



THE NEED FOR THIRD-PARTY HELP IN SEPARATION CONFLICTS

The influence of social support and self-efficacy on the needs of people and a complementary comparison of people's need for third-party help and the actual third-party involvement to meet those needs.

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Contents

Abstract.....	ii
Samenvatting.....	iii
Introduction.....	1
Relevance	1
Theoretical Background	2
From Determinants to Needs.	2
Meeting the Needs.....	3
Effects of Self-Efficacy on Needs	4
Effects of Social Support on Needs	5
Moderating Effects of Self-Efficacy & Social Support	6
Actual Contact vs. Appropriate Contact	6
Method.....	8
Participants	8
Procedure.....	8
Measurement	9
Results.....	13
General Statistics	13
Hypotheses Testing.....	13
Discussion.....	18
Limitations.....	20
Future Implications	20
Conclusion.....	21
References.....	22
Appendix.....	26
SPSS Output	26

Abstract

This research investigates the need for third-party help in separation conflicts. Particularly, the needs for *emotional and/or informational/procedural third-party help* were expected to be influenced by certain determinants: 1) the external determinant *social support*, which is supposed the help one receives from his social environment (e.g. friends and family) having emotional and informational aspects, and 2) the internal determinant *self-efficacy*, which defines the degree to what people think they can succeed when conquering an obstacle. The current study is part of a bigger study that cooperates with the Dutch Aid Desk; data from the online questionnaire is investigated with the help of regression analyses. Most significant results are concerned with self-efficacy: high scores on self-efficacy lead to less need for emotional as well as informational/procedural third-party help. The determinant social support did not indicate to have influence on the needs of people. As expected, self-efficacy moderated the influence of social support on needs for third-party help. In the discussion I will give advice for further research; since people seem not to involve the help form third-party institutions that fits their needs best, future implications have to focus on how to contribute to the appropriate third-party involvement.

Keywords: separation conflict, third-party help, self-efficacy, social support.

Samenvatting

Dit onderzoek bestudeert de behoeftes aan derdepartij hulp in scheidingsconflicten. Vooral wordt verwacht dat de behoeftes aan *emotionele en/of informationele/procedurele derdepartij hulp* beïnvloedt worden door bepaalde determinanten: 1) de externe determinant *sociale steun*, welke de steun vanuit de sociale omgeving (bijv. familie en vrienden) in emotionele en informationele aspecten beschrijft, en 2) de interne determinant *zelfredzaamheid*, die bepaald of mensen denken te kunnen slagen als ze en probleem tegen komen. Deze studie is onderdeel van een grotere studie welke in samenwerking met het Juridisch Loket wordt uitgevoerd; de online vragenlijst wordt met behulp van regressieanalyses onderzocht. Belangrijkste resultaten uit deze studie hebben te maken met zelfredzaamheid: hoge scores op zelfredzaamheid leiden tot minder behoefte aan emotionele en informationele/procedurele derdepartij hulp. De determinant sociale steun blijkt geen invloed te hebben op de behoeften van mensen. Zoals verwacht modereert zelfredzaamheid de invloed van sociale steun op de behoeften voor derdepartij hulp. In de discussie geef ik aanbevelingen voor verder onderzoek; omdat blijkt dat mensen niet de gepaste derdepartij hulp inschakelen om aan hun eigen behoeften te voldoen, moeten toekomstige implicaties zich focussen op hoe men kan bedoelen dat mensen de juiste vorm van derdepartij hulp betrekken.

Keywords: scheiding, conflicten, derdepartij hulp, zelfredzaamheid, sociale steun.

Introduction

« When opening the newspaper we are hardly surprised that couples like Orlando Bloom and Miranda Kerr, once admired for their perfection, announce their separation. That kind of news seems to become daily press, and while reading we know it is only a matter of time until the fights, carried out by their personal lawyers about money and child custody, will start. Eventually we wonder who will win those fights. But when the two individuals try to manage a conflict like this, can there be a winner at all? »

