

ISLAMIC HERITAGE

LEADS THE TRANSFORMATION OF THE UMMAH

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Editors

Hasan Bahrom
S. Salahudin Suyurno
Abdul Qayyum Abdul Razak

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Prakata

Sejarah warisan Islam telah memberikan impak yang cukup besar kepada perkembangan dunia hari ini. Ia bukan sahaja memberi sumbangan kepada aspek kerohanian malah turut menyumbang kepada aspek ekonomi, politik, pendidikan, sosial, kesenian, kebudayaan, sains dan teknologi. Perkembangan ini memperlihatkan bahawa pentingnya ketamadunan ilmu kepada ketamadunan dunia. Perkara ini selaras dengan tuntutan al-Quran yang menyatakan dengan jelas bahawa Allah SWT memuji sesiapa yang berusaha menuntut ilmu dan juga bertaqwa kepadaNya. Namun sejak akhir-akhir ini, sumbangan hasil pensejarahan Islam sering dipandang sepi oleh generasi muda. Sejarah warisan Islam tidak lagi dijadikan panduan dan iktibar dalam melebarkan ketamadunan ilmu Islam. Mereka lebih tertumpu kepada ketamadunan Barat yang dikatakan ‘kaya’ dengan khazanah ilmu. Sedangkan kemajuan hari ini seharusnya berlandaskan kepada ketamadunan Islam.

Penelitian atau pengkajian mengenai warisan Islam perlu direncanakan sebagai ketamadunan dunia. Idea-idea baru mengenai sejarah warisan Islam perlu diketengahkan, Oleh yang demikian, menerusi *1st International Islamic Heritage Conference* (IsHeC 2015) dilihat akan dapat membantu kepada perkembangan produksi seterusnya menjana idea-idea baru khususnya untuk memperkayakan kajian dalam bidang sejarah warisan Islam kepada masyarakat. Dengan penganjuran seminar ini secara tidak langsung membantu untuk menjalinkan hubungan antara para sarjana dalam bidang sejarah warisan Islam. Ini adalah satu cabaran dan membuka peluang baru untuk membina satu perpaduan intelektual merentas sempadan dunia.

Buku ini merupakan kompilasi diskusi ilmu antara para ilmuan yang terlibat secara langsung dalam pembentangan kertas kerja mereka dalam *1st International Islamic Heritage Conference* (IsHeC 2015) daripada pelbagai platform ilmu Islam antaranya Kesenian, Ketamadunan, Komunikasi, Pendidikan, Kewangan, Sains dan Teknologi dan lain-lain lagi. Semoga curahan ilmu melalui penulisan ini mampu memberi sumbangan dalam menambah khazanah ilmu Islam kepada masyarakat.

Editor,

1st International Islamic Heritage Conference (IsHeC 2015),

Akademi Pengajian Islam Kontemporari,

UiTM Melaka.

Kata Aluan Rektor UiTM Melaka

Dengan Nama Allah Yang Maha Pemurah Lagi Maha Pengasih
Assalamu'alaikum warahmatullahi wabarakatuh

Segala puji bagi Allah, Tuhan seru sekalian alam, dengan limpah kurniaNya serta keizinanNya, kejayaan penganjuran *1st International Islamic Heritage Conference 2015* yang berlangsung di Hotel Mahkota Melaka pada 11-12 November 2015, telah menghasilkan banyak kertas kerja yang amat bermutu. Justeru, buku ini mengumpulkan puluhan penulisan para ilmuan dan cendekiawan dari dalam dan luar negara untuk bacaan semua.

Pelbagai isu telah dikupas termasuklah perihal seni Islam, budaya, politik, gendar, pendidikan, sejarah, kemasyarakatan, sains dan teknologi, ekonomi, kewangan, falsafah, bahasa dan komunikasi, kedermawanan dan pengurusan. Pembaca juga akan mendapati buku ini memuatkan kajian-kajian yang komited melaksanakan usaha mengintegrasikan antara ilmu duniawi dan ukhrawi. Ini membuktikan kesegaran keilmuan tamadun Islam itu sendiri.

