

A STUDY OF CONFLICT RESOLUTION SKILLS AND COMMUNICATION SKILLS AMONG DEGREE COLLEGE STUDENTS

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Abstract:

This study mainly aimed to study of Degree college students about their Conflict Resolution skills and communication skills. Quantitative method was utilized for the present study. A survey was conducted on degree college students and 75 students were randomly chosen as the sample for the present study. The present study results find out that, from the data of students' reflect that behaviour, conflict resolution and communication skill cognitive, emotional, and behaviour patterns are mostly affected from the structure of discrimination based on caste, gender, economic condition and age.

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Introduction:

Education, as articulated by Socrates, is a journey aimed at dispelling errors and uncovering truths. According to John Dewey, it involves the continual reconstruction of experiences, fostering the development of an individual's capacities to exert control over their environment and realize their potential. Swami Vivekananda sees education as the manifestation of divine perfection inherent in humanity. This lifelong and ongoing educational process is intricately tied to personality development. Central to creating optimal learning opportunities is the fundamental role of the teacher. The information, beliefs, and attitudes held by educators significantly influence the creation of conducive teaching environments and foster appropriate changes in students. Among the various factors shaping this process, the teacher emerges as one of the most crucial, with their attitudes and beliefs regarding learning, learners, content, and knowledge playing pivotal roles.

Recognizing that the quality of education hinges on the quality of teachers, it becomes imperative to delve into understanding who the teacher is. Self-awareness, encompassing self- concept and epistemological beliefs, is key to enhancing the teacher's quality and, consequently, the overall educational experience.

Building a culture of peace with knowledge, skill, value for integrated views in the field of education is peace for education or peaceful education. Peace education is holistic. It promotes children's physical, emotional, intellectual, and social development within a framework based on basic human values. It is based on philosophy that teaches love, compassion, trust, fairness, cooperation and reverence for the human family and life on our beautiful planet. (Schmidt and Friedman, 1998)

Peace transcends the mere absence of war; it embodies virtues such as a positive attitude, a commitment to goodness, trust, and justice. Presently, Peace Education is regarded as both a philosophy and a process, encompassing essential skills like listening, reflection, problem solving, cooperation, and conflict resolution. This educational approach aims to equip individuals with the skills, attitudes, and knowledge necessary to foster a secure world and construct a sustainable environment.

Review of Literature:

After studying the above literature review on Conflict Resolution Skill, its observe that Conflict Resolution Skill co-relation with others variable such as Empathic Tendency and conflict resolution in primary School students utilised Relational Survey method by Sekerci, Hanifi, Yilmaz, Ferat in (2021). Turk Fulya in (2018) study is to examine empathic tendency, self- regulation abilities and self-efficacy perceptions in adolescents as predictors of conflict resolution skills. The sample of this study consists of 391 students from 9th and 10th classes of a high school and Data analysis through Multiple regression technique. In 2017 Koruklu Nermin and Aysan Ferda studied on direct and indirect Relationship between school attachment, Constructive conflict resolution Behaviour and Aggression and study conducted on sixth grade students. Effect of Creative Drama-Based Group Guidance on Male- Adolescents' Conflict Resolution Skills a quasi-experimental study done by Yavuzer, Yasemin (2012). conflict resolution and peace building in 2009 by O.S.Udezo. Fulya Turk 2017 studied conflict resolution, peace education and peer meditation a meta-Analysis study. Şule Çeviker Ay, Hasan Kağan Keskin, Mustafa Akıllı (2019) has studied Examining the Effects of Negotiation and Peer Mediation on Students' Conflict Resolution and Problem-Solving Skills and Research shows that conflicts in schools cannot be resolved by constructive and peaceful means and teachers cannot support students sufficiently. Yavuzer, Yasemin (2012) has studied, Effect of Creative Drama-Based Group Guidance on Male-Adolescents' Conflict Resolution Skills. Teaching Conflict Resolution Skill to Middle and high school students 2007 study done by Kelly N. Graves james M. Frabutt Debra Vigliano.