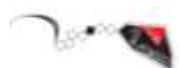
It seems to be quite difficult to resolve such conflicts. Bercovitch, Kremenyuk, and Zartman even claim that instead of applying conflict resolution, working on conflicts is rather conflict management of “what cannot be fully resolved” (2009). Along with this several researchers have investigated management strategies to find the most accurate way to handle a conflict, thereby assessing the involvement of third-party help (Glasl, 1990; Giebels & Euwema, 2006; Giebels & Janssen, 2005). In order to maximize the effectiveness of third-party help in separation conflicts, this paper seeks to answer the following question: to what extent are people’s needs shaped by their personal determinants and which type of third-party help fits which needs. Furthermore, this paper asks whether the actual third-party involvement meets those needs (**RESEARCH QUESTION**). The current paper particularly investigates the need for emotional help as well as informational/procedural help in conflicts. I expect that self-efficacy and social support predict people’s preferences for type of third-party help. I also look into a selected number of third-party institutions and examine whether third-party needs and third-party involvement correspond.

Relevance

Research on conflicts already is performed on various topics, amongst them neighborhood and workplace conflicts, investigations on conflicts with power disparity, and examinations of cultural conflicts (Ufkes, Giebels, Otten, & Van der Zee, 2012; Shnabel & Nadler, 2008; Tjosvold, 2008; Giebels & Janssen, 2005; Giebels & Yang, 2009). However, research on separation conflicts¹ is often scarce.

The separation conflict in particular might have its seeds in the interpersonal relationship of the (ex-)couple, since conflicts often appear where the perceptions of two people or parties are not compatible any more (Meline, 2009). In the first place, a separation

¹ Separation conflicts in the current study cover separations of marriages, civil unions, as well as to people who were just living together, as all these partnerships meant sharing at some point.



seems to be the solution to things. However, it brings up new conflicts instead, since people want to split up literally everything they share. That is, separating couples have to make regulations about many big issues including children (custody and visitation rights), alimony for the (ex-)partner and/or children, housing, retirement paying, distribution of common property or possible debts, etc. (Juridisch Loket, 2013). When negotiations about these issues start, people see themselves often in a win or lose situation (Bercovitch et al., 2009). Therefore these negotiations might turn into fights. Eventually each others' violations and ruthless behavior might become too severe causing that no one would ever take initiative to split the differences. Giebels and Euwema (2006) consider this to be the reason for escalation. Hence, none of the two parties can profit anymore (Deutsch, 1958; Glasl, 1990).

Not much literature is available on both social support and self-efficacy as potential predictors of the needs in separation conflicts. Therefore I will investigate those in the current study. If we know what shapes people's needs we can better connect to those by offering appropriate help. However, it is not said that people detect how to satisfy their own needs. The third parties they have contact with might not meet their needs, accordingly the contact of little or no value. Non-successful third-party involvement might rather be highly exhausting, psychologically and interpersonally, as well as with regard to money and time. For this reason, I check on the involvement of third parties as well. I hope to contribute to appropriate application of third-party help in the future.

Theoretical Background

From Determinants to Needs. The theory of planned behavior (TPB) by Ajzen and Fishbein (1977) describes that our behavior is not entirely under our control, but that there are factors that influence the intentions of people and therefore their behaviors. Just as intentions and behaviors, needs might be influenced by specific factors as well. This implies that we firstly have to take a look at what determines people's needs in order to know more about people in a separation conflict. Secondly, different authors examined the need for third-party help with regard to certain determinants that would influence the needs for third-party help (Schnabel & Nadler, 2008; Rotman, 2011; Ufkes et al., 2012; Douglas, 2012; Te Brummelstroete, 2013). Shnabel and Nadler (2008) investigated emotions in conflicts and thereby found that the satisfaction of needs played a significant role. We need to find out how to fulfill those needs in order to rehabilitate their well-being. At last, several studies found that preferences of conflict parties towards the type of third-party help as well as the procedure of conflict

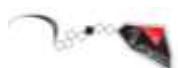
resolution individually differ (Shetowsky, 2004; Wetzler, Zeelenberg, & Pieters, 2007; Giebels & Yang, 2009).

