

**THE ROLE OF INTERPERSONAL COMMUNICATION IN THE RESOLUTION OF MARITAL
CONFLICT AMONG COUPLES IN SELECT CHURCHES, IN RCCG RIVERS PROVINCE
TWO**

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ABSTRACT

Study investigates the role of interpersonal communication in the resolution of marital conflict among couples in select churches in RCCG Rivers Province two, Port Harcourt. The study is anchored on constructivism theory and adopts descriptive survey with the questionnaire as the instrument of data collection. It has a total population of 15, 789 drawn from the Redeemed Christian Church of God Province two. It uses Meyer's sample size determination to arrive at 370 with the use of cluster sampling technique. The objectives of the study include to identify the interpersonal communication common to couples in the select churches in RCCG, Rivers Province two, to examine the extent of the use of interpersonal communication in conflict resolution among couples in select churches in RCCG Rivers Province two, etc. The result of the study shows that phone calls, face-to-face meeting and text/WhatsApp messages are the major interpersonal communication common to couples in Rivers Province two; it also confirmed that the extent of the use of interpersonal communication for conflict resolution among couples in Rivers Province two is very high. Although, ineffective interactions, differences in economic status of couples, cultural differences and lack of unity as well as lack of understanding are the major challenges facing the use of interpersonal communication for conflict resolution among couples in Rivers Province two. The study recommends that couples in Rivers Province two should adopt other interpersonal communication means like the use of e-mail, letter and gesture/body language for resolution of conflicts since people are encouraged to maintain social distance and accommodate persons with special needs.

Keywords: Interpersonal Communication, Conflict Resolution, Marital Conflict, Couples and Churches in Rivers Provinces.

INTRODUCTION

Communication is the sharing of meaning, ideas, information as well as feeling. Man leaves with one another and shares feelings, pleasantries, boundaries and ideas. Nobody leaves without any form of communication. Little wonder Asemah, (2011) posits that communication is the oxygen of life. At one point or the other, a person or group of persons including couples are exposed to one form of communication; either oneself (intra-personal communication), face-to-face (interpersonal communication). A person when exposed to any form of communication is usually influenced by such communication covertly or overtly. One thing that distinguishes man from other social animal is communication. Human beings communicate through signs, symbols, speech, writing, and modern channels of communication which include radio, newspapers, magazines, bill boards, mediated communication and social media. Any of these forms of communication could be used to communicate to one another for healthy living like conflict resolution.

However, communicating interpersonally means person to person communication. This includes, letters, phone call, short memory message, personal interactions, email, gesture among others. Most of the time, these forms of communication are used in the conflict resolution among couples. This is because of face-to-face, gesture and closeness in the interpersonal communication. Vertino (2014; Iniobong 2020) describe interpersonal communication as an integral part of life; without it, we would not exist.

For instance, many couples who were to have been separated become close and lovers' after exposed to close relationship and interaction. These interactions bring intimacy and build understanding among couples. Pastors of Redeemed Christian Church use much of their time that should have ordinarily being used for evangelism to resolve marital conflicts among couples. These ranges from fight, divorce or separation. The cause of this sometimes is finance, cheating, misunderstanding and lack of effective communication. The study investigates the role of interpersonal communication in the resolution of marital conflicts among couples in select churches, in RCCG Rivers province two, Port Harcourt.

Statement of the problem

Interpersonal communication like some other channels of mass communication are used in surveillance of society for conflict resolution. It involves face-face interaction, letters, town crier. calls, meeting, email, statement, gesture and text messages to each other especially couple for the purposes of resolving conflicts at home. Home is the nucleus of the society and marriage is the major avenue where the society is populated by the number of children that are born in such marriages thus marital instability produces negative multiplier effects on the society. When there is marital conflict, there is always a problem and this leads to fighting, divorce, separation among others.

However, effective communication among couples appears to have sometime prevented the fighting, divorce and separation among couples. For a consistent interpersonal communication has being found effective for cordial relationship among couples. In spite of this, couples in Port Harcourt are having log ahead. No day or week passes in Port Harcourt without any form of report of fight, divorce or separation among Port Harcourt couples. Have Port Harcourt couples not utilize interpersonal communication? Only last week, a total of twenty-nine report cases of either divorce, fighting or separating were reported in the church. It is on this basis the study seeks to investigate the role of interpersonal communication in the resolution of marital conflicts among couples in select churches RCCG Rivers Province two, Port Harcourt.

