

THE INFLUENCE OF FORGIVENESS ON MARITAL CONFLICT MANAGEMENT:
A CASE OF INTERCESSORY, DELIVERANCE, AND COUNSELING CHURCHES
(IDCC), NAIROBI COUNTY, KENYA.

BY

WINNIE SOLOSI

A THESIS SUBMITTED TO OFFICE OF GRADUATE STUDIES IN PARTIAL
FULFILMENT OF THE REQUIREMENTS FOR THE AWARD OF THE DEGREE OF
MASTER OF ARTS IN MARRIAGE AND FAMILY THERAPY OF PAN AFRICA
CHRISTIAN UNIVERSITY

OCTOBER 2017

Declaration

This thesis is my original work and has not been presented for a degree or any other award in any other university.

.....Date.....

Solosi, Winnie

Registration number: MFT/0745/15

This thesis has been submitted for examination with my approval as the university supervisor

.....Date.....

Dr. Ruth Kamunyu

Department of Counseling Psychology

Pan Africa Christian University

Table of Contents

Declaration	ii
Table of Contents	iii
Dedication	vii
Acknowledgement	viii
Abstract	ix
List of Tables.....	x
List of Figures	xi
Abbreviations and Acronyms.....	xii
Definition of Terms	xiii
CHAPTER ONE.....	1
INTRODUCTION AND BACKGROUND TO THE STUDY	1
Introduction	1
Background to the Study.....	1
Statement of the Problem.....	3
Objectives of the Study.....	4
Research Questions.....	4
Assumptions of the Study	4
Justification of the Study.....	5
Significance of the Study	5
Scope of the Study	5
Limitations and Delimitations of the Study	6
Limitations of the study	6
Delimitations of the Study.....	6
CHAPTER TWO.....	7
LITERATURE REVIEW	7
Introduction	7
Forgiveness	7
What Forgiveness is not.....	8
Types of Forgiveness	8
Marital Conflict	9

Conflict Management.....	10
Conflict and Couples.....	11
Conflict Management and Couple Relationship.....	12
Empirical Literature.....	13
Forgiveness and Conflict Relationship	13
Forgiveness and Conflict Management.....	15
Trait Forgiveness	17
The Five-Factor Model of Personality	19
Emotional Intelligence	21
Contextual Factors	23
Theoretical Framework.....	24
Conceptual Framework.....	28
Research Gaps	29
CHAPTER THREE	31
RESEARCH DESIGN AND METHODOLOGY	31
Introduction	31
Research Design	31
Population	32
Sample Size	32
Sampling Methods.....	33
Types of Data	33
Data Collection Methods and Procedures.....	33
Instrument Pre-testing.....	34
Data Analysis	34
Ethical Considerations	35
Chapter Summary	35
CHAPTER FOUR	36
RESULTS AND DISCUSSION	36
Introduction	36
Demographic Data.....	36
Gender of the Respondents	36

Ethnicity of the respondents	37
Age of the Respondent.....	37
Length of Marriage	38
Income of Respondents	39
Level of Education of respondents	39
Number of Children of Respondents	40
Employment Status of Respondents	41
Influence of Forgiveness in Facilitating Marital Conflict Management.....	41
Trait Forgiveness on Marital Conflict.....	41
The Role of Emotional Intelligence on Forgiveness in Marital Conflicts	50
Contextual Factors Measure	56
Inferential Statistics	58
Pearson’s Product Moment Correlation.....	58
Multiple Regression Analysis.....	59
Chapter Summary	61
CHAPTER FIVE.....	62
SUMMARY OF FINDINGS, IMPLICATIONS, CONCLUSIONS, RECOMMENDATIONS AND AREAS OF FURTHER STUDY	62
Introduction	62
Summary of Findings.....	62
Implications	63
Conclusions	64
Recommendations	64
Areas of Further Study.....	65
References	66
Appendices.....	72
Appendix I: Research Instruments	72
Informed Consent Form	72
Demographic Questionnaire:.....	72
Forgiveness Scale Questionnaire:	73
Forgiveness Likelihood Scale Questionnaire:	74

NEO Five Factor Inventory Scale Questionnaire:	75
TEIQue-SF Questionnaire:.....	76
The Positive and Negative Affect Questionnaire:	78
Appendix II: Copy of Research Permit/Authorization Documents.....	80
Copy of Introduction Letter.....	80
Copy of NACOSTI Research Authorization Letter.....	81
Copy of Research Permit	82

Dedication

I dedicate this work to my mentor and my former Bishop John Brown Masinde who taught me a lot on the topic of forgiveness and has been a role model in conflict management.

Acknowledgement

I have been very fortunate in the course of writing this proposal to have had the help I needed in diverse ways from Almighty God, pastors, faithful family members, friends and lecturers. I wish to acknowledge God for giving me the opportunity to write this proposal and giving me the wisdom to do it. Secondly, I thank PAC University for offering me the opportunity of the postgraduate program and my family for their immeasurable financial, spiritual and emotional support.

I must mention several persons who provided support in different ways. The first of these is my husband, Francis, who gave freely of his love, help and support together with our children, Jane, Nancy, Joyce, Skyla, and Jayden. I would also like to acknowledge my sisters Judy, Hyrine, Josephine, Florence and Elizabeth all of whom gave me the real meaning of the value of family system. Secondly, I recognize my Bishop Nancy Muli for spiritual and emotional support. Special thanks to my supervisor, Dr. Ruth Kamunyu and Mwalimu Amos Alumada Keya for their un-measurable help from the early conceptual stages of the study to the completion of the proposal.

Abstract

Conflict exists everywhere; in jobs, families, schools and churches. Management of conflict determines the kind of relationship people have. Spouses cite the capacity to seek and grant forgiveness as the most important factor contributing to marital longevity and marital satisfaction. This study explored the influence of forgiveness on marital conflict management at IDCC churches in Nairobi County. The Forgiveness Process Model developed by Enright guided the study. Simple random sampling has been used to select three IDCC churches in Nairobi County for the study. Simple random sampling has been used to select 64 married spouses from three IDCC churches in Nairobi County. Data was collected through questionnaires. Descriptive research design approach was used to analyze the data, which has been presented through tables and charts. Data was analyzed qualitatively and quantitatively using computer analysis program and statistical package for social science (SPSS 21). The study found out that personality, particularly, individuals high on neuroticism are more motivated to maintain negative conflict interpersonal relations, which negatively affect forgiveness and conflict management. Additionally, the study found that low emotional intelligent people report more interactions that are negative and more conflict with others than those with higher emotional intelligence, which result in a decreased disposition to forgive. The study recommends that the church during marriage seminars should emphasis on stress management. Couples should also forgive and manage conflict within their marriage. This study is useful to IDCC churches, as its findings shared with the church leadership can be used in pre-marital counseling or couples seminars on marital conflict management, which is hoped to lead to better families, church and the society as a whole.

List of Tables

Table 2.1: Sample Frame.....	32
Table 4.1: Forgiveness Scale.....	42
Table 4.2: Forgiveness Likelihood Scale.....	44
Table 4.3: NEO Five Factor Inventory Scale.....	46
Table 4.4: TEIQue-SF Scale.....	51
Table 4.5: Contextual Factors Measures.....	56
Table 4.6: Correlation Matrix.....	58
Table 4.7: Summary of Regression Model Output.....	59
Table 4.8: Summary of One-Way ANOVA Results.....	59
Table 4.9: Regression Coefficients.....	60

List of Figures

Figure 2.1: Conceptual Framework.....	28
Figure 4.1: Gender of Respondents.....	36
Figure 4.2: Ethnicity of Respondents.....	37
Figure 4.3: Age of Respondents.....	37
Figure 4.4: Length of Marriage of Respondents.....	38
Figure 4.5: Income of Respondents.....	39
Figure 4.6: Level of Education of Respondents.....	39
Figure 4.7: Number of Children of Respondents.....	40
Figure 4.8: Employment Status of Respondents.....	41

Abbreviations and Acronyms

ANOVA: Analysis of Variance

IDCC: Intercessory, Deliverance & Counseling Church

NEO-PI-R: NEO personality Inventory-Revised

SD: Standard Deviation

SPSS: Statistical Package of Social Science

TEIQue: Trait Emotional Intelligence Questionnaire Form

Definition of Terms

Ability emotional intelligence refers to emotional abilities measurable through maximum-performance tests (Carvalho, Neto & Mavroveli, 2010).

Agreeableness: A person who is highly agreeable, will exhibit pro-social forms of behavior. During arguments or times of conflict, they will seek to resolve, rather than prolong confrontation (Glover, 2015).

Conflict: Langat and Njenga (2015) define conflict as the disagreement that occurs as long as males and females enter into relationship.

Conflict management describes the way we respond to and deal with conflicts before, during and after it has occurred. It is the label for the variety of ways by which people handle grievances—standing up for what they consider to be right and against what they consider to be wrong (Dokun, 2005).

Conscientiousness: This is a fundamental personality trait that influences whether people set and keep long-term goals (Glover, 2015).

Extraversion: This is one of the five core personality traits characterized; by sociability, talkativeness, assertiveness and excitability (Glover, 2015).

Forgiveness refers to a pro-social change toward a perceived transgressor and includes the reduction of negative or the increase of positive thoughts, emotions and motivations towards the offender that might eventuate in changed behavior (Fehr, Gelfand & Nag, 2010).

Marriage: Dokun (2005) defines marriage as a process by which two people make their relationship public, official and permanent.

Neuroticism: This is a personality trait that is characterized by, and predisposes affected individuals to negative emotional states such as depression, anxiety, anger, envy and guilt (Glover, 2015).

Openness to experience: This refers to the extent to which a person is imaginative, independent, and prefers variety (Glover, 2015).

The five-factor model of personality: Is a personality that consists of five factors, which summarize more detailed personality traits: neuroticism-emotional stability, extraversion-introversion, openness-closed to experience, agreeableness-antagonism, and conscientiousness-undirected (Neto, 2007).

Trait emotional intelligence: Is a set of emotion-related self-perceptions and dispositions such as emotion perception, emotion management, empathy and impulsivity assessed through self-reported questionnaires (Petrides & Furnham, 2006).

CHAPTER ONE

INTRODUCTION AND BACKGROUND TO THE STUDY

Introduction

This chapter discussed background of the study, statement of the problem, purpose of the study, objectives of the study, research questions and assumptions of the study, justification of the study, significance of the study, scope of the study, limitations and delimitations.

Background to the Study

Forgiveness and religion have been historically associated (Orathinkal & Vansteenwegen, 2007) and love is one of the essential values of Christianity. Jesus told his followers to love their enemies (Matthew 5: 44), and He even made divine forgiveness conditional on forgiving people who sinned against them (Matthew 6: 14-15). However, forgiving is difficult. Most religions value but struggle with forgiveness and are motivated to act consistently with their beliefs and values (Davis, Worthington, Hook & Hill, 2013). Forgiveness has been considered as a religious construct (Orathinkal & Vansteenwegen, 2007).

The people we love are often the ones we are most likely to hurt (Fincham, Beach & Davila, 2004). Frequently, each person at some point feels hurt, let down, betrayed, disappointed or wronged by his or her spouse. When interpersonal transgression happens in marriage, they can bring out strong negative feelings, which are likely to disrupt the relationship (Fincham et al., 2004). Very few studies paid attention to forgiveness in the 1990s. However, studies on this topic have increased (Tsang, McCullough & Fincham, 2006). This has been motivated in part by interest on how to facilitate forgiveness in

counseling. Anger decline following a forgiveness intervention, which may set the stage for possible resolution with the transgressor (Eaton & Struckers, 2006). Such findings suggest that forgiveness may have significant implications for relationship outcome and relationship processes such as conflict management (Fincham, Beach & Davila, 2007). There is empirical evidence that suggests forgiveness is associated to relationship well-being (Fincham et al., 2004). Forgiveness can play an important role in effectively managing interpersonal conflict.

Empirical evidence shows that forgiveness reduces psychological anger and assists relational intimacy and pro-relational responses following a partner's offense (Eaton & Struckers, 2006). Forgiveness towards the partner restores relational intimacy, satisfaction and positive interactions following an interpersonal offense (Kachadourian, Fincham & Davila, 2004). Forgiving a partner enhances closeness and dedication in the relationship, promotes productive communication and has a constructive influence on marital quality over time (Paleari, Regalia & Fincham, 2010). Forgiving the partner for the transgression can be a potential means of providing closure with regards to painful or disturbing relationship event and reducing the extent to which that event can intrude upon future interactions.

On the other hand, marital conflict is a part of everyday life and how couples handle conflict in their relationship affects the strength and type of relationship a couple may have. Conflict may have the power to destroy or build a marriage (Langat & Njenga, 2015). Walrond-Skinner (2014) suggests that forgiveness enables conflicted intimate relationship to be renewed because the process itself has a restorative and salutary impact. King (2010) echoed this sentiment when he declared, 'he who is devoid of the

power to forgive is devoid of the power to love.... Therefore, forgiveness is a catalyst creating the atmosphere necessary for a fresh start and a new beginning' (p. 44-45). This may enhance marital conflict management. It is therefore against this background that this study will seek to investigate the importance of forgiveness in marital conflict management, with specific reference to IDCC churches in Nairobi County. The study seeks to fill that no study has been done on forgiveness and marital conflict management in Kenya and Africa. Only few were done in US and European countries decade age using individuals and community samples.

Statement of the Problem

Forgiveness is a critical part of the healing process for major relationship transgressions such as infidelity (Gordon, Baucom & Snyder, 2005) as well as dealing with everyday relationship hurts. Lack of forgiveness can negatively influence management of problems in the relationship (Fincham et al., 2004). Forgiveness has been found to highly influence long and short-term relationship outcomes and interaction patterns. Therefore, it is important to find out the effect forgiveness has on couple's marital conflict management.

Langat and Njenga (2015) reported that it is important to equip couples with conflict management skills to curb the effects of many conflicts like fighting among couples, abuse of one another, separation and divorce, which in extreme cases may end up in murder. Forgiveness can be one of these skills. Muli (2017) reported that there have been several marital conflicts at IDCC churches. Two of them have led to separation and fifty people moving to other churches in the last five years. Leaders in IDCC churches

have supported this report. This therefore shows that marital conflict is present even among Christians and in the churches thus the reason for this study.

Objectives of the Study

The primary objective of this research was to investigate the influence of forgiveness in facilitating marital conflict management at IDCC churches in Nairobi County. The specific objectives were:

1. To examine the influence of trait forgiveness on marital conflict
2. To investigate the role of emotional intelligence on forgiveness in marital conflicts
3. To assess the impact of contextual factors on forgiveness during marital conflict

Research Questions

1. How does trait forgiveness influence marital conflict?
2. What is the role of emotional intelligence on forgiveness in marital conflicts?
3. What role do contextual factors play in forgiveness during couple conflict Management?

Assumptions of the Study

The assumptions were that data would be accessible and respondents would be honest in providing the data. The second assumption was that the sample would be a representative of the population and the volunteer sample couples would cooperate in responding to all questions in the questionnaires.

Justification of the Study

This study explored by investigation the contribution of forgiveness on marital conflict management at IDCC churches in Nairobi County. There have been several marital conflicts at IDCC churches and one way to handle conflict is through forgiveness (Fincham, et al., 2004). Forgiveness has been linked to emotional wellbeing and marital satisfaction, which might enhance the conflict management (Witvliet & McCullough, 2007).

Significance of the Study

This study is significant as it provided fresh ideas that contribute to knowledge on the importance of forgiveness on marital conflict management. In turn, it might help increase the ability to forgive which might enhance couple, family, and community relationships. The findings of this study were shared with the leadership of the IDCC churches. This information can be used in pre-marital counseling and couples seminars to enhance forgiveness and marital conflict management. This study would benefit IDCC churches because couples would receive more knowledge on forgiveness and marital conflict management. There have been several cases of marital conflict in IDCC churches thus the need for this study.

Scope of the Study

This study was conducted at IDCC churches in Nairobi County. Nairobi County has eight IDCC churches, which are located in different sub Counties. IDCC churches in Nairobi County have been chosen because of wide representation of different respondent's class, age, education, and culture due to their locations.

Limitations and Delimitations of the Study

Limitations of the study

The area of study was wide and required time to collect the data. However, the researcher allocated adequate time of 3 weeks. The researcher also used two research assistants in the data collection exercise. Data was only been collected from sampled couples at IDCC churches in Nairobi County for the study.