Meeting the Needs. There hardly can be a universal suggestion which type of third-party suits the needs of a person in a divorce conflict best. As mentioned earlier, people seem to have a need for structurally different types of third-party help. Shetowsky (2004) for example stated that the socio-economic status (SES) would be related to those needs. Next to this, she categorized two different types of procedural preferences. Firstly, she mentions evaluative processes that imply legal assessment. The second category includes facilitative processes that “assist parties in arriving at their own resolution”. People do not only need different structures in help but they are concerned about the content of help as well (Chen, Kim, Mjoaverian, & Morling, 2012; Meedendorp, Giebels, & Rotman, 2011; Giebels & Yang, 2009). In the context of interpersonal conflicts, Giebels and Yang (2009) investigated the following types of non-substantive help within interpersonal conflicts: emotional help, relational help², and informational/procedural help. On behalf of the Dutch Legal Aid Desk, Meedendorp et al. (2011) confirmed those *types of third-party help* and subsequently constructed a scale of needs. Later, Chen et al. (2012) distinguished two different categories: problem-focused and emotion-focused help.

Literature indicates that the process of separation seems to be especially emotionally exhausting for them (Wade & Pevalin, 2004; Wu & Hart, 2002). Chen et al. made their investigations within cultural conflicts and they found the following: the severity of negative psychological consequences (to think of stress) could be buffered by emotional support. This raises the importance of *emotional help* which is therefore in the focus of the current paper.

What Chen et al. call problem-focused help is called *informational/procedural help* in the current study. Chen et al. found that emotion-focused help is more effective than problem-focused help. However, the need for emotional help might be more effective since the need for emotional help in separation conflicts seems to be higher in general. Still, there are people prioritizing informational/procedural help instead. This type of help offers information on how to frame the problem, it includes objective advice and/or help for the steps they have to take when conquering an obstacle.

² *Relational third-party help* is not addressed in the following since the current study is not hypothesizing on this type of help. Relational help again has two (conflictive) directions: positive and negative relational help.



Effects of Self-Efficacy on Needs

Indications on determinants for needs for third-party help in the literature are conflicting: study by Ufkes et al. (2012) indicates that conflict asymmetry has significant effects on process and outcomes of mediation. In a small study, this couldn't be confirmed for separation conflicts (Te Brummelstroete, 2013). These contrary findings might result from the fact that Ufkes et al. investigated determinants for effects, Te Brummelstroete, instead, analyzed determinants for needs. The latter seeks the current paper as well. In this context, Te Brummelstroete indicated that other factors like social support and self-efficacy seemed to affect the need for third-party help in divorce conflicts, and I want to trace this indication.

At first, I investigate the determinant *self-efficacy*. Earlier the TPB by Ajzen and Fishbein (1977) was mentioned, wherein a similar factor, “perceived behavioral control” explains to what extent a person feels they have influence or control on his/her actions. Through a study with college students, Heppner and Peterson (1982) supported the importance of perceived control: perceived behavioral control influences the “perceived personal problem-solving process”. According to Deutsch, Coleman, and Marcus (2006), self-efficacy in conflict promotes constructiveness in conflict resolution since people develop “confidence in their competencies”. Bandura earlier had a similar definition, more specified though: self-efficacy as the degree of feeling of competence predicts “how long people will persist in the face of obstacles” (1986). High scores on self-efficacy thereby predict greater effort on overcoming obstacles. Along with this, more recent research on self-efficacy “has shown that the more of it you have at a particular task, the more likely you are to take on that task, try hard, persist in the face of failure, and succeed” (Kassin, 2011). McAdams (2009) adds that the amount of self-efficacy is determining a person's goal-directed behavior in particular. Therefore, high scores on self-efficacy are expected to be positively related to the need of people for informational/procedural help as people aim to approach their goal as fast as possible (*1ST HYPOTHESIS, PART I*). On the other hand, people who have lower scores on self-efficacy might be unconfident about their abilities. Along with the separation, people have to make many arrangements with their (ex-)partner. People might be snowed under by all these tasks and become desperate. Being additionally unconfident about one's abilities might make people deny the tasks in order not to make it affect their emotional well-being. People scoring low on self-efficacy are therefore expected to have less need for informational/procedural help compared to emotional third-party help (*1ST HYPOTHESIS, PART II*). Informational/procedural third-party help might lie out of their interests since they are unable to deal with that kind of information.

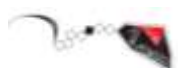
Effects of Social Support on Needs

The second determinant investigated is called *social support* and is an external determinant to human behavior. “A conflict relationship occurs within a specific social context; it affects it, and is in turn affected by it” (Bercovitch et al., 2009). This implies the influencing value of social support.

