

DEVELOPMENT AND TESTING OF CONFLICT MANAGEMENT
TRAINING MODULE FOR COUNSELLORS

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UNIVERSITI SAINS ISLAM MALAYSIA
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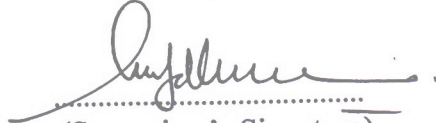
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ABSTRACT

This study was to determine the counsellor trainees' needs in managing conflict in group counseling, and to develop and test a conflict management training module. The study applied the sequential exploratory research design by combining the phenomenological approach with the one-group pretest-posttest experimental design. The phenomenological approach explored the trainees' experience with conflict and group leadership functions while the second design assessed the effects of the training module. To collect phenomenological data, semi-structured interviews were conducted with 12 subjects (female= 8, male= 4, mean age= 27.3) from the Guidance and Counseling graduate program. The interview data was analyzed using the phenomenological analysis to identify the themes and subthemes which were used to develop a conflict management training module. The module consisted of six 2-hour sessions focusing on group leadership functions, conflicts, and conflict management strategies. The module has content validity of .80. To test the module effects, a set of questionnaires was developed and administered before and after the execution of the training module. A pilot test on the questionnaires showed that the validity coefficients were from .84 to .93 and the reliability coefficients range from .62 to .88, thus providing evidence that the instruments are of good validity and reliability. Thirty one graduate students (female=24, male= 7, mean age=28.4) from the Guidance and Counseling program were chosen through simple random sampling to participate in the training workshop. The quantitative data was analyzed using the inferential statistics, the paired-sample t-test. The significant level was set at .05. The results from the pretest and posttest scores show significant increment after the trainees completed the module. They report gaining more knowledge on conflicts ($t(30)= 17.977$, $p<.05$), becoming competent at managing conflicts ($t(30)= 17.422$, $p<.05$), and having more favorable attitude towards conflict ($t(30)= 7.655$, $p<.05$) and towards group leadership functions ($t(30)= 7.712$, $p<.05$). The study proposes that future research explores the gender and cultural influences on the concept of leadership in group counseling and conflict management strategies. It also suggests that training and supervision be made available for counsellor trainees and counsellors in general to continuously upgrade their group skills, in particular intervention skills to manage conflict constructively.

ABSTRAK

Kajian ini bertujuan untuk menentukan keperluan pelatih kaunselor dalam mengurus konflik dalam kelompok kaunseling dan membentuk dan menguji modul latihan mengurus konflik. Kajian ini mengaplikasi rekabentuk *sequential exploratory* dengan mengabungkan pendekatan fenomenologi dan *one-group pretest-posttest experimental design*. Pendekatan fenomenologi meneroka pengalaman pelatih dengan konflik dan fungsi kepimpinan kelompok, sementara pendekatan kedua menilai kesan modul latihan ke atas pelatih. Untuk mengumpul data fenomenologi, temuduga separa struktur telah diadakan dengan 12 pelajar siswazah (perempuan= 8, lelaki= 4, min umur = 27.3) dari program Bimbingan dan Kaunseling. Data temuduga dianalisis menggunakan analisis fenomenologi untuk mengenalpasti tema dan subtema bagi membentuk modul latihan mengurus konflik. Modul ini mengandungi enam sesi dengan masa dua jam setiap sesi dengan memfokus kepada fungsi kepimpinan kelompok, konflik dan strategi mengurus konflik. Modul latihan ini memperoleh kesahan kandungan .80. Untuk menguji kesan modul, satu set soalselidik telah dibentuk untuk digunakan sebelum dan selepas pengendalian modul latihan. Kajian rintis ke atas soalselidik menunjukkan ujian kesahan kandungan berada antara .84 hingga .93 dan ujian kebolehpercayaan pula ialah antara .62 hingga .88. Ini menunjukkan kesahan kandungan dan kebolehpercayaan alat ukuran adalah baik. Seramai 31 pelajar siswazah (perempuan=24, lelaki= 7, min umur =28.4) yang dipilih secara rawak mudah dari program Bimbingan dan Kaunseling terlibat di dalam bengkel latihan. Data kuantitatif dianalisis melalui kaedah statistik inferensi menggunakan *paired-sample t-test*. Aras signifikan ditetapkan pada aras .05. Keputusan ujian pra dan pasca latihan menunjukkan terdapat peningkatan signifikan dalam skor pelatih selepas mengikuti modul tersebut. Responden melaporkan terdapat peningkatan maklumat tentang konflik ($t(30)= 17.977, p<.05$), lebih kompeten dalam mengurus konflik ($t(30)= 17.422, p<.05$), dan mempunyai sikap lebih baik terhadap konflik ($t(30)= 7.655, p<.05$) dan terhadap fungsi kepimpinan kelompok ($t(30)= 7.712, p<.05$). Kajian ini mencadangkan agar penyelidik akan datang dapat meneroka pengaruh gender dan budaya ke atas konsep kepimpinan dalam kelompok kaunseling dan strategi mengurus konflik. Seterusnya, latihan dan penyeliaan perlu disediakan untuk membantu pelatih kaunseling dan kaunselor untuk terus meningkatkan kemahiran, terutama kemahiran intervensi seperti pengurusan konflik secara konstruktif.