Delimitations of the Study

Respondents age was used instead of length of marriage. Respondents were not young couples but couples married from 7 years to 30 years. This is because marital conflict is low in the early years of marriage. It is highest when the children are in their teen years and reduces when the children are out on their own (Carter & McGoldrick, 2011). Large samples have not be used in this study because in quantitative study, a researcher is more interested in spending longer periods with a smaller number of respondents than focusing on obtaining a large sample if they want to gain a deeper understanding of a specific phenomenon (Sprenkle & Piercy, 2005).

Chapter summary

This chapter has discussed the background of the study, statement of the problem, purpose of the study, objectives of the study, research questions, and assumptions of the study, justification of the study, significance of the study, scope of the study, limitations and delimitations. The next chapter discusses literature review, gaps that have not been explored, theoretical and conceptual framework.

CHAPTER TWO

LITERATURE REVIEW

Introduction

This chapter reviews literature relating to forgiveness, marital conflict and the gap that has not been explored. It also presents theoretical and conceptual framework that guided the study. Literature was been reviewed according to the study objectives.

Forgiveness

Many scholars define forgiveness in different ways. There is still no agreed definition of what constitutes forgiveness and how to measure it despite popularity and scientific interest (Worthington, 2005). Worthington and Scherer (2004) have described forgiveness as being of two types. Decisional forgiveness involves a change in a person's behavioral intentions (hence a change in motivation) toward a transgressor. Emotional forgiveness is a replacement of negative, unforgiving emotions with positive, other-oriented emotions.

Fincham, Hall and Beach (2005) define forgiveness as a process (or the result of a process) that involves a change in emotion and attitude regarding an offender. This process results in decreased motivation to retaliate or maintain estrangement from an offender despite their actions, and requires letting go of negative emotions toward the offender. Forgiveness occurs with the victim's full recognition that he or she deserved better treatment. Fehr, Gelfand and Nag (2010) refers to forgiveness as a pro-social change toward a perceived transgressor and includes the reduction of negative or the increase of positive thoughts, emotions and motivations towards the offender that might eventuate in changed behavior.

What Forgiveness is not

Forgiveness is not reconciliation. Some theorists view reconciliation, or the restoration of a relationship, as an integral part of the forgiveness process (Fincham et al., 2005). Other theorists view it as an independent process because forgiveness does not necessarily mean reconciliation. People can forgive and still move on (Baucom, Snyder & Gordon, 2009). Reductions in revenge and avoidance motivations and an increased ability to wish the offender well are features of forgiveness that can impact upon behavioral intention without obliging reconciliation. Forgiveness can be a one sided process, whereas reconciliation is a mutual process of increasing acceptance (Staub, 2005). Forgiveness is not condoning (failing to see the action as wrong and in need of forgiveness) or excusing (not holding the person or group responsible for the action). Forgiveness is not pardoning (granted only by a representative of society, such as a judge), and forgetting (removing awareness of the offence from consciousness; to forgive is more than just not thinking about the offence) (Baucom et al., 2009). It is important to teach people what forgiveness is and is not in counseling or training sessions to enhance the forgiveness process.

Types of Forgiveness

This study has used three types of forgiveness: trait, dispositional, and state forgiveness. Trait forgiveness refers to the degree to which a person tends to forgive across time, situations and relationships (Tsang, McCullough & Hoyt, 2005). Trait forgiveness has been measured by having respondents rate the degree to which they would forgive across several hypothetical scenarios. Trait forgiveness has been assessed by aggregating forgiveness rating for several specific offenses (Davis, Worthington, Hook & Hill, 2013). Dispositional forgiveness is the ability to act in a forgiving way

from time to time (Paleari et al., 2010). Empirical evidence suggests that there are three aspects of forgiveness enduring resentment, that is, the difficult to escape the unforgiving state by avenging or forgiving or choosing another path. Forgiveness sensitivity to the circumstances, that is reactivity to others' pressure to forgive or not to forgive or to the offender's apologies and forgiveness overall tendency to forgive or to avenge (Paleari et al. 2010).

State forgiveness refers to a person's degree of forgiveness of a specific offense (Alaedein-Zawawi, 2015). State forgiveness involves three different motivational changes: (a) one's motivation to retaliate against the offender decreased, (b) one's motivation to uphold separation from the offender decrease and (c) one's motivation for conciliation and positive thinking about the offender increases, though the offender has caused pain. State forgiveness is conceptualized as a motivation to heal damaged relationships. Individuals have different reasons or motivations for why they desire such relational healing such as religious commitment.

Marital Conflict

Conflict is a normal and a healthy part of our relationships. Conflict can be negative (destructive) which leads to unhealthy relationship or positive (constructive) which leads to healthy relationship. Since relationship conflicts are inevitable, learning to deal with them in a healthy way is crucial. When conflict is mismanaged, it can harm the relationship. When conflict is handled in a respectful and positive way, it provides an opportunity for growth, strengthening the bond between two or more people. Learning the skills people need for successful conflict resolution, people can keep personal and professional relationships strong and growing (Dokun, 2005).

Conflict arises from differences which if not properly handled will produce sharp disagreement and sometimes violent clashes. It occurs whenever people disagree over their values, motivations, perceptions, ideas, or desires. Sometimes these differences look trivial, but when a conflict triggers strong feelings, a deep personal and relational need is at the core of the problem, a need to feel safe and secure, a need to feel respected and valued, or a need for greater closeness and intimacy. Conflict also occurs when people have disagreement, dispute or controversy in ideas or viewpoints mostly held by two or more individuals/groups (Dokun, 2005).

Agbu (2005) looked at conflict as an opportunity to change. This means that conflict is neither negative nor positive. What determine the way conflicts go are people's own attitudes; how people were brought up (our backgrounds) and the information people have. These factors often dictate the way we manage any conflict. Dokun (2005) believes that conflict is often rooted in people's beliefs and perceptions about goals as opposed to objective facts. Conflict is the disagreement that occurs as long as males and females enter into relationship. While trying to hammer out a solution, they are left on their own to utilize the skills they learned while vigorously attempting to maintain affection for one another (Langat & Njenga, 2015).

Conflict Management

Management in general means to control, monitor or supervise something or somebody with a goal to coexist for a better result (Langat & Njenga, 2015). In reaction to conflict in marriage, management is very essential for peace, unity and progress to be realized among the couples (Langat & Njenga, 2015). Conflict management describes the way people respond to and deal with conflicts before, during and after it has occurred. It is the label for the variety of ways by which people handle grievances—standing up for

what they consider to be right and against what they consider to be wrong. Conflict management is often considered distinct from conflict resolution. Many conflicts cannot be resolved. The term conflict management rather than conflict resolution is used. Good conflict management enables parties to co-exist amicably and deal with their disputes without necessarily resolving the underlying conflict (Dokun, 2005).

Conflict and Couples

Couples conflicts can be about virtually anything. Couples complain about sources of conflict ranging from verbal and physical abusiveness to personal characteristics and behaviors. Perceived inequity in a couple's division of labor is associated with couple conflict and with a tendency for the male to withdraw in response to conflict. Conflict over power is related to marital dissatisfaction. Spouses reports conflict over extramarital sex, problematic drinking, or drug use predict divorce, as do wives' reports of husbands being jealous and spending money foolishly. Problem severity increases the likelihood of divorce. Most scholars reported money as one of the most common source of couples disagreements and eventual divorce (Papp, Cummings & Goeke-Morey, 2009).

Couple conflict has been linked to the onset of depressive symptoms, eating disorders, male alcoholism, episodic drinking, binge drinking, and out-of-home drinking. Married individuals are healthier on average than the un-married. Couple conflict is associated with poorer health and with specific illnesses such as cancer, cardiac disease, and chronic pain, perhaps because hostile behaviors during conflict are related to alterations in immunological, endocrine, and cardiovascular functioning. Physical aggression occurs in about 30% of married couples in the United States, leading to significant physical injury in about 10% of couples. Marriage is also the most common interpersonal context for

homicide, and more women are murdered by their partners than by anyone else. Couple conflict is associated with important family outcomes, including poor parenting, poor adjustment of children, increased likelihood of parent-child conflict, and conflict between siblings. Couples conflicts that are frequent, intense, physical, unresolved, and child related have a particularly negative influence on children short and long-term behaviors (Papp et al., 2009).

When conflict is managed biblically can serve as a catalyst for change and an opportunity for spiritual and relational growth. Christians are called to be peacemakers. Christians can turn conflict into an opportunity to strengthen relationships and make their lives a testimony to the love and power of Jesus Christ. Peacemakers are “people who breath grace”. “Peacemakers draw continually on the goodness and power of Jesus Christ and then they bring His love, mercy, forgiveness, strength, and wisdom to the conflicts of daily life”. God created man for relationship. Couple should not let unresolved conflict rob them the joy that healthy relationship can bring (Sande, 2007).

Conflict Management and Couple Relationship

Conflict is an inevitable component of relationships (Gottman, 2014). Managing conflict has been suggested as an essential component in creating and maintaining successful relationships (Gottman, 2014). Gottman’s six skills for managing couples conflicts: practice physiological self- soothing, use softened startup, repair and de-escate, listen to partner’s underlying skills and dreams, accepts influence and compromise have been found to be effective couple’s interventions (Gottman & Schwartz, 2013). By strengthening healthy conflict patterns, the study hypothesized, that physical violence would be less likely.

Gottman (2014) observed that the absence of overt conflict does not suggest healthy relationship functioning. Conflict avoidance has been found to have negative long-term relationship consequences, such as emotional distance and loneliness (Gottman, 2014). Functional relationships are characterized by processing conflict more positively than dysfunctional relationships (Gottman, 2014). Conflict can provide opportunities for positive change in the relationship and be a potentially positive force in intimate relationships.

Individuals who discuss their differences and attempt to form agreements can improve their relationship, facilitate changes that are mutually beneficial, and increase love and caring. Studies note that though conflict patterns can resist change, there is greater potential to change these patterns than other factors contributing to conflict such as personality traits, differences in values, expectations, social conditions, economic conditions (Sillars, Canary, & Tafoya, 2004). In addition, studies suggest that conflict management patterns strongly influence relationship quality, particularly when the couple is in a state of turmoil versus stability (Sillars et al., 2004). This suggests that intervention aimed at improving how conflict is handled during times of relationship distress would be especially beneficial, if couples maintain practice of these skills following the intervention.

Empirical Literature

Forgiveness and Conflict Relationship

Forgiveness is a crucial part of relationship. “Marriage is not a contest to keep a score.” God put couples together on the same team to win. “Fighting reflects commitment to forgiveness. Couples learn to bend, not to break. Christian couple

relationship bond endure for many years because couples decide to follow God's command to "love each other with all of their heart"-a command that includes faithfully forgiving each other. Whitney (2013) found out that offended couple who forgave their offending spouse were more satisfied with that state of their romantic relationship than spouses who refused to forgive. When romantic spouses forgive each other, they often experience a restoration of both closeness and commitment following transgression between them. The higher the level of forgiveness in a marriage the more couples reported feeling satisfied with their lives and the more likely they were to experience positive moods rather than negative moods, which often put them in a right mood for romance.

Couples can enjoy the greatest romantic benefit of forgiveness only when remorse and repentance are involved in the process. The strongest increase in marital well-being because of forgiveness happened in marriage in which the offending spouse apologized and made amends for transgression against his or her spouse. Forgiveness in marriage has the most benefit when it comes after confession and repentance have taken place. Forgiving too easily (when one's spouse fails to show remorse or change unhealthy behavior) may actually increase the likelihood of future transgressions occurring because the offending spouse seemed to exploit unconditional forgiveness.

God calls couples to forgive their spouse every-time he or she sins against them-whether or not their spouses apologizes or makes an effort to change-because God has forgiven them and wants them to learn to love like He does. Colossians 3:13 God command to forgive: "bear with each other and forgive one another. if anyone has a grievance against someone. Forgive as the lord forgave you". As Christians, we should

look to Jesus Christ as our ultimate role model of how to forgive. Jesus forgave freely, yet also challenges us to grow because He wants the best for us. We can rely on Jesus' help to forgive our spouses in any situation, while also praying for them to learn from their mistakes. Just as God's unconditional forgiveness often motivates us to change for the better, the gift of forgiveness from couple may motivate their spouse to change.

Forgiveness may short circuit the use of ineffective conflict strategies likely to emerge from the smoldering embers of an un-forgiven transgression (Fincham et al., 2004). Forgiveness was found to be positively correlated with reports of effective conflict resolution practices. When avoidance and retaliation exist in the relationship, efforts at constructive problem solving are hindered. Lack of motivation towards positive approach behaviors may undermine efforts such as accommodation (responding positively to a negative partner behavior) and thus allow more automatic, negative responses to predominate during arguments or disagreements (Fincham et al., 2004).

Forgiveness and Conflict Management

Paleari et al., (2010) reported that lay people and scientists assume that forgiveness can play an important role in effectively managing interpersonal conflicts. Barber, Maltby and Macaskill (2005) have argued that forgiveness might be helpful in understanding how individuals view and cope with interpersonal conflicts. This assumption is supported by empirical evidence showing that forgiving the spouse promotes more effective conflict management (Fincham et al., 2004). In addition, Fincham et al., (2004) examining whether forgiveness in couples is associated with better conflict management found a lack of forgiveness to be significantly negatively influential in the management of problems in the relationship. It is virtually impossible to avoid hurting, letting down, betraying, angering, or disappointing one's partner at some point in

the relationship (Fincham et al., 2004). Interpersonal transgressions have been associated with these strong negative emotions, which can be highly disruptive to the relationship.

The abilities to seek and grant forgiveness have been found to be key factors in marital longevity and satisfaction (Fincham et al., (2004). Forgiveness is hypothesized to be influential in other aspects of the relationship, such as anger and conflict management (Fincham et al., 2004). Forgiveness first requires recognition of being wronged by one's partner as well as holding a belief that the transgression was either intentionally or negligently inflicted. According to Fincham et al. (2004) forgiveness occurs with the spouse's full knowledge that he or she has a right to feel negatively toward his or her partner and that the partner has no right to expect the spouse's sympathy. One can intentionally hurt their partner and yet the victim can forgive the transgressor.

Conflict management is central to a successful relationship, and it is likely that resentment engendered by partner transgression may stimulate couple conflict and hinder successful conflict management. Forgiving the partner for the transgression can be a potential means of providing closure with regard to a painful or disturbing relationship event and reducing the extent to which that event can intrude upon future interactions (Paleari et al., 2010).

Forgiveness involves letting go of past events and not allowing them to influence current and future events. Forgiveness is the core feature of a transformation in which motivation to seek revenge is lessened (Fincham et al., 2004). This aspect distinguishes forgiveness from the distinct but related constructs of condoning, which denies the presence of an offense, and reconciliation, which is a restorative dyadic process. Fincham et al. (2004) suggest a multidimensional conceptualization of forgiveness, which includes

a decreased negative motivational state such as revenge, avoidance, resentment, anger, retaliatory impulses and increased positive motivational state towards the harm-doer. Unforgiveness describes the avoidance of unwanted or unacceptable self-image inspired by the transgression and the corresponding negative emotions (Fincham et al., 2004).

Trait Forgiveness

Trait forgiveness refers to the degree to which a person tends to forgive across time, situations and relationships (Tsang et al., 2005). Trait forgiveness has been emphasized as a basis for response of forgiveness to specific transgressions (Allemand, Amberg, Zimprich & Fincham, 2007).

A study by Allemand et al., (2007) found out that trait forgiveness and relationship satisfaction were related to forgiveness of the transgression. An enduring willingness to forgive, to give a new chance to a transgressor or to allow him or her to leave his or her mistakes in the past and make a fresh start may foster relationships and build individual and interpersonal resources. This may have a positive impact on relationship satisfaction. The study revealed that those who have high trait forgiveness and are satisfied in their romantic relationship show higher forgiveness of real-life transgressions of their partners. Allemand et al., (2007) found out that the construct of forgiveness has the potential to enhance understanding in close relationship. Individuals high in agreeableness tend to thrive in the interpersonal realm and experience less interpersonal conflicts. Trait forgiveness is negatively related to extraversion and neuroticism.

Trait forgiveness is related to neuroticism, extraversion, openness, agreeableness and conscientiousness but forgiveness is more than the mere expression of these personality traits. Allemand et al., (2007) has reported that altruistic individuals show more trait forgiveness than less altruistic individuals, which might enhance conflict

management. People who indicated that they tended to experience gratitude reported higher trait forgiveness. Ruminative tendencies interfere with people's tendency to forgive interpersonal transgressions, which might make conflict management difficult. People who consider themselves highly religious tend to value forgiveness more highly and report higher trait forgiveness than those who consider themselves less religious (Allemand et al., 2007).