In 2007, most divorces had a duration³ of five to eight weeks (Sprangers & Steenbrink, 2008). This process, as changes in general are, can be stressful to people. During this time one’s social support plays a significant role: From the perspective of the “deliverer”, social support is the “attempt to reduce a friend’s stress” (Chen et al., 2012). In the current study the perspective of the recipient of social support is more important. In this context, Quick, Quick, Nelson, and Hurrell (1997) summarized social support as subjective perception whether surrounding others are giving consolation or advice. Caplan (1974) found individuals with a natural support system (NSS) to adapt more successfully under stress than others. The NSS includes interpersonal relationships with “present significant others”, mostly family and friends. However, those sources are important for the effectiveness of social support: when received from friends instead of family, social support was found to less reduce emotional distress (Deno, Tashiro, Miyashita, Asakage, Takahashi, Saito, Busujima, Mori, Saito, & Ichikawa, 2012). At the same time, an unstable family background is non-supportive to people as well (Liu & Chen, 2006).

If the different sources in the social environment offer a specific kind of support, then the need for third-party help equal to that kind of support should be less. Along with those different effects of social support, Chen et al. (2012) subdivided social support in two categories. At first, there is social support that offers emotional encouragement: they state that *emotional social support* would have stress-buffering effects for the person being in a conflict. That is, people receiving emotional social support from their social environment are expected to have a higher need for informational/procedural third-party help as they miss out on this (**2ND HYPOTHESIS, PART I**). On the contrary, the social environment can offer social support from informational origin as well. According to Chen et al. (2012), however, *informational social support* can even be perceived as controlling. Therefore, friends and family offering information and advice instead of an open ear, might not be able to disburden the huge emotional issues that play for people in a separation. Therefore, people receiving

³ The duration time meant here starts with handing in the request at court until being officially divorced. Actual duration including all arrangements is eight weeks to more than a year.



informational social support might have higher needs for emotional third-party help (*2ND HYPOTHESIS, PART II*).

Moderating Effects of Self-Efficacy & Social Support

Although internal and external determinants are independent, each can moderate the others' impact. There haven't been many studies on the interaction of self-efficacy and social support, yet. Those that are available hold different views. Study by Paresh et al. (2006) did not find any significant interaction in their study with patients with breast cancer. Prior to their study with cancer patients, Deno et al. expected self-efficacy and social support to "mediate the relationship between social and emotional distress" (2012), implying that a lack of social support can be compensated by high scores on self-efficacy. Their suggestions were confirmed. Research by Amir, Roziner, Knoll, and Neufeld showed that self-efficacy together with social support and locus of control improved the quality of life in cancer patients. Another study suggests that satisfaction with social support amongst others is shaped by self-efficacy (Sarason, Levine, Basham, & Sarason, 1983). Subsequently, the negative relationship between social support and need for emotional help is expected to be moderated by self-efficacy. That is, a lack of especially emotional social support leads to an increased need for emotional help, but only when self-efficacy is low as well (*3RD HYPOTHESIS*).

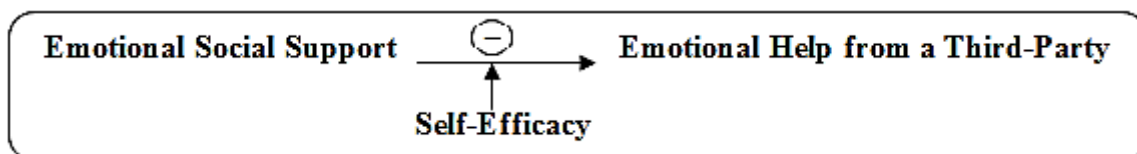


Figure 1. High self-efficacy is expected to buffer the lack of social support, which in turn leads to less need for emotional help.

Actual Contact vs. Appropriate Contact

For the last hypothesis I handle overall expectations on how different institutions will contribute to the individuals' needs. From this is concluded what type of third-party involvement would be of high value to people. The content thereby should target the emotional and informational/procedural needs of people.