Researcher observe after studying review related literature of Communication skill variable corelation with different variable and different area at different level. life skills education on interpersonal relationship self-awareness critical thinking creative thinking and communication skills skill among IX standard students studied by Sumangala N. Rayanagoudar (2019). Demirdag, Seyithan (2021) studied on The Mediating Role of Life Satisfaction in the Relationship between Time Management and Communication Skills. Also investigation of Communication skill of gifted students in terms of various variables. Kavrayici, Ceyhun 2020 studied on Communication Skill and Classroom Management Competency. Communication Skill and Scientific attitudes on a Biochemistry Course study done by Wildan, Wildan in 2019. Communication skill corelate with the Democratic Attitude. of Perspective of Teachers research done by Tas, Ayse Mentis in 2018. Also, the communication Skill and Conflict Management study study done in 2013 by Kenan Spaho.

Need and Rationale of the Study:

Today's world, it is not merely false: it is a menace to well-being and survival. In a world where the technologies of detection can destroy human life twenty times over, and where the technologies of production, services, and

communication are sophisticated but vulnerable, conflict is not an option but the road to genocide. Peace education equips individuals with essential conflict-resolution skills. By teaching effective communication, negotiation, and problem-solving techniques, it provides tools to manage conflicts without resorting to aggression. Peace education fosters empathy, helping individuals understand and appreciate diverse perspectives. Empathy reduces hostility and promotes understanding, creating a foundation for peaceful interactions. Peace education in non-violent values, emphasizes the importance of resolving disputes through dialogue and cooperation rather than aggression. This shift in mindset contributes to a more peaceful and harmonious society. It is necessary to read articles related to research problems because it ignites the researcher's mind. From such literature, the researcher gets guidance and inspiration. From such literature, researchers learned that there were fewer studies conducted on degree college students' relationship in conflict resolution skill and communication skill.

Aim of the Study:

To study of Degree college students about their Conflict Resolution skills and communication skills.

Objectives of the Study:

1. To compare conflict resolution skill of degree college student on the basis of gender with respective following factor.
 - A) Aggressive Behaviour
 - B) Problem-solving
2. To compare communication skill of degree college students on the basis of gender with respective following factor.
 - A) Cognitive
 - B) Emotional
 - C) Behaviour
3. To compare conflict resolution skill of degree college student on the basis of cast with respective following factor:
 - A) Aggressive Behaviour
 - B) Problem-solving
4. To compare communication skill of degree college students on the basis of cast with respective following factor:
 - A) Cognitive
 - B) Emotional
 - C) Behaviour
5. To compare conflict resolution skill of degree college student on the basis of parents' annual income with respective following factor:
 - A) Aggressive Behaviour
 - B) Problem-solving

6. To compare communication skill of degree college students on the basis of parents' annual income with respective following factor:
- A) Cognitive
 - B) Emotional
 - C) Behaviour

7. To compare conflict resolution skill of degree college student on the basis of Father Occupation with respective following factor:
- A) Aggressive Behaviour
 - B) Problem-solving

8. To compare communication skill of degree college students on the basis of Father Occupation with respective following factor:
- A) Cognitive
 - B) Emotional
 - C) Behaviour

Research Question:

1. Does gender affect on Conflict Resolution skill of degree college students?with respective following factor:
 - A) Aggressive Behaviour
 - B) Problem-solving
2. Does gender affect on Communication Skill of degree college students?with respective following factor:
 - A) Cognitive
 - B) Emotional
 - C) Behaviour
3. Does caste affect on Conflict Resolution skill of degree college students?with respective following factor:
 - A) Aggressive Behaviour
 - B) Problem-solving
4. Does caste affect on Communication Skill of degree college students?with respective following factor:
 - A) Cognitive
 - B) Emotional
 - C) Behaviour
5. Does income affect on Conflict Resolution skill of degree college students?with respective following factor:
 - A) Aggressive Behaviour

- B) Problem-solving
6. Does income affect on Communication Skill of degree college students?with respective following factor:
- A) Cognitive
 - B) Emotional
 - C) Behaviour
7. Does the Father's Occupation affect on Conflict Resolution skill of degree college students?with respective following factor:
- A) Aggressive Behaviour
 - B) Problem-solving
8. Does Father's Occupation affect on Communication Skill of degree college students?with respective following factor:
- A) Cognitive
 - B) Emotional
 - C) Behaviour

Methodology:

Method of the research was quantitative approach survey research has been used in the study.