Cirhinlioglu, Tepe and Cirhinlioglu (2016) found out that relationship between personality traits and marital quality in married couples in Turkey. Marital quality influence marital conflict. The study found out that the level of marital quality of men was higher than that of women. Agreeableness and neuroticism were higher in women than in men. Marriage duration and neuroticism of women negatively predicted marital quality. Educational level positively predicted marital quality. Openness to expressions of men positively predicted marital quality and neuroticism of men negatively predicted marital quality.

Personality traits of men were not predictors of the marital quality of women while personality traits of women were not predictors of marital quality of men. All these relationships were explained on the base of socio-cultural gender role norms, genetic basis and some cultural differences specific to the Turkish/Muslim society, such as men's priority in getting education and the women's upbringing process, which is mostly conservative and religious. This study will be on different socio-cultural society and on Christians.

Neto (2007) using 152 Portuguese college students examined the role personality plays in the study of forgiveness. Neto (2007) argued that the relationship between

personality and forgiveness can best be understood when personality is conceptualized as a multi-level construct including personality traits (level 1), strategies used to achieve major life goals (level 2), and life narratives (level 3). This study focused on the personality trait (level 1) from this classification. The study examined how forgiveness relates to the five-factor model of personality.

Neto (2007) study sample were majority Caucasian, Catholic, college students. The study found out that personality; particularly agreeableness and neuroticism dimensions correlate with enduring resentment and overall tendency to forgive. This creates the need for a study with different demographic characteristics. The present study will use sample from IDCC churches that are protestant and have different demographic characteristics. Empirical evidence showed that five factors of personality openness and conscientiousness dimensions appear to differ from one study to another (Wendy, 2007) thus the need for this study.

The Five-Factor Model of Personality

The five-factor model is one of the trait models helpful in examining the relationship between forgiveness and personality (Glover, 2015). This model proposes that personality consists of five factors, which summarize more detailed personality traits: neuroticism-emotional stability, extraversion-introversion, openness closed to experience, agreeableness-antagonism, and conscientiousness-undirected (Glover, 2015).

The five-factor model of personality has been used in previous studies of forgiveness (Glover, 2015). A study by Maltby, Wood, Day, Kon, Colley and Linley (2008) using a sample of 438 university students, explored whether the domain and facets of the five factor model of personality predicted motivational states for avoidance and

revenge following a transgression at a second temporal point distant from the original transgression. The study found out that neuroticism, and more specifically angry hostility, predicted revenge and avoidance motivations regarding a transgression two and a half years after the original transgression, which might impede marital conflict management. No evidence was found for the other prediction that agreeableness would be related to forgiveness by way of the closeness empathy and restoration of interpersonal closeness systems.

The findings demonstrated that a considerable amount of time after the transgression personality explained some of the available variance in the forgiveness process. However, two and a half years is a single point in time, which is a long period after the transgression, and there may be important intervening points in the process at which other personality traits still predict forgiveness. This is an important basis for further studies, which can examine other points in time after the transgression. Forgiveness is related to a number of domains and facets of the five factor model of personality but the strength of these relationships and the particular aspects of personality that are important to forgiveness change across studies (Maltby et al., 2008) thus the need for this study.

A study by Brose, Rye, Lutz-Zois and Ross (2004) using a sample of 275 college students examined the relationship between forgiveness of others that is situational and dispositional forgiveness and the five factor model of personality. The study found out that all forgiveness measures were negatively correlated with neuroticism and positively correlated with agreeableness, which might influence marital conflict management. Extraversion was positively related to one forgiveness measure. None of the forgiveness

measure was related to openness or conscientiousness. However, conscientiousness showed suppression effects and was negatively correlated with one situational and one dispositional measure when included in multiple regression expected direction. The present study will use sample from IDCC churches that are protestant and have different demographic characteristics such as ethnicity, class, income and age.

Emotional Intelligence

The construct of emotional intelligence has been widely used in studies in the last two decades (Glover, 2015). Emotional intelligence consists of perception, understanding and regulation of one's and others' emotions.

Rey and Extremera (2014) observed that when individuals indicate that they have forgiven an interpersonal offence, they modulate these two motivations so that the probability of restoring harmonious and interpersonal relations with the transgressor is increased. An attribute that may promote interpersonal forgiveness is people's general ability to process and regulate affective information in interpersonal encounters.

The concept of emotional intelligence is a psychological resource composed of a set of abilities concerned with the processing of emotion-relevant information, which may play an important role in promoting personal growth and maintaining mutually supportive relationships (Rey & Extremera, 2014). Ability approach emotional intelligence is defined as a set of skills to perceive emotions, to access and generate emotions to assist thought, to understand emotions and emotional knowledge and to reflectively, regulate emotions, which will promote emotional and intellectual growth (Rey & Extremera, 2014). People's ability to forgive is influenced partially by their emotional ability to successfully manage negative emotions after a transgression. People

who are able to perceive, facilitate, understand and regulate their emotions should be more adaptable to stressors such as interpersonal transgressions and more able to use forgiveness to resolve interpersonal problems.

Veshki, Jazayeri, Sharifi, Esfahani, Aminjafari and Hosniye (2012) explored the relationship between emotional intelligence and marital conflict management. The study found out that there is a direct relationship among factors of emotional intelligence and conflict management. The study also found out that women with higher emotional intelligence manage their marital conflicts efficiently thus able to resolve marital conflicts. Female teachers were used but the current study will use couples thus the need for this study.

Carvalho et al. (2010) using a sample of 268 Portuguese students explored the association of trait emotional intelligence with a disposition for forgiveness and examined the relationship between emotional intelligence and affect. The study found out that trait emotional intelligence scores were negatively associated with lasting resentment and negative affect and positively associated with positive affect, which might influence marital conflict management. The data was collected from homogeneous group (all Portuguese students) but the present study data have been collected from heterogeneous group (different cultures, class, age).

Emotional intelligence has been related to relationship satisfaction (Smith, Heaven, & Ciarrochi, 2008), psychological well-being (Mavroveli, Petrides, Rieffe, & Bakker, 2007), and team cohesiveness (Quoidbach & Hansenne, 2009). Higher trait emotional intelligence scores have been linked with adaptive coping and stress moderation (Mikolajczak, Roy, Verstrynge, & Luminet, 2009) which might enhance

marital conflict management. High trait emotional intelligence is negatively, related to depression, neuroticism, and stress (Schutte, Malouff, Thorsteinsson, Bhullar, & Rooke, 2007) which might impede forgiveness and marital conflict management. There is empirical evidence of an association between emotional intelligence and physical and psychological health (Saklofske, Austin, Galloway & Davidson, 2007). Empirical evidence indicates that there is an overlap between Emotional Intelligence (EI) and personality trait in TEIQue scores of 240. However, this study have used 30-item questionnaire designed to measure global trait emotional intelligence based on the full form of the TEIQue (Petrides & Furnham, 2006).

Contextual Factors

Empirical evidence suggests that transgression-related contextual factors predict a person's situational forgiveness, that is, forgiveness following a specific transgression. These can be grouped as factors related to the characteristics of the transgression, the transgressor and the relationship (Koutsos, Wertheim & Kornblum, 2007).

Koutsos et al. (2007) examined how the personality of the offended party, disposition to forgive, and context-specific factors were predictors of forgiveness in a specific situation. The study found out that individuals scoring higher on agreeableness and spirituality, and lower on neuroticism, reported a greater disposition to forgive which might enhance marital conflict management. Disposition to forgive mediated the relationship between individuals' agreeableness and their reported forgiveness in a specific situation. Factors that predicted unique variance in forgiveness of a specific offence were the offended party's disposition to forgive, the value they placed on the relationship with the transgressor, positive offender actions (listening, apologising,

providing compensation), and expecting the transgressor to repeat the offence. This agrees with the four major phases of the Enright forgiveness process model.

Severe and hurtful transgression characteristics were found to be more difficult to forgive because severe transgressions have more lasting consequences (Koutsos et al. 2007), which might make marital conflict difficult to manage. Positive transgressor actions such as apologies, remorseful statements, and attempts to rectify damage caused might enhance forgiveness and marital conflict management (Koutsos et al. 2007). Transgressor's actions that are not intentionally malicious have been linked to more forgiveness, which may enhance marital conflict management. A further transgressor factor might be whether an injured party sees forgiving as risky due to an expectation that the transgressor will repeat the offence.

Characteristics of the relationship with the offender in the study included the level of pre-offence closeness and commitment and the value the offended party places on their relationship post-offence (Koutsos et al. 2007). Each was found to predict forgiveness since greater investment in a relationship might increase motivation to retain it, which might enhance marital conflict management. Empirical evidence has shown that willingness to forgive is increased in relationships in which individuals feel satisfied, close and committed (Koutsos et al. 2007), which might ease marital conflict management. The study used a sample of Caucasian, female and catholic college students. Contextual factors were not addressed thus the need for this study.

Theoretical Framework

The Enright forgiveness process model guided this study. This is a psychological process of forgiveness and reconciliation. It describes how people who have been

offended may give forgiveness and how their offenders may request and/or receive forgiveness. It describes how two or more people once having maturely given and received forgiveness, may establish mutual trust. This model is useful in this study as empirical evidence suggest its consistent with the natural process adults engage in when they are trying to forgive (Klatt & Enright, 2011; Knutson, Enright & Garbers, 2008). This will help couples in hurtful situations in forgiveness and conflict management. In the Enright model, the process of forgiveness proceeds through four phases: uncovering, decision, work and deepening (Enright, 2012). In the uncovering phase, a person gains insight into whether and how the injustice and subsequence injury have compromised his or her life. This involves confronting the nature of the offense and uncovering the consequences of having been offended.

The decision phase, a person gains an accurate understanding of the nature of forgiveness and makes a decision to commit to forgiving based on this understanding. The work phase involves working on forgiving. In this phase, a person gains a cognitive understanding of the offender and begins to view the offender in a new light, resulting in positive change in affect about the offender, about the self, and about the relationship. Concrete actions in this phase commonly begin with working towards an accurate understanding of the offender. This involves rethinking the offensive situation or seeing the offender from a new perspective. This phase include working towards realistic empathy and compassion for the offender, courageously and assertively bearing the pain caused by the offense, and finally giving the offender the moral gift of forgiveness.

In the deepening phase, a person finds increasing meaning in the suffering, feels more connected with others, and experiences decreased negative affect and at times,

renewed purpose in life. In this phase, one may discover that in the process of forgiving, one finds release from the emotional prison of un-forgiveness, bitterness, resentment and anger. As one's ability to forgive deepens, one may find new meaning in one's suffering and new purpose in one's life for having suffered unjustly. A person recognizes an altered sense of purpose from their experience with the interpersonal offence, which might enhance conflict management. One may also discover one's own need to ask for forgiveness from others or perhaps even towards one's offender.

Forgiveness and conflict management are processes that occur following significant interpersonal offenses and are ways through which individuals cope or search for meaning. Much is not known about the relationship between forgiveness and conflict management (Harris & Thoresen, 2005). This study seeks to evaluate the relationship between forgiveness and conflict management among couple who have experienced interpersonal offences in IDCC churches in Nairobi. Given the importance of these constructs to couple and their well-being (Tousaint & Webb, 2005), it is important to understand their occurrence among couples.

Enright forgiveness process model has been used in this study by influencing forgiveness and may enhance conflict management. Offender who wants to be forgiven must confront the nature of their offense, uncover their own guilt and shame, and face the past, present consequences (including psychological) of their offenses for both themselves and those, they have offended thus recognize transgressions and deal with negative emotions.

Deciding to seek forgiveness includes recognizing the need to ask for forgiveness, being willing to receive it if offered and deciding to accept it humbly, if and when

forgiveness is offered. Working on actually receiving forgiveness involves working to understand how one's offense has affected the one offended, developing an attitude of gratitude for having been given an unmerited gift. Doing whatever is possible to reconcile with the offended (including making restitution for any losses suffered by the offended, when possible), and accepting the painful humiliation of admitting that one was wrong thus deal with transgressor. Finally, the process of being forgiven includes working to find meaning in one's failures, deciding to and working on making positive changes in one's life, realizing one's common humanity, and experiencing freedom from lingering, or inordinate, guilt or remorse, which may restore the relationship, enhance marital satisfaction, positive interactions and intimacy.

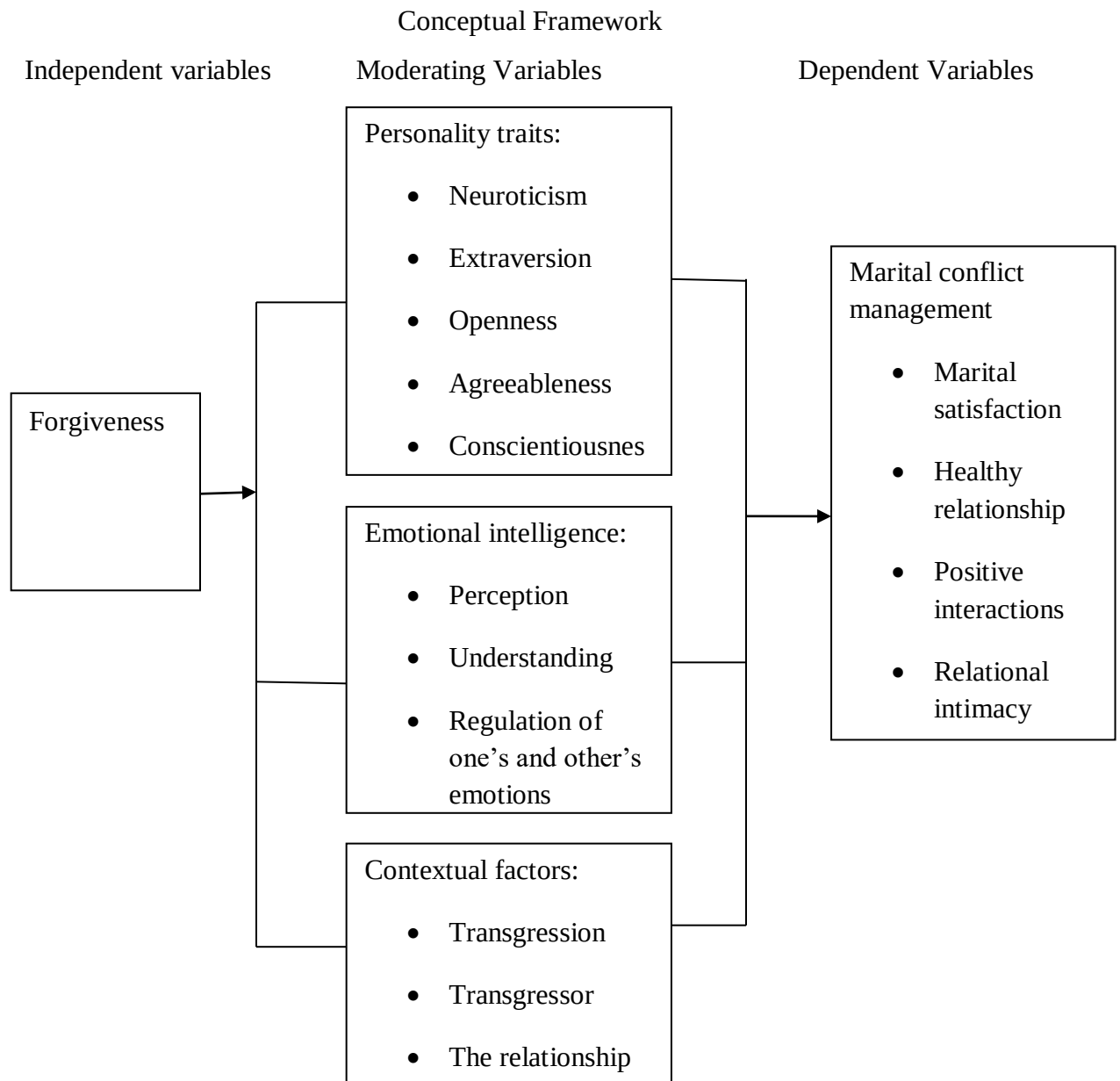


Figure 2. 1: Conceptual Framework

The conceptual framework shows the relationship between the independent and the dependent variables of the study (Kombo & Tromp, 2016). Forgiveness is shown as the independent variable and the dependent variable is marital conflict management. This study postulates and creates interrelations that forgiveness directly affects marital conflict. However, personality types, emotional intelligence and contextual factors that

intervene from time to time may modify this relationship. This forms the moderating variables in this relationship. .