تهدف الدراسة إلى تحديد احتياجات متدربي المستشار في إدارة النزاع من خلال الاستشارة الجماعية لإدارة النزاع، وتطوير واختبار النمط التدريبي الموحد على إدارة النزاع، وقد طبقت الدراسة سلسلة تصميم البحوث الاستكشافية عن طريق منهج الظواهر من خلال التصميم التجريبي لمجموعة واحدة الإختبار القبلي والبعدى، واستكشف منهج الظواهر دور تجربة المتدربين في وظائف النزاع والقيادة الجماعية، في حين أن التصميم الثاني قيم الآثار المترتبة على وحدة التدريب. ولجمع البيانات الظاهرة أجريت المقابلات شبه المنتظمة مع (12) طالب منها أنثى (8) و ذكور (4)، وبمتوسط حسابي للعمر بلغ (27.3) من برنامج التوجيه والإرشاد للدراسات العليا. تم تحليل بيانات المقابلات باستخدام تحليل الظاهرة بهدف تحديد المواضيع والمواضيع الفرعية، لتطوير وحدة تدريب إدارة الصراع، ويتكون البرنامج التدريبي من ستة جلسات وبواقع ساعتين لكل جلسة، تركز على وظائف مجموعة القيادة، النزاعات، واستراتيجيات إدارة النزاع. لإختبار تأثير البرنامج تم تطوير مجموعة من الاستبانات وزعت قبل وبعد تنفيذ البرنامج التدريبي، حيث أظهر الاختبار الاستطلاعي للاستبانات أن معاملات الصالحية تراوحت ما بين (84-93)، ومعاملات الاعتمادية تراوحت ما بين (62-88). وهذا مؤشر على صلاحية أداة القياس وإمكانية اعتمادها. تم اختيار عينة عشوائية من طلاب التوجيه والإرشاد للدراسات العليا تكونت من واحد وثلاثون طالب منهم إناث (24) وذكور (7) ومتوسط حسابي للعمر بلغ (27،3) للمشاركة في ورشة العمل التدريبية، تم تحليل البيانات الكمية باستخدام الاحصاء الاستدلالي أو الاستنتاجي من خلال عينة مزدوجة لاختبار ("تي تيس") . بلغ مستوى الدلالة (0.5)، أظهرت نتائج درجات الاختبار أن هناك فروق ذات دلالة معنوية لدى المتدربين للبرنامج التدريبي، مما اكسبهم مزيداً من المعرفة عن النزاعات (تي) (30=17،977)، وأصبحوا مختصين ومؤهلين لإدارة النزاعات (تي) (30=17،422)، وأصبح لديهم توجه إيجابي لإدارة النزاعات (تي) (30=7،655 بي > 05)، ونحو القيادة الجماعية (تي) (30=7.712 بي > 05). تقترح الدراسة على أن تستكشف الأبحاث المستقبلية تأثيرات الجنس والثقافة على مفهوم القيادة في الاستشارة الجماعية، واستراتيجيات إدارة النزاعات، كما تقترح أهمية أن تكون فرصة التدريب والإشراف متاحة للمستشارين والمتدربين والمختصين عموماً لرفع مستوى مهاراتهم، وبخاصة مهارة التدخل في إدارة النزاع بشكل بناء.

