

**Chapter – V**  
**Summary, Conclusion**  
**and Recommendation**

## **CHAPTER-V**

### **SUMMARY, CONCLUSION AND RECOMMENDATIONS**

**“Halt communication and life comes to a stand still”**

(Mehta 1997)

Communication is continuous and intricately interwoven in the life of human being. Communicating is a fundamental aspect of not only any individual but also of family and larger social organization. It is anything that conveys meanings that carries a message from one person to another.

Communication in the family life is essential for the management of its resources. Communication is also basic to the management of family resources which include establishing goals, decision making related to planning and controlling of use of resources, decisions related to choice making etc. As in all communication groups, barriers may interfere with communication among family members by preventing message from getting through to each other. Within families, discrepancies occur in age, status (between parent and child), value differences, and language i.e. word meanings become altered and teenage speech often differs from speech of middle age. Discrepancies are communication barriers for members of the family (Deacon and Firebaugh, 1975). Also it is seen that if the relationship between parents and youth is not a positive one communication lacks and misunderstanding prevails. The home atmosphere also plays an important role in good interpersonal communication. Today, there are less common ground between the ideas and the ideals of older and the younger generation.

In some families where authoritarianism is prevalent parents use dominance methods for resolving conflicts where they want the children to voluntarily submit their wishes/desires or let go their point of view. The families which believe in the democratic pattern of living, conflicts are resolved by compromise where the parents and children, both, let go

some of their wishes or desire. Such families may also follow integration method where a totally new solution is found out by which both parents and youth, each one is satisfied. These methods call for open and free communication between parents and youth.

It should be noted that developing communication skills is very essential for smooth and healthy relationship. Improvements in the communication skills are very reinforcing. When one communicates well, people generally respond in a positive way, even if they are not totally happy with the message. Poor communication can provoke a negative response that is self-perpetuating, in that it leads to even poorer communication. For effective communication it is essential to take time, accept the other person, listen actively, show empathy, and give timely and specific feedback, recognize differences and watch one's language (Tyagi, 1997)

It is very important that parents and grandparents should appreciate that in the fast changing society they should keep their minds open and be ready to sort out the differences with the children. On the other hand the youths should also have respect for older generation. For healthy communication the elders should create such home environment in which the adolescent feels protected; a home, which fosters love, the stimulation' encouragement and appreciation. The home should provide the opportunity for adopting varieties of practice, experimentation and experience which prepare him to emerge later with an assurance and confidence into the larger world which is ruthless and impersonal. For successful communication between child, parent and grandparent, it is important that the willingness to communicate with each other is accompanied by parental respect for the child's opinion and child's respect for parent and grandparents for their valued guidance. Thus effective communication practiced will surely foster good interpersonal understanding in the family. One needs to recognize

communication as an often overlooked but dynamic force in human development and interaction.

Communication thus becomes the crux to the relationship between grandparent, parent, and youth. There is really no gap between generations, only a gap between talking and thinking and thinking and doing, that is indeed a "communication gap". Today, it becomes the need of the hour to evaluate the interpersonal communication amongst them. Once the assessment of the complexity and intensity of the problem has been made the solution thereof would become possible. The need for the present study was felt because, though many studies (Pathak, 1960, Bakshi, 1972, Vaish 1976, Sethi 1977, Makhijani 1977, Mehta 1990, Shah 1990, and Kaur 1991) have been conducted on the associated factors and extent of intergenerational conflict, the concept of communication in relation to the management of resources among three generation is not yet explored as per the knowledge of the researcher. The present study would be helpful to grandparents, parents and youth to get a deep insight into the interplay of communication. It is also hoped that the study would be helpful to educationist's, students, counsellors and social workers to look at the age-old problem in a new perspective.

Through this study remedial measures by counselling and providing guidelines would be suggested to such families for improving their interpersonal communication. Thus the study would be a fact finding one into the dynamics of interpersonal communication among the youth, parents, and grandparents.

### **Objectives**

1. To study background characteristics of youth, parents and grandparents living in one family.
2. To identify various values held by the three generations living in one family.