Objectives of the study

1. identify the interpersonal communication common to couples in select churches in RCCG Rivers Province two;
2. examine the extent of the use of interpersonal communication in conflict resolution among couples in select church in RCCG Rivers Province two;
3. determine the challenges of couples in the use of interpersonal communication in conflict resolution in select churches in RCCG Rivers Province two.

Research questions

1. What is the interpersonal communication common to couples in select churches in RCCG Rivers Province two?
2. To what extent is the use of interpersonal communication in conflict resolution among couples in select churches in Rivers Province two?
3. What are the challenges of couples in the use of interpersonal communication for conflict resolution select churches in Rivers Province two?

Significance of the Study

Communication is a vital part of every marriage relationship or any other kind of relationship. It is more important now to work on the communication between husband and wife to avoid marriages ending in divorce. This study would be useful to all couples and even youths who are about to get married and may want to learn how to keep their families together for peaceful coexistence. In addition, this study will add to government idea to resolve conflicts in Rivers state in order to

reduce the rate of divorce and separation in Port Harcourt. It benefits the counselors in resolving marriage conflicts as well as guide clergy men in counselling intending couples.

Conceptual Review Communication

Communication is a term that is pervasively used and commonly placed in human society. This makes it form the center place for human existence and survival, both as an organized society and as individuals. This was "explicitly manifested in the Holy Bible, Genesis chapter 11, where mankind embarked upon the construction of the Tower of Babel. We were told that they were making steady progress until communication broke down and inhibited the project. Udoakah (2004, p.1) sees communication as the process through which needs, emotions, desires, goals, and sentiments are expressed among human beings, using codes, symbols and languages understood by the parties involved in the process.

Communication as a transmission of information and messages which can impart positively or negatively on behaviour can be verbal and non-verbal, formal and informal communication, downward and upward communication and can be transmitted/shared using different formats (text, audio, video, graphics, sign etc) or a combination of all these (Udoakah, 2004).

Interpersonal Communication

Interpersonal communication is one of the forms of communication that takes place between two or more individual. It is person-to-person contact, it is every day exchanges that may be formal or informal and can take place anywhere by means of words, sounds, facial expression, gestures and postures, letters, e-mail, telephone calls among others. In interpersonal communication, there is face-to-face interaction between two persons. Both are sending and receiving messages or information. These messages or information are geared towards resolving conflicts in the community. This is the process by which people exchange information, feelings and meanings through verbal and nonverbal messages. It mostly involves face to face communication and sometimes mediated messages through telephone interaction. Interpersonal communication is described by Sethi & Seth (2009), as 'the procedure by which people swap information, feelings and impart through verbal and non-verbal messages'. This implies that interpersonal communication is not just about what is said – language used- but how it is said, including the nonverbal messages sent through tone of voice, facial expressions, gestures, body language, and dressing. People receive messages from these forms of non-verbal behaviour. Wood, (2012) notes that our body language (how we move and position our body), use of space (to convey feelings and personality) and time (attitude and importance), convey information which can affect the accuracy of the message received.

Interpersonal Communication for Conflict Resolutions.

Gremier & Givinner (2000), rapport or harmonious communication between administrators and its citizens lead to increased societal loyalty levels and positive word of mouth recommendations. Villages, for instance, are expected to communicate at the same level with others, using simple language, as well as the right choice of words that bring about peace in the society. When messages are exchanged across a communication channel from one person to another, interpersonal communication is said to occur. In the health sector, several communication channels are used to aid diagnosis – orally, nonverbally, written or digitally.

Problems in communication can occur as a result of the type of communication channel used in transmitting the message. For instance, messages communicated interpersonally are usually transmitted orally and nonverbally. Getting the right answer to the right question is a major index to an effective communication for conflict resolution. This is because same message can be interpreted differently based on the channel used to communicate it. Also, our oral communication

is usually accompanied with nonverbal communication. In most cases, we sometimes use words but our actions communicate differently. Wood, (2012); Inibiong, (2020) note that our body language (how we move and position our body), use of space (to convey feelings and personality) and time (attitude and importance), convey information which can affect the accuracy of the message received for conflict resolution.

Conflicts Resolution among Couples

Conflict is a perpetual given of life, although varying view of it may be held. Some may view conflict as being a negative situation which must be avoided at any cost. Others many see conflict as being a phenomenon which necessitates management as it generates new ideas. Still others may consider conflict as being an exciting opportunity for personal growth and so try to use it to his or her best advantage.

