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ABSTRACT

of the dissertation for the degree Doctor of Philosophy

**PHOBIA OF CONFLICT AS A SOURCE OF SOCIAL-
PSYCHOLOGICAL PROBLEMS**

Specialty: 6114.01 - Social psychology

Field of science: Psychology

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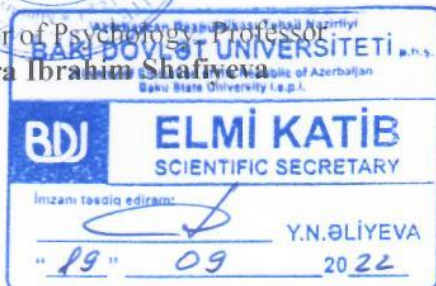
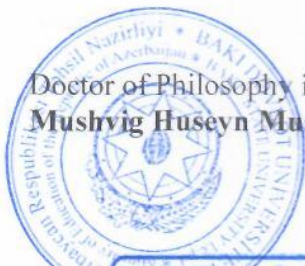
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THE GENERAL CONTENT OF THE WORK

Relevance of the topic and the degree of development. The problem of conflicts arising in person's life is one of the most topical issues in the system of humanities and social sciences. The tradition of collecting conflictological ideas has a centuries-old history. Conflicts arising with early human communities were not the subject of scientific research for a long time, although some interesting ideas about them can be found in the most ancient sources. Over time, with the change of life conditions, conflicts and public's attitude towards them also changed. Conflict as a scientific concept has traditionally been the research object of sociology, social philosophy and psychology. In modern theories, conflict is considered a general feature of social systems and a necessary condition for social development. Conflict does not always and necessarily lead to destruction. Under certain conditions, open conflicts can make it possible to maintain people's viability and stability. Conflict can be used to overcome existing difficulties and instability in society, to introduce innovations, to establish new types of interaction. It is at this time that the conflict turns into a tool that solves the emerging problems and makes it possible to determine development prospects.

The relevance of the research topic is related to the need to study the psychological nature of the phobia of conflict. If we take into account that the conditions, mechanisms, and manifestations of interpersonal conflicts have not yet been involved in extensive research at the proper level and in a systematic way, then there is no doubt how relevant and important the problem studied by us is. Psychological and conflictological knowledge, developed in accordance with the requirements of practice in modern conditions, helps to understand the problem and develop ways to solve it. The main issue here is to prevent the conflict from being traditionally perceived by people as a destructive situation and to gain a deeper understanding of the role of the phobia of conflict phenomenon in people's lives.

Phobia of conflict is a mental condition expressed in various manifestations of fear in the face of conflict. Phobia of conflict provokes the application of a strategy such as avoidance in situations

that objectively require the elimination of a conflict. The fear of clarifying the situation, admitting that the conflict exists and the resulting tension creates a feeling of anxiety on the part of the parties, as well as a lack of faith in a fair outcome (stereotype of looking for the culprit). This is manifested in a strong emotional reaction to the conflict and a desire to get rid of it by any means. In our research, phobia of conflict is investigated both at the level of the individual and at the level of society. At the personality level, phobia of conflict manifests itself in a neutral or submissive-conciliatory position. As a whole, at the level of society, phobia of conflict can be expressed in “spreading behavior” and “disfunctions”. Mechanisms of phobia of conflict include a person's need for security and positive relationships with other people.

The problem of conflict has been studied by scientists in different periods both in terms of its personal determinants and situational components, as well as in terms of identifying conflict types, determining behavioral styles and its social role. The theoretical-methodological basis of the dissertation work is based on the theoretical and methodological approaches in the study of social conflicts, which are widely featured in the works of the founders and classics of conflictology, such as K.Levin, G.Zimmel, D.Moreno, K.Horney, K.Jung, J.Mouton, R.Likert, M.Deutsch, D.Scott, M.Follett, M.Sherif, N.Grishina, B.Hasan, W.Lincoln, and etc.

Azerbaijani psychologists such as A.S. Bayramov, A.Alizade, V.Yusifli, U.Shafiyev, S.Seyidov, Sh.Nuruzade and others were engaged in the study of the conflict problem from the socio-psychological aspect. After the Karabakh conflict, which started in 1988 and had both intra-state and inter-state character for Azerbaijan, a wide study of ethnic conflicts in our republic was started. The Armenia-Azerbaijan conflict, which has become the biggest conflict in the region in terms of political and humanitarian consequences, has a multifaceted and multipolar basis. This conflict, initially presented as an ethnic one, gradually took a value-meaning direction by attracting into its sphere other conflict situations, resources and people formed in social interaction. It was the transition from conflict to war, the tragic events that took place, that gave impetus to the in-depth analysis of the

processes taking place in the field of conflictological knowledge in Azerbaijan from the beginning of the 20th century to the present. Apart from ethnic, political and military conflicts, family and management conflicts have also been partially investigated in Azerbaijan.

