

Analysis and Countermeasures of College Students' Psychological Health Influence—Taking Dormitory Conflict as an Example

Qin Xiaoling, Wu Longan

Nanning College of Technology, Nanning, 530004, China

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Abstract: Dormitory is the main place of college students' daily life for studying and interpersonal communication. A good relationship in dormitory can not only keep good and stable emotional state, but also play an important role in improving college students' moral cultivation, cultivating healthy psychology, and enhancing social adaptability. The college instructors, as an important strength of services and management for college students, should have a deep understanding of students' mental states, promptly discover and effectively handle dormitory conflicts and guide students how to build a good interpersonal relationships with roommate. Combined an actual case that occurred in university dormitory, this paper think about how to deal with conflicts of college students in the dormitories, that might try to provide experience and enlightenment for related work and provide some reference for solving the conflict of college students in universities. It can put forward the solution ideas and implementation methods for the problems.

1. Introduction

Dormitory, as an important place for living, learning and communicating, are the places where students spend the most time. It can relax the mind after a day and form good living habits in a good atmosphere in dormitory. On the contrary, it easily lead to poor mental state that living in a tension dormitory for a long time, such as depression, anxiety, insomnia and so on, which will lead to poor academic performance. What's more, it may cause college students to have suicidal thoughts or perform some particularly acts. Therefore, the dormitories are a small group where college students live on campus. If there is a conflict in the dormitory, as a college counselor, we should understand the situation in a timely manner, objectively analyze the reasons of conflict, and finally resolve the conflict timely in the dormitory.^[1]

2. Case introduction

There were five female classmates from different classes in a same dormitory, called them A, B, C, D, and E. At the beginning, the five classmates were all very interested in each other's differences and often chatted and discussed study together because their different personalities and living habits. Hence the atmosphere in the dormitory was relatively harmonious and the relationship was also very close. Gradually, the relationship of classmate A between classmate B,

classmate C and classmate D was disagreement due to some small conflicts. What was worse, they even disliked each other at last, and the relationship between them in the dormitory also gradually grow further apart.

There were two main things that triggered conflicts in dormitories recently. The first thing: B's seat was under the bed of A, there were something falling down and hinted B when A got up and down. B made rather a fuss about that, but because they lacked of communication with each other, so B believe the behavior of A was inadvertent. ^[2]Afterwards, A's socks were hanging by the bedside, B's head touched the socks when she got up, and then a fierce quarrel broke out that night. By understanding what had happened, I found that A's actions weren't deliberate, she just forgot to put them into the cupboard. However neither listened to the her explanation, the conflict between them further deepened. The second thing: A's habitually set an alarm around 6 a.m., because she away went out early and come dormitory late, the sound of alarm and washing affected her roommate's routines, so the four students all had certain opinions about her. Once in the evening about 11:00PM, A returned to the dormitory when B,C,D and E had washed up and were ready to rest, and then the noise that she used foam roller to relax her leg muscles that affected her roommates' rest, the four classmates couldn't bear it anymore, so that they had a violent argument at that night. Afterwards, A explained the reason and apologized in their dormitory group, but four roommates felt that A should apologize face to face rather than through network, because they lived in the same dormitory. E even bluntly said that they were unwelcome her and let her changed another dormitory in the dormitory group. So far, their relationship was under great strain, as a result, a resisted returning to the dormitory because of tense relationship with her roommates, and her academic performance declining sharply. Finally, A expressed her grievances to instructor and proposed for changing another dormitories.

The author realized that A had depression during junior high school and high school by communicating with her, and had gone to professional psychotherapy institutions for consultation and treatment, this was the reason why she had to stop off in high school. She didn't fit into communal living due to introversion, sensitivity and poor communication. What was more, A was easily immersed in sad emotions for a long time, it made her away feel painful and stressful, even if she forced herself to study internally but ineffective. She also felt that roommates and schoolmates want to isolate and against her, what was more, she often felt that others were talking about her behind her back, she didn't talk with anyone gradually, and since then her personality also changed from careless at first to melancholy and taciturn. After subsequent efforts and effective guidance by instructors. A's study and life had eventually returned to normal with enlightening by changing the dormitory.