Semoga perkongsian ilmu ini dapat meningkatkan komitmen umat dalam memartabatkan perintah Ilahi dalam kehidupan duniawi sebagai jambatan ukhrawi. Sekaligus ia bakal memberi manfaat pada alam sejagat.

Pihak UiTM Melaka merakamkan setinggi-tinggi tahniah dan ucapan terima kasih atas segala sokongan dalam bentuk material, tenaga dan sebagainya dalam merialisasikan seminar ini. Buat semua penaja yang telah memberikan sumbangan kepada wacana ini, sekalung penghargaan diucapkan. Semoga seminar dwi tahunan ini akan terus diperkasakan demi mengangkat martabat umat melalui kecemerlangan tamadun Islam yang diakui telah terbukti diseluruh jagat.

Sekian, terima kasih. Wassalam

PROF. MADYA DR MOHD ADNAN BIN HASHIM

Rektor ,
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FAMILY COMMUNICATION MANAGEMENT FROM MUSLIM ADOLESCENT PERSPECTIVE

Aziyah Binti Abu Bakar⁶¹²

ABSTRACT

Communication management is very important in Islam, especially in the family. Family communication pattern often causing family conflict, especially on young Muslims. The purpose of this study is to analyze what kind of strategies use by adolescents and their parents in family communication, whether they choose to use avoidance strategy, cooperation strategy or dominance strategy. This study consists a survey involving 360 respondents of urban Muslim adolescents on the East Coast of Peninsular Malaysia. The stratified and systematic sampling was used as a method of selecting a sample. Data were analyzed with a focus on descriptive statistics such as frequency, percentage, average and standard deviation and Pearson correlation analysis. The findings indicated that strategy of avoiding, cooperation strategy and dominance strategy has a positive and significant correlation with oriented conversation and the orientation of conformity. The study also found that most of adolescent Muslims use cooperation strategy and strategy of avoiding compared to the strategy of dominating during the conflict with the parents. Thus family harmony can be maintained.

Key word: Family Communication Patterns, Conversation orientation, Conformity orientation, Conflict strategy, avoidance strategy, Cooperation strategy, Dominance strategy and Adolescent.

Introduction

Adolescent involvement in deviant behavior such as loitering, running away from home, smoking, drug abuse, and prostitution can lead adolescent to engage in serious crimes such as murder, drug trafficking, robbery and others. The involvement of young people in those mentioned social behaviors are caused by the relaxation of adolescents relationship with their parents in family. According to Raman (2003), a lot of unscrupulous adolescents activities are associated with family communication within the family itself, which does not form a harmonious and normal communication. Therefore, it is not surprising if it becomes one of the factors why adolescents become violent and lost in their life because they do not know how to distinguish between good and bad things (Crespi & Sabatelli 2002).

According to Koerner and Fitzpatrick (2002), in family communication there is a "pattern" of family trends shaping the way how they communicate among each other. The effects of the "pattern" produce different implications on behavior and psychology of adolescents. For example, communication pattern which does not well fit will lead to conflict between adolescents and parents. Parents who are authoritative in communication, may produce children who are always in silence. Otherwise, parents who are more flexible in communication, will use lots of supportive words which will produce children who always have high self satisfaction within themselves, to their families also to people around (Koerner & Fitzpatrick, 2002). Therefore, family communication pattern consisting of two-dimensional namely conversation orientation and conformity orientation is important to be discussed.

Various views were expressed by scholars from various disciplines for example, psychologists have claimed that family communication pattern often contribute to conflicts between adolescents and parents (Koerner & Cvancara 2002; Crespi & Sabatelli 2002; Wilson & Morgan, 2004; Meeus, Oosterwegel & Vollebergh 2001), yet on adolescents side, they do

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not consider the conflict that exists is a troublesome (Moller et al. 2006). On the other hand, how they can "manage" the conflict which occurs during the episodes of conflict is an important factor that determines their satisfaction in relationships with their parents (Moller et al. 2006). Therefore, the appropriate way to manage conflict is needed to optimize the achievement of adolescents as conflict strategy used can affect the function and well-being of adolescents (Comstock & Strzyzewski 1990; Ting-Toomey et al. 2000).

