต้นการสนทนาเพื่อแลก เปลี่ยนความคิดเห็นที่แตก ต่างกัน																					
2. ซ่อนความตึงเครียดและทำ เสมือนไม่มีอะไรเกิดขึ้น																					
3. ตั้งใจฟังว่าพ่อแม่ของท่าน กำลังพูดว่าอะไร																					
4. พูดสบประมาทพ่อแม่หรือ ใช้คำสรรพนามที่ไม่ เหมาะสมเรียกพ่อแม่																					
5. เงียบเฉยหรืองอนไม่พูดจา																					
6. อยู่พ่อแม่จนกว่าอารมณ์ดี																					
7. ขู่ทำพ่อและแม่ด้วยความ รุนแรง																					
8. ทำกิจกรรมที่ใช้กำลังเพื่อ ระงับอารมณ์																					
9. รู้สึกเสียใจกับสิ่งที่ทำหรือ พูดไปแล้ว																					

ท่านได้กระทำพฤติกรรมต่อไปนี้บ่อยครั้งเพียงไรเพื่อยุติความขัดแย้ง	พฤติกรรม<u>จริง</u>ของท่าน							พฤติกรรมที่ท่าน<u>อยากทำ</u>							พฤติกรรมของท่าน<u>ในสายตาของพ่อแม่หรือผู้ปกครอง</u>						
	ไม่เคย	นานๆ ครั้ง	บางครั้ง	ค่อนข้างบ่อยครั้ง	บ่อยๆ ครั้ง	เสมอ ๆ	เกือบทุกครั้ง	ไม่เคย	นานๆ ครั้ง	บางครั้ง	ค่อนข้างบ่อยครั้ง	บ่อยๆ ครั้ง	เสมอ ๆ	เกือบทุกครั้ง	ไม่เคย	นานๆ ครั้ง	บางครั้ง	ค่อนข้างบ่อยครั้ง	บ่อยๆ ครั้ง	เสมอ ๆ	เกือบทุกครั้ง
	0	1	2	3	4	5	6	0	1	2	3	4	5	6	0	1	2	3	4	5	6
10.ระบุจุดยืนของท่านอย่างชัดเจน																					
11.ออกจากห้องหรือเดินหนีพ่อแม่ในขณะที่โต้เถียงกัน																					
12.กล่าวโทษพ่อแม่																					
13.ร้องไห้																					
14.กล่าวย้ำเพื่อให้แน่ใจว่าพ่อและแม่เข้าใจประเด็นของท่าน																					
15.รู้สึกใกล้ชิดกับพ่อแม่มากกว่าเดิมเมื่อการโต้เถียงสิ้นสุดลง																					
16.พูดประชดประชันมากขึ้นหลังจากที่ท่านเสพยาหรือดื่มสุรา																					
17.ยอมรับความผิดของท่านและรับผิดชอบต่อปัญหาที่เกิดขึ้น																					
18.พยายามหาแนวทางแก้ไขความขัดแย้ง																					
19.คิดที่จะตัดสายสัมพันธ์กับครอบครัวทั้งหมด																					
20.ยุติการโต้เถียงโดยเปลี่ยนแปลงประเด็น																					
21.ใช้มุขตลกขบขันกับความขัดแย้งที่เกิดขึ้นกับพ่อแม่																					
22.ยุติการโต้เถียงโดยการพูดว่า "ฉันไม่ต้องการพูดถึงเรื่องนี้ต่อไป"																					
23.ยอมแพ้พ่อแม่เพื่อหลีกเลี่ยงการโต้เถียง																					

ท่านได้กระทำพฤติกรรมต่อ ไปนี้บ่อยครั้งเพียงไร เพื่อยุติความขัดแย้ง	พฤติกรรม<u>จริง</u>ของท่าน							พฤติกรรมที่ท่าน <u>อยากทำ</u>							พฤติกรรมของท่านใน ในสายของพ่อแม่หรือ <u>ผู้ปกครอง</u>						
	ไม่เคย	นาน ๆ ครั้ง	บางครั้ง	ค่อนข้างบ่อยครั้ง	บ่อย ๆ ครั้ง	เสมอ ๆ	เกือบทุกครั้ง	ไม่เคย	นาน ๆ ครั้ง	บางครั้ง	ค่อนข้างบ่อยครั้ง	บ่อย ๆ ครั้ง	เสมอ ๆ	เกือบทุกครั้ง	ไม่เคย	นาน ๆ ครั้ง	บางครั้ง	ค่อนข้างบ่อยครั้ง	บ่อย ๆ ครั้ง	เสมอ ๆ	เกือบทุกครั้ง
	0	1	2	3	4	5	6	0	1	2	3	4	5	6	0	1	2	3	4	5	6
24.ระบายอารมณ์โกรธกับ บุคคลอื่นที่ไม่ใช่พ่อและ แม่																					
25.ยอมแพ้แต่คิดจะแก้แค้น ภายหลัง																					
26.ดีผลักหรือทำร้ายพ่อหรือ แม่																					