The object and subject of the research: The object of the research is interpersonal conflicts, which are the core of social conflicts. The subject of the research is conflictogens that cause phobia of conflict and the choice of behavioral strategy in conflict.

Goals and objectives of the research. Analyzing the theoretical-methodological bases of phobia of conflict, it consists in determining its essence, main features, social-psychological mechanisms, factors affecting it, determining the predominant behavior style between the parties in an interpersonal conflict.

To solve the problem in regard to the research, it is needed to solve the following tasks:

1. Analyzing the psychological literature in this field by examining the existing theoretical sources related to the problem of phobia of conflict, studying the scientific-theoretical and practical situation of the problem.

2. Determining the reasons for choosing a certain behavioral strategy in a conflict;

3. Managing conflictual interactions by deliberately escalating or minimizing conflict.

Methods of the research. The theoretical basis of the research is made up of the works of research scientists who have made a great contribution to the study of the conflict problem. Structural - functional, processual - dynamic, typological, predictive solution methods were used to solve the tasks facing the research and various social-psychological concepts (K.Levin, B.Hasan, U.Lincoln) were referred to. As diagnostic methods for the implementation of the set tasks E.Ilyin, P.From Kovalev's method of diagnosing personality aggression and tendency to conflicts, A.Bass and A.Darky test, B.Stefanson's "Q-sorting" method (the test is designed to study self-perceptions of the person), a survey of responses appropriate to the situation in modeled conflict situations, the Thomas-Kilmann method for determining leading behavior in a conflict situation, a questionnaire

related to conflictogens (words and actions that can cause irritation) were used. Summarization and quantitative analysis of the obtained results were carried out, the results were calculated with the use of the SPSS 20 computer program.

Main provisions to be defended.

1. Phobia of conflict arises as a result of conflicts both internally and with the environment expressed in the manifestation and change of the individual-psychological characteristics of the subjects;

2. Empirically revealing the influence of conflict agents on the emergence of interpersonal conflicts helps to determine and correct behavioral strategies of the personality in a real conflict situation;

3. Interpersonal conflicts can be the embodiment of intrapersonal conflicts of both parties, but they can be situational in nature;

Scientific novelty of the research. The dynamics and socio-psychological characteristics of interpersonal conflict are revealed in the study. For the first time, phobia of conflict is considered as an individual-psychological feature in the dissertation work. Behavioral models in conflictual interaction, the effectiveness of the negotiation process in the practice of conflict resolution, the concept of conflictogenic and conflictual person were analyzed. At the same time, the negative impact of conflictogens on a person's psychological state and his relations with other people is revealed.

Theoretical and practical significance of the research. The results obtained from the research can be useful by enriching the level of knowledge of conflict phobia by expanding the ideas about the genesis and structure of conflictophobia, and by enabling its investigation in a new direction. The practical importance of the research is determined by the elimination of the imbalance between the theoretical and practical levels of the formation of conflict psychology, and the determination of ways and means of purposeful influence on the formation of conflictual resilience qualities.

Approbation and application. The general content, main provisions and main innovations of the research were reflected in the form of articles in local and foreign journals in accordance with the norms and requirements of the Supreme Attestation Commission under

the President of the Republic of Azerbaijan, as well as in the materials of national and international scientific conferences.

The name of the institution where the dissertation work was carried out. The Institute of Philosophy and Sociology of ANAS, Department of Social Psychology

The exact total volume of the dissertation work, noting the volume of the structural sections of the dissertation separately. The dissertation consists of an introduction, three chapters (nine sub-chapters), a conclusion, a list of used literature and appendices (211 125 characters).

THE MAIN CONTENT OF THE DISSERTATION

In the "**Introduction**" part of the dissertation, the relevance of the topic, the level of development, the object, subject, goals and objectives of the research are disclosed, the scientific innovation, the provisions to be defended, the theoretical and practical importance and approbation of the work are reflected.

Chapter I of the dissertation is entitled "**Formation of the scientific bases and theoretical-methodological directions of the research of the conflict**". This chapter consists of three sections. In the first sub-chapter called "**Characterization and classification of conflict as a social phenomenon**", the complexity, typology are considered. The importance of subjective interpretation of what happened is emphasized rather than personal characteristics or an objective description of the situation. To ensure the effective study of conflicts, the principles of the study of conflicts based on the philosophical and general scientific methodology - development, general connection, compliance with the basic laws of dialectics, as well as objectivity and historical principles were used. In each specific case, the priority of this or that method is determined by the type of conflict. In interpersonal conflict, socio-psychological methods are

dominant, when analyzing conflicts between large social groups, sociological and psychological research methods come to the fore.¹