3. Case Analysis

In this case, the reason that sparked the conflict in the dormitory was not caused by daily little things, but caused by the accumulation of small conflicts and lacking of effective communication. Because the conflicts were accumulated in daily life over a long period, which made the mediation process more difficult for the instructor due to hostility and prejudices. Before the conflicting mediation, the instructor should ask for more information by class committees, classmates and dormitory administrators in profile; and then told with the roommates respectively and listen to their thoughts and appeals; finally, the instructors made a comprehensive judgment and corresponding measures by integrating the information of conflicting reason , scope and extent. On basis of preliminary studies of conflicts in the dormitory, there were several reasons listed below.

3.1 Differences of values and personalities

The personalities of most contemporary college students who born after 2000 were flamboyant, self-centered, highly dependent because of their parents' spoil, so that they didn't know how to get inside others' mind and rarely considered others' feelings, on the other hand, their mentality were fragile and sensitive, a fraction of college students also had psychological problems to different extent for family reasons. Therefore, in the dormitory group, it was easy to make little things turn into major problems due to differences of values and personalities. ^[3]At the same time, the differences of personality were strengthened to a certain extent due to differences of customs, regional and living habits. For example, A was used to get out early and come back dormitory lately, furthermore, she couldn't turn of the alarm clock timely at morning and noon, which seriously affected the normal rest of roommates. Because her personality that lacked of introspection and in-sociable, she weren't good at communicating with her roommates, so that she was unwilling to apologize to roommates face to face, even realized that she had done something wrong. As a result, the roommates thought that A apology online without sincerity, so they didn't accept A's apology. Thus the prejudice between both sides further deepened.

3.2 The state of interpersonal communication

Nowadays, many students lack of self-awareness and communication, they aren't good at handling interpersonal relationships and integrating into communal living, and they are unwilling to change themselves, they are self-centred to impose their views on others subconsciously. They would harbor resentment and dissatisfaction when others didn't live up to her own high standard and expectation. As an independent individual, everyone have their living habits, timing of study and rest, different ways of thinking and expressing emotions, and so on, it is difficult for us to meet their own ideal standards, therefore, the conflict is sharpened with cumulative disagreement.

3.3 Lacking off ideological education of students

First of all, the effect of campus activities that held by university weren't evident, such as psychological health education, class meetings with a theme, counseling lectures and so on, this is the reason that cause students to lack the skill of establishing good interpersonal relationships. Secondly, the unskillful way of dealing with problems caused college students to take no account of consequence when they do something wrong. It was understood that the atmosphere in the dormitory was very harmonious at first, and roommates could accommodate with each other. However, the relationship between them soured at the beginning of sophomore year, due to lake of communication and tense relationship with each other, which caused by a violent quarrel in the dormitory.

4. Mediation method

4.1 Stabilize emotions of students

It was found that Student A was regarded as the weak due to psychological problems and emotional fluctuation in the conflict of dormitory. Therefore, the instructors should firstly ask for appeal and psychological states of student A by taking face to face to prevent further intensification of the conflict. And then, we listen to their opinions on the conflicts by taking to other roommates respectively and analyzed the causes and processes of the conflicts roundly. The author open students' mind by using the skill of empathy and put ourselves in students' shoes during the

conversation, so we can understand the students' thoughts, and let them know that it was a normal phenomenon to get small frictions between classmates, we should get inside others' mind, and learn to tolerate and understand others' shortcomings and inadequacies. In the face of conflict between roommates or classmates, we shouldn't shrink from our problem and shift our responsibility, but took a positive attitude to solve problem, which could teach us to face the problem squarely and seek solutions. Otherwise, we also let students know that the friendship between college classmates was very precious on our own personal experience.