3. To study the perception of youth regarding home environment.
4. To assess the parent child relationship as perceived by youth of the family.
5. To study the selected aspects of interpersonal communication between grandparents, parents and youth viz.
  - i) The extent of communication
  - ii) The content of communication
  - iii) The purpose of communication
6. To identify the barriers of communication between three generations as reported by them.
7. To find out the areas of conflict and methods of resolving conflict between grandparents, parents and youth.
8. To study the methods used for effective communication between the grandparents, parents and youth.
9. To find out the relationship between selected variables considered in the study.
10. To undertake case studies of selected families to understand dynamics of interpersonal communication among these families.

### **Delimitations**

1. The study was limited to only those families who had the three generations in the family namely youth, parents and grandparents staying together in one home.
2. The study was limited to youth ranging between age of 18-21 years.
1. The study was limited to 50 families of Baroda City selected purposively
2. The case study was limited to 10 families.

## **Limitation**

Since change in behavior requires long time and conscious efforts, it was anticipated that the change in existing pattern of interpersonal communication would require long time. Hence the study of effect of counselling and providing guidelines through a booklet on interpersonal communication was beyond the scope of present study.

## **Methodology**

The research design of the study was descriptive in nature, conducted on 50 three generation families living in Baroda City, selected through purposive sampling technique. Case studies were undertaken for those families in which extent of communication was found to be low. Interview schedule was used as an instrument for gathering data. The schedule consisted of 10 sections namely, background information of the respondents, a scale for assessing Value Orientation of the three generations, "Home Environment" scale, a "Parent Child Relationship scale", scales for extent, content and time for communication among the three generations, purposes of interpersonal communication, barriers between the family members, areas of conflicts between the three generations, methods of resolving conflicts adopted by the three generations, and scale to find out the facilitators for effective communication. The content validity and reliability of various scales was established. The data were analysed employing descriptive as well as relational statistics. The data were presented in frequencies, percentage, mean and standard deviation. t-test and coefficient of correlation were used to test the hypotheses postulated for the study.

## **Major Findings**

Major findings of this investigation are presented here :

### **Section I: Background information**

Majority of the youth considered as sample were female and a little more than one third of them were male respondents. Mean age of youth was found

to be 19.8 years, mean age of father was 49.1 years, of mother was 46.4 years of grandfather was 73.8 years and that of grandmothers was 71.4 years. It was found that all the fathers were employed whereas majority of the mothers were not employed. A wide majority (95.6%) of the grandmothers and grandfathers (70.6%) were not employed. Mean income of the family was found to be Rs. 21980. The mean number of family members were 6.3.

## **Section II: Values held by the youth, parents and grandparents**

It was observed that majority of the parents and grandparents had positive orientation towards "conservatism" but about three fourth of the youth had positive orientation towards "liberalism". It was observed that majority of the youths and parents believed in "non authoritarianism" but a little more than fifty percent of the grandparents favoured "authoritarianism".

## **Section III: Perception regarding Home environment by youth**

The mean weighted score for the acceptance in the home was found to be the highest among all. The interpersonal relations, rapport with siblings and non neglecting environment in the home were found to be scoring in descending order. The lowest score was for severity of discipline for which forty per cent respondents perceived their home environment as poor.

## **Section IV: Parent-Child relationship as perceived by youth**

After taking into account the score of complete parent-child relationship scale it was observed that 78 per cent of the youth had poor relationship with their father and 74 per cent of the youths had poor relationship with their mothers. On comparing scores of each aspect of parent-child relationship it was found that for rejection, symbolic punishment, demanding, indifferent, neglect behavior, and object punishment both the father-child and mother-child intensities were found to be low so it can be said that they had poor relationships for these areas. Further it was seen that for protecting, symbolic reward, loving and object reward areas the intensity for both father-child and mother-child was found to be high which revealed good relationship on these

aspects. On the whole it was seen that the relationship of the parent-child was poor.

#### **Section V: Extent ,Content and Time for communication**

Majority of the youth had good communication with parents and grandparents. Only twenty per cent had it low with parents and forty per cent with grandparents. The mean weighted scores regarding content of communication revealed that the child communicated with parents as well as grandparents the most on health aspect. The child and parent communicated next on education and money matters in descending order but they communicated the least regarding household activities. With grandparents the second in descending order was the religious and socializing matter regarding which they communicated.