The second subchapter of the first chapter is called **"Manifestations of psychological aspects in interpersonal conflicts, conflict management"**. This subchapter examines individual qualities of opponents in interpersonal interactions, self-esteem, aggression, passivity, behavior, socio-cultural differences. It is especially emphasized that interpersonal incompatibility leads to emotional conflict, which is the most complex and difficult to resolve form of conflict. Among the main directions of conflict research, the following are noted: psychoanalytic (Z.Freud, A.Adler, E.Fromm); sociotropic (U.McDougall, S.Sigele, etc.); ethological (K.Lorenz); theory of group dynamics (K.Levin, L.Lindsey); behavior (A.Bass, A.Bandura); sociometric (D.Moreno, G.Gurvich); interactionist (D.Mead, T.Shibutani, D.Spiegel). The subchapter also analyzes the difference between the concepts of "conflict situation", "conflict party", "subject" and "participant" of the conflict.

The third subchapter of the first chapter is called **"Behavioral strategies and styles in conflict"**. The subchapter mentions the importance of distinguishing signs and signals of conflict such as discomfort, tension, misunderstanding, incident, crisis at an early stage. By paying attention to the communication style of individuals in conflict situations, it is possible to determine their behavior types. Comparisons are made regarding the application of behavior styles such as struggle, cooperation, avoidance, adaptation and compromise depending on the types of "practical", "conversational", "thinker" and the style of people involved in the conflict.

The second chapter of the dissertation called **"Phobia of conflict as a cause and effect of various socio-psychological events"** consists of three sub-chapters. The first sub-chapter of the second chapter is

¹ Анцупов, А.Я. Конфликтология / А.И.Шипилов – Питер: - 2020. - 560 с.

called **"Phobia of conflict and the concept of conflicting personality"**. In this sub-chapter, it is noted that phobia of conflict manifests itself in the form of a clear and persistent fear as an existential fact, a desire to quickly get rid of the problem by avoiding conflict situations or having a strong emotional reaction to them. The origin of "phobia of conflict" is based on human nature, its need for protection, positive relationships with people, their violation creates a feeling of loneliness, alienation, and helplessness. Phobia of conflict manifests itself in a strong emotional attitude to conflict situations, an obvious and very strong fear, an attempt to quickly "get rid" of the conflict before it is resolved.² The main feature of a conflicting person - the level of aggression, the ability to communicate, the influence of psychological factors on emotions is investigated. A comparison is made between conflicting people and people who are difficult to understand: in the first type, the controversial personality appears as a set of characteristics, in the second type, only one characteristic that causes conflict prevails.

The second sub-chapter of the second chapter of the dissertation is called **"Conflictogen as a factor in the emergence and development of conflicts"**. In the sub-chapter, the classification of conflictogens, which are verbal and non-verbal elements of communication that create a tense atmosphere in communication and affect the interlocutor, is given. Most conflictogens cannot be considered as intentional insults, besides, a person uses conflictogens, that is, habitual words and gestures independently of himself/herself. Many conflictogens arise in the subconscious as aggression, and cause affective reactions. Conflictogen is socially conditional: conflictogens that cause dissatisfaction for some people are considered

² Шейнов, Виктор Управление конфликтами / Виктор Шейнов. - М.: Питер, - 2014.

completely normal for others. It is noted that conflictogens can cause several conflicts at the same time.

The third sub-chapter of the second chapter of the dissertation is called "Psychological characteristics and effectiveness of the negotiation process in conflict management". The most important point in conflict experience is the ability to correctly present conflicts that can be resolved in the negotiation process. The sub-chapter shows the main elements, features and differences of negotiations from other types of communication. These include the interdependence of its participants, reaching an effective agreement, and improving mutual relations. In addition, attention is paid to the informative-communicative, regulatory, propaganda, and resolution of personal issues functions of negotiations.

The principles of the "principled negotiation" method, developed within the framework of the Harvard negotiation project, are based on the human factor, interests, options and criteria. It is especially emphasized that behavioral strategies and resolution styles, participants and subjects' positions in the conflict can change. The second Karabakh war can be a clear example of this. During the period after the first Karabakh war, in the process of negotiations, the Azerbaijani side used the styles of adaptation, cooperation and compromise. After the conflicts of July 2020, and the negotiations which were conducted with varying degrees of intensity and did not lead to the achievement of a balance of mutual interests, the Azerbaijani side managed to solve the 30-year-old problem in 44 days.