Conflict free couples have never existed and never will exist. Antagonisms, tensions, aggressions, stereotypes, negative attitudes and the frustrations of perceived conflicting need will always be present wherever men are forced to live and work together. However, conflict among couples is a daily occurrence. Sometimes as a result of communication breakdown. Conflict is inevitable among humans. When two or more social entities (i.e., individuals, groups, organizations, and nations) come in contact with one another in attaining their objectives, their relationships may become incompatible or inconsistent. Relationships among such entities may become inconsistent when two or more of them desire a similar resource that is in short supply; when they have partially exclusive behavioural preferences regarding their joint action; or when they have different attitudes, values, beliefs, and skills. Conflict is the perception of differences of interests among people. Conflict is generally regarded as a disagreement regarding interests or ideas (Wood, 2012).

Dealing with conflict is difficult because it arouses primitive emotions such as people feeling threatened, which creates a version of the age old stress responses: fight, divorce or separation. Conflicts typically arise from the competition of limited resources which exist either naturally or artificially. Therefore, interpersonal communication becomes one of the best ways of resolving disputes (Wood, 2012).

Based on August (2005), "Desmond Tutu, the Anglican Archbishop emeritus of South Africa, is reported to have commented from within the situation of social revolution in South Africa that without reconciliation, there is no future" (August, 2005). The cleric informs about the universal desire for peace and conflict decision in all nations. Societies living around the world today are resorting to the peaceful strategies of settling disputes. Accordingly, different peaceful and non-violent approaches to dispute settlements occur at various villages among many couples around the world, and mainly within Africa.

Moreover, the need for a peaceful conflict resolution in contemporary societies is crucial because two people will always perceive an issue differently. Udezo (2009) posits that "efforts to curb conflicts and crisis-situations are often unsuccessful and occasioned not only by the complex nature of humanity but also by the methods and means employed by those mediating." Conflicting activities are considered meaningless in today's society. In this context, individuals competing for resources are considered important because they do not contribute to either economic or social growth in their communities (Leach & Scoones, 2015). Hence, the shift of their economies from the growth phase to a stagnating stage.

Best (2005) concluded that "From needs, a conflict is resolved when the basic needs of parties involved have been met with necessary "satisfiers," and their fears have been allayed." No specific individual or group wins in case of a conflict due to different elements of conflict resolution, such as avoiding, accommodating, or competing (Evans, 2013).

Frost (2019) posits that the outcome is particularly accurate “when conflicts become personal, and people see disagreements as attacks rather than potentially productive.” Over time, the approach of conflict resolution becomes both a group skill and an individualised specialty. Usually, groups begin to become more stable after developing their own mechanisms for conflict resolution techniques. For example, team members use interpersonal communication efficaciously to resolve their conflicts through adequate collaboration and discussion of various ideas that enable them to grow their personal knowledge base.

Empirical Review

Knudson, Sommers & Golding (1980) investigated interpersonal perception and mode of resolution in maternal conflict. This study adopted survey research design and found that there is significant difference between the groups suggesting that engaging the issues was associated with an increase in spouse’s access to one another interpersonal perception. The study related with the present study because they deal with interpersonal communication for conflict resolution. The previous study looked at interpersonal communication perception and mode of resolution in maternal conflict the present looks at role of interpersonal communication and conflict resolution among couples in Port Harcourt province two.

In another development, Fitzpatrick & Varance (2017) studied interpersonal communication in the causal interaction of maternal partners. The study focused on the behaviour of married couples during pleasant interaction. The study categorized the couples into four marriage partners: Traditional independents, separate, separate/traditional and mixed type couples. The study adopted survey research design and the findings of the study show that majority of the messages exchange by the couples when told to have a pleasant conversation fell into discussion and edification categories. The study is related with the present study in that they deal with interpersonal communication for marriage settlement. The previous study however focused on the interpersonal communication in the causal interaction of maternal partners but the current study considers the role interpersonal communication in conflict resolution among couples in Province two, Port Harcourt.

In another study, Sillars, Canany & Tafoya (2004) investigated communication, conflict and the quality of family relationships. They focused on communication processes in maternal and family conflict with the central forms being the influence that communication has on the quality of family relationship. The study found that communication between couple helps to build relationships. Orebiyi and Orebiyi (2019) investigated the influence of interpersonal communication on secondary teachers’ job satisfaction and commitment in Kogi State, Nigeria. The study examined the extent teachers’ interpersonal communication within the system influence their job satisfaction and the extent teachers’ interpersonal communication within the school system influence their affective, normative and continuance commitments. The study adopted survey research design which the current also deems necessary.