4. คำถามเกี่ยวกับพฤติกรรมการสื่อสารที่พ่อแม่ได้กระทำต่อท่านเพื่อยุติความขัดแย้ง

ท่านได้พิจารณาพฤติกรรมจริงของท่านและพฤติกรรมที่อยากจะกระทำในส่วนที่ผ่านมา แต่ส่วนนี้ให้นึกถึง พฤติกรรมของพ่อแม่หรือผู้ปกครองของท่านโดยให้ท่านประเมิน 2 ด้านว่า (1) พ่อแม่หรือผู้ปกครองของท่าน ได้กระทำ<u>พฤติกรรมดังกล่าวจริง</u>บ่อยครั้งเพียงไร และ (2) ท่าน<u>อยาก</u>ให้พ่อแม่หรือผู้ปกครองของท่านกระทำ 4. พฤติกรรมดังกล่าวบ่อยครั้งเพียงไร โดยกาเครื่องหมาย ถูกต้อง (✓) ที่ตรงกับความคิดของท่านมากที่สุด

0 = ไม่เคย (0 % ของเวลา) 4 = บ่อยครั้ง ๆ (50-70% ของเวลา)

1 = นาน ๆ ครั้ง (มากกว่าไม่เคยแต่ น้อยกว่า 10 % ของเวลา) 5 = เสมอ ๆ (มากกว่า 70 % แต่น้อย กว่า 90%)

2 = บางครั้ง (10-30% ของเวลา) 6 = เกือบทุกครั้ง (90-100% ของเวลา)

3 = ค่อนข้างบ่อยครั้ง (30-50% ของเวลา)

ท่านได้กระทำพฤติกรรมต่อไปนี้บ่อยครั้งเพียงไรเพื่อยุติความขัดแย้ง	พฤติกรรม<u>จริง</u>ของพ่อแม่หรือผู้ปกครอง							พฤติกรรมที่ท่าน<u>อยาก</u>ให้พ่อแม่หรือผู้ปกครองทำ						
	ไม่เคย	นาน ๆ ครั้ง	บางครั้ง	ค่อนข้างบ่อยครั้ง	บ่อย ๆ ครั้ง	เสมอ ๆ	เกือบทุกครั้ง	ไม่เคย	นาน ๆ ครั้ง	บางครั้ง	ค่อนข้างบ่อยครั้ง	บ่อย ๆ ครั้ง	เสมอ ๆ	เกือบทุกครั้ง
	0	1	2	3	4	5	6	0	1	2	3	4	5	6
1. เริ่มต้นการสนทนาเพื่อแลกเปลี่ยนความคิดเห็นที่แตกต่างกัน														
2. ซ่อนความตึงเครียดและทำเสมือนไม่มีอะไรเกิดขึ้น														
3. ตั้งใจฟังว่าท่านว่าท่านกำลังพูดว่าอะไร														
4. พูดสบประมาทท่านหรือใช้คำสรรพนามที่ไม่เหมาะสมเรียกท่าน														
5. เงียบเฉยหรืองอนไม่พูดจา														
6. อยู่ห่าง ๆ ท่านจนกว่าจะอารมณ์ดี														
7. ขู่ทำร้ายท่านด้วยความแรง														
8. ทำกิจกรรมที่ใช้กำลังเพื่อระงับอารมณ์ตนเอง														
9. รู้สึกเสียใจกับสิ่งที่ทำหรือพูดไปแล้ว														
10.ระบุจุดยืนของตนเองอย่างชัดเจน														
11.ออกจากห้องหรือเดินหนีท่านในขณะที่โต้เถียงกัน														
12.กล่าวโทษท่าน														
13.ร้องไห้														
14.กล่าวย้ำเพื่อแน่ใจว่าท่านเข้าใจประเด็นของพ่อแม่														

ท่านได้กระทำพฤติกรรมต่อไปนี้บ่อย ครั้งเพียงไรเพื่อยุติความขัดแย้ง	พฤติกรรม<u>จริง</u>ของพ่อแม่หรือผู้ปกครอง							พฤติกรรมที่ท่าน<u>อยาก</u>ให้ พ่อแม่หรือผู้ปกครองทำ						
	ไม่เคย	นานๆ ครั้ง	บางครั้ง	ค่อนข้างบ่อยครั้ง	บ่อยๆ ครั้ง	เสมอๆ	เกือบทุกครั้ง	ไม่เคย	นานๆ ครั้ง	บางครั้ง	ค่อนข้างบ่อยครั้ง	บ่อยๆ ครั้ง	เสมอๆ	เกือบทุกครั้ง
	0	1	2	3	4	5	6	0	1	2	3	4	5	6
15.รู้สึกใกล้ชิดกับพ่อแม่มากกว่าเดิมเมื่อ การโต้เถียงสิ้นสุดลง														
16.พูดประชดประชันมากขึ้นหลังจากที่ ท่านเสพยาหรือดื่มสุรา														
17.ยอมรับความผิดของท่านและรับผิด ชอบต่อปัญหาที่เกิดขึ้น														
18.คิดได้ถึงแนวทางแก้ไขที่ดีสำหรับ แก้ไขความขัดแย้ง														
19.คิดที่จะตัดสายสัมพันธ์กับครอบครัว ทั้งหมด														
20.ยุติการการโต้เถียง โดยการเปลี่ยน ประเด็น														
21.ใช้มุขตลกขบขันกับความขัดแย้งที่ เกิดขึ้นกับท่าน														
22.ยุติการโต้เถียง โดยการพูดว่า "ฉันไม่ต้องการพูดถึงเรื่องนี้ต่อไป"														
23.ยอมแพ้ท่านเพื่อหลีกเลี่ยงการโต้เถียง														
24.ระบายอารมณ์โกรธกับบุคคลอื่นที่ไม่ ใช่ท่าน														
25.ยอมแพ้แต่คิดจะแก้แค้นภายหลัง														
26.ตีผลักหรือทำร้ายท่าน														