Some strategies of conflict such as avoidance strategy, cooperation strategy and dominance strategy are used as an option in how to manage conflict in different situations more effectively (Moller et al. 2006). Thus, relationship between family communication pattern and conflict strategy among adolescents are important issues to be discussed. Thereby, the objectives of this study are to (1) identify the patterns of family communication among adolescent, (2) identify strategies for conflict among adolescents and, (3) Identify the relevance of family communication patterns with strategies of conflict.

Family Communication Pattern

The study of family communication initiated by McLeod and Chaffee which was related to research family communication pattern (FCP) in 1972. Then the family communication pattern research was extended by Ritchie and Fitzpatrick in 1990 by creating the Revised Family Communication Pattern (RFCP) which actually was a research family communication pattern result under revision of the first work conducted by McLeod and Chaffee (1972, 1973). Family communication pattern consist of two-dimensional orientations namely conversation orientation and conformity orientation. Conversation orientation is a form of conversation where the situation is the family members are encouraged to participate and interact freely in variety of topics and issues. On the other hand, orientation of conformity is produced when a family form homogeneous stress-related attitudes, values and beliefs circumstances (Fitzpatrick & Ritchie 1994; McLeod & Chaffe 1972; Ritchie and Fitzpatrick, 1990; Koerner & Fitzpatrick 1997).

Conflict Strategy

Three-dimensional conflict strategy consists of avoidance strategy, cooperation strategy and the strategy of dominance is used as variables in this study. Previously, the three-dimensional of the conflict strategy has been adopted by Comstock and Strzyzewski (1990) in their study on family communication pattern using conflict strategy during television viewing among siblings.

Conflict strategy which consists of strategies to avoid conflict is a situation where an individual with his or her partner, in this case is between adolescent and parent, will refrain from speaking openly (Berens 2000). According to the view given by Berens quoted from Sillars opinion in 1986, stated that the strategy to avoid including underestimate things and also will change the topic of a matter that is not directly discussed to avoid any conflict. Berens (2000) also explained that the strategy of avoiding conflict expressed as submissive, agrees unconditionally, give up, and try to end the discussion.

Meanwhile, the conflict of cooperation strategy is in response to the conflict in the family, which is active and positive communication is used as a strategy to manage the conflict with the parties involved (Berens 2000). In this study the parties involved are adolescent and parent. While the conflict strategy is where communication strikes thrown by anger or against the partner or whom they are in conflict with (Berens 2000).

Relationship Between Family Communication Pattern With Conflict Strategy

Studies carried out by some scholars found that family communication patterns could contribute to conflict in the family, especially in parent-adolescent relationship (Allison, 2000; Ting-Toomey et al., 2000; Zhang, 2005; Koerner & Fitzpatrick, 2002; Koerner & Cvancara 2002; Ballard-Reisch & Weigel 2006).

According to Dumlao and Botta (2000) oriented communication conversation more significantly and positively associated among adolescent in western country. This shows that teenagers from the Western family are using a strategy of dominating compared to avoidance strategy during the conflict between the parents. This is because, oriented communication conversation give opportunities for children to express their views on various issues and ideas. It is no doubt for them to protest against the rules made by their parents which do not make any sense and not fair for them.

In addition, a study by Weigel et al. (1987) which was related to the relevance of family communication pattern and strategy of conflict among farmers in Nebraska America, found that the farmer families has rarely using the cooperated strategy as troubleshooting. This may be because of they are having and practising a strong beliefs or practise among them. Self-reliant attitude which is similar to what has obtained from the self-reliance of low families in conformity orientation.

From the Chinese culture perspective, the relevance of the family communication pattern and strategy of conflict associated with high context culture and collectivistic (Zhang 2007). According to Hall and Hofstede in 1976, specifically to study the aspects of traditional Chinese culture, the influence of a powerful philosophy of Confucianism on Chinese communication patterns and strategies were used in conflict. For example, the idea or the Confucian idea of Hexie (harmony) and mianzi (face) were the main factors which determine the pattern of family communication and conflict strategies (Oetzel et al., 2006; Ting-Toomey et al. 2000).