The study observed that participation in work setting, respect for the feeling and aspiration of one another and sharing relevant information at individuals’ disposals while making trust the watchword of the relationship, communication relationship with parents are import predictors of teachers’ job satisfaction and commitment

Ome, (2014) also examined the assertiveness and social intelligence in preferred conflict resolution styles. The study determines whether assertiveness and social intelligence are significant predictor of preferred conflict resolution styles. The study found that there is significant negative relationship between assertiveness and acceptance as well as assertiveness and negotiation social information process had a negative significant relationship with threat

while social awareness had a significant positive relationship with negotiation.

Again, Kamoet, (2019) investigated the efficacy of interpersonal communication in conflict resolution: A case study of the Sabaot clans in MT. Elgon region, Bungoma country, Kenya. It found that there has been efforts of conflict resolution through sporting activities, religion group, crusaders, which affected the use of interpersonal communication. The use of coded language with political differences are factors that contribute to deep-rooted conflict which makes the Sabaot community relapse to conflict time which result to creation of distance between the people.

Theoretical Framework

The study is hinged on the Constructivism theory.

Constructivism Theory

Constructivism theory is propounded by Jesse Delia in 1991. He used constructivism theory to explain personal differences in people's capability to skillfully communicate in social situations (Griffin (2012, p. 98). The theory acknowledges some of the communication goals as attracting, understanding, performing, persuading, conforming, informing, or entertaining others. While most people view communication success as being about becoming assertive or outgoing, this theory, however, acknowledges that there is always a crucial behind-the-scenes difference in people who are interpersonally effective (Kamoat, 2019).

On the positive side, constructivists are capable of spearheading reform movements that can shape public policy. The constructive theory provides people with a cognitive explanation for communication competence. Through learning certain aspects in the dialogue process enables the solving of particular issues. Thus, shared knowledge amongst the community members (Fosnot, 2013). However, people who might not be involved in the process would still bring about conflict.

According to the theory, individuals who are cognitively intricate in their intuitions about other people have a communication advantage above individuals with less- developed psychological structures. Thus, the theory presumes that people make sense about the universe and world through systems of individual constructs.

This theory is relevant in analyzing the importance of constructs that people create and its effect on relationships. Person-centered messages, both non-verbal and verbal, are vital in maintaining relationships and social support and especially in the case of couple in select churches is RCCG Province two, Port Harcourt. Nevertheless, for people with undeveloped mindsets of which stand out as primeval aspects. People in the religious community might not be able to apply the context (Fosnot, 2013). However, the church members can be coached at their local assemble by communicating in order to creating a level of understanding. From the foregoing, the development of interpersonal relationship is reciprocated by self-disclosure. West & Turner (2011) opined that through interaction, people may choose to reveal deeper layers of themselves to one another and by so doing, perhaps deepen their relationship. This embodies the need for reciprocity which emphasizes a payback and kind to what another had provided. As a strong motivational factor, couples need to offer some new information since their members may provide such information.

METHODOLOGY

Research design

This study adopted the survey research design. The justification for the use of survey and was borne out of the need to elicit responses from respondents and couples on the subject matter.

Population

The population of the study is 15,789. The population was drawn from Port Harcourt Province two, Redeemed Christian Church of God consisting of 52 Areas and 152 Parishes. For the qualitative approach, four couples from four area each were selected.

Sample size

To determine the sample size, the study adopted Meyer’s sample size determination technique to arrive at 370. With the population at 15, 789, it was difficult if not impossible to study the entire population. The Meyer’s sample size determination template was applied to take a sample of this population.

| S/N | Population size | Sample size |
|-----|-----------------|-------------|
| 1 | Infinity | 384 |
| 2 | 500,000 | 384 |
| 3 | 100,000 | 383 |
| 4 | 50,000 | 381 |
| 5 | 10,000 | 370 |
| 6 | 5,000 | 357 |
| 7 | 3,000 | 341 |
| 8 | 2,000 | 322 |
| 9 | 1,000 | 278 |

By this, 370 becomes the sample size of the population. The study data were extracted from 370 respondents. For the qualitative approach however, four couples were sampled.

Sampling techniques

Cluster sampling technique was adopted for the study. Some intact identified groups with similar characteristics within Port Harcourt Province two, Rivers State and randomly selected sample of the study from the members of intact group with the population of the study. The researchers identified different couples to administer 370 copies of the questionnaire to them. The selection was based on the proportion of the groups identified groups within Port Harcourt Province two.