<u>ตอนที่ 3 คำถามเกี่ยวกับความสามารถในการสื่อสารของท่าน</u>

โปรดนึกถึงพฤติกรรมและความสามารถในการสื่อสารของตัวท่านเอง และระบุว่าท่านว่า
ท่านเห็นด้วยกับข้อความต่อไปมากน้อยเพียงไร

ท่านเห็นด้วยกับข้อความต่อไปนี้เพียงไรเกี่ยวกับ พฤติกรรมการสื่อสารของท่าน	ไม่เห็น ด้วย อย่าง มาก	ไม่เห็น ด้วย	เห็น ด้วย ปาน กลาง	เห็น ด้วย	เห็น ด้วย อย่าง มาก
	1	2	3	4	5
1. ฉันพบว่าฉันสามารถเข้ากับคนอื่นได้ง่ายดาย					
2. ฉันสามารถปรับตัวเข้ากับสถานการณ์ที่เปลี่ยน แปลง					
3. ฉันปฏิบัติต่อบุคคลอื่นเป็นรายบุคคล					
4. ฉันขัดจังหวะการพูดของบุคคลอื่นมากเกินไป					
5. ฉันเป็นคนที่น่าดึงดูดที่จะพูดคุยด้วย					
6. ฉันสามารถบรรลุข้อตกลงกับบุคคลอื่นได้อย่างมี ประสิทธิภาพ					
7. ฉันเป็นผู้ฟังที่ดี					
8. ความสัมพันธ์ส่วนตัวของฉันเป็นความสัมพันธ์ ที่เย็นชาและห่างเหิน					
9. ฉันเป็นคนที่คุยด้วยง่าย					
10. ฉันจะไม่โต้เถียงกับพ่อแม่เพียงเพื่อว่าฉันถูก					
11. พฤติกรรมการสนทนาของฉันไม่ราบรื่น "ลื่นไหล"					
12. ฉันเพิกเฉยต่อความรู้สึกผู้อื่น					
13. โดยทั่วไปฉันทราบว่าผู้อื่นรู้สึกอย่างไร					
14. ฉันทำให้ผู้อื่นทราบว่าฉันเข้าใจเขา					
15. ฉันเข้าใจบุคคลอื่น					
16. ฉันเป็นกันเองและร่าเริงเมื่อสนทนา					
17. ฉันชอบที่จะอยู่ใกล้ชิดเป็นส่วนตัวกับ บุคคลอื่น					
18. โดยทั่วไปฉันจะรู้ว่าพฤติกรรมใดที่เหมาะสมกับ กาละเทศะ					
19. โดยทั่วไปฉันจะไม่เรียกร้องจากเพื่อนอย่างไม่ เหตุผล					

ท่านเห็นด้วยกับข้อความต่อไปนี้เพียงใดเกี่ยวกับการพฤติกรรมการสื่อสารของท่าน	ไม่เห็นด้วยอย่างมาก	ไม่เห็นด้วย	เห็นด้วยปานกลาง	เห็นด้วย	เห็นด้วยอย่างมาก
	1	2	3	4	5
20.ฉันเป็นนักพูดที่มีประสิทธิภาพ					
21.ฉันให้กำลังใจบุคคลอื่น					
22.ฉันไม่รังเกียจในการพบปะคนแปลกหน้า					
23.ฉันรู้จักการเอาใจเขามาใส่ใจเรา					
24. ฉันให้ความสนใจบทสนทนา					
25.โดยทั่วไปฉันมักจะเป็นกันเองเมื่อสนทนากับคนที่เพิ่งรู้จักกัน					
26.ฉันสนใจในสิ่งที่คนอื่นจะพูด					
27.ฉันตามบทสนทนาไม่ค่อยทัน					
28.ฉันชอบเข้าสังคมในสถานที่ต่าง ๆ เพื่อพบปะเพื่อนใหม่ ๆ					
29. ฉันเป็นน่าคบ (คนที่ใคร ๆ ชอบ)					
30. ฉันเป็นคนที่ยึดหยุ่น					
31. ฉันไม่กลัวที่จะพูดกับบุคคลผู้ทรงอำนาจ					
32.บุคคลอื่นสามารถพบฉันได้เมื่อมีปัญหา					
33.โดยทั่วไปฉันมักจะพูดจาถูกกาลเทศะ					
34.ฉันชอบแสดงออกโดยใช้น้ำเสียงและภาษาท่าทาง					
35.ฉันเป็นคนที่อ่อนไหวง่ายกับความต้องการของบุคคลอื่นในขณะนั้น					

ตอนที่ 4 **คำถามเกี่ยวกับความพอใจของหรือความไม่ของท่านต่อความสัมพันธ์ภายในครอบครัว**