Zhang et al. (2005) stated that although the Chinese culture has undergone changes due to globalization, in order to maintain the harmony within the family, they still need to held the cultural value which need to be respected especially among the younger generation. Therefore, in order to maintain the harmony in personal relation, individual should communicate in ways which can help in preserving and maintaining the harmonious relation as well as to avoid conflicts (Chen 2002). In addition, Zhang (2007) also provide an advice based on the perspective of eastern culture, especially the culture of Asia where people of Asia are very concerned about family relationship. According to Zhang, the relationship between members of the family is a priority. Thus, the main function is to communicate in maintaining social relationships. It is important for every members of the family together think, feel, and have mutual trust also to seek what should be important for the family according to what is claimed by the culture (Oetzel et al., 2006; Ting-Toomey et al. 2000).

Several studies related to family communication pattern with adolescent conflict strategy among Chinese American family has significantly and positively associated with harmonious relation between adolescents and parents (Lin & Fu, 1990; Liu, Yu, Chang & Fernandez, 1990; Huang 1994; Ann Yu Lung 1999; and Choa 2000; 2001). This is because most of the studies done on Chinese American families found that the tendency to emphasize the orientation of conformity is in order to control their children to be more disciplined. As stated by Chinese American parents, "There is no criticism and threats, no achievement" (Ann Yu Lung, 1999). The statement implies that the responsibilities of parents are to control, punish and motivate children in which children will eventually become successful individual in community. Meanwhile the children need to play their responsibility to comply with the regulations drawn up by the family in order to maintain their family dignity and bond. This shows that most of the teens use the strategy of prevention and cooperation (Chao 2001). Most of Asian American teens explained that their failure will lead people around to underestimate their family, but if they successfully achieve their goal, people will show their respect on the family (Siu Man 2002).

The above discussion explains that the findings or results are very important for understanding the path of a relationship process that occurs (Allison et al. 2004). However, Allison and colleagues also stated that individual or couple that can handle the conflict rationally can be associated with satisfaction in their relationship.

Research Methodology

This study uses a cross-sectional survey method, which means that the data is collected only once in a period of time (Gall, Gall, & Borg, 2003); and numbers of questionnaires are distributed to respondents for data collection process. Respondents chosen are among adolescents, where for about 360 people from the city of Kuantan, Kuala Terengganu and Kota Bharu according to post code of the city have been assigned (postcode of Kuantan is 25200, Kuala Terengganu is 20050 and Kota Bharu is 15300).

In this study, stratified sampling procedure is used as the sampling frame for heterogeneous sample of a sub-sample of the different sexes. After that, the systematic sampling procedure is used to select samples within each of sub-sample.

The main variables in this research are family communication pattern and strategy of conflict among adolescents. Questions related to family communication pattern of orientation conversation consists of 15 items and the orientation of conformity consists of 11 items. While the questions for conflict strategy consists of 3 items on avoidance strategy, 3 items on cooperation strategy and 3 items on domination strategy. Respondents are asked to give their consent on the giving statement by selecting the five range of numbers where number 1 is for "strongly disagree", number 2 is for "disagree", number 3 is for "neutral", number 4 is for "agree" and 5 is for "strongly agree". Cronbach alpha for the result obtained during the pretest data for the orientation of conversation is 0.83 and for this study is 0.82. Meanwhile, in terms of orientation conformity the cronbach alpha is 0.77 during pretest and for this study is 0.76. For the strategy of avoidance the cronbach alpha is about 0.61 during the pretest and for this study is 0.72. While for cooperation strategy the cronbach alpha is 0.81 during pretest and for this study is 0.83. Last but not least is the strategy of domination, where the cronbach alpha is 0.85 during pretest and for this research is 0.75. Data are analyzed by focusing more on descriptive statistics such as frequency, percentage, average and standard deviation also Pearson correlation.