Mediation holds a powerful neutral third-party role since it fulfills emotional and informational/procedural needs at the same time. On the one hand, mediators fulfill informational/procedural needs of people by "not only [facilitating] discussions, but they usually impose a structure and process on the discussions that is designed to move the parties toward mutual understanding and win-win agreements" (Conflict Research Consortium,

1999). On the other hand, mediation takes interests of both parties into account so that no solution is dictated and both parties can accept and support the result (Brennkmeijer, Bonenkamp, van Bruggen, & Walters, 2003; Pruitt, 1993). Thereby, the (ex-)couple works issues out together and the emotional aspects (of their interpersonal relationship) are not neglected. Accordingly, a positive relationship between the contact with mediators and the need for emotional help as well as the need for informational/procedural help is expected (**4TH HYPOTHESIS, PART I**).

Amongst those third parties available to people going through a separation, a number of third parties specifically offer practical information. Since finances play a big role in separations, I will take a look at the *financial advisor*. A financial advisor manages the separation concerning housing, alimony, pension, property and debts, thereby supporting his clients according to procedural activities. The *Legal Aid Desk* is an institution that is subsidized by the Legal Aid Board and the Ministry of Security and Justice. This institution helps people to find the appropriate way to deal with their conflict, being specialized in a variety of conflicts.

I expect people preferring informational/procedural help to involve third-party help from financial advisors and/or the Legal Aid Desk. Therefore they are expected to be involved when people's need for informational/procedural help is high (**4TH HYPOTHESIS, PART II**).

In the Netherlands, in case of a formal separation the involvement of a lawyer is always compulsory. However, lawyers often fight out arguments on the basis of numbers instead of personal issues. Therefore, people having contact with lawyers – involving a lawyer by choice or not – might have higher needs for emotional third-party help, as this aspect is often neglected (**4TH HYPOTHESIS, PART III**).



Method

Participants

The target group of this research is people who have decided to separate from their (ex-)partner, but still need to get things arranged. All participants are residents of the Netherlands as the goal is to improve help and its supply in the Netherlands. It might be especially valuable that the participants of this research are going through the separation process themselves and the study is not conducted within imaginary settings. The total amount of (valid) participation was 67, of which 47 were women and 20 were men. In total, 50 participants belong to the formal group (married couples, and civil unions with children), and 17 belong to the informal group (civil unions without children, and people living together). The pre-measurement delivered a total of 115 participants. At first, the main questionnaire which was sent out one week after the pre-measurement had a participation quote of 49%. After sending out reminders, some additional 10% filled in the main questionnaire. Only by completion of that main questionnaire participants are included to the dataset.

Table 1.

Crosstable of Gender and Type of Procedure⁴.

		Type of Procedure		Total
		Formal	Informal	
Gender	Woman	35	12	47
	Man	15	5	20
Total		50	17	67

Procedure

The current study is part of a major study from which the data for this study is adopted⁵ (Van Dijk, 2013, manuscript in preparation). Participation was anonymous and as compensation the

⁴ It comes to the formal procedure in the case of marriage or civil union conflicts. Those have to involve a lawyer to make the separation of the partnership legally valid. The informal procedure affects people who are only living together and thereby used to share common goods and/or have common children. They are not bound to any legal demands and can make decisions themselves.

⁵ The Dutch Legal Aid Board is a governmental funded organization. Their goal is to increase access to justice and they are responsible for the funding of pro bono legal assistance. Therefore they offer a lot of information on their website and show possibilities for legal assistance for people with little money. For partnership separation issues (and other conflicts as well) the website forwards people to a sub-website called Rechtwijzer.nl. This website tries to diagnose the actual state of the person using the website and afterwards offers an action plan showing follow-up steps. The people using this website are presented with a prompt asking them to participate in the study.

participant would receive a €10 voucher for bol.com after completion of all parts⁶. The second and third questionnaire are (going to be) sent via e-mail and, in case there is no participation within six days after the invitation is sent, four reminders are sent again at intervals of six days. After that the participant will no longer be contacted and removed from the main dataset. This caused a drop-out rate of 41%.

The data was gathered within a five-month time span, with online pre-measurements starting late July. It is obtained in cooperation with the Dutch Legal Aid Board. People with separation issues are directed towards a particular website where they are asked to participate in the study. Further data was obtained in various ways starting in September. There was a distribution of hard-copy flyers on public events, spreading of online flyers on platforms for separation issues, social networks, etc. Furthermore, divorce coaches were contacted via email with the request to spread our questionnaire and calls were sent out to professional journals. The flyers contain both a link as well as a QR-code (quick response-code) for smart phone users which lead people to the online questionnaire. Altogether, a broad population is reached, and only those who are really concerned will participate.