        โปรดนึกถึงความสัมพันธ์กับสมาชิกในครอบครัวภายในหนึ่งปีถึงสองปีที่ผ่านมา ในท่านระบุว่าท่าน
รู้สึกพอใจในความสัมพันธ์กับพ่อและแม่มากน้อยเพียงไร โดยให้กาเครื่องหมายถูกต้อง (√) ในช่องคำตอบ
ที่สอดคล้องกับความรู้สึกท่านมากที่สุด

ข้อความต่อไปนี้เกี่ยวข้องกับความรู้สึกพอใจหรือ ความไม่พอใจของท่านต่อความสัมพันธ์ภายใน ครอบครัว	ความไม่พอใจ ——→ ความพอใจ						
	ไม่พอใจอย่างมากที่สุด	ไม่พอใจมาก	ค่อนข้างไม่พอใจ	ผสมกันระหว่างความรู้สึกพอใจและความรู้สึกไม่พอใจ	ค่อนข้างพอใจ	พอใจมาก	พอใจมากที่สุด
	1	2	3	4	5	6	7
1. ท่านรู้สึกพอใจมากน้อยเพียงไรกับชีวิตครอบครัว ของท่าน							
2. ท่านรู้สึกพอใจมากน้อยเพียงไรกับความสัมพันธ์ ของท่านกับพ่อและแม่							
3. ท่านรู้สึกพอใจมากน้อยเพียงไรกับความสัมพันธ์ ของท่านกับพ่อ							
4. ท่านรู้สึกพอใจมากน้อยเพียงไรกับความสัมพันธ์ ของท่านกับแม่							
5. ท่านรู้สึกพอใจมากน้อยเพียงไรกับวัยเด็กของท่าน							
6. ท่านรู้สึกพอใจมากน้อยเพียงไรกับพ่อในช่วงที่ ท่านกำลังเจริญวัย?							
7. ท่านรู้สึกพอใจมากน้อยเพียงไรกับแม่ในช่วงที่ ท่านกำลังเจริญวัย							
8. ท่านรู้สึกพอใจมากน้อยเพียงไรกับความสัมพันธ์ ที่น้องของท่าน							

<u>ตอนที่ 5</u> **คำถามเกี่ยวกับค่านิยมของท่านต่อการสร้างความสัมพันธ์ภายในครอบครัว**

ค่านิยมเป็นสิ่งที่มีความสำคัญในการดำเนินชีวิตของท่าน เพราะเป็นแนวทางที่ท่านใช้ในการ
กำหนดว่าอะไรควรทำและอะไรไม่ควรทำ โปรดระบุว่าค่านิยมต่อไปนี้มีความสำคัญต่อการ
สร้างความสัมพันธ์ระหว่างท่านกับพ่อแม่หรือผู้ปกครองของท่านมากน้อยเพียงไร โดยกาเครื่องหมายถูกต้อง ((√)
ที่สอดคล้องกับระดับความสำคัญของค่านิยมดังกล่าว

ท่านคิดว่าข้อความต่อไปนี้มีความสำคัญในการสร้าง ความสัมพันธ์ภายในครอบครัวของท่าน มากน้อยเพียงไร	ไม่มี ความ สำคัญ อย่าง มาก	ไม่มี ความ สำคัญ	มี ความ สำคัญ ปาน กลาง	มี ความ สำคัญ มาก	มี ความ สำคัญ มากที่ สุด
	1	2	3	4	5
1. ท่านคิดว่าท่านควรมีสิทธิ์แสดงความคิดเห็น ของตนเองแม้พ่อแม่ไม่เห็นด้วย					
2. การตอบแทนบุญคุณพ่อแม่ด้วยการเสียสละ ความสุขส่วนตัวเป็นความรับชอบของท่าน					
3. ท่านรักษาน้ำใจพ่อแม่โดยการไม่ได้โต้เถียงหรือ ใช้คำที่รุนแรงทันทีเมื่อท่านไม่พอใจ แต่จะรอจน กว่าอารมณ์ทั้งสองฝ่ายจะสงบลง					
4. ท่านเคารพกฎเกณฑ์ภายในครอบครัวอย่าง เคร่งครัดเพื่อความสงบสุขของครอบครัวแม้ไม่ เห็นด้วยในบางครั้ง					
5. ท่านคิดว่าการตอบแทนบุญคุณพ่อแม่โดยการ เลี้ยงดูท่านเป็นการสร้างกุศลและคุณงามความดี					
6. ท่านหลีกเลี่ยงที่จะพูดถึงความขัดแย้งระหว่างท่าน กับพ่อแม่ให้เพื่อนหรือบุคคลอื่นฟัง เพื่อป้องกัน ไม่ใครมาดูหมิ่นท่านและครอบครัว					
7. ท่านคิดว่าการเปิดเผยความคิดของตนเองด้วย ความจริงใจจะเป็นการสร้างความเข้าใจและ ความใกล้ชิดภายในครอบครัวได้ดีที่สุด					
8. ท่านคิดว่าปัญหาทุกอย่างย่อมมีทางออก ควรยิ้ม รับปัญหาไม่ว่าจะรุนแรงเพียงไร					
9. ท่านคิดว่าไม่มีอะไรซึ่งความอุตสาหะพยายามจะ เอาชนะไม่ได้					
10. ท่านให้เกียรติพ่อแม่โดยการเชื่อฟังและปฏิบัติ ตามข้อเสนอของพ่อแม่แม้ไม่เห็นด้วยก็ตาม					