Results and Discussion

Family Communication Patterns

Family communication patterns (conversation oriented and conformity oriented) is measured by adapting the Revised Family Communication Pattern (RFCP) measurement by Ritchie and Fitzpatrick (1994). Orientation conversation is divided into two categories: low (scores from 15 to 38) and high (score of 39 to 60). The study found that family communication pattern of the respondents of this study is low conversation oriented for low category is 60.8% and conversation oriented for high category is 39.2% (Table 4.1). The result indicates that it is in line with what Muslim et al. (2006) found during his study where the low conversation orientation is used by strict parents in communicating with their children. According to Muslim, parents are decisive in educating their children and it is a way to discipline them so that the children know how to respect other people, especially elderly. In Islam, children are taught to behave or act in good manners. For example children are not allowed to greet other people who are older than them by calling their "name", but they need to greet them by using the word "uncle" or "aunt" and so on.

Orientation of conformity is also divided into two categories: low (scores from 11 to 28) and high (score of 29 to 44). The study found that most of family of the respondents (52.8%) use a lot of high conformity orientation while only 47.2% of low-oriented conformity (Table 4.1). The result is in line with the Choa (2001) which can be found among Chinese parents who have practiced a conformity orientation pattern in their family as a way to discipline their children. According to Narimah et al. (2008), most of the parents in farmer family who practice the conformity orientation when they are talking to their children with the intention to reprove and to control their children. They stated that the role of parent's communication is to socialize children to become a good members to the family also to the community.

Table 4.1: Dimension of family communication patterns by category (n=360)

Dimension of family communication pattern	Frequency	Percentage
Conversation orientation		
Low (15 – 37)	219	60.8
High (38 – 60)	141	39.2
<i>Min</i> =36.4		
<i>SD</i> =7.84		
Conformity orientation		
Low (11-27)	170	47.2
High (28 – 44)	190	52.8
<i>Min</i> =28.8		
<i>SD</i> =6.05		

Descriptive Testing Strategy Conflict Management

a. Avoidance strategies

Avoidance strategies are divided into two categories: low ($< \text{Min} = 8412$, $SD = 2.612$) and high ($> \text{Min} = 8412$, $SD = 2.612$). About two third of respondents use high avoidance strategy (74.4%) compared to low avoidance strategy (25.6%). This shows that adolescents use to avoid the high avoidance strategy for preventing them from any confrontation or conflict between their parents. The results of this study support the study which has been conducted by Dumlao et al. (2000) and Siu Man (2002) where they found that using high avoidance strategy, the harmonious relationship between parents will be maintained. Islam teaches it's followers especially the children to respect their parents without hurting their feelings. The distribution of respondents by the level of avoidance strategy (n = 360)

Table 4.2.2a1: The distribution of respondents by level of avoidance strategy (n=360)

Avoidance strategy Percentage	Frequency
Low 25.6	92
High 74.4	268
<i>Min</i> =8.412	
<i>SD</i> =2.612	
Minimum=3, maksimum=15	

The results show that the highest score is the statement of, "I tried to avoid a fight with parents" (Mean = 3.39, $SD = 0.79$). Thus, it shows that adolescents try to understand the parent's feelings in any situations that they experienced. It is one of ways which could strengthen adolescent's relationship with their parents.

The lowest score is the statement of, "I try to avoid any argument or not to quarrel with my parent" (Mean = 2.97, $SD = 1.01$). This suggests that adolescents prefer to keep their parents happy rather than to argue about different thoughts among them. Parents sometimes have their own views on life based on their life experiences. For adolescents, although there

are some parents who are lacking of experience regarding the present practice, but the possibility can be used and considered as a guide that can be modified with current life today.

Table 4.2.2a2: Mean of each item of avoidance strategy (n=360)

Item for avoidance strategy	Min	SD
I tried to avoid a fight with my parent	3.39	0.79
I tried to avoid misunderstanding with my parent in order to avoid the occurrence of fights.	3.24	0.91
I try to avoid any argument or not to quarrel with my parent.	2.97	1.01

b. Cooperation strategy

Cooperation strategy can be divided into two categories: low ($< \text{Min} = 13.797$, $\text{SP} = 3559$) and high (≥ 13.797 Mean, $\text{SD} = 3559$). More than half of the respondents used high cooperation strategy (65.8%) compared to low cooperation strategy (34.2%). It shows that adolescents implement high cooperation strategy to the rules given by the parents as to appreciate and respect their parents. This is consistent with a study conducted by Choa (2001) and Siu Man (2002), which found that most adolescents use high cooperating strategy with parents because they want to avoid confrontation. This study shows that adolescents (respondents of this study) can share their problems with their parents.