Measurement

The questionnaire consists of around 40 questions⁷. On average filling in the questionnaire takes about 15 minutes. Demographic data is retrieved from the pre-measurement. Those who filled in the questionnaire via Rechtwijzer.nl were exposed to a second set of questions, which serves a later diagnosis of participants and takes around 5 minutes. It reveals the kind of shared bond the (ex-)couple has, which are later subdivided into formal and informal group.

Participants could define their *stage of escalation* in five different degrees, ranging from 1 = “*We have not spoken about separation agreements yet*” to 5 = “*Talking to each other turns into arguments and emotions run high*”. The distribution of answers is shown in table 2. It reveals that most people already experienced a bad turn in their deliberations.

⁶ The entire study consists of three measurements all of which are consisting of roughly the same questionnaire: Starting with a pre-measurement, which is followed by a second measurement one week later. After 5 months the last questionnaire will be sent for comparison-reasons. Due to fixed deadlines there was no possibility to wait for the data of the last questionnaire. When talking about the (main) measurement/ (main) questionnaire we mean the second questionnaire.

⁷ The exact number varies due to different routes of the questionnaire, which in turn depend on the stage the (ex-)couple is at according to their decision to separate.



Self-efficacy ($M = 4.28$, $SD = 1.04$, $\alpha > .70$ ⁸) was measured in the main measurement⁹ by asking the participants to what extent they agreed or disagreed with specific statements. Self-efficacy is operationalized on the basis of the Problem Solving Inventory (PSI; Heppner & Petersen, 1982). It consists of six items which are manually adapted to divorce situations: “*I adhere to my opinion when talking to my (ex-)partner*”, “*I keep my emotions about the divorce under control when talking to my (ex-)partner*”, etc. Answers on a 6-point Likert scale range from 1 = “*strongly disagree*” to 6 = “*strongly agree*”.

The dataset measuring *social support* ($M = 5.07$, $SD = 1.38$, $\alpha > .90$) is a scale consisting of seven items which measure the availability of people in the environment of the participant within the last two months. The items are grouped in two categories: emotional and informational social support. *Emotional social support* ($M = 5.37$, $SD = 1.41$, $\alpha > .90$) is assessed by four items asking to what extent people have been given comfort: “*To what extent have there been people in your close environment... • where you could be yourself?, • who consoled you?*” etc. The other three items assess *informational social support* ($M = 4.68$, $SD = 1.47$, $\alpha > .70$) which includes support on procedural activities in the separation: “*To what extent have there been people in your close environment... • who helped when some action had to be taken?*” etc. All answers again are measured on a 7-point Likert scale ranging from 1 = “*not at all*” to 7 = “*to a very large extent*”, and “*not applicable*” as an alternative option. The difference between emotional and informational social support is made on the basis of Chen et al. (2012). Different kinds of social support would be crucial to assess as they mediate the need for help differently.

As mentioned earlier, Meedendorp et al. (2011) created a scale of needs that refers to the preferred kind of help the participants would like to receive according to its content. The current research is built upon the discriminative value of the scale, and worked out on the basis of later research (Chen et al., 2012). The two types of help selected for the current study are randomly assessed throughout the construct *need for third-party help*. In order to proof the grouping of variables into two types of help, an exploratory factor analysis is carried out. The KMO value of the factor analysis is .88, which is acceptable (Cerny & Kaiser, 1977). I found

⁸ Cronbach’s alpha was calculated to measure if different items of one construct would measure the same. According to De Vellis (2003), the reliability of constructs needs to be $\alpha > .70$, however, sometimes a reliability quotient of $\alpha > .60$ is accepted as well, to rate a construct internally significant.

⁹ The study’s pre-measurement would offer more data on self-efficacy than the current dataset. With the help of a paired sample t-test it is checked whether we can combine the two datasets. By this was found that the correlation scores for self-efficacy are only moderate, but highly significant ($r = .40 < r < .70$, $p < .001$; see Appendix). Therefore, the main dataset is not extended by data from the pre-measurement.

5 components for the analysis, which explains around 45% of the variance (table 3). All factor loadings are above .60, so none of them is left out (table 3).