Population and Sample for the Study:

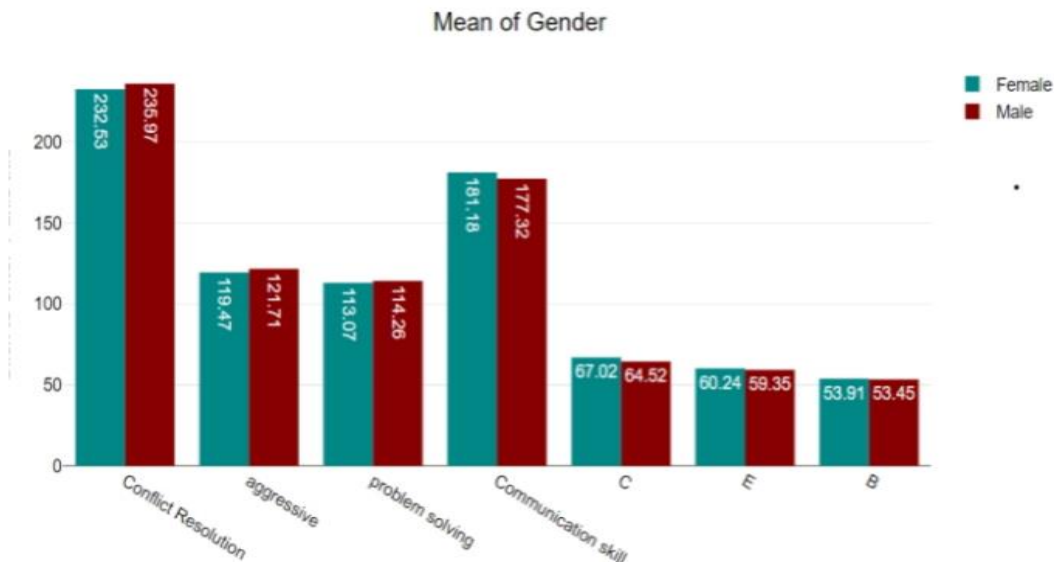
For the present study 75 students from 5 degree college students were selected through random sampling technique for the study.

Tools Used for the Study:

In this study, the researcher herself prepared and administered the five-point Likert scale first one Conflict Resolution skill (It consists sub-scales: Aggressive Behaviour and Problem- Solving scale in terms of Conflict Resolution) and the scale of Communication skill (Cognitive, emotional and Behaviour).

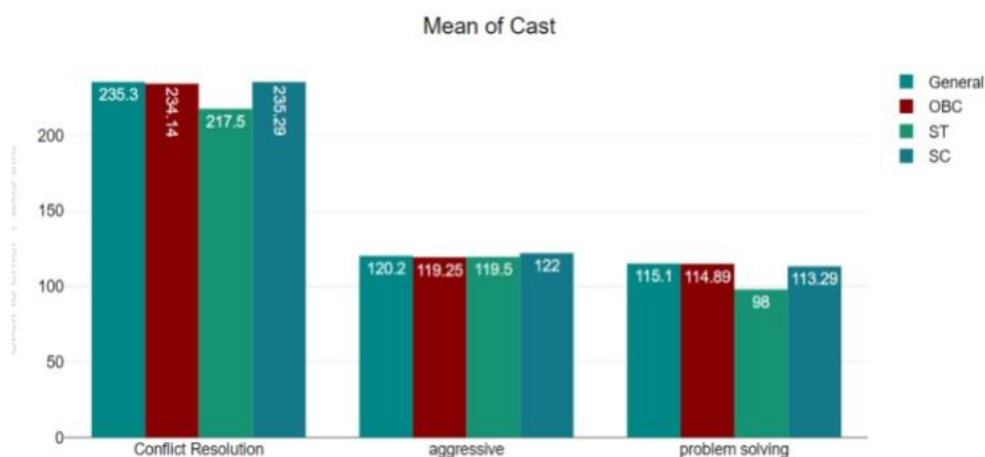
Data Analysis for the Further Understanding:

Behaviour theorists define learning as nothing more than the acquisition of new behaviour based on environmental conditions. People raise their learning of behaviour, values and attitudes. The researcher also finds the Economical background strongly affects children's cognitive and social development and may affect on students' behaviour and ability education, occupation and income of parents are the important factors of the socioeconomic status of the family. Child's daily routine is related to their geographical, social, and economical situation that's closely context with behaviour development. It is necessary to understand demographic information for the study. The following analysis are.

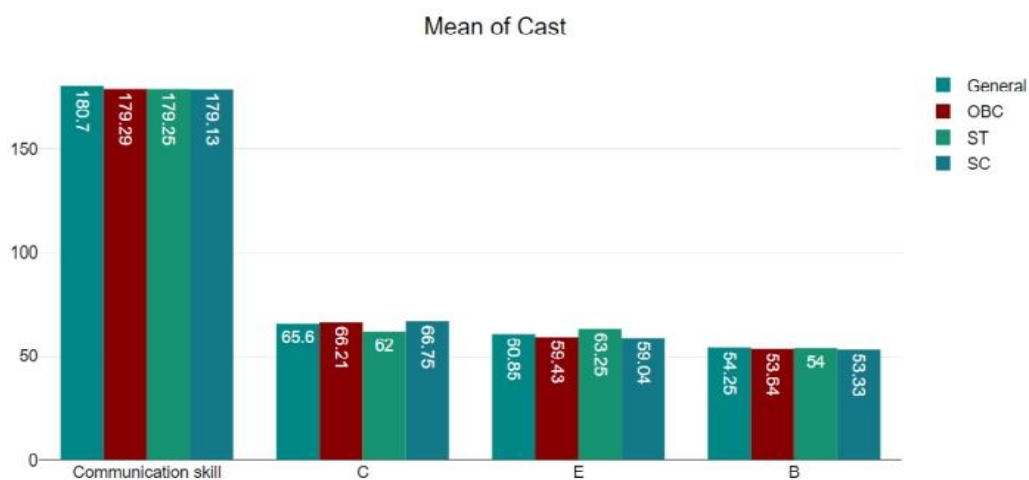


(C stand for cognitive. E stand for Emotional and B stand for Behaviour.)

Graphical bar shows that mean score of higher for male category of conflict resolution that is 235.97 and for female category 232.53. aggressive behaviour mean score of Male is 121.71 and the Female mean score is 119.47 its found that Male mean is higher than Female mean score. Aggressive behaviour mean score of male is 121.71 and for Female 119.47. Problem solving mean score of Male is 114.26 and for female 113.07. Communication skill total mean score for the Male is 177.32 and mean of Female student is 181.18 . it is show that mean score of Female communication skill is higher than male category. cognitive dimension mean score for the Male category is 64.52 and Female category mean is 67.02. emotional dimension mean score for the Male category is 59.35 and Female category mean is 60.24. behaviour dimension mean score for the Male category is 53.45 and Female category mean is 53.91.