Table 4.2.2b1: The distribution of respondents by level of cooperation strategy (n=360)

Cooperation strategy	Frequency
Peratus	
Low	123
34.2	
High	237
65.8	
Min=13.7972	
SD=3.55936	
Minimum=5, Maximum=25	

Based on the total of score given by each item, the highest score is on the sentence of, "I'm trying to solve the problems through a good discussion" (Mean = 2.91; SD = 0.99). Therefore, we can see that teenagers embedded good values within them in order to be flexible, considerate and fair in making any important decision. Thereby, it is a good way which can strengthen the relationship in which each issue can be addressed together positively.

The lowest score is the statement "I try to solve my disagreement with my parent by applying open discussion" (mean = 2.61; SD = 1.01). This shows that adolescents want their parents to tolerate and open to their views. As an example topic of interest which can attract the children attention.

Table 4.2.2b2: Mean of each item for cooperation strategy (n=360)

Items of cooperation strategy	Min	SD
I'm trying to solve my problems through a good discussion.	2.91	0.99
I use problem solving by talking directly with parents.	2.82	0.94
I will speak directly and honestly about any problem.	2.73	0.96

I try to solve my disagreement with my parent by applying open discussion 2.61 1.01

c. Dominance strategy

Dominance strategy can be divided into two categories: low ($< \text{Min} = 6715$, $\text{SD} = 2,956$) and high ($> \text{Min} = 6715$, $\text{SD} = 2,956$). More than two thirds of respondents use low dominance strategy (70.8%) compared to high strategy of dominance (29.2%). This means that the adolescents (respondents) of this study are showing their respect to their parents. Low attack strategy is used as a way of expressing protest to regulation set by the parents. It supports Ann Yu Lung (1999) who found that low strike strategy can maintain harmony within the family. Typically, these adolescents do not want to hurt their parent's feelings.

Table 4.2.2c1: The distribution of respondents by level of dominance strategy (n=360)

Dominance strategy Peratus	Kekerapan
Low 70.8	255
High 29.2	105
<i>Min</i> =6.7152 <i>SD</i> =2.956	
Minimum=3, Maximum=15	

Based on the total score given to each item, the highest score is the statement of, "I will use my skills in problem solving" ($\text{Mean} = 2.52$; $\text{SD} = 0.93$). It is actually a way for parents to realize that every problem can be dealt positively.

The lowest score is the statement of, "I will fight with my parents if they discuss about my personal matters" ($\text{Mean} = 1.86$, $\text{SD} = 1.00$). This shows that adolescents do not like to have different views from their parents, especially those which are related to personal life. Parents sometimes have their own principles or philosophy which can contribute to conflicts with the interests of their children. For example some issues which are related to fashions and friends.

Table 4.2.2c2: Mean of each item on dominance strategy (n=360)

Dominance strategy item	Mean	SD
I will use my skills in problem solving	2.52	0.93
I will make sure my goal is reached when a conflict occurs	2.34	1.03
I will fight with my parents if they discuss about my personal matters	1.86	1.00

The summary of the results of the study is adolescents in this study are using avoidance strategy (74.4%) and cooperation strategy (65.8%) which is higher than dominating strategy (29.2%). This study shows that they are the children who courteous and respectful for their parents. Meanwhile, adolescents from eastern culture, honoring parents is a responsibility which should be done by them. Children will be considered as treason if they do not carry out their responsibility. Therefore, the results of this study are equivalence with the research done on the Asian family (Choa, 2001; Siu Man, 2002; Zhang, 2007).

The Relationship Between Family Communication Patterns with Conflict Strategy

In order to achieve the objectives of this study a hypothesis and two sub-hypotheses are formed.

H₁. Family communication patterns related to adolescent conflict management strategies.

H_{1.1}. Adolescents in families practice a conversation orientation using more strategies of avoidance compared to cooperation strategy and the strategy of domination.