The need for *emotional help* ($M = 4.5$, $SD = 1.56$, $\alpha > .90$; “*Share my experiences with others*”, etc.) is measured by six items. According to the factor analysis, they refer to two contents. The first component describes the desire of participant to talk about their situations (four items). The second component shows how participants need active emotional support by others (two items; table 3). *Informational/procedural help* ($M = 5.32$, $SD = 1.28$, $\alpha > .90$; “*Practical support when it comes to the procedure I have to go through*”, etc.) consists of nine items. Eight of those items refer to the desire of people to receive information on the procedure today; the remaining item describes the desire to receive information on former, similar cases (see Appendix). Answers on a 7-point Likert scale range from 1 = “*strongly disagree*” to 7 = “*strongly agree*”.

Next, I measured if people already *involved a third-party institution*, with regard to the following four institutions: mediators, financial advisors, Legal Aid Desk, and lawyers. Dummy variables were created and possible scores are: 0 = “*No third-party involvement (yet)*”, 1 = “*Third-party involvement by myself or together with my (ex-)partner*”. Since this is a binary variable, a logistic regression analysis is used for all three parts of the fourth hypothesis.

Table 2.

Stage of Escalation in Negotiations with the (Ex-)Partner.

	N	Percent
We have not spoken about separation agreements yet.	8	11.9
We are trying to come to an agreement together.	27	40.3
We try to discuss the agreements to be made, but it is becoming more difficult.	12	17.9
Valid Communication is not as good anymore.	10	14.9
Talking to each other turns into arguments and emotions run high.	10	14.9
Total	67	100.0



Table 3.

Exploratory Factor Analysis on Two Types of Third-Party Help, and the Distribution of their Loadings of Items along 5 Components.

Item	1	2	3	4	5
Need for Informational/Procedural Help 9	.87				
Need for Informational/Procedural Help 2	.85				
Need for Informational/Procedural Help 5	.81				
Need for Informational/Procedural Help 1	.78				.33
Need for Informational/Procedural Help 4	.72				.34
Need for Informational/Procedural Help 6	.70		.53		
Need for Informational/Procedural Help 3	.62				.57
Need for Emotional Help 1		.90			
Need for Emotional Help 2		.87	.36		
Need for Emotional Help 3		.76			
Need for Emotional Help 6		.72	.33	.46	
Need for Emotional Help 5		.37	.83		
Need for Informational/Procedural Help 7	.49		.75		
Need for Emotional Help 4	.41	.38	.65		
Need for Informational/Procedural Help 8		.37		.82	

Note. Blank space in the first row means that the cross-loadings were below .30.

Table 4.

Cronbach's alpha for the different constructs of the current study.

Construct	Cronbach's Alpha	N of Items
Degree of Self-Efficacy	.85	6
Degree of Social Support	.94	7
Degree of Emotional Social Support	.92	4
Degree of Informational Social Support	.87	3
Need for Emotional Third-Party Help	.93	6
Need for Informational/procedural Third-Party Help	.92	9

Note. Acceptable Cronbach's alpha: $\alpha > .70$

Results

General Statistics

The hypotheses were tested by regression analysis with $\alpha = .10$. I controlled for the stage of escalation with regard to the participants' separation. The creation of a histogram showed that none of the constructs is normally distributed (thus non-parametric). At last, the margin of error of this study is around .12 (margin of error = $1/\sqrt{67}$).

Hypotheses Testing

Hypothesis 1. *High scores on self-efficacy are expected to be positively related to the need of people for informational/procedural help. People scoring low on self-efficacy might have more need for emotional third-party help.*

There is a significant main effect between self-efficacy and the need for informational/procedural third-party help, with $b = -.33$, $t(67) = 11.18$, and $p < .01$. The regression coefficient is negative, which was not expected. It implies that high scores on self-efficacy also lead to less need for informational/procedural third-party help. Another main effect is found between self-efficacy and the need for emotional third-party help, with $b = -.24$, $t(67) = 7.65$, and $p < .05$. As expected, the relationship is negative, that is high scores of self-efficacy lead to less need for emotional third-party help. For exact values see table 5.

Table 5.