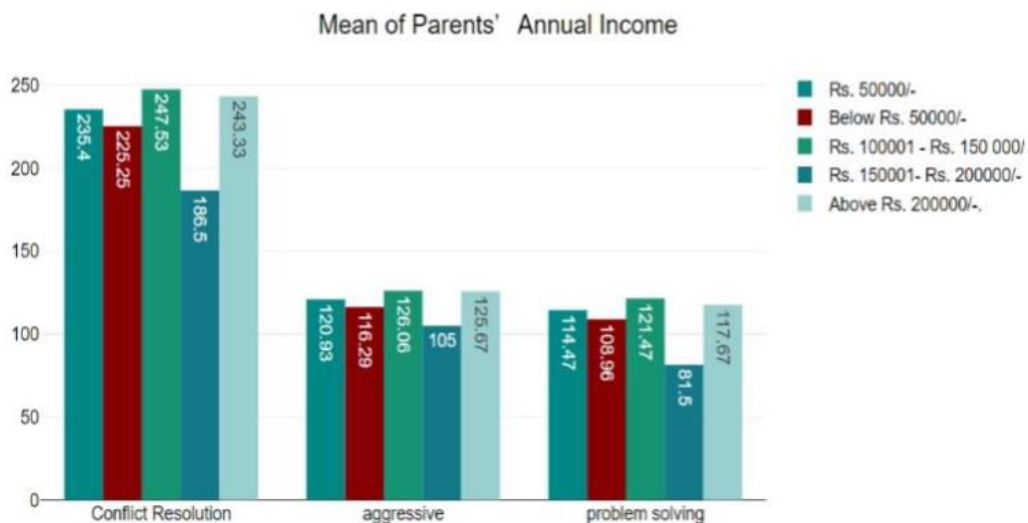


Graphical Bar show that cast wise mean conflict resolution General Category mean is 235.3, OBC Category mean is 234.14, ST Category mean is 217.5 and SC Category 235.29. mean of aggressive behaviour mean is 120.2 for General Category, OBC Category mean is 119.25, ST Category mean is 119.5 and SC category mean is 122. it also found that problem solving General Category mean is 115.1, OBC Category mean is 114.89, ST Category mean is 98 and SC Category 113.29.



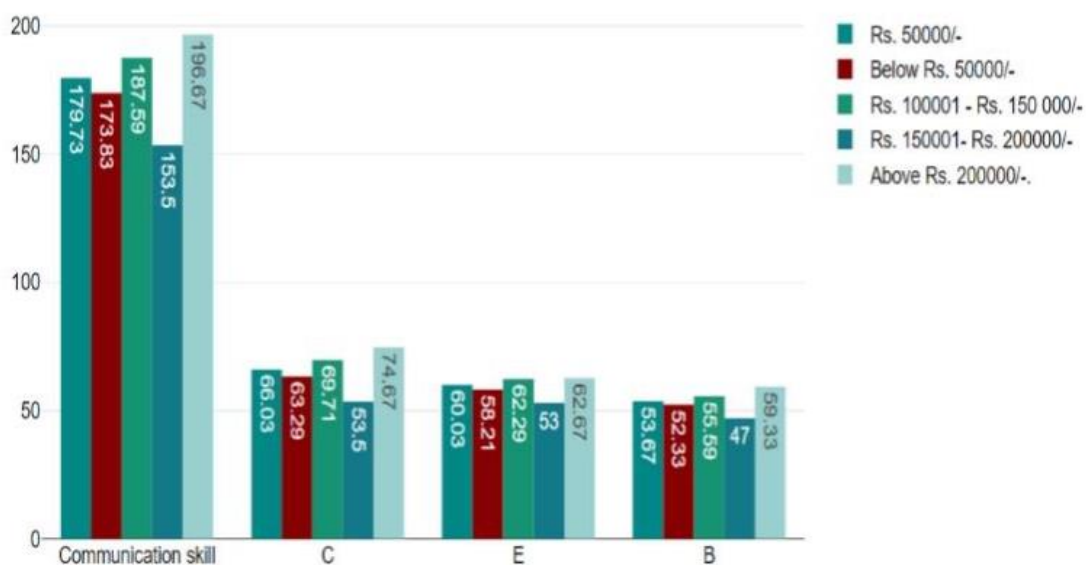
(C stand for cognitive. E stand for Emotional and B stand for Behaviour.)