4.2 Strengthen communication and multi-lateral cooperation

The instructors should initiate students into getting inside others' mind and seek common ground and reserve differences due to different customs personality characteristics between classmates, so we should strengthen communication and access to others' true thoughts. Particular ways are as follows: first of all, the environment and education of family are pay an important role in the cultivation of the child's character, therefore, the instructors should learn more about students' personality characteristics and family situation by their parents, and then often reflect students' basic situation at school by enhancing communication with students' parents. Secondly, we will give full play to class committees in routine works, class committees should be arranged as the mediator between two aspects of the conflict, and let them timely feedback mediation process to the instructors, in addition, the situation of the dormitory should be feed-backed timely by bedchamber leader. And then, the instructors should pay more attention to the students' performance and often communicate with teacher to learn the situations of students in the class. Finally, the instructors should establish a bridge of communication and increase the opportunities for communication between students by organizing theme class meetings to make them understand each others further. Otherwise, it is necessary to provide professional psychological counseling and help for the students who have psychological difficulties.

5. Mechanism of conflict resolution

5.1 Enhance social cognition of college students

University was the first stage for students to enter society, the relationship between classmates were relatively simple without intrigues. At the same time, they formed the good character, cultivated the healthy mental state and enhanced the capacity of communication by participating in various kinds of campus activities, but they habitually asked for help from their parents or teachers when being in trouble due to their little social experience and highly dependent.^[4] The college dormitory also were an equal platform that provided more opportunities for students to train themselves and learned how to solve various matters independently. So in college dormitory, the first step towards society was to learn how to improve the interpersonal relationships between roommates, only continue to improve their social cognition and adaptability can they lay a solid foundation toward future society.

5.2 Strengthen the mental health education of college students

Nowadays, there are more and more mental health problems among college students. This is because college students are influenced by their upbringing and family environment, so mental health education plays a very important role in the growth of college students. We should strengthen the popularisation and guidance of mental health knowledge for college students, so that they can understand and accept themselves, and when they encounter problems, they can solve their

psychological confusion by themselves in time, which is very helpful for their growth and success. First of all, it was very necessary to strengthen psychological education training for college students, the colorful activities could be held to popularize the psychological health knowledge, such as psychological education course, online psychological counseling, psychological behavioral training and so on. Secondly, organized mental health lectures and strengthened the training of psychological committee.^[5] The multimedia technologies, such as WeCha, QQ, Weibo and so on, could be fully used to popularize mental health knowledge among college students. Last but not to least, the instructors should establish assistance ledgers and lifelong assistance mechanism for students with family poverty, poor adaptability, or psychological effects so that we can conduct timely psychological crisis interpose measures, and formed mentality work system: identification for mental health issues → crisis intervention → tracking → condition assessment.^[6]

5.3 Enhance the professional accomplishment of instructors

Most contemporary college students were a vital group that prone to psychological problems, due to they were distinctive and sensitive, therefore, the instructors must continuously enhance their professional quality in order to be good ideological guides for students. Firstly, the fundamental original intention and responsibility of instructors were maintained highly political consciousness with leader's Thought on Socialism with Chinese Characteristics for a New Era. Secondly, the instructors should consolidate and continuously improve their capabilities of management in daily work, and we wanted to be good at summing and accumulating experience in daily management. At the same time, we should proactively understand the students by going into the classroom and dormitory, and care for the students as friends in the heart and soul. Furthermore, we should strive to enhance our ability to use new media's technical, such as WeChat official accounts, QQ groups, WeChat groups and webcasts, and so on, then we were able to apply them to the ideological and political education of students in order to master the network of public and students' normal trends timely. Finally, the instructors must continuously improve their ability to deal with student emergencies and enrich the methods of handling them, so that we can stay calm in emergencies and handle them methodically.

6. Summary

University was a big stage for students to exercise and reinvent themselves, and dormitory life played an extremely important role in university life. As an instructor, we should let students to know how to learn in school and handle conflicts in interpersonal relationships correctly, so as to build a harmonious environment of dormitory and promote healthy physical and mental growth. The instructors should understand the facts and make the right decision in students' conflicts. Therefore, we should solve students' interpersonal conflicts from the following aspects: firstly, we can establish messenger system in classes and dormitories so that can we learn the truth at once with every possible contingency. Secondly, it was necessary to conduct dorm-to-dorm checks termly for instructors to strengthen communication and emotional connections with students, so as to gain students' trust and avoid situation of worse contradiction among classmates. Finally, we should carry out class meeting with integrity education and ask students to learn how to handle interpersonal conflicts correctly in the college students' ideological education and daily management, which helped college students develop sound personality and healthy psychology.

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