Pearson correlation analysis shows that there is a significant and positive correlation between conversation orientation with avoidance strategy ($r = .268$, $p = .000$). Significantly, the orientation of the conversation [$F(1, 359) = 30,358$] accounted for 7.8% of variance in score of avoidance strategy ($R^2 = .078$). This shows that the higher the conversation orientation emphasized in family, the higher adolescent use avoidance strategy. The results of this study support Zhang (2007) who stated that adolescent can express whatever their views to their parents. However, there is a problem or issue which is considered to be disclosed to parents openly. It is important for them in order to keep the relationship between families because family bond is very important. It has consistency with the model of family orientation which states that conversation orientation can shape their children to be open to the views of others and in line with the Model of Strategy which has stated that strategy of conflict avoidance can maintain harmony within the family.

Pearson correlation analysis shows that significantly positive relation between conversation orientation with the cooperation strategy ($r = .559$; $p = .000$). Significantly, the orientation of the conversation [$F(1, 359) = 196,118$] accounted for 35.4% of variance in scores with cooperation strategy ($R^2 = .354$). This shows that the upper-class family emphasizes on conversation orientation, where their children use more cooperation strategy. The results of this study are similar to Trubisky et al. (1991) confirming China Taiwan adolescents use more strategies in cooperating with their parents when conflicts occur. It is consistent with the Model of Family Orientation, which states that orientation of conversation provides opportunities for children to participate in family decision-making. According to the Model of Conflict strategy, children use the strategy of cooperation is to solve their problems with their parents.

Pearson correlation analysis shows a significant and positive correlation between orientation of conversations and dominance strategies ($r = .192$, $p = .000$). Significantly, the orientation of the conversation [$F(1, 358) = 24,162$] accounted for 6.3% of variance in score of dominance strategy ($R^2 = .063$). This shows that the higher the conversation orientation is practiced in a family, then the dominant strategy used by adolescents can also be increased. The process in results analysis are consistent with many studies conducted on Asian families (Oetzel et al., 2006; Oetzel et al., 2003a; Zhang, 2007). Some scholars have stated that orientation of conversation which is practiced within a family can give children an opportunity to express their views and opinions. However in Eastern culture family, there are matters or issues which can not be disclosed openly to others. This is because in order to maintain the continuity of family relationship.

Therefore, this study provides a new perspective in the study of family in Asian region. Malaysia education system is likely encourage students to express their ideas, thoughts, and opinions which have affected adolescents in using dominant strategies to voice out about something which do not make them satisfy with, in order to resolve their conflicts with their parents. It is in line with Family Orientation Model which expresses that conversation orientation allows children to express their views and grievances against parents. This statement has been supported with the Model of Conflict Strategy which states that dominance strategy is a way to express the views or opinions of those who are not in line or against their parents.

However, the results of this study do not support the Model of Conflict strategy which states that characteristics of dominance strategy regardless on self-needs of others. The results also show that dominance strategy uses by adolescents is to deny the rules set by their parents so that parents are more tolerant and open to them. It thus has further strengthened with the results of a study which is related to the period of adolescent interaction with parents on school days and weekends. The findings also show that most of young people interact with their parents more than 10 hours. It means that adolescents in this study have a close relationship by showing their loving and caring feelings towards their parents. Based on the contribution shown, teens from family who practices the orientation of conversation has using more cooperation strategy (35.4%) compared to the strategy of avoidance (7.8%) and attack strategy (6.3%). Therefore it means that $H_{1.1}$ is rejected.

$H_{1.2}$. Adolescents in family practice the conformity orientation using more strategy of cooperation compared to dominance strategy and avoidance strategy.

Pearson correlation analysis shows a significant and positive correlation between orientation of conformity with avoidance strategy ($r = .323$, $p = .000$). Significantly, the orientation of conformity [$F(1, 359) = 48,161$] accounted for 11.9% of variance in scores with evasive strategy ($R^2 = .119$). It shows that the higher a family emphasizes conformity orientation, the higher adolescent use the avoidance strategy. The results of this study support the Berens (2000) findings where he stated that individual uses strategy of avoidance tend to not has any confrontation. It supports Family Orientation Model where conformity orientation can form the children to respect and maintain family's honor. Model of Conflict Strategy explained that avoidance strategy uses by adolescents is to maintain harmony in the family.