The third chapter of the dissertation, called **"Experimental research of person's propensity to aggressive behavior in a conflict situation"** consists of three sub-chapters. The first sub-chapter of the third chapter is called **"Conflict Prediction and Prevention"**. Prediction of possible conflicts in the future is one of the main directions in conflict management, because it costs less in terms of

management resources and influence forces in the early stages of the emergence of social conflicts. A number of subjective conditions for conflict prevention are associated with a person's ability to communicate correctly: a tolerant approach to different thinking, avoiding conflict in a tired or excited state, knowing the laws of non-verbal information transmission are appropriate for the purpose (facial expressions, gestures, movements), etc. Anticipating a conflict situation is particularly important to prevent conflict from developing. Forecasting involves the collection and analysis of various facts related to the problem of concern, identification of symptoms, modeling (possible options for the development of events, alternative actions).³

The second sub-chapter of the third chapter is called "**Organization and conduct of the research**". In this subchapter, the choice of the chosen methods for the research is justified and the purposes of their use are explained, the content of the experiment, its stages and main goals are described. The results obtained as a result of the research were analyzed and processed statistically. In the first stage, the structure of the research was established, then the way and place it will be conducted at, as well as which tests will be used was determined. From the diagnosis of aggression and propensity of a person to conflicts (E.P. Ilyin, P.A. Kovalev), it was determined to use A. Bass and A. Darkin's aggression questionnaire, the survey of situational responses in modeled conflict situations, B. Stefanson's "Q-sorting" test, Thomas-Kilmann method for determining leading behavior in a conflict situation, a questionnaire prepared on conflictogens. At the last stage, after the end of the research, its results were analyzed, for this purpose, the obtained data were entered into the SPSS program and statistical results were analyzed.

³ Юри, У. Преодолевая “нет”, или Переговоры с “трудными” людьми / У Юри - М.: - Наука, - 1993.

The third subchapter of the third chapter is called **"Psychological analysis and interpretation of the results of the research"**. The research was conducted among students from different courses and specialties of Baku State University and National Aviation Academy, employees of Azerbaijan National Academy of Sciences and several institutions. A total of 363 people participated in the research. 186 of them were women and 177 were men. During the processing of the results of the research conducted with the participants, the number, percentage, average, standard deviation, minimum and maximum values and the range of changes were shown for the analysis of sociodemographic characteristics. First of all, dependent and non-dependent groups of the research participants were determined. Then it was checked whether these groups had a normal distribution or not. The Kolmogorov-Smirnov test was used to determine whether the data showed a normal distribution. After this determination, the groups that did not show a normal distribution during the comparison of two independent groups of the research participants were analyzed by the Mann-Whitney-Wilcoxon criterion. During the comparison of more than two independent groups, the Kruskal-Wallis H test was used to determine the results for groups that did not show a normal distribution. The relationship between two variables was analyzed by Pearson and Spearman correlation. If $p < 0.05$, the result was considered statistically significant. Data analysis in this research was done with IBM SPSS version 22 package program. In the end, the information obtained in the fourth stage was collected and put in the form of a dissertation.

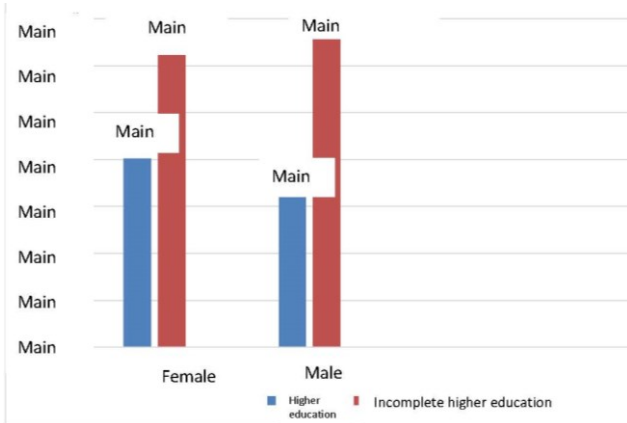
The sociodemographic characteristics of the research participants are given in the table below. The average age of the research participants is 20.5. The youngest of the research participants is 16, and the eldest is 37 years old. According to the results of the analysis, 51.2% of the research participants are women and 48.8% are men. When looking at the educational level of the research

participants, it is known that 36.1% have completed higher education, and 63.9% are currently studying and are students. Cultural status of the research participants: 83.2% are single, 16.8% are married. Looking at the field of employment, it is known that 74.7% are students, 10.2% are scientific workers, 6.6% are from business sphere, and 8.8% are from the social sphere.

Table 1.

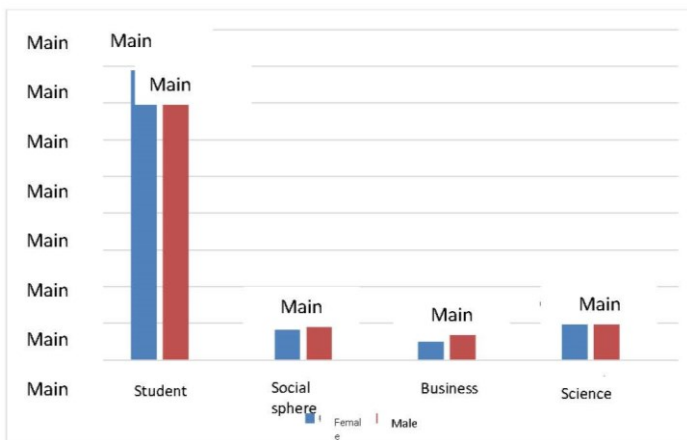
		<u>Amount</u>	<u>%</u>
Sex	Female	186	51,2%
	Male	177	48,8%
Education	Higher	131	36,1%
	Incomplete higher	232	63,9%
Marital status	Single	302	83,2%
	Married	61	16,8%
Place of residence	City center	205	56,5%
	City outskirts	158	43,5%
Occupation	Student	270	74,7%
	Scientific worker	37	10,2%
	Business	24	6,6%
	Social sphere	32	8,8%
Total		363	100%