It was observed that majority of the children and grandparents communicated for less than half hour on education, money matters, personal conversation, recreational and socializing matters whereas 46 per cent of both child-parent and child-grandparent spent less than half hour on religious matters. For health conversation 40 per cent of both child-parent and child-grandparents spent less than half.

#### **Section VI: Purposes of interpersonal communication**

The child and parents and grandparents communicated with each other "to gage and guage other persons' point of view" in the first place. The child-parent communication took place with the purpose of "overcoming anxiety" and "to gain significance and a sense of being worthwhile" in descending order of importance. The communication between child-grandparents took place for the purpose of "promoting future oriented growth process" which was second in importance

#### **Section VII: Barriers to communication**

The major barriers which hindered the communication among the three generations, depicted through the mean scores were lack of attention for



family members, lack of cooperativeness and lack of concern for the family (Table:20). Hence one should be careful of the barriers. It was concluded that the child-parent and child-grandparents experienced high extent of barriers in interpersonal communication.

### **Section VIII: Extent of Conflicts**

An overall view of the total scale revealed that majority of the child and parent experienced great extent of conflicts whereas majority of the child-grandparents had low extent of conflicts may be due to low extent of communication between them.

### **Section IX: Methods of Resolving Conflicts**

Most of the three generations believed in 'integration' as a method of resolving conflict regarding education, money, religious matters and socializing. For household matters it was observed that more than half of the youths favoured integration method, 40 percent of the parents favoured the same but 38 percent of grandparents favoured compromise. In case of entertainment it was observed that a little more than half of the youths and grandparents believed in integration and forty per cent of the parents believed in compromise.

### **Section X: Facilitators for effective communication**

Majority of them used facilitators for effective communication to a great extent. The study throws light on the most glaring facilitators for effective communication. The mean score revealed that respect for others and understanding power proved to be the major facilitators for the child-parent. For the child-grandparents appropriate language and trust in others were found to be the major facilitators in interpersonal communication. Hence one should take advantage of the facilitators.

### **Testing of Hypotheses**

To analyse relationship between the selected variables t-test and co-efficient of correlation were computed.

- Extent of communication :The extent of communication of child-parent and child-grandparent differed due to the occupation of the mother revealed through t-test. Extent of communication had a positively relationship with value orientation of the three generations and with extent of conflict and negatively with extent of barriers
- Extent of barriers :The extent of barriers to communication were found to have a negative relationship with value orientation, home environment, parent-child relationship and extent of communication but a positive relationship with extent of conflict.
- Extent of conflict .The extent of conflict was positively related with age, extent of barriers and extent of communication and negatively with value orientation and parent-child relationship .

### **Case Studies**

In 20% of the families the extent of communication was found to be low. So in order to help these families to improve their interpersonal communication an indepth analysis was done through case studies and reasons were traced out for the low extent of communication. A booklet was developed which included guidelines for youth, parents and grandparents to improve their interpersonal communication and counselling sessions were held with these families so that these families can also have good interpersonal communication A positive response was received from these families.

## Conclusion

On the basis of the findings of this investigation following conclusions were drawn: Majority of the youth considered as sample were female and a little more than one third of them were male respondents. Mean age of youth was found to be 19.8 years, mean age of father was 49.1 years, of mother was 46.4 years of grandfather was 73.8 years and that of grandmothers was 71.4 years. It was found that all the fathers were employed whereas majority of the mothers were not employed. A wide majority (95.6%) of the grandmothers were not employed whereas majority of the grandfathers (70.6%) were employed. Mean income of the family was found to be Rs. 21980. The mean number of family members were 6.3. Majority of the decisions in the family were taken by the parents. Majority of parents and grandparents had positive orientation towards value conservatism whereas majority of the youth had positive orientation towards value liberalism. Majority of the youth perceived their home environment as good. The score of parent – child relationship scale revealed that 78% of the youth had poor relationship with their father and 74% of the youths also had poor relationship with their mother. The overall scores obtained by the respondents on extent of communication revealed the majority of the child – parent had great extent of communication whereas in case of grandparents and children communication was found to be low in little less than half of the respondents. The mean score obtained depicted that the major purpose of communication for all three generations was chiefly to gage and gauge the other persons point of view. The child-parent often communicated to overcome anxiety whereas the child-grandparent communicated to promote future oriented managerial processes. The major barriers which hindered the communication among the three generations, depicted through the mean scores were lack of attention for family members, lack of cooperativeness and lack of concern for the family. Hence one should be careful of the barriers. Majority of the child–parent experienced great extent of conflicts. Majority of child–grandparents experienced low extent of conflict probably because the extent of