Measuring Instrument

The questionnaire was divided into six sections. Section A contained personal data of the respondents while Section B contained instructions on how to fill the questionnaire and proportions which the respondents were expected to answer in a 4-point rating scale of Strongly Agree (SA), Agree (A), Disagree or Strongly Disagree (SD). The questionnaire contained sixteen (16) items drawn to reflect the research questions. The questionnaire contains a total of 16 items in all. Items 5-9 were drawn from research question one, items 9-13 were drawn from research question two, items 14-16 were drawn from research question three.

DATA PRESENTATION AND DISCUSSIONS OF FINDINGS

Research question one: Identify the interpersonal communication common to couples in Rivers province two

Table 1: Responses on the interpersonal communication commonly used by couples

| Statement | SA 4 | A 3 | D 2 | SD 1 | TOT AL 1 | WMS | RMK |
|-------------|---------|--------|--------|---------|----------------|-----|----------|
| Letter | 49 | 71 | 149 | 96 | 856/3 65 | 2.3 | Rejected |
| Phone calls | 139 | 146 | 70 | 9 | 1143/ 365 | 3.1 | Accepted |
| SMS | 58 | 81 | 133 | 93 | 834/ | 2.3 | Rejected |

| | | | | | 365 | | |
|------------------------|-----|-----|-----|-----|--------------|-----|----------|
| Face-to-face | 121 | 148 | 76 | 20 | 1100/ 365 | 3.0 | Accepted |
| Gesture/body language | 61 | 53 | 161 | 90 | 815/ 365 | 2.2 | Rejected |
| E-mail | 39 | 50 | 112 | 164 | 694/ 365 | 1.9 | Rejected |
| Text/whatsApp messages | 142 | 119 | 71 | 33 | 1100/ 365 | 3.0 | Accepted |

Table 1 shows that phone calls, face-to-face meeting and text/WhatsApp messages are the major interpersonal communication common to couples in select churches in RCCG Rivers Province two.

Research question two: Examines the extent of the use of interpersonal communication in conflict resolution among couples in churches in RCCG Rivers Province two

Table 2: Responses on the extent interpersonal communication is used in conflict resolution among couples

| Statement | SA 4 | A 3 | D 2 | SD 1 | TOT AL 1 | WMS | RMK |
|---|---------|--------|--------|---------|----------------|-----|----------|
| The extent of the use of interpersonal communication for conflict resolution among is very high | 131 | 124 | 41 | 69 | 1047/ 365 | 2.9 | Accepted |
| The extent of the use of interpersonal communication for conflict resolution among couples is high | 109 | 142 | 54 | 60 | 1030/ 365 | 2.8 | Accepted |
| The extent of the use of interpersonal communication for conflict resolution among couples is not high | 69 | 74 | 109 | 113 | 829/ 365 | 2.4 | Rejected |
| The extent of the use of interpersonal communication for conflict resolution among couples is not very high | 46 | 69 | 117 | 133 | 758/ 365 | 2.1 | Rejected |

The data in table 2 indicate that the extent of the use of interpersonal communication for conflict resolution among couples in select churches in RCCG Rivers Province two is very high

Research question three: To determine the challenges of Rivers Province two in the use of interpersonal communication for conflict resolution.

Table 3: Responses on the challenges of couples in the use of interpersonal communication for conflict resolution

| Statement | SA 4 | A 3 | D 2 | SD 1 | TOT AL 1 | WMS | RMK |
|--|---------|--------|--------|---------|----------------|-----|----------|
| Ineffective interaction among couples as a result of family pressure is a challenge in the use interpersonal communication for resolution conflict | 99 | 108 | 116 | 42 | 994/ 365 | 2.7 | Accepted |
| Differences in economic status of couples is a challenge in the use | 101 | 113 | 104 | 47 | 998/ 365 | 2.7 | Accepted |

| | | | | | | | | |
|--|-----|-----|-----|----|----------|-----|----------|--|
| interpersonal communication for resolution conflict | | | | | | | | |
| Differences in cultural background among couples is a challenges in the use of interpersonal communication for resolution conflict | 89 | 103 | 112 | 61 | 950/365 | 2.6 | Accepted | |
| Lack of unity/understanding is a challenges in the use of interpersonal communication for resolution of conflict | 131 | 93 | 79 | 62 | 1123/365 | 3.1 | Accepted | |

Table 3 shows that ineffective interactions, differences in economic status of couples, cultural differences and lack of unity as well as understanding are the major challenges facing the use of interpersonal communication for conflict resolution among couples in Rivers Province two.