The current study examines the contribution of two variables- forgiveness and marital conflict management. Attempts to forgive are assumed to be part of the conflict resolution process aimed at reducing negative stress reactions and increase positive emotions and closeness. Couples use forgiveness strategically to reduce negative emotions (Worthington & Scherer, 2004) and alleviate anxiety. Therefore, correlations between couple forgiveness and marital conflict management might be influenced by trait forgiveness, emotional intelligence and contextual factors. On the other hand, forgiveness enables relationship maintenance with partners with different personality traits, without withdrawing emotionally to maintain sense of self (Schnarch, 2009).

Research Gaps

Only a small handful of studies focused on forgiveness and marital conflict management have been conducted outside of the U.S. and European countries (Worthington, 2005). Further, these studies conducted outside of the United States have been inconclusive and/or contradictory on the question of forgiveness, pointing to the need of the expansion of forgiveness research around the globe and in settings other than Western cultures (Bugay, Demir & Delevi, 2012). The present study included a sample of couples instead of a sample of individuals, leading to a greater understanding of the influence of forgiveness on marital conflict management. Most studies were published over a decade ago, and with community samples thus the need for this study.

Chapter summary

This chapter has discussed literature review, research gaps that have not been explored, theoretical and conceptual framework. The information contained in chapters one and two have been used to guide research design and methodology in the next chapter.

CHAPTER THREE

RESEARCH DESIGN AND METHODOLOGY

Introduction

This chapter deals with the description of the methods applied in carrying out the research study. It was organized under the following sections: research design, population, samples, sampling methods, type of data, research instruments, data collection procedures and methods, instrument pre-testing, data analysis plan and ethical considerations.

Research Design

This study used a descriptive survey study design to investigate the problem. Descriptive survey is the most suitable for this study because it describes the state of affairs as they exist and reports the findings. Descriptive survey design have been used to obtain information concerning the status of the phenomena and to describe what exists with respect to variables or conditions in a situation (Eugene & Lynn, 2015). The method is used when the researcher has set specific research objectives and specific research questions (Smith, Devane, Begley & Clarke, 2011).

Description survey is a method of collecting information by interviewing or administering questionnaires to a sample of individuals (Kombo & Tromp, 2016). It focuses on collecting information and analysis of opinions, attitudes, behaviors or any of the variety of education or social issues (Smith et al., 2011). It also involves a onetime interaction with a group of people. This study was both quantitative and qualitative study. In quantitative study, a researcher is more interested in spending longer periods with a

smaller number of respondents than focusing on obtaining a large sample if they want to gain a deeper understanding of specific phenomenon (Sprenkle & Piercy, 2005).

Population

There are eight IDCC churches in Nairobi County. There are 290 married members at IDCC churches in Nairobi County as shown in table 3.1 below. This study targeted couples who were married from 7 years to 30 years. This is because marital conflict is low in the early years of marriage (Carter & McGoldrick, 2011). It is highest when the children are in their teen years and reduces when the children are out on their own (Carter & McGoldrick, 2011). Most spouses seek counseling help from 7 years of marriage (Gottman, 2014). This study used 32 couples as shown in the table 3.1 below.

Sample Size

Table 3. 1: Sample Frame

Category of respondents	Total population	Target population (Married members)	Percentage	Sample
Makadara	300	168	30	50
Kayole	40	32	30	10
Embakasi	20	14	30	4
Dandora	68	32	30	10
Kayole Matopeni	25	16	30	5
Kayole Kwa Chief	40	22	30	7
Saika	8	4	30	2
Kangemi	6	2	30	2
Totals	507	290	30	90

A sample is, for the sake of this study, a set of respondents (couples at IDCC churches in Nairobi County) selected for the purpose of this study. To select a representative sample, a researcher must have a sampling frame. A sampling frame is a list of cases from which a sample is selected. Subjects or cases selected from the sampling frame form the units of observation in a study (Kombo & Tromp, 2016). IDCC

churches have eight churches in Nairobi County and three, Makadara Kayole and Embakasi churches were used in this study. The three churches have 214 married members but 64 were used for this study.

Sampling Methods

In a random sampling method, every member of the population has an equal chance of being selected (Chandran, 2004). In this study, simple random sampling was used to select three IDCC churches being 30% of eight IDCC churches in Nairobi County. This was done by putting the names of the eight churches on slips of papers, which were put in a container, and a paper drawn at random. Purposeful sampling was then used to select married members from each of the three churches. This was done by getting a list of married members from each church that helped to meet the objective of this study. In this study, 32 couples were selected using simple random sampling method.

Types of Data

The study collected primary data. Information was gathered directly from respondents through questionnaires. It involves creating new data. Data was collected from selected couples at IDCC churches in Nairobi County.

Data Collection Methods and Procedures

The researcher used quantitative and qualitative research methods. A questionnaire was used as a data collection tool. Demographic questionnaire was used to collect demographic data of respondents. Forgiveness Scale Questionnaire, Forgiveness Likelihood Scale Questionnaire and NEO Five Factor Inventory Scale was used to measure trait forgiveness; TEIQue-SF Questionnaire was used to measure emotional

intelligence and the Positive and Negative Affect Questionnaire was used to measure contextual factors.

In choosing questionnaire method, care has been taken to ensure that the instrument is able to collect precise data that was required to answer the set research questions. Questionnaires were designed and standardized by the researcher to fit the study questions and the target population. Standardizing is a measure that increases reliability of the instrument, which is the consistency of the measurement. The respondents are required to react to a collection of issues and items in writing. The questionnaire was designed to capture all study questions and therefore to address the objectives of the study.

Instrument Pre-testing

The validity test is a measure of how well a test measures what it is supposed to measure. To ensure the effectiveness of questionnaires, a pre-testing was carried using three couples from IDCC Dandora church. Three couples are 10% of 32 couples used in the study. Pilot of the questionnaire with a small representative sample enabled the researcher to find out if the questions are measuring what they were supposed to measure, the wording is clear, if respondents response is provoked, interpret all questions in the same way and if there is any research bias.

Data Analysis

Data have been analysed quantitatively using computer analysis program and statistical package of social science (SPSS 21). Demographic, data, correlation and regression was analysed using SPSS 21. Graphs and tables were the output generated from the SPSS software to support the analysis.

Ethical Considerations

A study in which no manipulation of subject is done poses very few ethical dilemmas. According to Kombo & Tromp (2016), the study ensured that each respondent was provided with information concerning the risks and benefits of the study and had opportunities to ask questions. Informed consent was included in the instrument. The data collected was kept confidential and subject's names were not required. The researcher maintained confidentiality at all times. Only research assistances conducting the survey know the identity of the respondents. The researcher was responsible for the work and contribution to the whole study. The researcher accepted individual responsibility for the conduct of the research as far as foreseeable, as well as the consequences of the research. The researcher obtained informed consent from any subject used in the study and ensured that all subjects participated voluntarily. The researcher fully explained the research to the subjects before providing the questionnaires. The researcher obtained permission from National Commission for Science, Technology & Innovation (NACOSTI) for collection of the data from respondents.

Chapter Summary

This chapter has discussed the methods applied in carrying out the research study. It has been organized under the following sections: research design, population, samples, sampling methods types of data, research instrument, data collection procedures and methods, instrument pre-testing, data analysis and ethical considerations. The next chapter comprises data analysis, presentation of results, interpretation of findings and discussions.

CHAPTER FOUR

RESULTS AND DISCUSSION

Introduction

This chapter comprise data analysis, presentation of results, interpretation of findings and discussion. Respondents completed a brief questionnaire that included demographic questions on age, ethnicity, length of marriage, number of children and age, level of education, employment status, income and residence. Figures 4.1 to 4.8 below show the distribution of individual spouses' demographic data. The respondents were 32 couples, which is 64 individual spouses. Six respondents did not respond and two were spoil but the researcher was able to get other new respondents from the sample using simply random sampling. The response rate was 100%, which is acceptable respond rate. The acceptable response rate is 60% according to Fincham (2008).

Demographic Data

Gender of the Respondents

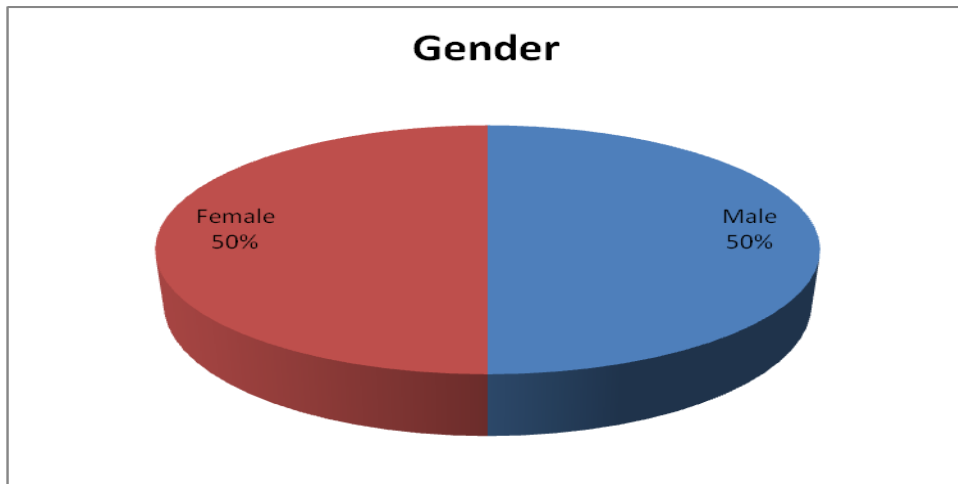


Figure 4. 1: Gender of the respondents

Figure 4.1 below shows gender of the respondents. The proportion of males and females was equal (50%) each. This was because the respondents were couples.

Ethnicity of the respondents

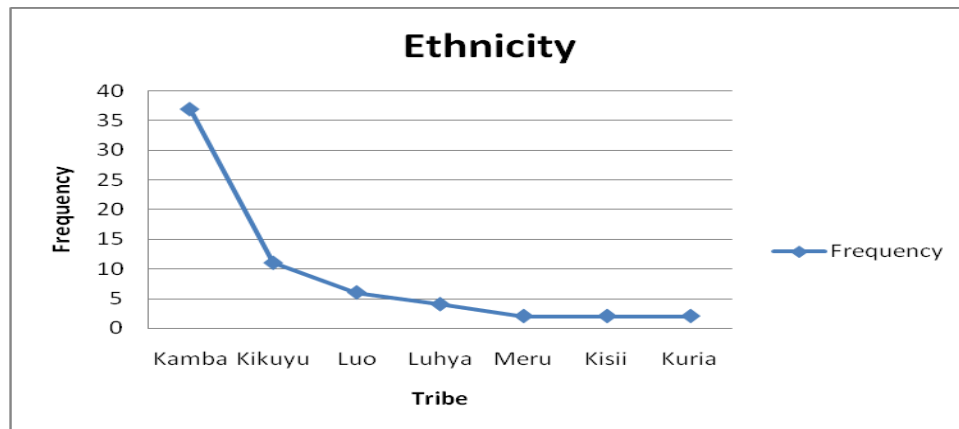


Figure 4. 2: Ethnicity of the respondents

Figure 4.2 above contains ethnicity of the respondents. Most respondents were from Kamba tribe 37 which is 58%. Respondents from Kikuyu and Luo tribes were 11 and 6 representing 17% and 9% respectively. Respondents from Luhya tribe were 4 representing 6%. There were 2 respondents each from Meru, Kisii and Kuria tribes representing 3% each. Most of the church members are from the Kamba tribe. More than half of the respondents were from Kamba tribe and the rest came from the other five tribes.

Age of the Respondent

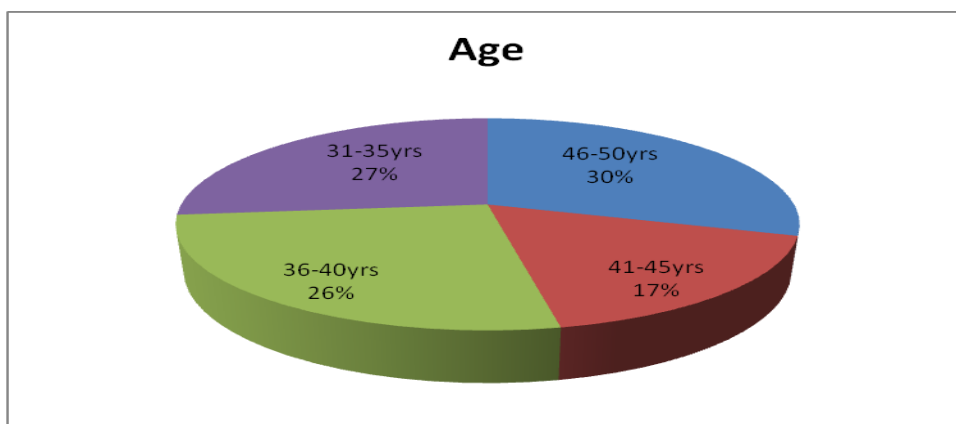


Figure 4. 3: Age of respondents

Figure 4.3 above shows age of respondents. The age group of the respondents was between 31 years and 50 years. The youngest respondents were 17 aged from 31 years to 35 years representing 27%. Respondents aged between 36 years and 40 years were 16 representing 26%. There were 11 respondents aged from 41 years to 45 years representing 17%. The older individual couples aged between 46 year and 50 years were 19 representing 30%. Age groups 31 year to 35 years, 36 year to 40 year and 46 years to 50 years were almost equally represented by 27%, 26% and 30% respectively. Age group 41 years to 45 years was the lowest represented by 17%.

Length of Marriage

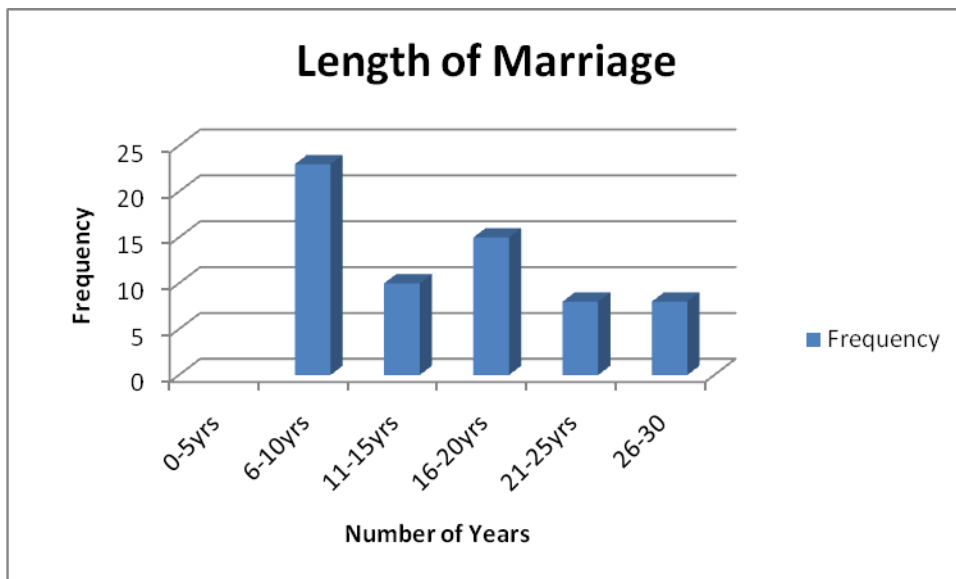


Figure 4. 4: Length of Marriage

Figure 4.4 above shows the length of marriage of respondents. No respondent was married between 0 and 5 years. Twenty-three respondents were married between 6 years and 10 years representing 36%. Ten respondents were married between 11 years and 15 years representing 15%. Fifteen respondents were married between 16 years and 20 years. Respondents married between 21 years to 25 years and 26 years to 30 years were

eight each representing 13% each. Most respondents have been married between 6 years and 20 years.