Next, Pearson correlation analysis also shows that there is significant and positive correlation between orientation of conformity with the cooperation strategy ($r = .425$, $p = .000$). Significantly, the orientation of conformity [$F(1, 359) = 67,809$] accounted for 15.9% of variance in scores with cooperation strategy ($R^2 = .159$). This shows that the higher the family emphasizes conformity orientation, the higher the cooperation strategy employed by adolescents. The results support Zhang et al. (2005) who has stated that adolescents prefer to use cooperation strategy in their relation with their parents in order to keep the harmonious environment within the family. Based on the Model of Family Orientation, the conformity orientation can shape the children behaviours accept for the rules set by parents. Similarly, the Model of Conflict Strategy explains that by using the cooperation strategy, problems that arise between adolescents with parents can be solved.

While Pearson correlation analysis shows a positive relationship between orientation of conformity with dominance strategy ($r = .425$; $p < .05$) and has accounted for 13.3% of the variance in scores with strategy to attack ($R^2 = .133$) [$F(1, 359) = 54,835$]. This shows that the higher the family emphasizes conformity orientation, the higher the attack strategy used by adolescents.

The Pearson correlation analysis results found that it is not supported the studies conducted on Asian families, otherwise it is actually similar to the studies conducted on Western family. Balson (1992) stated that adolescents show the anger towards the rules and parental control upon them. Thereby, adolescents will respond with their loud voices and harsh statements towards their parents with severe bad facial expressions as well. For example, "I will wake up, when I'd wake up". This is inconsistent with the Model of Family Orientation confirming that the orientation of conformity forming children who live and get along with parental rules. The results of this study do not support the Model of Conflict Strategy expressed by Ruble et al. (1976) which stated that feature of dominance strategy is important in yourself regardless of others. The results also show that dominance strategy is used by adolescents to certify that they are responsible for ensuring the continuity of the welfare of their family and also to preserve life. In addition, It has further strengthened with the results of a study which is related to the period of adolescents while they are at home. The findings show that adolescents who are staying at home on a school day and week day more than 9

hours. Therefore, it means that adolescents who have involved in this study are happy to be with their family.

Based on the contribution shown, adolescents from families who emphasize conformity orientation use more of the cooperation strategy (15.9%) compared to the strategy of dominance (13.3%) and avoidance strategy (11.9%). This means that $H_{1,2}$ fails to be rejected. Overall, the results show that the conversation orientation and conformity orientation has a significant relationship with the avoidance strategy, cooperation strategy, and the strategy of dominance. This also means that H_1 also fail to be rejected.

Table 1.3: The relationship and contribution of family communication patterns with Conflict management strategies

The relationship between variables	n	R	R ²	P
Conversation orientation	94			
The relationship between conversation orientation with avoidance strategy		.268	.078	.000
The relationship between conversation orientation with cooperation strategy		.559	.354	.000
The relationship between conversation orientation with dominance strategy		.192	.063	.000
Conformity orientation	266			
The relationship between conformity orientation with avoidance strategy		.323	.119	.000
The relationship between conformity orientation with cooperation strategy		.425	.159	.000
The relationship between conformity orientation with dominance strategy		.425	.133	.000

****0.05 level of significance**

Conclusion

This study shows the practice of communication which has been implemented within the family of selected adolescents for this study which are conversation and conformity oriented patterns. It means that parents have to be open-minded towards their children especially in controlling the behavior of their children. In addition, it also shows the effectiveness of communication where communication actually plays an important role in determine the life of a family towards the happiness and prosperity.

In managing the arising of conflict between adolescents and parents, this study found that adolescents use more cooperation strategy compared to avoidance strategy and the strategy of dominance to solve their problems between the parents. Therefore, it shows that there is a mutual understanding between children and parents. Adolescents need to understand that any objections made by the parents related to something that they really want to do or to have is because of love and concern towards their children. Thus, children need to show their sympathy to the parents who have raise them up especially to the parents who are old enough. It is clear from the Prophet of p.b.u.h. which means that: "Do good to your parents, and your children will be good to you".

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