Discussions of findings

Research question 1: What are the interpersonal communication common to couples in select churches in RCCG Rivers Province two?

The study found that phone calls, face-to-face meeting and text/WhatsApp messages are the major interpersonal communication common to couples in Rivers Province two. The items of table 1 indicating the predominant interpersonal communication used in conflict resolution among couples in Rivers Province two phone calls, face-to-face meeting and text/WhatsApp messages. This is because they were found above 2.5 and were accepted. Also, majority of the couples confirmed that the predominant interpersonal communication used for conflict resolution among couples are face to face communication, letters and text messages.

The finding is similar to the finding of Wood (2020). Wood (2020) found interpersonal communication is of importance to conflict resolution particularly in reference interaction between administrator and community members. Interpersonal communication encourages simultaneously interaction with one another and mutually influencing each other, usually for the purpose of managing relationships (Akor & Udensi, 2013). Hargie, (2011) also found that people with higher levels of interpersonal skills are better able to adapt to stress, have greater satisfaction in relationships, make more friends, and have less depression and anxiety.

Decent interpersonal skills support intimate relationship, counseling, selling, and conflict management Sethi & Seth (2009). Allison (2014) found that the most effective ways to improve your interpersonal skills is to imagine how you would like to be treated by others. There has been efforts of conflict resolution through sporting activities, religious group, crusaders, which entailed the use of interpersonal communication (Kamoet, 2019).

This is related to the constructivism theory used in the study. Constructivism theory explains personal differences in people’s capability to skillfully communicate in social situations (Griffin (2012 p. 98). The theory acknowledges some of the communication goals as attracting, understanding, performing, persuading, conforming, informing, or entertaining others through interpersonal communication. While most people view interpersonal communication success as being about becoming assertive, they acknowledge that there is always a crucial behind-the-scenes difference in people who are interpersonally effective (Kamoat, 2019). The constructive theory provides people with a cognitive explanation for communication competence which help the chief and elders to resolve conflict in the communities.

Research question 2: What is the extent of use of interpersonal communication in conflict resolution among couples in Rivers Province two?

The result also shows that the extent of the use of interpersonal communication for conflict resolution among couples in Rivers Province two is very high. The statements on 'the extent of the use of interpersonal communication for conflict resolution among couples is very high' and 'the extent of the use of interpersonal communication for conflict resolution among couple is high' were found above 2.5 which serves as the decision rule of the study and were accepted. The finding is similar to that of Anyim (2018). He found that interpersonal communication to a great extent contributes to effective reference and information services in university libraries by making exchange of message easier, and enhancing understanding of users information needs. Ume (2014) on his part had found that there is significant negative relationship between assertiveness and acceptance as well as assertiveness and negotiation social information process had a negative significant relationship with threat while social awareness had a significant positive relationship with negotiation.

Research question 3: What are the challenges of couples in the use of interpersonal communication for conflict resolution in Rivers province two?

The study also further found that ineffective interactions, differences in economic status of couples, cultural differences and lack of unity as well as lack of understanding are the major challenges facing the use of interpersonal communication for conflict resolution among couples in Rivers Province two. These statements were found above 2.5 and were accepted.

The finding is similar to the findings of other scholars. Anyim (2018) major hindrances to effective application of interpersonal communication in reference and information services include inability to frame queries correctly, lack of adequate listening skills, stereotype and interiority complex of librarians. The most common obstacles to active listening are physical conditions, cultural differences, personal problems, bias, connotative meanings and anxiety (Scott & Brydon, 2005).

CONCLUSION

The study investigated the role of interpersonal communication for marital conflict resolution among couples in Rivers Province two and confirmed that phone calls, face-to-face meeting and text/WhatsApp messages are the major interpersonal communication common to couples in Rivers Province two. The result also shows that the extent of the use of interpersonal communication for conflict resolution among couples in Rivers Province two is very high. Although, ineffective interactions, differences in economic status of couples, cultural differences and lack of unity as well as lack of understanding are the major challenges facing the use of interpersonal communication for conflict resolution among couples in Rivers Province two.

RECOMMENDATIONS

Couples in Rivers Province two should adopt other interpersonal communication means like the use e-mail, letter and gesture/body language for resolution conflicts since people are encouraged to maintain social distance and accommodate persons with special needs.

Families should unit in spite of the differences in economic status and culture for effective communication purposes. Since, effective communication brings harmony at home.

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