Income of Respondents

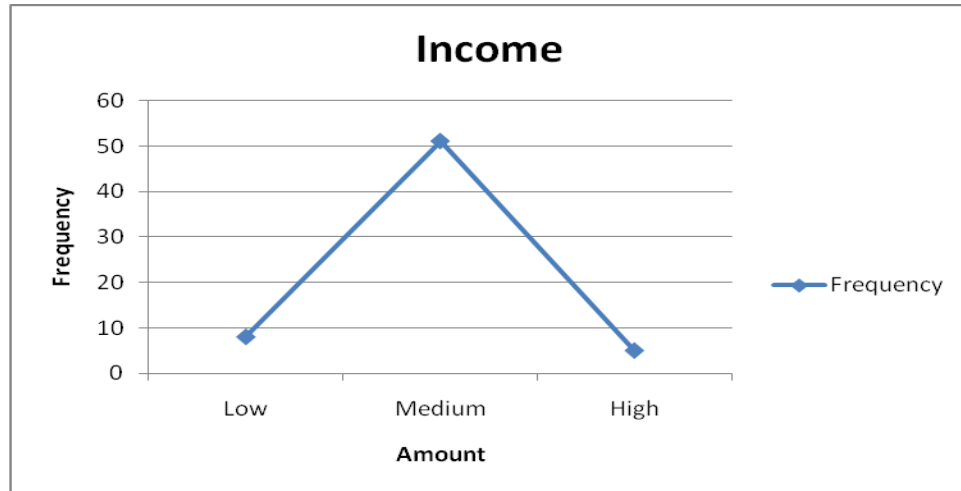


Figure 4. 5: Income of Respondents

Figure 4.5 above contains data on respondents income levels. Eight respondents earned low income, which is 13%. Fifty-one respondents earned medium income representing 79%. Only 5 respondents earned high income representing 8%.

Level of Education of respondents

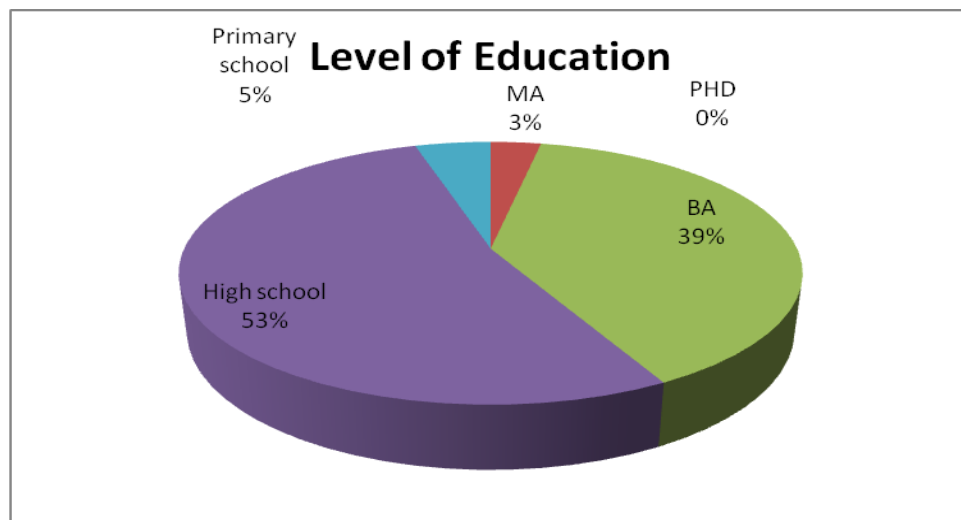


Figure 4. 6: Distribution of Spouses' Level of Education

Figure 4.6 above shows the educational levels of respondents. Two respondents had Masters Degree, which represents 3%. Twenty-five respondents had university degree, which is 39%. Thirty-four respondents had high school, which is 53%. Three respondents had primary school educational levels, which represents 5%. None of the respondents has PHD. Majority of the respondents had high school education.

Number of Children of Respondents

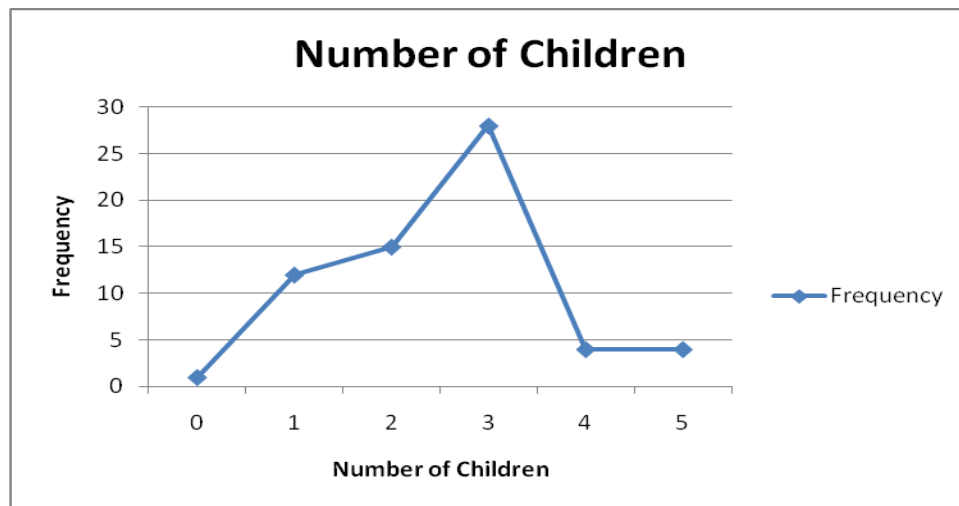


Figure 4. 7: Number of Children of Respondents

Figure 4.7 above shows the respondents' number of children. One respondent had no child representing 2%. Twelve respondents had one child each, which is 19%. Fifteen respondents had two children each representing 23%. Twenty-eight respondents had 3 children each, which is 44%. Four respondents had 4 children and five children respectively representing 6% each. Majority of the respondents had three children each. Husband married to respondent with no child had three children from a previous marriage.

Employment Status of Respondents

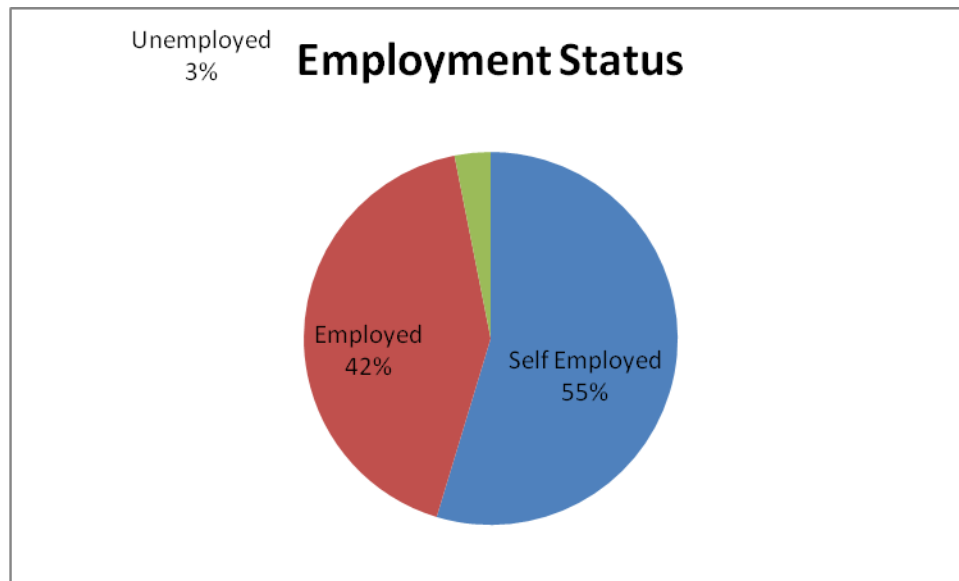


Figure 4. 8: Employment Status of Respondents

Figure 4.8 above shows employment status of respondents. Two respondents were unemployed representing 3%. Twenty-seven respondents were employed, which is 42%. Thirty-five respondents were self-employed, which is 55%. Majority respondents were self employed.

Influence of Forgiveness in Facilitating Marital Conflict Management

Trait Forgiveness on Marital Conflict.

The first objective sought to examine the influence of trait forgiveness on marital conflict. Forgiveness Scale was used to measure forgiveness toward a particular offender (situational forgiveness). The original scale used by Rey and Extremera, (2014) consists 15 items. This study used seven items to measure forgiveness toward spouse. This scale consists of five Likert-type items, with possible responses varying between 1 (strongly disagree) to 5 (strongly agree). Test-retest reliability has been reported at .80 with a Cronbach's alpha of .87. Of note, this scale includes two subscales. Absence of Negative

and presence of Positive, with regard to the victim's thoughts, feelings and behavior (emotions) towards the offender. For the purpose of this study, no differentiation was made between the two subscales in data analysis. Higher scores on this scale reflect greater forgiveness toward the offender. For purpose of interpreting findings in this scale, mean scores below 3 are low scores, 3 is neutral and scores above 3 are high scores.

The respondents were asked to indicate how they think they have responded to their spouse who has wronged or mistreated them. Their responses are as shown in table 4.1.

Table 4. 1: Forgiveness Scale

	Mean	Std Dev.
I cannot stop thinking about how I was wronged by my spouse.	4.088	1.000
I wish good things to happen to my spouse though he/she wronged me.	3.154	0.654
I spend time thinking about ways to get back to my spouse because he/she wronged me.	3.853	0.899
I avoid certain people and/or places because they remind me how my spouse wronged me.	4.412	0.602
I pray for my spouse even when he/she wrongs me.	4.221	0.727
I have been able to let go of my anger toward my spouse when he/she wrongs me.	3.904	0.607
I think my life is ruined because of my spouse's wrongful actions.	3.154	0.654

The respondents agreed that they avoid certain people and/or places because they remind them how their spouse wronged them as shown by a mean of 4.412 and that they pray for their spouse even when he/she wrongs them as shown by a mean of 4.221. The respondents further agreed that that they cannot stop thinking about how they were wronged by their spouse as shown by a mean of 4.088 and that they have been able to let go of my anger toward their spouse when he/she wrongs them as shown by a mean of 3.904. These are in line with Brose et al., (2004) findings, which states higher scores on

forgiveness scales reflect increased forgiveness on specific offender. High scores are mean above three.

The respondents further agreed that they spend time thinking about ways to get back to their spouse because he/she wronged them as shown by a mean of 3.853 and that they wish good things to happen to their spouse though he/she wronged them as shown by a mean of 3.154. The respondents were high on the fact that they think their life is ruined because of their spouse's wrongful actions as shown by a mean of 3.154.

The present study forgiveness scale findings shows mean score range between 4.412 and 3.154 as shown in table 4.1 above which is an average of 3.827 score. This shows higher scores, which reflect greater forgiveness toward specific offender consistent with Brose et al., (2004). The respondents scored high even when their spouses wronged them. High scores influence trait forgiveness positively, which enhance marital conflict management among couples in IDCC churches in Nairobi County.

Forgiveness Likelihood scale was used to measure tendency to forgive across situations (dispositional forgiveness). The original scale used by Rey and Extremera (2014) consists of 10 items. This study used six items measuring the likelihood of forgiving in a given specific situation. The scale uses a five-point Likert-type format with responses ranging from 1 (Not at all likely) to 5 (Extremely likely). The items describes hypothetical acts of wrongdoing and ask participants how likely they would be to forgive the wrong doer. Test-retest reliability has been reported at .81 with Cronbach's alpha of .85. Higher scores on this scale reflect willingness to forgive or dispositional forgiveness. For purpose of interpreting findings in this scale, mean scores below 3 are low scores, 3 is neutral and scores above 3 are high scores.

The respondents were asked to indicate the likelihood that they would choose to forgive their spouse given the various scenarios that happened to them. Their responses were as shown in table 4.2

Table 4. 2: Forgiveness Likelihood Scale

	Mean	Std Dev.
You share something embarrassing about yourself to your spouse who promises to keep the information confidential. However, your spouse breaks his/her promise and proceeds to tell several people. What is the likelihood that you would choose to forgive your spouse?	3.853	0.899
Your spouse starts a nasty rumour about you that is not true. As a result, people begin treating you worse than they have in the past. What is the likelihood that you would choose to forgive your spouse?	3.575	1.163
Your spouse humiliates you in front of others by sharing a story about you that you did not want anyone to know. What is the likelihood that you would choose to forgive your spouse?	1.044	0.995
Your spouse has been talking about you behind your back. When you confront him/her, he/she denies it, even though you know that she/he is lying. What is the likelihood that you would forgive your spouse?	3.071	1.061
A spouse borrows your most valuable possession, and then loses it. Your spouse refuses to replace it. What is the likelihood that you would choose to forgive your spouse?	3.834	1.016
You accept your spouse's offer to attend a party. However, your spouse breaks his/her commitment to take you and goes to the event with someone else. What is the likelihood that you would forgive your spouse?	4.457	1.163

The respondents indicated that if they share something embarrassing about themselves to their spouse who promises to keep the information confidential but the spouse breaks his/her promise and proceeds to tell several people, they would fairly likely choose to forgive their spouse as shown by a mean of 3.853.

The respondents also indicated that if their spouse starts a nasty rumour about them that is not true and as a result, people begin treating them worse than they have in

the past they would fairly likely choose to forgive their spouse as shown by a mean of 3.575

They also indicated that if their spouse humiliates them in front of others by sharing a story about them that they did not want anyone to know, they would not at all likely choose to forgive their spouse as shown by a mean of 1.044

They also indicated that if their spouse has been talking about them behind their back and when they confront them, they deny it, even though they know that she/he is lying they would somewhat likely forgive your spouse as shown by a mean of 3.071. The respondents further indicated that if a spouse borrows their most valuable possession, and then loses it and they refuse to replace it, they would fairly likely choose to forgive their spouse as shown by a mean of 3.834

Finally the respondents further indicated that if they accept their spouse's offer to attend a party but their spouse breaks his/her commitment to take them and goes to the event with someone else, they would extremely likely forgive their spouse as shown by a mean of 4.457.

The present study forgiveness likelihood scale findings shows mean score range between 4.457 and 1.044 as shown in table 4.2 above which is an average of 3.336 score. On overall, one is likely to forgive all these transgression with a mean of five. Mean score above three is high scores, which reflects increase on willingness to forgive or dispositional forgiveness consistent with Brose et al., (2004). Respondents scored high even when their spouses embarrassed them, spread nasty rumour, humiliated them, talked behind their back, lost valuables, broke commitment and they were willing to forgive.

High scores influence trait forgiveness, which enhance marital conflict management among couples in IDCC churches in Nairobi County.

Neo personality inventory revised (NEO-PI-R) scale self-report version was used to measure personality characteristics. This instrument has been based on the five-factor model of personality and original scale used by Glover (2015) consists of 24 items. This study used 12 self-descriptive items which are answered on a five point Likert-type scale, with possible responses varying between 1 (strongly disagree) to 5 (strongly agree). The following five domains are measured on the NEO-PI-R: neuroticism, extraversion, openness, agreeableness and conscientiousness. For purpose of interpreting findings in this scale, mean scores below 3 are low scores, 3 is neutral and scores above 3 are high scores.

The respondents were asked to indicate their level of agreement with various statements. Their responses were as shown in table 4.3.

Table 4. 3: NEO Personality Inventory Revised Scale

	Mean	Std Dev.
1. I often feel inferior to my spouse.	3.423	0.987
2. When I am under a great deal of stress, sometimes I feel like I am going to pieces.	4.015	1.259
3. I rarely feel lonely.	2.104	1.063
4. I have a clear set of things I want to do, and I work toward them in a certain order.	3.956	1.186
5. Sometimes I feel completely worthless.	3.750	1.402
6. I rarely feel fearful or anxious.	1.574	1.645
7. I often get angry at the way my spouse treat me.	4.065	1.259
8. Too often, when things go wrong, I get discouraged and feel like giving up.	4.184	1.063
9. Sometimes I'm not as dependable or reliable as I should be.	3.256	1.186
10. I often feel helpless and want my spouse to solve my problems.	3.850	1.402
11. I never seem to be able to get organized.	3.524	1.645
12. I strive for excellence in everything I do.	4.323	0.876

From the findings, the respondents indicated that they strive for excellence in everything they do as expressed by a mean score of 4.323. They also indicated that too often, when things go wrong, they get discouraged and feel like giving up as expressed by a mean score of 4.184 and that they often get angry at the way their spouse treat them as expressed by a mean score of 4.065.

The respondents also agreed that when they are under a great deal of stress, sometimes they feel like ‘they will go to pieces’ as expressed by a mean score of 4.015. They also agreed that they have a clear set of things they want to do, and they work toward them in a certain order as expressed by a mean score of 3.956 and that they often feel helpless and want their spouse to solve my problems as expressed by a mean score of 3.850. They further agreed that sometimes they feel completely worthless as expressed by a mean score of 3.750 and that they never seem to be able to get organized as expressed by a mean score of 3.524. The respondents were agreed that they often feel inferior to their spouse as expressed by a mean score of 3.423 and that sometimes they are not as dependable or reliable as they should be as expressed by a mean score of 3.256. However the respondents disagreed that they rarely feel lonely as expressed by a mean score of 2.104 and that they rarely feel fearful or anxious as expressed by a mean score of 1.574.