ท่านคิดว่าข้อความต่อไปนี้เป็นค่านิยมที่มีความสำคัญต่อการสร้างความสัมพันธ์ภายในครอบครัวของท่านมากน้อยเพียงไร	ไม่มีความสำคัญอย่างมาก	ไม่มีความสำคัญ	มีความสำคัญปานกลาง	มีความสำคัญมาก	มีความสำคัญมากที่สุด
	1	2	3	4	5
11.ท่านแสดงความกตัญญูต่อพ่อแม่ด้วยการไม่โต้เถียงและปฏิบัติตามความต้องการของท่าน หากเป็นความสุขของพ่อและแม่					
12.ท่านปรับตัวยอมรับความเห็นบุคคลอื่นถึงแม้อาจจะต้องสูญเสียความอิสระเพื่อความสุขของส่วนร่วม					
13.ท่านคิดว่าลูกควรเสียสละความสุขส่วนตัวเพื่อความสุขของครอบครัวเสมอ					
14.ท่านคิดเงินทอง ตำแหน่ง และอำนาจ เป็นของนอกกายไม่มีความจีรังถาวร ดังนั้นไม่ควรไปไขว่คว้าหรือหลงไหลกับสิ่งเหล่านี้					
15.ท่านใช้จ่ายเงินมากมายต่อหน้าเพื่อน เพื่อแสดงให้เพื่อนเห็นว่าท่านเป็นคนมีฐานะดี					
16.ท่านคิดว่าลูกสามารถเป็นที่พึ่งพาของพ่อแม่ได้ โดยการรับฟังปัญหาต่าง ๆ ของพ่อแม่ และเสนอแนะทางออกที่ดี					
17.ท่านคิดว่าอนาคตเป็นสิ่งที่ไม่แน่นอน ดังนั้นไม่จำเป็นต้องวางแผนแก้ไขปัญหาล่วงหน้าอย่างจริงจังนัก					
18. ท่านคิดว่าการสร้างฐานะการเงินและตำแหน่งการงานของตนเองจะเป็นการสร้างความสุขให้พ่อแม่และตนเองได้ดีที่สุด					
19.ท่านปกป้องศักดิ์ศรีตนเอง โดยการโต้แย้งและชี้ให้เห็นเหตุผลของตนเองเสมอเมื่อขัดแย้งกับพ่อแม่					
20.ท่านตอบแทนบุญคุณพ่อแม่ด้วยการฟังและปฏิบัติตามสิ่งที่พ่อแม่ต้องการแม้ไม่เห็นด้วย					
21.ท่านยืนยันจุดยืนของท่านอย่างใจเย็นและนุ่มนวล และอดทนรอจนกว่าพ่อแม่จะเห็นคล้อยตาม					
22.ท่านคิดว่าพ่อแม่ควรส่งเสริมให้ลูกมีบทบาทปรับกฎเกณฑ์ภายในบ้านให้เหมาะสมกับความต้องการของลูก					

ท่านคิดว่าข้อความต่อไปนี้เป็นค่านิยมที่มีความสำคัญต่อการสร้างความสัมพันธ์ภายในครอบครัวของท่านมากน้อยเพียงไร	ไม่มีความสำคัญอย่างมาก	ไม่มีความสำคัญ	มีความสำคัญปานกลาง	มีความสำคัญมาก	มีความสำคัญมากที่สุด
	1	2	3	4	5
23.ท่านปล่อยให้ความขัดแย้งดำเนินไปและคลี่คลายลงเอง เพราะทุกอย่างขึ้นอยู่กับกรรมเก่าที่ได้ทำไว้ในอดีต					
24.ท่านหลีกเลี่ยงที่จะพูดถึงฐานะการเงินที่แท้จริงของครอบครัวให้เพื่อนและบุคคลอื่น ๆ ฟัง เพื่อให้ทุกคนยกย่องท่านและครอบครัวตลอดไป					
25.ท่านคิดว่าการหาเวลาร่วมในกิจกรรมของครอบครัวจะสามารถสร้างความรักความผูกพันในครอบครัวได้มีประสิทธิภาพที่สุด					
26.ท่านคิดว่าการใช้อารมณ์ขันหรือมุขตลกสามารถลดความขัดแย้งระหว่างท่านและพ่อแม่ได้ดี					
27.ท่านคิดว่าการมีผลการเรียนที่ดีจะทำให้ทุกคนยกย่องและยอมรับในความสามารถของท่านได้ดีที่สุด					
28.ท่านแสดงความเกรงใจพ่อแม่ด้วยการไม่วิจารณ์พ่อแม่ต่อหน้าบุคคลอื่น					
29.ทำทุกอย่างเพื่อตอบแทนพระคุณพ่อแม่ แม้ว่าสิ่งนั้นอาจทำให้ท่านเดือดร้อนภายหลัง					
30.ท่านรักษาน้ำใจพ่อแม่หรือพี่น้องโดยการไม่วิจารณ์อย่างตรงไปตรงมา					
31.ท่านคิดว่าการปรับตัวยอมรับความคิดที่แตกต่างจะเป็นวิธีการในการลดความขัดแย้งได้ดีที่สุด					
32.ท่านสวดมนต์อธิฐานขอให้พระหรือศาสดาช่วยหาทางออกให้ปัญหาครอบครัวเสมอ ๆ					
33.ท่านคิดว่าการเพิ่มวุฒิการศึกษาให้ตนเองจะทำให้ทุกคนยอมรับความสามารถของท่านมากขึ้น					
34.ท่านคิดว่าพ่อแม่ควรรับฟังปัญหาของท่านเพื่อเป็นที่พึ่งทางจิตใจท่าน					
35.ท่านคิดว่าการพักผ่อนคลายเครียดจะสามารถกระชับความสัมพันธ์ภายในครอบครัวได้ดี					
36.ท่านคิดว่าคุณค่าของคนอยู่ที่ผลของงานและการยอมจากบุคคลรอบข้าง					

