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The effectiveness of transactional analysis on verbal conflicts, neglect and misbehavior of married women

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Abstract

The present study was conducted to determine the effectiveness of transactional analysis on married women's verbal conflicts, neglect, and misbehavior. The present research method was semi-experimental with test groups, a control group, and a pre-test, post-test, and two-month follow-up design. The statistical population of this research was the women referred to Mehravar Counseling Center in Tehran. From among them, 20 women who had been referred to this center due to marital and family problems were selected as available. After comparing the subjects, the entry and exit criteria of the study were randomly assigned to 10 women in the treatment group using the transactional analysis method and ten women in the control group. After performing the pre-test, the experimental group received treatment for eight sessions of 90 minutes; the control group did not receive any treatment after the pre-test. Both groups were evaluated in the pre-test, post-test, and two-month follow-up stages using the Marital Conflict Resolution Strategies Questionnaire by Strauss (1979). Variance analysis with repeated measurements test method was used to analyze the data. The results showed that transactional analysis improved verbal conflict ($F=51.67$, $p=0.001$), neglect ($F=57.39$, $p=0.001$), and misbehavior ($F=10.30$, $p=0.001$). $p=0$ in the post-test and follow-up stages. Based on the findings, in addition to improving the level of couples' compatibility, transactional analysis has also led to reducing conflicts.

Keywords: *Transactional analysis, conflict, verbal, neglect, misbehavior.*

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Introduction

Conflict is natural and inevitable, and conflict resolution includes various paths that can lead to constructive or destructive results (Travis, 2005). Marital conflict is the diversity of the needs and values of the couple, which is manifested by the expression of negative feelings and can provide a situation to clarify and interpret the expectations about interpersonal and partner relationships for each couple (Lavaf, Shokri, and Ghanbari, 2014). Rebekah (2008), in the definition of marital conflict, writes: Marital conflict usually occurs in the form of conflict and conflict between husband and wife, which shows their different preoccupations and arises from the fact that one of the parties interferes in the pursuit of the other's goal. Conflict occurs when something provides satisfaction to one person while the same thing brings deprivation to another. Systemic therapists consider marital conflict to be a conflict over the possession of the base and sources of power and the elimination of other privileges (Olia, Fatehizadeh, and Bahrami, 2011).

Couples must learn new ways of communicating with each other and change the basic assumptions that bind them and their spouses. When couples fail to do this, intimacy and mutual commitment are fragmented, and marital discord and conflict arise. At this time, the basis of a couple's intimacy should be corrected. Improving intimacy requires examining intrapersonal and interpersonal dynamics (Dahl, Stewart, Martel, & Kaplan, 2015). Therefore, several approaches have been presented to treat the problems of families and couples, one of which is transactional analysis therapy. Transactional analysis is a theory based on the idea that a major part of life is spent on interpersonal exchanges and interactions

(Akbari, Khanjani, Poursharifi, et al., 2012). In the "transactional analysis" theory, Eric Burn believes that human personality consists of three parts: parent, adult and child. In order to have a healthy and balanced personality, we need all three states. The purpose of transactional analysis is to free the adult from the unwanted demands and influences of the parent and the child, thereby bringing about favorable behavioral changes in the individual. In other words, the goal is for a person to achieve self-knowledge to know how to act in the face of the environment, and to be able to always rule the adult in his communication (Atadokht, Jafarian Dehkordi, Basharpour and Narimani, 2015). Transactional analysis pays special attention to a person's relationships and internal problems and the relationship of humans with each other. It is believed that if people have healthy, sincere, and honest relationships with each other and replace them with destructive, negative, and humiliating relationships, they will be able to reduce their own and others' psychological pressures and enjoy married life more. In transactional analysis, at the same time, it has the ability to organize complex, confused, and disturbed thoughts and feelings of a person so that a person can better understand himself by separating and organizing thoughts and feelings. As a result, with more awareness of their weaknesses and strengths, they adopt healthy and productive behaviors. In this research, the researcher aims to investigate whether transactional analysis intervention is effective in women's verbal conflicts, neglect, and misbehavior.