The present study neuroticism mean scores range between 4.184 and 1.574 as shown in table 4.3 above, which is an average of 3.371 score. Items 1, 2, 3, 5, 6, 7, 8 and 10 represent neuroticism. Mean scores above 3 shows high scores, which reflects high neuroticism among couples in IDCC churches in Nairobi County. High levels of neuroticism reflect respondents are under stress, feel inferior, worthless, fearful or anxious, angry, depressed, helpless and are unreliable. This will negatively influence

marital quality, healthy relationships and positive interactions, which hinder forgiveness and marital conflict management. High level of neuroticism is negatively related to trait forgiveness. Neuroticism dimensions correlate with enduring resentment and overall tendency to forgive. Forgiveness measures negatively correlate with neuroticism, which might influence forgiveness and marital conflict management.

These findings are consistent with almost all the previous researchers' findings on NEO-PI-R domains on neuroticism, extraversion, openness, agreeableness and conscientiousness. Cirhinlioglu et al., (2016) found out that individuals with high scores in the neuroticism dimensions are described as experiencing emotional distress, excessive variance in their emotions, anxiety, lack of confidence in relationships, anger, resentfulness, introversion, nervousness, fear, guilt and frustrations.

The study found out that high levels of neuroticism were described as being prone to having irrational ideas, moody, anxious and tensed which impede forgiveness and marital conflict management. High levels of neuroticism were found to be prone to feelings of loneliness, worthless and easily discouraged. High levels of neuroticism were also described as prone to feelings of inferiority. Expressing more criticism, contempt and defensiveness which have greater relationship dissatisfaction and might evoke negative behaviours from their spouse, thereby damaging the spouse relationship. This will hinder forgiveness and conflict management. High levels of neuroticism were described as being less able to control their impulses and coping more poorly than others with stress therefore becoming dependent and helpless.

Many problems in the family and community are due to the neurosis trait. This is consistent with Cirhinlioglu et al., (2016) who found out that neuroticism is linked to

more dysfunctional emotion regulation and interpersonal behaviour, which consequently leads to lower relationship satisfaction. Individuals who are high in neuroticism may experience negative emotions during relationship conflict and because of lower self-control, might react with a dysfunctional emotion regulation strategy such as aggressive externalization.

The present study conscientiousness mean score range between 4.323 and 3.256 as shown in table 4.3 above which is an average of 3.765 score. Items 4, 9, 11 and 12 represent conscientiousness. Mean above 3 is high scores, which reflects high conscientiousness among couples in IDCC churches in Nairobi County. High scores in conscientiousness reflects respondents were orderly, reliable, organized and achievers. There is positive correlation between conscientiousness and marital satisfaction, healthy relations, positive interactions and relationship intimacy, which might enhance forgiveness and conflict management. This is in line with Cirhinlioglu et al. (2016) findings of conscientiousness domain. Individuals with high scores on conscientiousness dimension were ambitious, determined, responsible, hardworking, organized, decisive and competent and aim for achievement and acting in line with a plan.

The study found out that high levels of conscientiousness were described as organized, keep things in order, dependable and reliable which enhance forgiveness and marital conflict management. high level of conscientiousness were found to be prone to high levels of aspiration and work hard to achieve their goals, diligent, purposeful and have a sense of direction to life which enhance forgiveness and marital conflict management.

The study found a negative influence of neuroticism on trait forgiveness, which might negatively influence marital conflict. There was positive influence of conscientiousness on trait forgiveness, which will positively influence marital conflict. Agreeableness, extraversion and openness domains were generally unrelated to trait forgiveness measure.

The Role of Emotional Intelligence on Forgiveness in Marital Conflicts

The second objective sought to investigate the role of emotional intelligence on forgiveness in marital conflicts. The short version of trait emotional intelligence questionnaire form (TEIQue-SF) was used to measure trait emotional intelligence. This is a 30-item questionnaire designed to measure global trait emotional intelligence based on the full form of the TEIQue by Petrides and Furnham (2006). It provides very reliable range of different criteria and validity evidence was found. Items were responded to on a 7-point Likert-type scale varying between 1 (strongly disagree) to 7 (strongly agree). For purpose of interpreting findings in this scale, mean scores below 4 are low scores, 4 is neutral and scores above 4 are high scores.

The respondents were requested to indicate their level of agreement with various statements. Their responses are as shown in table 4.4.

Table 4. 4: TEIQue-SF Scale

	Mean	Std Dev.
1. Expressing my emotions with words is not a problem for me.	3.885	0.806
2. I often find it difficult to see things from my spouse's viewpoint.	4.165	0.658
3. On the whole, I am a highly motivated person.	1.101	0.931
4. I usually find it difficult to regulate my emotions.	3.518	0.279
5. I generally do not find life enjoyable.	2.985	0.816
6. I can deal effectively with my spouse.	4.065	0.958
7. I tend to change my mind frequently.	4.091	0.931
8. Many times, I cannot figure out what emotion I'm feeling.	3.588	1.179
9. I feel that I have a number of good qualities.	3.834	0.456
10. I often find it difficult to stand up for my rights.	3.985	0.816
11. I am usually able to influence the way my spouse feel.	2.265	0.658
12. On the whole, I have a gloomy perspective on most things.	4.191	0.931
13. My spouse often complains that I do not treat him/her right.	3.588	1.279
14. I often find it difficult to adjust my life according to the circumstances.	3.985	0.816
15. On the whole, I am able to deal with stress.	4.265	0.658
16. I often find it difficult to show my affection to my spouse.	4.191	0.931
17. I am normally able to "get into my spouse's shoes" and experience his/her emotions.	3.588	1.279
18. I normally find it difficult to keep myself motivated.	1.985	0.816
19. I am usually able to find ways to control my emotions when I want to.	4.265	0.658
20. On the whole, I am pleased with my life.	4.191	0.931
21. I would describe myself as a good negotiator.	3.588	1.279
22. I tend to get involved in things I later wish I could get out of.	2.343	0.876
23. I often pause and think about my feelings.	3.985	0.816
24. I believe I am full of personal strengths.	2.265	0.658
25. I tend to "back down" even if I know I am right.	4.191	0.931
26. I do not seem to have any power at all over my spouse's feelings.	3.588	1.279
27. I generally believe that things will work out fine in my life.	3.945	0.816
28. I find it difficult to bond well even with my spouse.	4.165	0.658
29. Generally, I am able to adapt to new environments.	2.101	0.931
30. My spouse admires me for being relaxed.	3.508	0.279

The respondents agreed that on the whole, they are able to deal with stress as shown by a mean of 4.265, that they are usually able to find ways to control their emotions when they want to as shown by a mean of 4.265. The respondents also agreed that overall, they have a gloomy perspective on most things as shown by a mean of 4.191 and they often find it difficult to show their affection to their spouse as shown by a mean

of 4.191. The respondents also agreed that overall, they are pleased with their life as shown by a mean of 4.191 and that they tend to “back down” even if they know they are right as shown by a mean of 4.191. The respondents further agreed that they often find it difficult to see things from their spouse’s viewpoint as shown by a mean of 4.165 and that they find it difficult to bond well even with their spouse as shown by a mean of 4.165.

The respondents also agreed that they tend to change their mind frequently as shown by a mean of 4.091, that they can deal effectively with their spouse as shown by a mean of 4.065 and that they often find it difficult to stand up for their rights as shown by a mean of 3.985. The respondents also agreed that they often find it difficult to adjust their life according to the circumstances as shown by a mean of 3.985 and that they often pause and think about their feelings as shown by a mean of 3.985. The respondents agreed that they generally believe that things will work out fine in their life as shown by a mean of 3.945 and that expressing their emotions with words is not a problem for them as shown by a mean of 3.885. The respondents further agreed that they feel that they have a number of good qualities as shown by a mean of 3.834. They also agreed that many times, they could not figure out what emotion they are feeling as shown by a mean of 3.588 and that their spouse often complains that they do not treat them right as shown by a mean of 3.588.

The respondents further agreed that they are normally able to “get into their spouse’s shoes” and experience his/her emotions as shown by a mean of 3.588 and that they would describe themselves as a good negotiator as shown by a mean of 3.588. The respondents also agreed that that they do not seem to have any power at all over their

spouse's feelings as shown by a mean of 3.588. The respondents also agreed that they usually find it difficult to regulate their emotions as shown by a mean of 3.518 and that their spouse admires them for being relaxed as shown by a mean of 3.508.

The respondents were neutral that they generally do not find life enjoyable as shown by a mean of 2.985 and that they are usually able to influence the way their spouse feel as shown by a mean of 2.265. They also disagreed that they believe they are full of personal strengths as shown by a mean of 2.265 and that generally, they are able to adapt to new environments as shown by a mean of 2.101. They also disagreed that they normally find it difficult to keep themselves motivated as shown by a mean of 1.985 and that overall; they are a highly motivated people as shown by a mean of 1.101.

The present study emotional perception mean score range between 4.191 and 2.343 as shown in table 4.4 which is an average mean of 3.762. Items 7, 8, 10, 20, 22, 25 and 27 represent perception. This shows low scores, which reflects low emotion perception among couples in IDCC churches. Low emotional perception among couples at IDCC churches, hinder forgiveness and marital conflict management. The study found out that low emotional intelligence is described as frequent change of mind, difficulty to figure out what emotions they are feeling, cannot stand up for their right, not pleased with life. People get involved with things they later regret, back down even when they know they are right and believe all things work out fine in their life which impede forgiveness and marital conflict management. This is consistent with Rey and Extremera (2014) who found emotional intelligence people with low scores on the emotion perception scale are often confused about how they feel and do not pay much attention to the emotional signals that other send out which hinder forgiveness and marital conflict management.

The present study emotional understanding mean score range between 4.191 and 1.985 as shown in table 4.4 above, which is an average of 3.392. Item 2, 6, 12, 14, 17, 18, 21, 23, 24 and 29 represents understanding. This shows low scores, which reflects low emotional understanding among couples in IDCC churches in Nairobi County. Low emotional understanding; impede forgiveness and marital conflict management. Understanding measures the perspective aspect of empathy: seeing the world from someone else's point of view. In other words, it is has to do with whether one can understand other people's needs and desires. The study found out that low level of emotional understanding is described as difficult to see things from spouse's viewpoint, have gloomy perspective, difficult to adjust to life according to circumstances, unable to get into spouse shoes and experience their emotions, and find it difficult to be self motivated. In addition the study also found people low in emotional understanding are poor negotiators, do not pause and think about their feelings, do not believe their personal strength, and do not adopt to new environments. This is consistent with Rey and Extremera (2014) who found out that low scorer have difficulty adopting other people's perspectives. They tend to be opinionated and argumentative and may often seem self-centred.

The present study emotional regulation mean score range between 4.265 and 1.101 as shown in table 4.4 above, which is an average of 3.474. Item 1, 3, 4, 5, 9, 11, 13, 15, 16, 19, 26, 28 and 30 represent emotional regulation. This shows low scores, which reflects low emotional regulation among couples in IDCC churches. Low emotional regulation, hinder forgiveness and marital conflict management. Emotion regulation abilities are important for interpersonal encounters because emotions serve

communicative and social functions and might facilitate the use of social strategies, especially for managing conflicts and difficult situations with others (Lopes et al., 2011). Emotion regulation measures control one's own feelings and emotional stress.

The study found out that low emotional regulation is described as easy express emotions in words, not motivated people, find difficult to regulate emotions, do not find life enjoyable, do not have good qualities, and influence spouse feelings. In addition the study found out that low emotional regulation is described as often complain, difficult to show affection to spouse, have no power over spouses feelings and find it difficult to bond with spouse. Spouses have no abilities to develop and sustain close relationship with spouse, which impede forgiveness and marital conflict management. This is consistent with Lopes et al. (2011) who found out that spouses with low scores find it difficult to recognize their internal emotional states and to express their feelings to others, which often lead to less rewarding personal relationships.

People's ability to forgive is influenced partially by their emotional ability to successfully manage negative emotions after a transgression. This is consistent with Mayer et al., (2008) who found out that people with low emotional intelligence (particularly those with lower managing emotions scores) report more interactions that are negative and more conflict with others than those with higher emotional intelligence, which result in an low disposition to forgive. Individuals with low self-reported ability to manage emotions predict a lower disposition to forgive.

Low emotional intelligence predicts low dispositional forgiveness and inefficient marital conflict management. People who are not able to perceive, facilitate, understand

and regulate their emotions are less adaptable to stressors such as interpersonal transgressions and less able to use forgiveness to resolve interpersonal problems.

Contextual Factors Measure

The third objective sought to assess the impact of contextual factors in forgiveness during marital conflict. The positive and negative affect schedule was used to measure impact of contextual factors. The original schedule used by Carvalho et al. (2010) consistent of 20 emotion adjective. This study used 10 emotion adjectives to measure contextual factors (transgressor, transgression and couple relationship) impact on forgiveness and marital conflict. The scale use a five point Likert-type format with responses ranging from 1 (very slightly or not at all) to 5 (extremely). Respondents use 5-point scale to indicate the emotion they were generally experiencing at that time. Mean score below reflect low scores, 3 is neutral and above 3 is high score.

Table 4. 5: Contextual Factors Measure

	Mean	Std Dev.
1. Excited	2.9286	1.47758
2. Upset	4.3000	1.36573
3. Strong	2.8571	1.39654
4. Guilty	3.5429	1.34795
5. Enthusiastic	3.7571	1.16328
6. Proud	4.4286	.98865
7. Irritable	3.4714	1.31570
8. Ashamed	3.5429	1.33716
9. Determined	4.4571	1.16328
10. Afraid	3.6571	1.16328

The findings indicate that the respondents feel greatly determined as shown by a mean of 4.4571 and greatly proud as shown by a mean of 4.4286,. The study found out that the respondents feel greatly upset as shown by a mean of 4.3000 and enthusiastic as shown by a mean of 3.7571. The respondents feel greatly afraid as shown by a mean of 3.6571 and feel greatly guilty as shown by a mean of 3.5429.

The study also revealed that the respondents feel greatly ashamed as shown by a mean of 3.5429 and irritable as shown by a mean of 3.4714. The study also revealed that they feel moderately excited as shown by a mean of 2.9286 and moderately strong as shown by a mean of 2.8571.

The present study positive affect mean score range between 4.4571 and 2.8571 which an average of 3.6857 score as shown in table 4.5 above. Item 1, 3, 5, 6 and 9 represent positive affect. Negative affect mean score range between 4.3000 and 3.4714 is an average of 3.7029 score as shown in table 4.5 above. Item 2, 4, 7, 8 and 10 represent negative affect. This shows high scores in both positive and negative affect among couples in IDCC churches. High positive affect positively influence forgiveness and marital conflict.

The respondents felt excited, strong, enthusiastic, proud and determined. This is consistent with empirical evidence that willingness to forgive is increased in relationships in which individuals feel satisfied, close and committed (Koutsos et al. 2007), which ease marital conflict management. High negative affect negatively influence forgiveness and marital conflict. The respondents felt upset, guilty, irritable, ashamed and afraid. This is consistent with Koutsos et al., (2007) findings that severe and hurtful transgression characteristics were found to be more difficult to forgive because severe transgressions have more lasting consequences, which might make marital conflict difficult to manage.

The study show that positive affect positively impact forgiveness during marital conflict and negative affect negatively impact forgiveness and marital conflict management on couples in IDCC churches in Nairobi County.

Inferential Statistics

The data presented before on emotional intelligence, trait forgiveness, contextual factors and marital conflict management were computed into single variables per factor by obtaining the averages of each factor. Correlations analysis and multiple regression analysis were then conducted at 95% confidence interval and 5% confidence level 2-tailed to establish the relationship between the variables. The research used statistical package for social sciences (SPSS V 21.0) to code, enter and compute the measurements of the Pearson's Product Moment Correlation and multiple regression.

Pearson's Product Moment Correlation

A Pearson's Product Moment Correlation was conducted to establish the strength of the relationship between the variables. The findings are presented in Table 4.6.

Table 4. 6: Correlation Matrix

		Marital conflict management	Emotional intelligence	Trait forgiveness	Contextual factors
Marital conflict management	Pearson Correlation	1			
	Sig. (2-tailed)	.			
Emotional intelligence	Pearson Correlation	.706	1		
	Sig. (2-tailed)	.029	.		
Trait forgiveness	Pearson Correlation	.714	.522	1	
	Sig. (2-tailed)	.016	.017	.	
Contextual factors	Pearson Correlation	.881	.543	.723	1
	Sig. (2-tailed)	.016	.008	.003	.