ขอบคุณที่ให้ความร่วมในการตอบแบบสอบนี้ด้วยดี

Appendix E

Guided Questions for Personal Interview
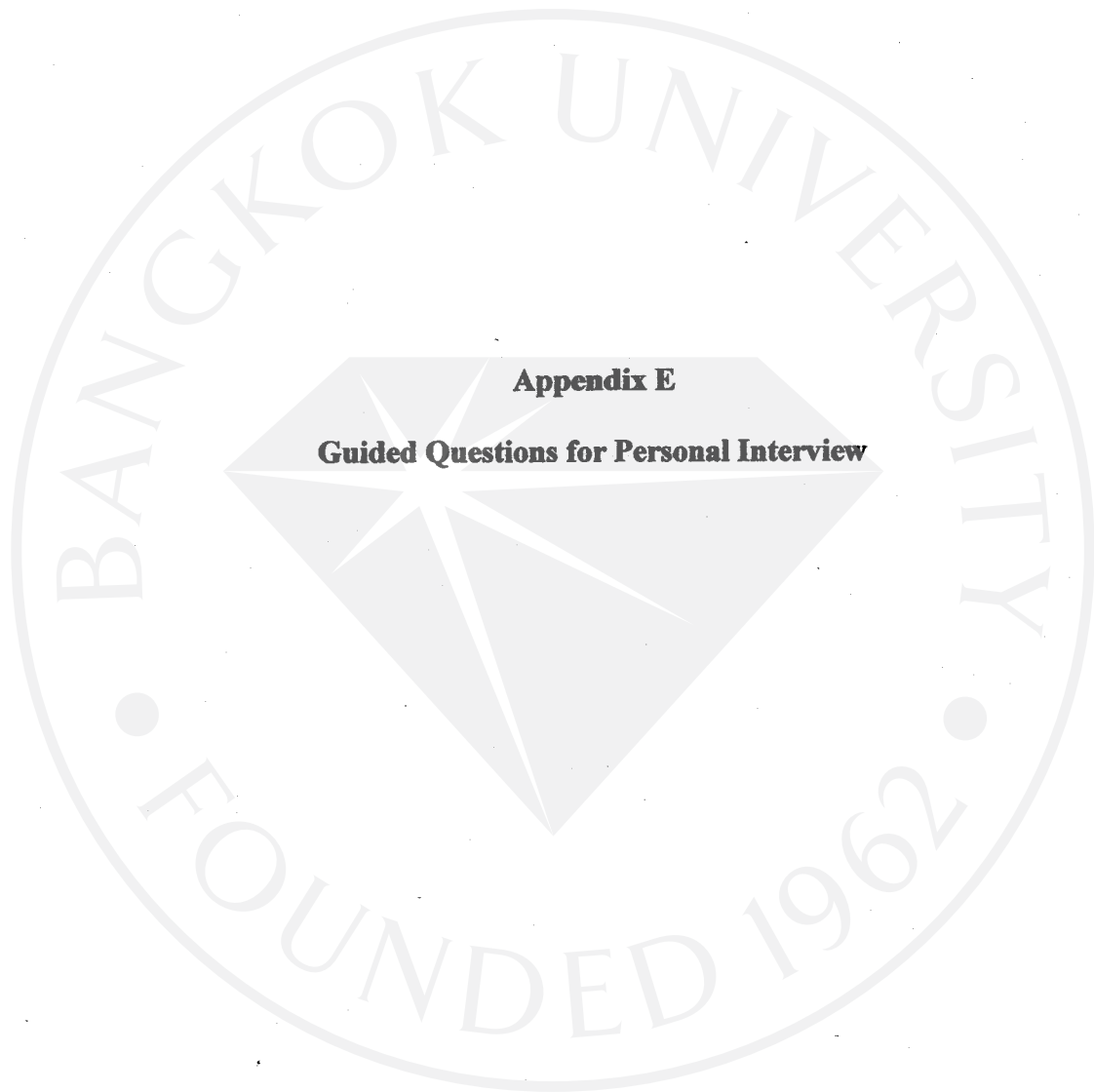
Guided questions for Personal Interview

Institution: ....

Date of Interview: ....

Time: ....

Gender: ....Age: ....