communication was as such low between them. For the methods of resolving conflicts it was observed that majority of the three generations believed in integration but very few of them believed in dominance and voluntary submission. Majority of them used facilitators for effective communication to a great extent. The study throws light on the most glaring facilitators for effective communication. The mean score revealed that respect for others and understanding power proved to be the major facilitators for the child-parent. For the child-grandparents appropriate language and trust in others were found to be the major facilitators in interpersonal communication. Hence one should take advantage of the facilitators. To analyse relationship between the selected variables t-test and co-efficient of correlation were computed. The extent of communication of child-parent and child-grandparents differed due to the occupation of the mother, was positively related with value orientation of the three generations and with extent of conflict and negatively with extent of barriers. The extent of barriers to communication were found to have a negative relationship with value orientation, home environment, parent-child relationship and extent of communication but a positive relationship with extent of conflict. The extent of conflict was positively related with age, extent of barriers and extent of communication and negatively with value orientation and parent-child relationship.

In 20% of the families the extent of communication was found to be low. So in order to help these families to improve their interpersonal communication an indepth analysis was done through case studies and reasons were traced out for the low extent of communication. The reasons for their low extent of communication were mainly the busy schedule of the youth, age difference between the three generations, poor parent- child relationship and poor perception of home environment on the part of the youth. Also it was observed that difference in the values of three generations affected their communication. Taking all this into consideration a booklet was developed which included guidelines for youth, parents and grandparents to improve their interpersonal communication and counselling sessions were held with

these families so that these families can also have good interpersonal communication. A positive response was received from these families. The reference material thus developed can be utilized by all those who are concerned with the dynamics of communication between family members.

### **Implications of the Study**

The findings of the study brought out a number of implications for the government, educational institutions and non-government organizations.

1. The NGO's and Government can publish booklets wherein the problems of generation gap are discussed in a simple language and in a style which attracts the common people. Such booklets would go a long way in making the families relatively free from the avoidable tensions owing to generation gap.
2. Voluntary Organizations can open counselling centres to improve interpersonal communication among three generation families.
3. The Government can pass legislations, give incentives, frame suitable policies so that the families themselves take care of senior citizens. They are not left to "Old Age Homes".
4. Educational Institutions can –
  - a) Open counselling centres for youth, parents and grandparents to improve their interpersonal communication and to resolve their conflicts.
  - b) Strengthen their curriculum for improving interpersonal communication skills, to sensitise youth towards problems and feelings of their grandparents. At present it is an integral part of the curriculum of Home

Science, Sociology and Psychology but students from other disciplines can also be made aware of this aspect.

- c) Since the field of Home Management is concerned with the interplay of components of management in people's life, the present study has thrown light on the place of communication for the purpose of management in the Home. It was found that very less interpersonal communication was done in relation to decision making and management of home. This has widened the data base. The experts from the Field of Home Management can provide counselling to the families to include youth in major decision making, participation in household work which may provide ample opportunity to increase interpersonal communication between family members.

## **Recommendations**

1. A longitudinal study can be carried out on the same sample to assess the effect of intervention made through counselling the members of three generation families since change in behavior or existing pattern takes a long time.
2. Study of similar nature can be carried out on families hailing from various socio-economic strata, from various states and even from rural or urban area.
3. An investigation could be carried out to understand the dynamics of problems and support system provided mutually by aged to the youth and youth to the aged which may be able to enhance 'self-worth' concept of the senior citizens of the society.
4. A gender based analysis on the same aspect as of the present study can be carried out on a wider sample