Results in table 4.6 reveal that there is a strong, positive and significant correlation between emotional intelligence and marital conflict management ($r = 0.706$, p value=0. 029). In addition, the study reveals that the correlation between trait forgiveness and marital conflict management is positive and significant ($r=0.714$, p value=0.016). Finally the study establishes that there was a very strong, positive and significant correlation between contextual factors and marital conflict management ($r=0.881$, p

value=0.016). This implies that all the variables had a positive and significant correlation with marital conflict management.

Multiple Regression Analysis

In this study, a multiple regression analysis was conducted to test the effect among predictor variables. The summary of regression model output is presented in Table 4. 7.

Table 4. 7: Summary of Regression Model Output

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.898	0.806	0.793	2.590

The study found that moderating variables selected for the study (i.e. emotional intelligence, trait forgiveness and Contextual factors) accounted for 79.3% of the variations in factors influencing marital conflict management. According to the test model, the model could not explain 21.7 percent of the variation in the factors influencing marital conflict management. Therefore, further studies should be done to establish the other factors that contributed the unexplained (21.7%) of the variation in the factors influencing marital conflict management.

The analysis of variance results for the relationship between the four moderating variables and the factors influencing marital conflict management is shown in Table 4.8.

Table 4. 8: Summary of One-Way ANOVA Results

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1724.82	4	431.205	61.156	0.000
	Residual	416	59	7.051		
	Total	2140.82	63			

The probability value of 0.000 indicates that the regression relationship was significant in predicting the effects of Emotional intelligence, Trait forgiveness, market competition and Contextual factors on marital conflict management. The calculated F (61.156) was significantly larger than the critical value of $F = 2.7581$. This again shows that the overall test model was significant.

The Regression coefficients for the relationship between the moderating variables and marital conflict management are shown in Table 4.9.

Table 4. 9: Regression Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	0.684	0.123		5.561	.000
Trait forgiveness	0.681	0.276	0.645	2.467	.017
Emotional intelligence	0.766	0.342	0.676	2.240	.030
Contextual factors	0.861	0.156	0.792	5.519	.000

The established multiple regression equation for predicting factors influencing marital conflict management from the three moderating variables was:

$$Y = 0.684 + 0.681X_1 + 0.766X_2 + 0.861X_3$$

Where, Y= Marital conflict management

X₁= Emotional intelligence

X₂= Trait forgiveness

X₃= Contextual factors

The regression equation above has established that taking all factors into account (Emotional intelligence, trait forgiveness and Contextual factors) constant at zero, marital conflict management was 0.684. The findings presented also show that taking all other moderating variables at zero, a unit increase in the emotional intelligence would lead to a 0.766 increase in the scores of marital conflict management and a unit increase in the scores of trait forgiveness would lead to a 0.681 increase in the scores of marital conflict management. The study also found that a unit increase in the scores of contextual factors would lead to a 0.861 increase in the scores of marital conflict management.

Overall, contextual factors had the greatest effect on the marital conflict management, followed by emotional intelligence while trait forgiveness had the least effect to the marital conflict management. All the variables were significant (p-values < 0.05).

Chapter Summary

This chapter has discussed data analysis, presentation of results, interpretation of findings and discussion. The next chapter discusses summary of findings, implications, conclusions, recommendations and areas of further study.

CHAPTER FIVE

SUMMARY OF FINDINGS, IMPLICATIONS, CONCLUSIONS, RECOMMENDATIONS AND AREAS OF FURTHER STUDY

Introduction

This chapter deals with summary of findings, implications, conclusions, recommendations and areas of further study.

Summary of Findings

The study found that personality traits influence trait forgiveness on marital conflict. Neuroticism negatively influences trait forgiveness and marital conflict, which will influence marital satisfaction, relationship, interactions and intimacy. Conscientiousness positively influences trait forgiveness and marital conflict. Agreeableness, extraversion and openness domain were generally unrelated to forgiveness measure in the conceptual framework. Neuroticism negatively influence the Enright forgiveness process and conscientiousness positively influence the Enright forgiveness process as depicted in the theoretical framework.

The present study showed low emotional intelligence negatively influences forgiveness in marital conflicts, which influence marital satisfaction, relationship, interactions and intimacy in the conceptual framework. Low emotional intelligence will negatively influence Enright forgiveness process as depicted in the theoretical framework.

Contextual factors (transgression, transgressor and the relationship) are positively impacted by positive affect and negatively with negative affect. Positive affect positively

impact forgiveness during marital conflict which impact positively on marital satisfaction, relationship, interactions and intimacy. Negative affect negatively impact forgiveness during marital conflict. Transgression, transgressor and the relationship are part of Enright forgiveness process model and conceptual framework adapted in this study.

Implications

The findings of the study have several implications to the couples and the church, which can be achieved through premarital counselling, couple counselling and couples seminars. Individuals who score high in neuroticism have obstacles in forgiving and marital conflict. They may experience lasting resentment, anger, bitterness, revenge, mistrust, low self esteem, not assertive, gloom perspective and do not enjoy life.

Low emotional intelligence scores negatively influence forgiveness and marital conflict, which influence marital satisfaction, relationship, interactions and intimacy. Individuals with low self-reported ability to manage emotions predict a lower disposition to forgive. Low emotional intelligence predicts low dispositional forgiveness and inefficient marital conflict management. People who are not able to perceive, facilitate, understand and regulate their emotions are less adaptable to stressors such as interpersonal transgressions and less able to use forgiveness to resolve interpersonal problems.

High negative affect negatively influence contextual factors which, influence forgiveness and marital conflict lead to marital dissatisfaction, poor couple relationship, poor interactions and intimacy. The respondents felt upset, guilty, irritable, ashamed and afraid. These issues need to be addressed through couple therapy or through couple's

seminars. Premarital counselling may also include the importance of forgiveness, which will help couples to manage conflict better. The church can organize the counselling corporately or advice couples to seek counselling on their own.

Conclusions

Personal trait forgiveness play a major role in the marital conflict through management of neuroticism domain. High scores in neuroticism maintain interpersonal conflict relationships, which negatively affect forgiveness process and conflict management.

The present study showed that emotional intelligence plays a role on forgiveness in marital conflict by managing perception, understanding and regulation of emotions positively. Low emotional intelligence scores are negatively associated with perception, understanding and regulation of emotion, which will impede positive interactions, lead to more conflicts with souse and result to decreased disposition to forgive.

The study concludes that contextual factors play a major role in forgiveness during couple conflict management by handling their positive and negative affect positively. Positive actions might help to rectify damage caused, which enhance forgiveness and conflict management. This leads to marital satisfaction, healthy relationships, positive interactions and relational intimacy.

Recommendations

The study recommends that the spouses need to forgive and manage conflicts within their marriage. They need to work on their anger, their emotions as well as their approach to ways of getting issues solved in their marriage so as to forgive and manage conflicts.

The study also recommends that church during marriage seminars should emphasis on stress management. The couples should cultivate their abilities to deal with stress and improve the way they think of their spouses. The spouses need to value each other so that each will feel part of the marriage and this will make it easy to forgive and manage conflicts within the marriage. The church needs to emphasis on importance of forgiveness in marital conflict management during premarital counselling and couple seminars.

Areas of Further Study

Future study needs to examine whether the same variables predict forgiveness among couples from different religious denominations, for example catholic and other protestant churches. All the data was collected at a single point in time. In future data should be drawn at different points in time to better test the soundness of the results shown here.

This study has exclusively used self-report questionnaires for data collection. Self-report data are useful in forgiveness research. Researchers should consider using observer report and behavioural measures as well in order to enhance our understanding of the forgiveness process.

Future research should look further into which specific components of emotional intelligence have most direct and strongest relationship with forgiveness. Given the importance of personality, trait emotional intelligence and the disposition to forgive to well-being and social relations, further investigation would seem beneficial on the association between these psychological constructs.

References

- Agbu, O. (2005). *West Africa's trouble spots and the imperative for peace building*. Dakar, Nigeria: Codesria press.
- Alaedein-Zawawi, J. (2015). Religious commitment and psychological well-being: forgiveness as a mediator. *European Scientific Journal*, 11(5), 1857-1881.
- Allemande, M., Amberg, I, Zimprich, D. & Ficham, F. D. (2007). The role of trait forgiveness and relationship satisfaction in episodic forgiveness. *Journal of Social and Clinical Psychology*, 26 (2), 199-217.
- Barber, L., Maltby, J. & Macaskill, A. (2005). Angry memories and thoughts of revenge: The relationship between forgiveness and anger rumination. *Personality and Individual Differences*, 39, 253-262.
- Baucom, D. H., Snyder, D. K. & Gordon, K. C. (2009). *Helping couples get past the affair: A clinician's guide*. New York: The Guilford Press.
- Brose, L. A., Rye, M. S., Lutz-Zois, C. & Ross, S. R. (2004). Forgiveness and personality traits. *Journal of Personality and Individual Differences*, 39, 35-46.
- Bugay, A., Demir, A. & Delevi, R. (2012). Assessment of reliability and validity of the Turkish version of Heartland forgiveness scale. *Psychological Reports*, 111(2), 575-584.
- Carter B. & McGoldrick, M. (2011). *The expanded family life cycle; Individual, family, and social perspective*. Boston: Creative Services publishers.
- Carvalho, D., Neto, F. & Mavroveli, S. (2010). Trait emotional intelligence and disposition for forgiveness. *Psychological Report*, 7, 526-534.
- Chandran, E. (2004). *Research methods: A qualitative Approach*. Nairobi: Star Bright Services Ltd.
- Cirhinlioglu, Z., Tepe, Y.K. & Cirhinlioglu, F.G. (2016). The Relationship between Personality Traits and Marital Quality in Married Couples in Turkey. *Journal of Anthropology* 25 (1-2), 34-44.
- Davis, D.E., Worthington, E.L. Jr., Hook, J.N. & Hill, P.C. (2013). Research on religion/spirituality and forgiveness: A meta-analytic review. *Psychology of Religion and Spirituality*. Advanced online publication, doi: 10.1037/a0033637.

- Dokun, O. (2005). *Conflict and context of conflict resolution*. Ile-Ife, Nigeria: Obafemi Awolowo University Press Limited, 111.
- Eaton, J. & Struthers, C. W. (2006). The reduction of psychological aggression across varied interpersonal contexts through repentance and forgiveness. *Aggressive Behavior*, 32, 1-12.
- Enright, R.D. (2012). *The forgiving life: A pathway to overcoming resentment and creating a legacy of love*. Washington, DDC: American Psychological Association.
- Eugene, M. & Lynn, C.E. (2015). Research methods in the social sciences. *Journal of Social Science*, 5, 34-56.
- Fehr, R., Gelfand, M. J. & Nag, M. (2010). The road to forgiveness: A meta-analytic synthesis of its situational and dispositional correlates. *Psychological Bulletin*, 136, 894-914. doi: 10.1037/a0019993.
- Fincham, F. D., Beach, S. R. & Davila, J. (2004). Forgiveness and conflict resolution in marriage. *Journal of Family Psychology*, 18 (1), 72-81.
- Fincham, F.D., Beach, S.R.H. & Davila, J. (2007). Longitudinal relations between Forgiveness and conflict resolution in marriage. *Journal of Family Psychology*, 21 (3), 542-545.
- Fincham, F. D., Hall, J.H. & Beach, S.R.H. (2005). 'Until lack of forgiveness do us part: Forgiveness in marriage. In E.L. Worthington (Ed.), *Handbook of forgiveness* (pp. 207-226). New York: Routledge.
- Fincham, J.E. (2008). Response rates and responsiveness for surveys, standards and the journal. *American Journal of Pharmaceutical Education*, 72 (2), 43.
- Glover, N. G. (2015). The five factors of forgiveness. A measure of forgiveness from the perspective of the five factor model. Theses and Dissertations. *Psychology Paper* 75.
- Gordon, K., Baucom, D.H. & Snyder, D.K. (2005). Forgiveness in couples: Divorce, Infidelity and couple therapy. In E. Worthington (Ed.), *Handbook of forgiveness* (pp. 407-422). New York: Routledge.
- Gottman, J. (2014). What Predicts Divorce? The relationship between marital Processes and marital outcomes. *Psychology Press*.
- Gottman, J. & Schwartz, G.J. (2013). *The art and science of love: A weekend workshop for couples*. Seattle: The Gottman Institute.

- Harris, A.H. S. & Thoresen, C.E. (2005). Forgiveness, un-forgiveness, health and disease. In E.L. Worthington (Ed.), *Handbook of forgiveness* (pp. 321-334). New York, NY: Routledge.
- Kachadourian, L. K., Fincham, F. & Davila, J. (2004). The tendency to forgive in dating and married couples: The role of attachment and relationship satisfaction. *Personal Relationships*, 11, 373-393.
- King, M. L. Jr. (2010). *Strength to love*. Minneapolis, MN: Fortress Press.
- Klatt, J.S. & Enright, R. D. (2011). Initial validation of the unfolding forgiveness Process in a natural environment. *Counseling & Values*, 56, 25-42.
- Knutson, J.A., Enright, R.D. & Garber, B. (2008). Validating the developmental Pathway of forgiveness. *Journal of Counseling and Development*, 86, 193-199.
- Kombo, D., K., & Tromp, D., L., A., (2016). *Proposal and thesis writing*. Nairobi: Paulines Publications Africa.
- Koutsos, P., Wertheim, E. H. & Kornblum, J. (2007). Path to interpersonal forgiveness: The roles of personality, disposition to forgive and contextual factors in predicting forgiveness following a specific offense. *Personality and Individual Differences*, 44, (2), 337-348.
- Langat, J. & Njenga, J. (2015). A study of marital conflict management among couples in Ainamoi Division of Kericho County. *Kabarak Journal of Research and Innovation*, 3(2), 98-108.
- Maltby, J., Wood, A.M., Day, L., Kon, T.W.H., Colley, A. & Linley, P.A. (2008). Personality predictors of level of forgiveness two and a half years after the transgression. *Journal of Research in Personality*, 42, 1088-1094.
- Mavroveli, S., Petrides, K. V., Rieffe, C., & Bakker, F. (2007). Trait emotional intelligence, psychological well-being and peer-rated social competence in adolescence. *British Journal of Developmental Psychology*, 25, 263-275.
- Mikolajczak, M., Roy, E., Verstrynge, V., & Luminet, O. (2009). An exploration of the moderating effect of trait emotional intelligence on memory and attention in neutral and stressful conditions. *British Journal of Psychology*, 100, 699-715.
- Muli, N.N. (2017). *Personal communication*, IDCC church Nairobi, Kenya.
- Neto, F. (2007). Forgiveness, personality and gratitude. *Journal of Personality*

and Individual Differences, 43, 2313-2323.

- Orathinkal, A. J., & Vansteenwegen, A. (2007). Religiosity and forgiveness among first-married and remarried adults. *Mental Health, Religion and Culture*, 10 (4), 379-394.
- Quoidbach, J., & Hansenne, M. (2009). The impact of trait emotional intelligence on nursing team performance and cohesiveness. *Journal of Professional Nursing*, 25, 23-29.
- Paleari, F. G., Regalia, C. & Fincham, F. D. (2010). Forgiveness and conflict resolution in close relationships: Within and cross partner effects. *Journal of Personality and Social Psychology*, 9 (1), 35-56.
- Papp, L. M., Cummings, E.M. & Goeke-Morey, M.C. (2009). For richer, for poorer: Money as a topic of marital conflict at home. *Journal of Family Relations*, 58, 91-103.
- Petrides, K. V., & Furnham, A. (2006). The role of trait emotional intelligence in a gender- specific model of organizational variables. *Journal of Applied Social Psychology*, 36, 552-569.
- Rey, L. & Extremera, N. (2014). Positive psychological characteristics and interpersonal forgiveness: identifying the unique contribution of emotional intelligence abilities, big five trait, gratitude and optimism. *Journal of Personality and Individual Differences*, 68, 199-204.
- Saklofske, D. H., Austin, E. J., Galloway, J. & Davidson, K. (2007). Individual difference correlates of health-related behaviors: preliminary evidence for links between emotional intelligence and coping. *Personality and Individual Differences*, 42, 491-502.
- Sande, K. (2007). *The peacemaker. Biblical guide to resolving personal conflict*. Grand Rapids: Baker Books.
- Schnarch, D., M., (2009). *Intimacy and desire: awaken the passion in your relationship*. New York: Beaufort Books.
- Schutte, N. S., Malouff, J. M., Thorsteinsson, E. B., Bhullar, N., & Rooke, S. E. (2007). A meta-analytic investigation of the relationship between emotional intelligence and health. *Personality and Individual Differences*, 42, 921-933.
- Sillars, A., Canary, D. J., & Tafoya, M. (2004). Communication, conflict, and the quality of family relationships. *Handbook of family communication*, 413-446.