The graph below shows the gender distribution of the research participants with their educational level. It was determined that 20.1% of the women who participated in the research had higher education, and 31.1% had incomplete higher education. 16% of men have completed their education, and 32.8% are university students.



Picture 1. Gender and education level of the research participants

Graph 2 shows the gender and employment field distribution of the research participants. It was determined that from the students-research participants - 39.4%, from the social sphere- 4.1%, from the business sphere - 2.5%, and from the science sphere - 5.2% are female. And from male research participants 35% are students, 4.7% are from the social sphere, 4.1% are from the business sphere, and 5% are from the science sphere.



Picture 2. Gender and employment status of the research participants

The following table shows the results of the "Thomas-Kilmann methodology for determining leading behavior in a conflict situation" of the research participants. In the methodology, there are scales of competing, collaborating, compromising, avoiding and accommodating. Each of the scales was rated as weak, medium, and high. On the competing scale, 63.3% of the research participants had low, 34.2% - medium, and 2.5% had high results. On the collaborating scale 20.3% showed weak, 75.9% medium, and 3.8% showed high results. According to the compromising scale, 20.9% of the research participants showed weak results, 72.8% showed medium results, and 6.3% showed high results. The results of the avoiding scale were defined as 16.5% weak, 68.4% medium, and 15.2% high. The results of the accommodating scale were determined as 18.4% weak, 67.1% medium, and 14.6% high.

The results of the research participants according to "Thomas-Kilmann method for determining leading behavior in a conflict situation" scale

Table 2.

	Weak	Medium	High	
Competing	63,3%	34,2%	2,5%	100%
Collaborating	20,3%	75,9%	3,8%	100%
Compromising	20,9%	72,8%	6,3%	100%
Avoiding	16,5%	68,4%	15,2%	100%
Accommodating	18,4%	67,1%	14,6%	100%

During the analysis of the results of the "Diagnosis of personality aggression and propensity to conflicts" (Table 3) test, the parametric method Pearson's correlation was used to look at the relationship. The table below shows the Pearson correlation results. The test "Diagnosis of personality aggression and propensity to conflicts" itself is divided into categories as irritability, attack, resentment, stubbornness, intransigence, tendency to revenge, intolerance of others' opinions, suspicion, and the analysis of correlation results was evaluated by these categories. According to the results of the correlation test, a statistically significant relationship

between the irritability scale and the scales of stubbornness and intolerance of others' opinions was found in a positive direction ($p < 0.05$), that is, as the irritability scale increases, stubbornness and intolerance of others' opinions begin to increase as well. According to the results of the correlation test, there is a statistically significant relationship between the category of attack and stubbornness, intransigence and the tendency to revenge ($p < 0.05$). A statistically significant relationship between the category of attack and the categories of stubbornness, intransigence and tendency to revenge was determined in a positive direction ($p < 0.05$). A statistically significant positive relationship was established between the category of resentment and the category of stubbornness ($p < 0.05$), as resentment increases, stubbornness begins to increase as well. On the other hand, according to the results of the correlation test, no statistical relationship was observed between the category of resentment and the categories of irritability, attack, intransigence, tendency to revenge, intolerance of others' opinions, suspicion ($p > 0.05$). According to the results of the correlation test, there is a statistically significant positive relationship between the category of stubbornness and the categories of irritability, attack, resentment, intransigence, intolerance of others' opinions ($p < 0.05$). As stubbornness increases, so does irritability, aggression, resentment, intransigence, and intolerance of others' opinions. No correlation was found between the stubbornness category and tendency to evenge and suspicion category ($p > 0.05$). A statistically significant relationship was seen between the category of intransigence and the categories of aggression, stubbornness, tendency to evenge and intolerance of others' opinions ($p < 0.05$). A significant statistical relationship was determined in a positive direction between the tendency to revenge category and aggression, intransigence, suspicion and intolerance of others' opinions ($p < 0.05$). As the tendency to revenge increases, they become more resistant to intransigence, attack, intolerant of other people's opinions, and suspicion. There was no statistically significant relationship between the tendency to revenge category and the categories of irritability, resentment and stubbornness ($p > 0.05$). According to the results of the correlation test between the categories of intolerance of others' opinions and irritability,

stubbornness, intransigence, tendency to revenge, a statistically significant positive relationship was determined ($p < 0.05$). As intolerance for the opinion of others increases, so does irritability, stubbornness, intransigence, and the tendency to take revenge. Finally, a statistically significant relationship was found between the suspicion category and the tendency to revenge ($p < 0.05$), as the suspicion increases, they tend to take revenge more. There was no statistically significant relationship between the suspicion category and the other categories of irritability, attack, resentment, stubbornness, intransigence, intolerance of others' opinions ($p > 0.05$)

Analysis of inter-scale correlation results of the "Diagnosis of personality aggression and propensity to conflicts" test

Table 3.