•The criteria for determining the socio-economic status of the respondents includes:

1. Income of the parents per month and year ....

2. Occupation of parent ....

3. Family typology ....

4. Education of parents ....

5. Marital status of parent ....

6. Numbers of sibling ....

7. Current financial supporter ....

8. Family's regional residence ....

Personal interview

1.   Describe communication in your family for me.

a. What kinds of topics do you and your father /or

or mother talk?

b. How would you characterize your conversation with father /or mother?

2.   Do the you and other family member enjoy the same conversation with your parents? If not, how are they different?

3.   How satisfied are you with your relationship with your father or mother? Explain.

4.   Please evaluate your communication competence. Do you problem in communicating or socializing with family members or social partners?

5. When decision has to be made in the family that affects you personally, how is that decision being made? Are you included in the decision-making process?

6.   Can you tell me about a recent occasion when a family decision has to be made that affects you personally? What was the issue? How was that decision handled? Were you satisfied with the decision-making process with your role in the process– with the communication that occurred? Why or why not?

7.   Did the 1997 Economic downturn affect your family? If so, in what ways?

8.   Were you involved in family discussion on the impact of that situation on your family? If so, how were you involved? Were you satisfied with the role or with communication that took place?

9.   When you and your parent disagree about any issue that affects you, how is that disagreement handled? What does the communication look like?

10.   Can you tell me about a time when you and your parent disagree concerning some issue or how some problems in the family was being handled?

Appendix F

Names and Background of Institutions Participated in the Survey

(Arrange According to Public and Private Universities)
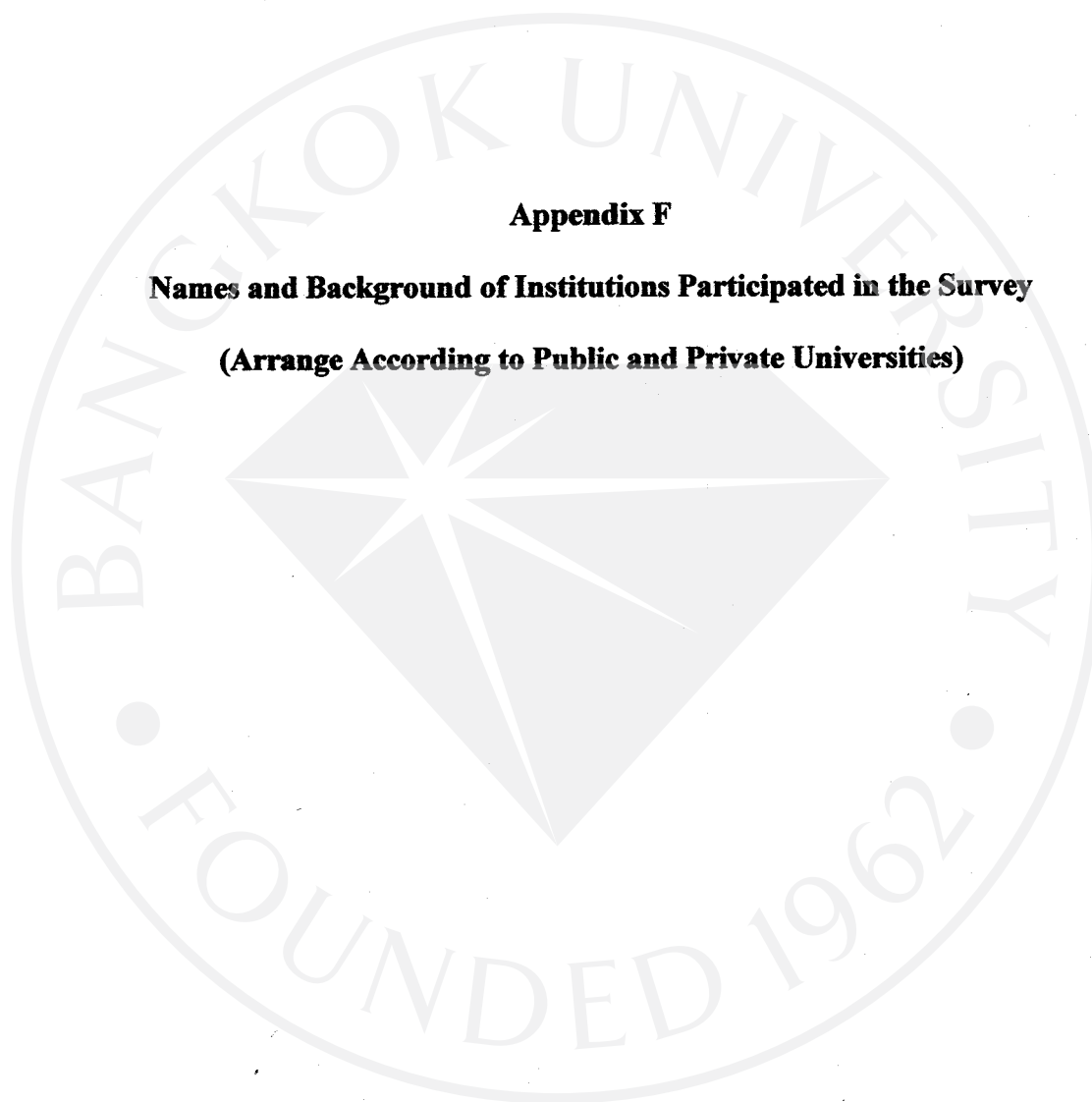
Names and Background of Institutions Involved in the Survey

Public Universities

1. Chulalongkorn University

Chulalongkorn is Thailand's oldest university, founded in 1917 by His Majesty King Vajiravudh (Rama VI). For nearly 20 years in the early part of this century, it was the only institute of higher learning in the country. Its 500 acre campus is located in Bangkok's center, close to modern shopping malls and offices.