Graphical Bar that cast wise mean Communication skill for General Category mean is 180.7, OBC Category mean is 179.29, ST Category mean is 179.25 and SC Category 179.13. mean of Cognitive mean is 65.6 for General Category, OBC Category mean is 66.21, ST Category mean is 62 and SC category mean is 66.75. it also found that Emotional General Category mean is 60.85, OBC Category mean is 59.43, ST Category mean is 63.25 and SC Category 59.04. Behaviour General Category mean is 54.25, OBC Category mean is 53.64, ST Category mean is 54 and SC Category 53.33



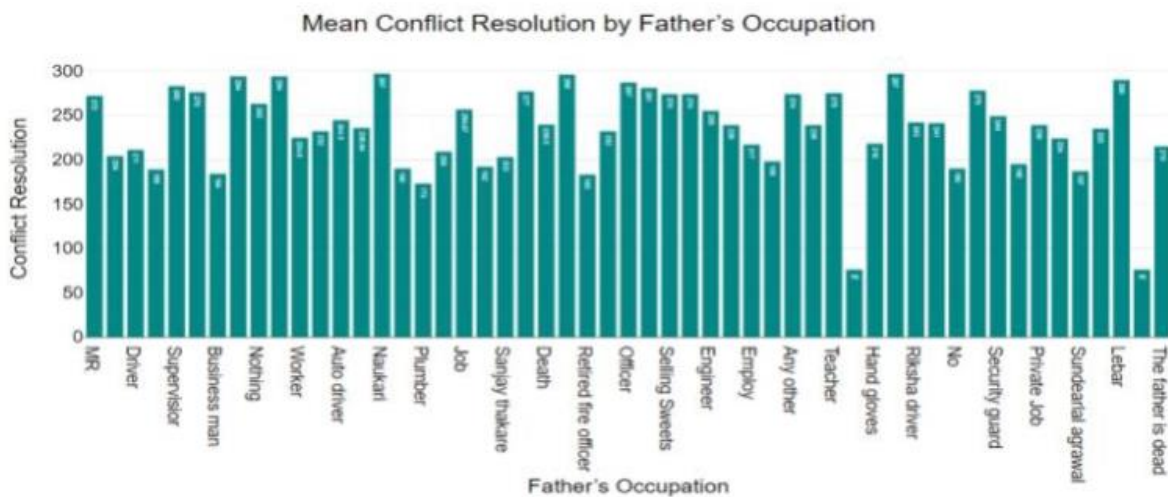
Graphical Bar shows that the mean of parents annual Income related to conflict resolution with total of two sub scale mean is as income based that is 50000/- is 235.4 , Below Rs. 50000/- is 225.25, Rs.100001-Rs.150000/- is 247.53, Rs.150001/- Rs 200000/- is 186.5 and Above Rs. 200000/- is 243.33. Mean of Aggressive Behaviour sub scale income based that is 50000/- is 120. 93 , Below Rs. 50000/- is 116.29, Rs.100001-Rs.150000/- is 126.06, Rs.150001/- Rs 200000/- is 105 and Above Rs. 200000/- is 125.67. Mean of Problem Solving income based that is 50000/- is 114.47 , Below Rs. 50000/- is 108.96, Rs.100001-Rs.150000/- is 121.47, Rs.150001/- Rs 200000/- is 81.5 and Above Rs. 200000/- is 117.67. it shows that those have income in 100001-Rs.150000/- is 247.53 mean is higher.