		Irrit.	Attac k	Res.	Stub.	Intran s.	Tend. to rev.	Intol.	Susp.
Irritability	r		0,141	0,187	0,160*	0,132	0,263	0,154*	0,170
	p		0,493	0,360	0,004	0,521	0,194	0,001	0,408
	n		363	363	363	363	363	363	363
Attack	r	0,141		0,321	0,195*	0,491*	0,160*	0,360	0,182
	p	0,493		0,19	0,031	0,011	0,04	0,071	0,375
	n	363		363	363	363	363	363	363
Resentment	r	0,187	0,321		0,513*	-0,228	0,025	0,320	0,378
	p	0,360	0,19		0,007	0,263	0,903	0,111	0,057
	n	363	363		363	363	363	363	363
Stubbornne ss	r	0,160*	0,195*	0,513*		0,315*	0,156	0,507*	0,378
	p	0,004	0,031	0,007		0,01	0,446	0,008	0,057
	n	363	363	363		363	363	363	363
Intransigen ce	r	0,132	0,491*	-0,228	0,315*		0,205*	0,521*	- 0,326
	p	0,521	0,011		0,01		0,03	0,016	0,104
	n	363	363	363	363		363	363	363
Tendency to revenge	r	0,263	0,160*	0,025	0,156	0,205*		0,407*	0,373*
	p	0,194	0,04	0,903	0,446	0,03		0,039	0,02
	n	363	363	363	363	363		363	363

Intolerance of others' opinions	r	0,154*	0,360	0,320	0,507*	0,521*	0,407*		0,367
	p	0,001	0,071	0,111	0,008	0,016	0,039		0,065
	n	363	363	363	363	363	363		363
Suspicion	r	0,170	0,182	0,378	0,378	-0,326	0,373*	0,367	
	p	0,408	0,375	0,057	0,057	0,104	0,02	0,065	
	n	363	363	363	363	363	363	363	

The analysis of the correlation results of A. Bass and A. Darkin's aggression questionnaire (Table 4) was carried out between the scales of physical aggression, verbal aggression, indirect aggression, negativity, irritation, suspicion, resentment, and guilt. According to the results of the correlation test, there is a statistically significant positive relationship between physical aggression and verbal aggression, negativity and irritation ($p < 0.05$), that is, as physical aggression increases, verbal aggression, negativity and irritation also begin to increase. There is a statistically strong relationship between verbal aggression scale and physical aggression, indirect aggression, irritation, suspicion, resentment and guilt in a positive direction ($p < 0.05$). According to the results of the correlation test, a statistically significant relationship between indirect aggression and verbal aggression, irritation, suspicion, resentment and guilt was determined in a positive direction ($p < 0.05$). As indirect aggression increases, so do verbal aggression, irritation, suspicion, resentment, and guilt. There was also a significant positive correlation between the scale of negativity and the scales of physical aggression, irritation, suspicion and guilt ($p < 0.05$), as negativity increases, physical aggression, irritation, suspicion and guilt begin to increase. A statistically positive relationship was observed between the next irritation scale and all other scales ($p < 0.05$), as irritation increases, physical aggression, verbal aggression, indirect aggression, negativity, doubt, resentment and guilt also begin to increase. According to the results of the correlation test between the suspicion scale and verbal aggression, indirect aggression, negativity, irritation, resentment and guilt, a statistically positive relationship was determined ($p < 0.05$), as the

suspicion increased, verbal aggression, indirect aggression, negativity, irritation, resentment and guilt begins to rise. According to the results of the correlation test, a strong positive relationship was established between the resentment scale and verbal aggression, indirect aggression, irritation, suspicion, resentment and guilt ($p < 0.05$). A statistically positive relationship between guilt scale and verbal aggression, indirect aggression, negativity, irritation, suspicion and resentment was determined ($p < 0.05$). Verbal aggression, indirect aggression, negativity, irritation, suspicion, and resentment began to increase as the guilt scale increased in the research participants.

Analysis of interscale correlation results of A. Bass and A. Darkin aggression questionnaire

Table 4.