- Smith, L., Heaven, P. C. L., & Ciarrochi, J. (2008). Trait emotional intelligence, conflict communication patterns, and relationship satisfaction. *Personality and Individual Differences, 44*, 1314-1325.
- Smith, V., Devane, D, Begley, C.M. & Clarke, M. (2011). Methodology in conducting a systematic review of healthcare interventions. *BMC Medical Research Methodology, 11 (1)*, 15.
- Sprenkle, D. H. & Piercy, F. P. (2005). *Research methods in family therapy*. New York: Guilford Press.
- Staub, E. (2005). Constructive rather than harmful forgiveness, reconciliation, ways to promote them after genocide and mass killing. In Worthington, E. (ed.). *Handbook of Forgiveness*. Brunner- Routledge.
- Toussaint, L. & Webb, J. R. (2005). Theoretical and empirical connection between forgiveness, mental health and well-being. In E. L. Worthington, (Ed.), *Handbook of forgiveness* (pp. 349-362). New York, NY: Routledge.
- Tsang, J. A, McCullough, M. E. & Fincham, F. (2006). The longitudinal association between forgiveness and relationship closeness and commitment. *Journal of Social and Clinical Psychology, 25 (4)* 448-472.
- Tsang, J. A., McCullough, M. E. & Hoyt, W. T. (2005). Psychometric and Rationalization accounts of the religion-forgiveness discrepancy. *Journal of Social Studies Issues, 67*, 785-805.
- Veshki, S.K., Jazayeri, R., Sharifi, E., Esfahani, S.B., Aminjafari, A & Hosniye, A.H.S. (2012). The study of the relationship between emotional intelligence and marital conflict management styles in female teachers in Esfahan. *Interdisciplinary Journal of Contemporary Research in Business, 4(7)*.
- Walrond-Skinner, S. (2014). *Family therapy (psychology revivals). The treatment of natural systems*. New York: Brunner Routledge
- Wendy, L. (2007). *NEO-PI-R:-A guide to interpretation and feedback in a work context*. Hogrefe: Oxford Press.
- Whitney, H. (2013). Dream Factory. How forgiveness can restore romance in your marriage. Campbell CA: Premiere Publications.
- Witvliet, C., V., O., & McCullough, M., E., (2007). Forgiveness and health: A review and theoretical exploration of emotion pathways. In S. G. Post (Ed.) *Altruism and health: perspectives from empirical research* (pp. 259-

276), Oxford, England Oxford University Press.

Worthington, E. L. Jr. (2005). *Handbook of forgiveness* (pp. 217-218). New York: Brunner-Routledge.

Worthington, E., L., & Scherer, M., (2004). Forgiveness is an emotion focused strategy that can reduce health risks and promote health resilience: theory, research and hypotheses. *Journal of Psychology and Health*

Appendices

Appendix I: Research Instruments

Informed Consent Form

I-----give my consent to Winnie Solosi or her designated research assistance to get information from me by filling questionnaires. I do so with the understanding that the information will be used for her master research study and that I will not be identified by my name in any papers or documents associated with the study. I voluntarily agree to participate in this study.

Name-----signature-----date-----

Demographic Questionnaire:

Age.....

Gender (Circle) Female Male

Culture/ethnicity.....

Length of marriage.....

Number of children and age.....

Level of education (circle) Primary school High school B.A. M.A. Ph.D

Employment status (circle) employed unemployed self employed

Income (circle) low medium high

Residence

Forgiveness Scale Questionnaire:

Think of how you have responded to your spouse who has wronged or mistreated you.

Circle the degree to which you agree or disagree with the following statements.

Strongly Agree Agree Neutral Disagree Strongly Disagree

5

4

3

2

1

1. I cannot stop thinking about how I was wronged by my spouse.	1	2	3	4	5
2. I wish good things to happen to my spouse though he/she wronged me.	1	2	3	4	5
3. I spend time thinking about ways to get back to my spouse because he/she wronged me.	1	2	3	4	5
4. I avoid certain people and/or places because they remind me how my spouse wronged me.	1	2	3	4	5
5. I pray for my spouse even when he/she wrongs me.	1	2	3	4	5
6. I have been able to let go of my anger toward my spouse when he/she wrongs me.	1	2	3	4	5
7. I think my life is ruined because of my spouse's wrongful actions.	1	2	3	4	5

Forgiveness Likelihood Scale Questionnaire:

Imagine the scenarios below happened to you. Based on the information provided, consider the likelihood that you would choose to forgive your spouse. Then circle the response that is most true for you.

Extremely likely Fairly Likely Somewhat Likely Slightly Likely Not at all Likely

5

4

3

2

1

1. You share something embarrassing about yourself to your spouse who promises to keep the information confidential. However, your spouse breaks his/her promise and proceeds to tell several people. What is the likelihood that you would choose to forgive your spouse?	1	2	3	4	5
2. Your spouse starts a nasty rumour about you that is not true. As a result, people begin treating you worse than they have in the past. What is the likelihood that you would choose to forgive your spouse?	1	2	3	4	5
3. Your spouse humiliates you in front of others by sharing a story about you that you did not want anyone to know. What is the likelihood that you would choose to forgive your spouse?	1	2	3	4	5
4. Your spouse has been talking about you behind your back. When you confront him/her, he/she denies it, even though you know that she/he is lying. What is the likelihood that you would forgive your spouse?	1	2	3	4	5
5. A spouse borrows your most valuable possession, and then loses it. Your spouse refuses to replace it. What is the likelihood that you would choose to forgive your spouse?	1	2	3	4	5
6. You accept your spouse's offer to attend a party. However, your spouse breaks his/her commitment to take you and goes to the event with someone else. What is the likelihood that you would forgive your spouse?	1	2	3	4	5

NEO Five Factor Inventory Scale Questionnaire:

Choose strongly disagree (1) if the statement is definitely false for you, choose Disagree (2) if the statement is mostly false, choose Neutral (3) if you can't decide, choose Agree (4) if the statement is mostly true, and choose Strongly agree (5) if the statement is mostly true for you. For example, if statement was "I laugh easily", and this was definitely true for you, you would say "strongly agree" (or choose Category 5). Then circle the response that is most true for you.

1. I often feel inferior to my spouse.	1	2	3	4	5
2. When I am under a great deal of stress, sometimes I feel like I am going to pieces.	1	2	3	4	5
3. I rarely feel lonely.	1	2	3	4	5
4. I have a clear set of things I want to do, and I work toward them in a certain order.	1	2	3	4	5
5. Sometimes I feel completely worthless.	1	2	3	4	5
6. I rarely feel fearful or anxious.	1	2	3	4	5
7. I often get angry at the way my spouse treat me.	1	2	3	4	5
8. Too often, when things go wrong, I get discouraged and feel like giving up.	1	2	3	4	5
9. Sometimes I'm not as dependable or reliable as I should be.	1	2	3	4	5
10. I often feel helpless and want my spouse to solve my problems.	1	2	3	4	5
11. I never seem to be able to get organized.	1	2	3	4	5
12. I strive for excellence in everything I do.	1	2	3	4	5

Neuroticism measure: 1, 2, 3, 5, 6, 7, 8 & 10

Conscientiousness measure: 4, 9, 11 & 12

TEIQue-SF Questionnaire:

Instructions: Please answer each statement below by putting a circle around the number that best reflects your degree of agreement or disagreement with that statement. Do not think too long about the exact meaning of the statements. Work quickly and try to answer as accurately as possible. There is no right or wrong answers. There are seven possible responses to each statement ranging from ‘Completely Disagree’ (number 1) to ‘Completely Agree’ (number 7).

1 2 3 4 5 6 7
Completely Completely
Disagree Agree

1. Expressing my emotions with words is not a problem for me.	1	2	3	4	5	6	7
2. I often find it difficult to see things from my spouse’s viewpoint.	1	2	3	4	5	6	7
3. On the whole, I am a highly motivated person.	1	2	3	4	5	6	7
4. I usually find it difficult to regulate my emotions.	1	2	3	4	5	6	7
5. I generally do not find life enjoyable.	1	2	3	4	5	6	7
6. I can deal effectively with my spouse.	1	2	3	4	5	6	7
7. I tend to change my mind frequently.	1	2	3	4	5	6	7
8. Many times, I cannot figure out what emotion I'm feeling.	1	2	3	4	5	6	7
9. I feel that I have a number of good qualities.	1	2	3	4	5	6	7
10. I often find it difficult to stand up for my rights.	1	2	3	4	5	6	7
11. I am usually able to influence the way my spouse feel.	1	2	3	4	5	6	7
12. On the whole, I have a gloomy perspective on most things.	1	2	3	4	5	6	7
13. My spouse often complains that I do not treat him/her right.	1	2	3	4	5	6	7
14. I often find it difficult to adjust my life according to the circumstances.	1	2	3	4	5	6	7
15. On the whole, I am able to deal with stress.	1	2	3	4	5	6	7
16. I often find it difficult to show my affection to my spouse.	1	2	3	4	5	6	7
17. I am normally able to “get into my spouse’s shoes” and experience his/her emotions.	1	2	3	4	5	6	7

18. I normally find it difficult to keep myself motivated.	1	2	3	4	5	6	7
19. I am usually able to find ways to control my emotions when I want to.	1	2	3	4	5	6	7
20. On the whole, I am pleased with my life.	1	2	3	4	5	6	7
21. I would describe myself as a good negotiator.	1	2	3	4	5	6	7
22. I tend to get involved in things I later wish I could get out of.	1	2	3	4	5	6	7
23. I often pause and think about my feelings.	1	2	3	4	5	6	7
24. I believe I am full of personal strengths.	1	2	3	4	5	6	7
25. I tend to “back down” even if I know I am right.	1	2	3	4	5	6	7
26. I do not seem to have any power at all over my spouse’s feelings.	1	2	3	4	5	6	7
27. I generally believe that things will work out fine in my life.	1	2	3	4	5	6	7
28. I find it difficult to bond well even with my spouse.	1	2	3	4	5	6	7
29. Generally, I am able to adapt to new environments.	1	2	3	4	5	6	7
30. My spouse admires me for being relaxed.	1	2	3	4	5	6	7

Reverse code: 2, 4, 5, 7, 8, 10, 12, 13, 14, 16, 18, 22, 25, 26, 28

Perceptive measure: 7, 8, 10, 20, 22, 25 & 27.

Understanding measure: 2, 6, 12, 14, 17, 18, 21, 23, 24 & 29.

Regulation of emotions measure: 1, 3, 4, 5, 9, 11, 13, 15, 16, 19, 26, 28 & 30.

The Positive and Negative Affect Questionnaire:

This scale consists of a number of words that describe different feelings and emotions. Indicate to what extent you feel this way right now, that is, at the present moment OR indicate the extent you have felt this way over the past week (circle the instructions you followed when taking this measure)

	1	2	3	4	5
	Very Slightly or Not at All	A Little	Moderately	Quite a Bit	Extremely
1. Excited	1	2	3	4	5
2. Upset	1	2	3	4	5
3. Strong	1	2	3	4	5
4. Guilty	1	2	3	4	5
5. Enthusiastic	1	2	3	4	5
6. Proud	1	2	3	4	5
7. Irritable	1	2	3	4	5
8. Ashamed	1	2	3	4	5
9. Determined	1	2	3	4	5
10. Afraid	1	2	3	4	5

Positive affect measure: 1, 3, 5, 6 & 9.

Negative affect measure: 2, 4, 7, 8 & 10.

Instructions: Please answer each statement below by putting the answer on the space provided. Try to answer as accurate as possible.

1. What good things would you wish to happen to your spouse?

.....

Give reasons for your answer

.....

2. What are the effects of your spouse's wrongful actions?

.....

.....

3. What would you do if your spouse attends a party with someone else other than you after promising to go with you?

.....

Give reasons for your answer

.....

.....

What would you consider in forgiving him or her?

.....

.....

4. What do you often do when you feel helpless?

.....

.....

Give reasons for your answer

.....

.....

5. How has forgiveness influenced your conflict management?

.....

.....

Appendix II: Copy of Research Permit/Authorization Documents

Copy of Introduction Letter

26th July, 2017



P.O. Box 56875, 00200 Nairobi, Kenya
+254 721 932050, +254 734 400694
enquiries@pacuniversity.ac.ke,
admissions@pacuniversity.ac.ke
www.pacuniversity.ac.ke

TO WHOM IT MAY CONCERN

Dear Sir/Madam,

RE: WINNIE SOLOSI REG. NO. MFT/0745/15

Greetings! This is an introduction letter for the above named person a final year student in Pan Africa Christian University (PAC University), pursuing a Master of Arts in Marriage and Family Therapy.

She is at the final stage of the programme and she is preparing to collect data to enable her finalise on her thesis. The thesis title is **"The Influence of Forgiveness on Marital Conflict Management: A Case of Intercessory, Deliverance and Counseling Church (IDCC), Nairobi County, Kenya"**.

We therefore kindly request that you allow her conduct research in your organization.

Warm Regards,

Lillian Vikiru

Dr. Lillian Vikiru
Registrar Academics

26th July, 2017

PAN AFRICA CHRISTIAN UNIVERSITY
P.O. Box 56875, NAIROBI - 00200.
TEL: +254 721 932050 / 734 400694

Copy of NACOSTI Research Authorization Letter



**NATIONAL COMMISSION FOR SCIENCE,
TECHNOLOGY AND INNOVATION**

Telephone: +254-20-2213471,
2241349, 3310571, 2219420
Fax: +254-20-318245, 318249
Email: dg@nacosti.go.ke
Website: www.nacosti.go.ke
When replying please quote

9th Floor, Utalii House
Uhuru Highway
P.O. Box 30623-00100
NAIROBI-KENYA

Ref. No. **NACOSTI/P/17/46790/18610**

Date: **17th August, 2017**

Winnie Solosi
Pan Africa Christian University
P.O. Box 56875-00200
NAIROBI.

RE: RESEARCH AUTHORIZATION

Following your application for authority to carry out research on *“The influence of forgiveness on marital conflict management: a case of intercessory, deliverance and counseling churches (IDCC), Nairobi County, Kenya,”* I am pleased to inform you that you have been authorized to undertake research in **Nairobi County** for the period ending **17th August, 2018.**

You are advised to report to **the County Commissioner and the County Director of Education, Nairobi County** before embarking on the research project.

Kindly note that, as an applicant who has been licensed under the Science, Technology and Innovation Act, 2013 to conduct research in Kenya, you shall deposit **a copy** of the final research report to the Commission within **one year** of completion. The soft copy of the same should be submitted through the Online Research Information System.

**GODFREY P. KALERWA MSc., MBA, MKIM
FOR: DIRECTOR-GENERAL/CEO**

Copy to:

The County Commissioner
Nairobi County.

The County Director of Education
Nairobi County.

Copy of Research Permit

THIS IS TO CERTIFY THAT:
MS. WINNIE SOLOSI
of PAN AFRICA CHRISTIAN UNIVERSITY,
6577-200 Nairobi, has been permitted to
conduct research in *Nairobi County*

on the topic: **THE INFLUENCE OF
FORGIVENESS ON MARITAL CONFLICT
MANAGEMENT: A CASE OF
INTERCESSORY, DELIVERANCE AND
COUNSELING CHURCHES (IDCC),
NAIROBI COUNTY, KENYA**

for the period ending:
17th August, 2018


.....
**Applicant's
Signature**

Permit No : NACOSTI/P/17/46790/18610
Date Of Issue : 17th August, 2017
Fee Recieved : Ksh 1000



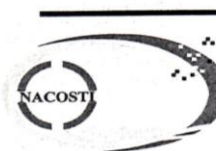

.....
**Director General
National Commission for Science,
Technology & Innovation**

CONDITIONS

1. The License is valid for the proposed research, research site specified period.
2. Both the Licence and any rights thereunder are non-transferable.
3. Upon request of the Commission, the Licensee shall submit a progress report.
4. The Licensee shall report to the County Director of Education and County Governor in the area of research before commencement of the research.
5. Excavation, filming and collection of specimens are subject to further permissions from relevant Government agencies.
6. This Licence does not give authority to transfer research materials.
7. The Licensee shall submit two (2) hard copies and upload a soft copy of their final report.
8. The Commission reserves the right to modify the conditions of this Licence including its cancellation without prior notice.



REPUBLIC OF KENYA



**National Commission for Science,
Technology and Innovation**

**RESEARCH CLEARANCE
PERMIT**

Serial No.A 15325