Mean of Parents' Annual Income

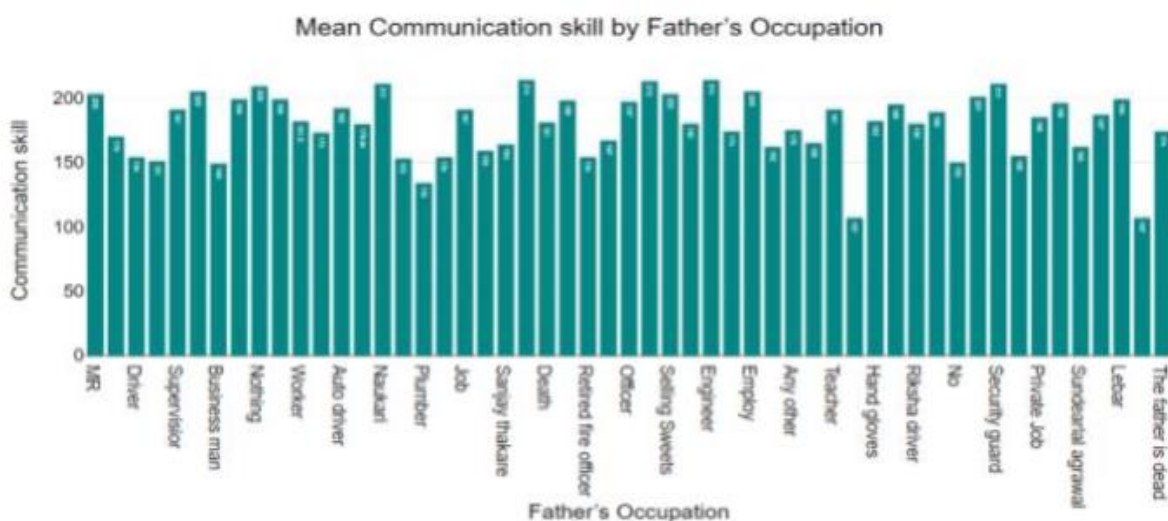


(C stand for cognitive. E stand for Emotional and B stand for Behaviour.)

Graphical Bar shows that the mean of parents annual Income related to Communication skill with total of two sub scale mean is as income based that is 50000/- is 179.73 , Below Rs. 50000/- is 173.83, Rs.100001-Rs.150000/- is 187.59, Rs.150001/- Rs 200000/- is 153.5 and Above Rs. 200000/- is 196.67. Mean of Cognitive sub scale income based that is 50000/- is 66.03 , Below Rs. 50000/- is 63.29, Rs.100001-Rs.150000/- is 69.71, Rs.150001/- Rs 200000/- is 53.5 and Above Rs. 200000/- is 74.67. Mean of Emotional income based that is 50000/- is 60.03, Below Rs. 50000/- is 58.21, Rs.100001-Rs.150000/- is 62.29, Rs.150001/- Rs 200000/- is 53 and Above Rs. 200000/- is 62.67. Mean of Behaviour income based that is 50000/- is 53.67, Below Rs. 50000/- is 52.33, Rs.100001-Rs.150000/- is 55.69, Rs.150001/- Rs 200000/- is 47 and Above Rs. 200000/- is 59.33. it shows that those have income in Above Rs. 200000/- is 196.67 mean is higher.



The graph shows that the Mean of Total Conflict Resolution under the category of Father Occupation government sector job parental income Mean is 277, 198,224. Security Guard 204, Driver- 211, Real Estate 189, supervisor 283, principal-276, Businessman 184,239. Company 294, 294. Nothing 263, worker - 224, Naukri - 232,297. Auto Driver- 244,239, 242. Farmer/Agriculture-235, 232, 274. Drilling helper-190. Plumber173. self-employed/Employ - 209, 217, job- 256, Clerk-192. death 239, 76,195,215. labour-296, 290. Retired fire officer 183, Officer 287. teacher 281,275. selling sweet- 274. Engineer-255. Hand gloves-218. Chair repair- 241. security guard - 249. Private job- 239. S.T. driver-235. medical-76.



Graph show that total Communication mean score is for the Government servant-214, 162,196. security guard - 170. Auto Driver-154,192,174,180. Principal-205. Business Man 149,165. Worker-181. Noukri-173,211.

Farmer - 179.64,167, Drilling helper-153. Plumber-134. Self Employed-154. clerk - 159. Death-181,107,155,174. Labor-198. retail officer-154. officer- 197. teacher- 213,191. selling sweets- 203. Agriculture-180. Engineer-214. Employ- 265. Hand Gloves-182. chair repair- 189. security grade- 211. private job -185. ST Driver- 187. Lebar- 199. Medical-107.