		Physical aggr.	Verbal aggr.	Indirect aggr.	Negat.	Irrit.	Susp.	Resent	Guilt
Physical aggression	r		0,391*	0,156	0,313*	0,346*	0,212	0,038	0,199
	p		0,001	0,187	0,007	0,003	0,072	0,753	0,092
	n		363	363	363	363	363	363	363
Verbal aggression	r	0,391*		0,484*	0,190	0,685*	0,434*	0,359*	0,392*
	p	0,001		0,000	0,108	0,000	0,000	0,002	0,001
	n	363		363	363	363	363	363	363
Indirect aggression	r	0,156	0,484*		0,094	0,433*	0,372*	0,434*	0,438*
	p	0,187	0,000		0,428	0,000	0,001	0,000	0,000
	n	363	363		363	363	363	363	363
Negativity	r	0,313*	0,190	0,094		0,266*	0,297*	-0,020	0,243*
	p	0,007	0,108	0,428		0,023	0,011	0,870	0,038
	n	363	363	363		363	363	363	363
Irritation	r	0,346*	0,685*	0,433*	0,266*		0,499*	0,339*	0,391*
	p	0,003	0,000	0,000	0,023		0,000	0,003	0,001
	n	363	363	363	363		363	363	363
Suspicion	r	0,212	0,434*	0,372*	0,297*	0,499*		0,311*	0,429*

	p	0,072	0,000	0,001	0,011	0,000		0,007	0,000
	n	363	363	363	363	363		363	363
Resentment	r	0,038	0,359*	0,434*	-0,020	0,339*	0,311*		0,415*
	p	0,753	0,002	0,000	0,870	0,003	0,007		0,000
	n	363	363	363	363	363	363		363
Guilt	r	0,199	0,392*	0,438*	0,243*	0,391*	0,429*	0,415*	
	p	0,092	0,001	0,000	0,038	0,001	0,000	0,000	
	n	363	363	363	363	363	363	363	

The results of the correlation test between the aggression index and the hostility index of A. Bass and A. Darkin's aggression questionnaire were also examined, both mutually and with age. The results show that there is a statistically negative relationship between the age of the research participants and the hostility index ($p < 0.05$). This means that hostility indices begin to decrease as the age of the research participants increases. No statistical relationship was found between age and aggression index ($p > 0.05$). When comparing aggression and hostility indices, according to the results of the correlation test, there is a significant relationship in the positive direction ($p < 0.05$), as aggression increases, hostility begins to increase, as well as aggression indices increase as hostility indices increase.

The analysis of correlation results between aggression, hostility indices, and age of the A.Bass and A. Darkin's aggression questionnaire

Cædvæl 5.

		Age	Aggression Index	Hostility Index
Age	R		-0,111	-0,281*
	P		0,349	0,016
	N		363	363
Aggression	R	-0,111		0,520**

Index	P	0,349		0,000
	N	363		363
Hostility Index	R	-0,281*	0,520**	
	P	0,016	0,000	
	N	363	363	

The following table shows the results of the scale correlation analysis of Stefanson's "Q-sort" test (Table 6). According to the results of the correlation test, there was no statistically significant relationship between the scale of dependency and the scales of sociability, independence, lack of communication, acceptance of struggle, prevention of struggle ($p > 0.05$). A statistically significant relationship was determined between the scale of independence and acceptance of struggle in a strong and positive direction ($p < 0.05$), as independence increases, acceptance of struggle begins to increase as well. There is a positive relationship between the sociability scale and the prevention of struggle scale ($p < 0.05$). There is a statistically significant positive relationship between the lack of communication scale and the acceptance of struggle scale ($p < 0.05$). As the lack of communication increases, so does the acceptance of the struggle. According to the results of the correlation test, there is a statistically significant positive relationship between the scale of acceptance of struggle and the scale of independence and the lack of communication ($p < 0.05$). According to the results of the correlation test, there is a statistically significant, strong relationship between the scale of prevention of struggle and the scale of communication ($p < 0.05$). As the prevention of struggle increases, communication begins to increase as well.

The result of the interscale correlation analysis of the "Q-sort" test

Table 6.

Correlations		Dep.	Indep.	Comm.	Lack of com.	Acc. of str.	Prev. of st.
Dependence	R		-0,179	0,083	-0,208	-0,306	-0,182
	p		0,414	0,707	0,341	0,156	0,405
	n		363	363	363	363	363
Independence	R	-0,179		0,106	0,256	0,691**	-0,323

	p	0,414		0,630	0,239	0,000	0,133
	n	363		363	363	363	363
Communication	R	0,083	0,106		-0,305	-0,021	0,471*
	p	0,707	0,630		0,157	0,925	0,023
	n	363	363		363	363	363
Lack of communication	R	-0,208	0,256	-0,305		0,545**	-0,104
	p	0,341	0,239	0,157		0,007	0,637
	n	363	363	363		363	363
Acceptance of struggle	R	-0,306	0,691**	-0,021	0,545**		-0,292
	p	0,156	0,000	0,925	0,007		0,176
	n	363	363	363	363		363
Prevention of struggle	R	-0,182	-0,323	0,471*	-0,104	-0,292	
	p	0,405	0,133	0,023	0,637	0,176	
	n	363	363	363	363	363	