Chulalongkorn University, or Chula for short, now offers over 351 study programs in 19 faculties and 16 specialized institute and colleges. There are almost 2,800 faculty staff. In addition to modern laboratories and other facilities, the University also boasts a 10,000 seat stadium. Chula's central library contain almost one million volume, as well as extensive collection of journals, CD-ROMs and audio visuals materials. Currently, there are 26,381 students enrolling in both undergraduate and graduate degree (Ministry of University Affairs, 2001, internet).

Source: Ministry of University Affairs. (2001). University at a Glance. [Online].

Available:http:// www.inter.mua.go.th/glance/chula.html

2. Thammasat University

The second oldest university in Thailand, Thammasat University consists of 15 faculties and a graduate school. Since its foundation in 1934, the University has produced around 4,000 graduates per year which have contributed significantly to the country's development. Currently, there are about 20,667 students enrolling in the undergraduate and graduate studies.

The University is housed on two campuses with the third under construction. The original campus at the Tha Prachan is in the heart of Bangkok on the eastern bank of the Chao Phraya River. Its second campus is at Rangsit on the northern outskirts of the city. In order to serve the rapidly developing eastern seaboard, the third campus is under construction at seaside town of Pattaya. (Ministry of University Affairs, 2001, internet).

Source: Ministry of University Affairs. (2001). University at a Glance. [Online].

Available:http:// www.inter.mua.go.th/glance/thammasat.html

3. Ramkhamhaeng University

Ramkhamhaeng University (RU) is committed to the concept of providing quality education both at the undergraduate and graduate levels. Being the first open university in Thailand, Ramkhamhaeng strongly emphasizes the principle of equality, yet strives to achieve this goal without compromising academic excellence. Currently, there are 355,352 students enrolling in the undergraduate and graduate levels.

The University was granted permission to use the 125 acres at Hua Mark in the eastern suburb of Bangkok. With the growing number of students, Ramkhamhaeng now has expanded to a second campus, situated on a 60-acre in the northern surburb of Bangkok on the Bangna-Trad Highway (Ministry of University Affairs, 2001, internet).

Source: Ministry of University Affairs. (2001). University at a Glance. [Online].

Available:http:// www.inter.mua.go.th/glance/ram.html

Private Universities

1. Bangkok University

Bangkok University is a private, non-profit institution under the patronage of the Bangkok University Foundation. It aims to produce competent tertiary students, well versed in both practical and academic affairs who are able to serve the community with self-confidence and pride. Currently, there are about 22,135 students enrolling in Bangkok University.

Bangkok University's programs generally concentrate on both study and research in the fields of social and natural sciences, humanities and technology. The University also emphasizes the inculcation of a sense of national pride by preserving and transmitting the country's rich cultural heritage.

The University has two well-equipped campuses, the city campus located in the southern part of Bangkok on Rama IV Road, and the Rangsit Campus on the city's northern outskirts (Ministry of University Affairs, 2001, internet).

Source: Ministry of University Affairs. (2001). University at a Glance. [Online].

Available:http:// www.inter.mua.go.th/glance/bangkok.html

2. Assumption University

Assumption University, or ABAC as it is now known, was originally initiated in 1969. It was formally established in June 1972 and accredited by the Ministry of Education and the Ministry of University Affairs in May 1975.

The University is non-profit institution administered by the Brothers of St. Gabriel, a worldwide Catholic religion order, founded in France in 1705 by St. Louis

Marie De Montfort, devoted to education and philanthropic activities. The congregration has been operating many educational institutions in Thailand since 1901. Currently, there are about 16,859 students enrolling in both undergraduate and graduate levels (Ministry of University Affairs, 2001, internet).

Source: Ministry of University Affairs. (2001). University at a Glance. [Online].

Available:http:// www.inter.mua.go.th/glance/abac.html

3. Saint John's University

Saint John's University offers a continual program of education that starts a the kindergarten level and extend elementary, secondary, vocational, undergraduate and postgraduate studies. Currently, there are 4,918 students enrolling in all these studies.

At the university level, St. John's offers degree programs in Business Administration, Communication Arts, Liberal Arts, Law, and Engineering Technology. The modern, ever-expanding campus of St. John is located at the Vibhavadi Rangsit Highway and Lat Prao intersection, just a few kilometers from central Bangkok. It is on the route of the new rapid transit system. At St. John, the emphasis has always been excellence in education. It aims to produce quality graduates with high ethical standards, who immediately assumes a productive role in society (Ministry of University Affairs, 2001, internet).

Source: Ministry of University Affairs. (2001). University at a Glance. [Online].

Available:http:// www.inter.mua.go.th/glance/stjohn.html