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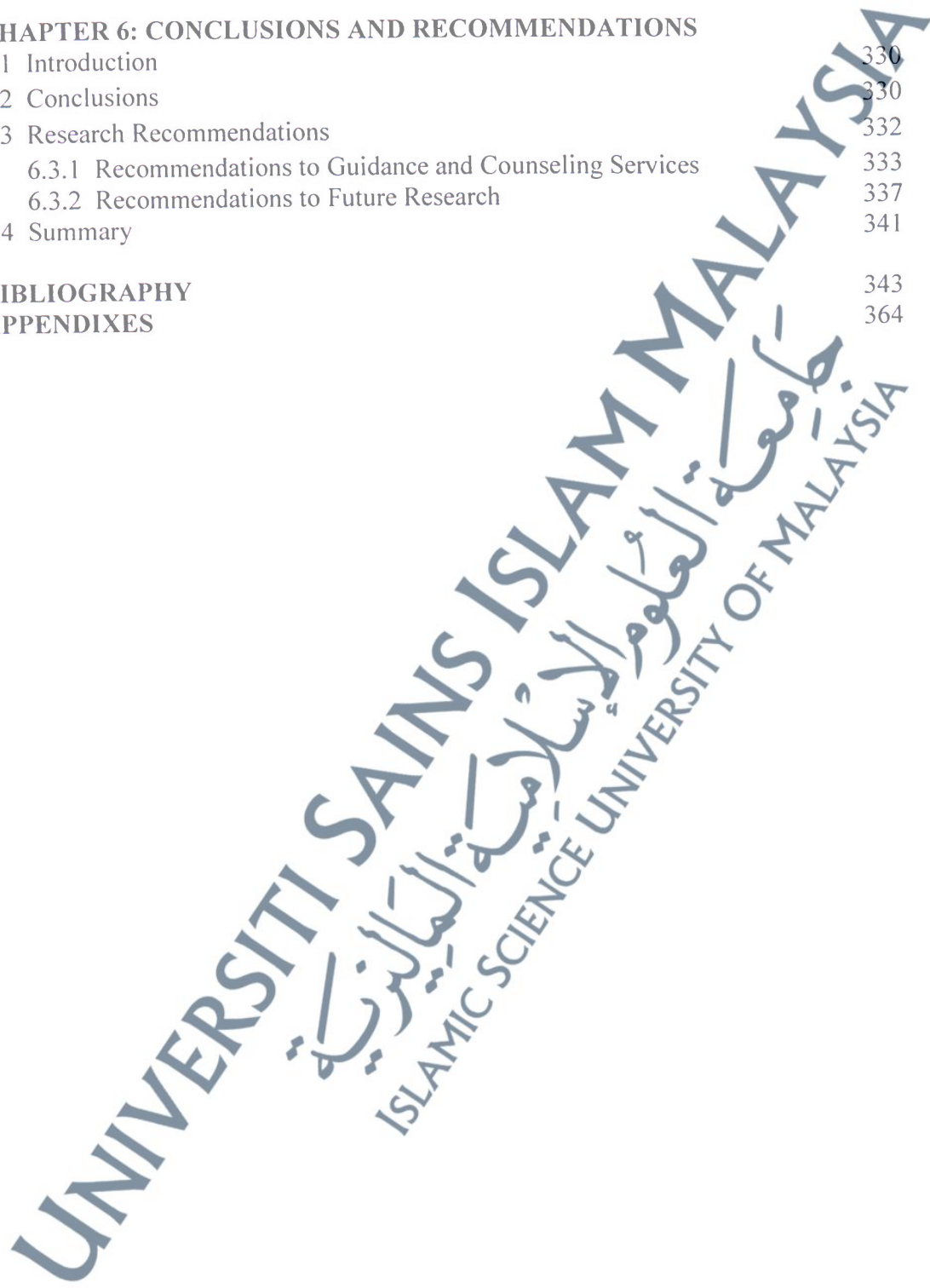
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ABBREVIATIONS

LIST OF ABBREVIATIONS

ASGW	Association of Social Group Works
CARCREP	Council for Accreditation of Counseling and Related Educational Programs
UPM	Universiti Putra Malaysia
UKM	Universiti Kebangsaan Malaysia
USM	Universiti Sains Malaysia
USIM	Universiti Sains Islam Malaysia
KC	Knowledge on Conflict
CMS	Conflict Management Strategies
ATC	Attitude towards Conflict
AGLF	Attitude towards Group Leadership Functions
CMTM	Conflict Management Training Module
SCT	Social Cognitive Theory
FN	Face-Negotiation Theory
TRA	Theory of Reasoned Action