Method

This experimental research is expanded and is of pre-test, and post-test type with a control group and two-month multi-group follow-up. This research's statistical

population is the women referred to Mehravar Counseling Center in Tehran in 2019. Among them, 25 women were referred to this center due to marital and family problems. Finally, 20 women were selected by purposive sampling and randomly assigned to the experimental group and the control group.

Materials

Conflict Resolution Strategies Questionnaire. This questionnaire was designed to measure marital conflict resolution strategies by Straus (1979) and consists of 28 questions that are graded on a Likert scale from 1 to 7. This questionnaire has 5 subscales: verbal, neglect, honesty, termination and misbehavior. In this research, only the components of verbal conflict, neglect and misbehavior were used. In the present study, Cronbach's alpha was between 0.73 and 0.84.

Findings

The average verbal conflict, neglect and misbehavior of women in the experimental group has decreased in the post-test phase compared to the pre-test.

Considering that the significance level of chi square estimation for this test is less than 0.05, therefore this assumption has been violated. Therefore, the Greenhouse-Geisser statistic was used to interpret the results of the within-subjects effects tests.

The significance level of repeated measurement variance analysis shows that the repetition of the test means the difference in the mean of verbal conflict, neglect and misbehavior in the three stages of measurement is significant ($P < 0.01$). It can be concluded that the transactional analysis treatment intervention in the participants of the experimental group compared to the control group had a greater effect on

reducing verbal conflict, neglect and misbehavior of women.

The results of the Benferroni test show that the difference in the mean of verbal conflict, neglect and misbehavior between the pre-test, post-test and follow-up stages is significant ($P = 0.001$). However, the mean difference between the post-test and the follow-up is not significant, which indicates that the results obtained in the follow-up stage did not return and the effect of the intervention was stable.

Discussion

The main goal of the current research was to evaluate and determine the effect of transactional analysis group intervention on reducing verbal conflict, neglect and misbehavior of women. The confirmation of the research hypothesis shows that the transactional analysis approach reduces verbal conflict, neglect and misbehavior in a group.

If couples can recognize the state of themselves engaged in cross-exchange and return to the state that is being addressed, they will be able to engage in complementary exchanges that go on indefinitely (Darbani et al., 2020). Due to the fact that the teachings of transactional analysis about the types of positive and efficient caresses and avoiding blame and negative caresses can lead to an increase in intimacy, attraction, interest and physical desire in couples. On the other hand, in the transactional analysis method, it is emphasized on the necessity of relationship with others based on facts, as well as considering people in their real and unique form and creating positive intentions and motivations towards each other. Also, the topics of this educational method can prevent the occurrence of reactions based on unhealthy life situations and conflict by avoiding couples from latent and

inappropriate relationships and using complementary communication methods. According to Bern (2008), the goal of transactional analysis is to create an open relationship with trust and purity; Therefore, it can be expected that the teachings of transactional analysis in the field of creating a sincere atmosphere and avoiding psychological games, and especially avoiding giving negative caresses and blaming, can prevent the feeling of ill will on the part of the spouse, and the couple can consider each other as real human beings. understand each other's needs and by avoiding prejudiced and illusory behaviors and avoiding blocking different states of "I", instead they try to be open and pure and their relationship is based on the present realities, the reality here and at this time. The great emphasis of this theory on the strengthening of "adult" as the executive responsible of the personality, which in addition to its effective cognitive, behavioral and emotional effects, leads to an increase in responsibility. Approaches to unified adulthood and autonomy bring freedom from dysfunctional drafts and empower couples to respond to situations this time in this place. Also, by understanding and recognizing the draft of life, couples can improve the initial injuries and free themselves from the old scenes of childhood. By doing this, couples can be equipped with all the resources of adulthood that they have in this situation at this time. On the other hand, the background of the research has shown that transactional analysis has a favorable effectiveness. Therefore, it can be concluded that transactional analysis training has been effective and has been able to improve couples' conflicts.

Ethics

In this research, ethical standards including obtaining informed consent, ensuring privacy and confidentiality were observed.

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Conflict of Interest

According to the authors, this article has no financial sponsor or conflict of interest.

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