Conclusion and Discussion:

To make India a model of peace and compassion that enlightens the world. Education has the potential to cure and prevent the awareness of conflict and understand the root solving the issue of life. Education is the key to development. Education develops skills to the highest potential of an individual Cultivation of charitable attitude and ethics is possible through education. Article 15(4) of the Indian Constitution allows the State to make special provisions for the advancement of socially and educationally backward classes of citizens, Scheduled Castes, and Scheduled Tribes. According to the rule, all students have equal opportunities. The Social Environment is the most important factor that impacts on students' habits that leads to developing behaviour. It also effects on students' achievement, attitude, ability, and skill. In today's world ppp public private partnerships, most of institutes is private and some of them are under government aided institutions colleges students' learning process develops under the this environment pattern where the Ancient period Education system provided students voluntarism and moral educational environment.

It is found From the above data students' behaviour, conflict resolution and communication skill cognitive, emotional, and behaviour patterns are mostly affected from the structure of discrimination based on caste, gender, economic condition and age. It also found that caste- based data shows from the table that ,

Section	General	OBC	ST	SC
conflict resolution	235.3	234.14	217.5	235.29
aggressive behaviour	120.2	119.25	119.5	122
problem-solving	115.1	114.89	98	113.29
Communication skill	180.7	179.29	179.25	179.13
cognitive	65.6	66.21	62	66.75
Emotional	60.85	59.43	63.25	59.04
behaviour	54.25	53.64	54	53.33

It's understood from the table cast based skill development of students General and SC categories for conflict resolution skill mean is equal only point wise difference show among them (235.3,235.29) OBC category one point less (234.14) and major difference show in ST category(217.5). Aggressive behaviour SC category mean is higher and the General category mean is 2 points less from the SC category. OBC and ST categories show equal mean. Problem problem-solving mean is higher for the General category, and OBC is less than one point mean from the General category. SC category means less than the OBC and a major difference is shown in the ST category. The communication skill mean is higher for the General category (180.7) and the OBC, ST, and SC mean is equal only point-wise differences show among them (179.29,179.25,179.13). cognitive dimension

mean shows equal results only point-wise difference show among them results for General, SC category (65.6,66.21,66.75) and ST category (62). emotional dimension mean shows higher result for the ST category (63.25) General category difference shows less mean(60.85) from the ST category Mean and OBC, SC category students mean show equal results only point wise difference shown among them result for (59.45,59.04). behaviour show equal results only point-wise difference show among them result (54.25,54), OBC and SC categories show equal results only point-wise difference show among them result (53.64,53.33). its found that cast-based results show students can understand the conflict and solve the issue with calm communication skills her some points found that superficial changes have in the cast category. It is also found they have indifference at some point schedule tribe has a higher mean only in Emotional skill and schedule cast showed a higher mean in conflict resolution majorly General category has a higher mean show skill is higher in problem-solving and behaviour dimension from the other category.

Two things realize that two new discrimination majorly sown in income and occupation categories which show skill level of students but Above Rs 200000/- and Rs.100001- Rs.150000/- have higher Mean in conflict resolution total with sub scale (aggressive behaviour, problem-solving) it is also found that Above Rs 200000/- and Rs.100001- Rs.150000/- communication skill mean and with dimension cognitive, emotional and behaviour Mean is higher.

Father Occupation government sector job, engineer, principal, teacher, company worker, farmer mean is higher they have conflict resolution skill identify the root of conflict without miss communication solve the problem even labour, auto driver, private job parents students shows mean upper the 200 but less than the occupation government and engineer they have 245-280 range of mean but plumber, drilling helper, clerk show less conflict resolution mean. However it is found communication skill driver has 154, the Farmer communication skill mean is 64,179,167, the plumber mean 134, the medical mean is 107, auto rickshaw driver has below the 154, 174, 180. the frequency of mean shows below the cognition, emotional, and behaviour dimension mean is below 200. It is realized that if all get equal opportunities to understand the conflict root in any conflict how to empathize, care, and understand the emotion without fighting to solve the problem.

This study data information helps to develop and implement the peace education activity therefore it is important to see the descriptive analysis central tendency. It is found that students' daily life conflict issues include in activity to understand the social physiological term of the behaviour of students.

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