In the next table, the results of the correlation test of the "Thomas-Kilmann methodology for determining leading behavior in a conflict situation" (Table 7) are given. In the methodology, there are scales of competing, collaborating, compromising, avoiding and accomodating. It was determined that there is a significant relationship between the scale of competing and the scales of collaborating, compromising, avoiding and accomodating in the negative direction ($p < 0.05$), as the sense of competing increases, collaborating, compromising, avoiding and accomodating begin to decrease. There is a statistically strong relationship between the collaborating scale and the competing scale in the opposite direction ($p < 0.05$). There is a strong positive relationship between the collaborating scale and the compromising scale ($p < 0.05$). That is, as the collaborating increases, the compromising starts to increase. There is a significant relationship between the compromising scale and the competing and avoiding scales, and between the collaborating and accomodating scales in the

positive direction ($p < 0.05$). As compromising increases, competing and avoiding begin to decrease, and collaborating and accomodating increase. A statistically significant relationship was determined between the avoiding scale and the competing, compromising and accomodating scales in a negative direction ($p < 0.05$). As avoiding increases, competing, compromising, and accomodating begin to decrease. There is a statistically positive relationship between the accomodating scale and the compromising scale, and between the competing and avoiding scales, there is a negative relationship ($p < 0.05$). As accomodating increases, so does compromising, and competing and avoiding begin to decrease.

The results of the correlation test of the "Thomas-Kilmann methodology for determining leading behavior in a conflict situation"

Table 7

		Competing	Collab.	Comprom.	Avoiding	Accom.
Competing	R		-0,382**	-0,205**	-0,343**	-0,254**
	P		0,000	0,010	0,000	0,001
	N		363	363	363	363
Collaborating	R	-0,382**		0,225**	-0,014	-0,096
	P	0,000		0,004	0,862	0,230
	N	363		363	363	363
Compromising	R	-0,205**	0,225**		-0,267**	0,209**
	P	0,010	0,004		0,001	0,008
	N	363	363		363	363
Avoiding	R	-0,343**	-0,014	-0,267**		-0,190*
	P	0,000	0,862	0,001		0,017
	N	363	363	363		363
Accomodating	R	-0,254**	-0,096	0,209**	-0,190*	
	P	0,001	0,230	0,008	0,017	
	N	363	363	363	363	

Words and actions that can cause irritation were mentioned in the questionnaire prepared regarding conflictogens (Table 8). The research participants were asked to list these irritating words and

actions from increasing to decreasing. The majority of respondents listed lying as the first irritating word or behavior in their responses, followed by distrust, interruption, unfair assessment, accusations, demographic differences, etc., not admitting your own mistakes, humiliation, and others.

A questionnaire of words and actions that can cause irritation

Table 8.

Words or behavior that can cause irritation	%
Lie	20,3%
Distrust	19,3%
Interruption	15,6%
Unfair assessment	12%
Accusations	8,4%
Differences	8,4%
Not admitting your own mistakes	7,2%
Humiliation	3,6%
Other	5,2%

Thus, as a result of the experimental research of the types of behavior of the participants in the conflict, the following results were obtained:

-Personality's fear of conflict, that is, phobis of conflict, depends on the nature of the situation and the behavior of the conflict participants, what happens during the conflict has a decisive influence on its constructive or destructive results;

- It is appropriate to choose a certain behavioral strategy to eliminate phobia of conflict and effectively resolve the conflict, but none of the listed behavior models can be unambiguously called "good" or "bad". Each of them can provide efficiency depending on the specific conditions of the emergence and development of the conflict.

- It is important to know that each of the conflict behavior styles is effective only under certain conditions, and none of them can be chosen as the only effective style. In some cases, it is not possible to apply these or other strategies. Each of the methods of behavior has its

own advantages and disadvantages, although it is suitable for one life situation, it can be unfavorable for another situation.

- When choosing a behavioral strategy in a conflict, it is reasonable to assume that it is important to achieve a result on the one hand, and to maintain normal relations on the other hand. Also, it is necessary to take into account the individual-psychological characteristics of the people involved in the conflict, as well as the nature of the conflict. In a specific conflict situation, the personality's behavior is determined by the degree of his readiness to secure his interests in passive or active activity.

-The conflict can be resolved only when the objective causes, the disagreement in opinions that led to the conflict situation, are eliminated. If this is not possible, ending the conflict depends on the willingness and ability of the parties to reach an agreement. If the conflict situation is only partially resolved, a new collision of the parties is possible when any minor incident occurs.

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