Hypothesis 1, Regression Values: Self-Efficacy as Predictor and both, Need for Informational/Procedural Help and Need for Emotional Help, as Dependent Variables (N=67)

Dependent Variable	Predictor	B	SE(B)	β	t
	(Constant)	7.046	.631		11.18
Need for	Degree of Self-Efficacy	-.41***	.14	-.33***	-2.83
Informational/	(Constant)	6.40	.80		8.01
Procedural Help	Degree of Self-Efficacy	-.36**	.15	-.29**	-2.43
	Stage of Escalation	.16	.12	.16	1.32
	(Constant)	6.00	.80		7.56
Need for Emotional	Degree of Self-Efficacy	-.35*	.18	-.24*	-1.95
Help	(Constant)	4.81	.99		4.85
	Degree of Self-Efficacy	-.26	.18	-.18	-1.44
	Stage of Escalation	.29*	.15	.24*	1.95

Note. * $p < .10$ ** $p < .05$ *** $p < .01$



Hypothesis 2. *People receiving emotional social support from their social environment are expected to have a higher need for informational/procedural third-party help. People receiving informational social support might have higher needs for emotional third-party help.*

There are no main effects found between emotional social support and the need for emotional help ($b = -.12$, $t(67) = 5.66$, *ns*). Therefore the first part of our hypothesis has to be rejected. The second part describing the relationship between informational social support and need for emotional help does not show significant main effects either: $b = .18$, $t(67) = 5.66$, *ns*. As I wasn't expecting informational social support to have influence on needs for emotional third-party help, this part of the hypothesis in fact is supported. For exact values see table 6.

Table 6.

Hypothesis 2, Regression Values: Both Emotional Social Support and Informational Social Support as Predictors, and Need for Emotional Help as Dependent Variable, a) when Controlled for Stage of Escalation (N = 67)

Dependent Variable	Predictor	B	SE(B)	β	t
Need for Emotional Help	(Constant)	4.32	.76		5.66
	Degree of Emotional Social Support	-.13	.25	-.12	-.51
	Degree of Informational Social Support	.19	.24	.18	.77
	(Constant)	3.32	.84		3.96
	Degree of Emotional Social Support	-.22	.25	-.20	-.88
	Degree of Informational Social Support	.28	.24	.26	1.18
	Stage of Escalation	.37**	.15	.30**	2.50
Need for Informational/Procedural Help	(Constant)	4.80	.62		7.70
	Degree of Emotional Social Support	.01	.21	.01	.03
	Degree of Informational Social Support	.10	.20	.12	.52
	(Constant)	4.13	.69		5.96
	Degree of Emotional Social Support	-.05	.20	-.06	-.25
	Degree of Informational Social Support	.16	.20	.19	.84
	Stage of Escalation	.25*	.12	.24*	1.99

Note. * $p < .10$ ** $p < .05$

Hypothesis 3. *A moderating effect of the two determinants is expected: A lack of especially emotional social support leads to an increased need for emotional help, but only when self-efficacy is low as well.*

To find the moderating effect of self-efficacy on the relationship between social support and need for emotional help, an interaction analysis is carried out. There is a significant moderating effect with $M = 3.51$ and $p < .05$. As already indicated in hypothesis 1, self-efficacy and need for emotional help have a significant negative relationship: $b = -.29$, $t(67) = -2.34$, $p < .05$. Emotional social support is positively related to need for emotional help, however, the variable does not have a significant value by itself ($b = .16$, $t(67) = 1.32$, *ns*). The moderation of emotional social support and self-efficacy is positive: $b = .28$, $t(67) = 2.34$, $p < .05$ (table 7). A moderating effect is indicated, implying the following: low scores on emotional social support cause the highest need for emotional help, when scores on self-efficacy are low as well. Whereas low scores on emotional social support cause the lowest need for emotional help, when scores on self-efficacy are high. In other words, high scores on self-efficacy buffer the need for emotional help, when social support is low.

Table 7.

Hypothesis 3, Moderation: Emotional Social Support as Predictor, Emotional Help as Dependant Variable, and Self-Efficacy as Moderator on their Relationship, a) when Controlled for Stage of Escalation (N = 67)

Dependent Variable	Predictor	B	SE(B)	β	t
Need for Emotional Help	(Constant)	4.32	.19		22.56
	Degree of Emotional Social Support	.25	.19	.16	1.28
	Degree of Self-Efficacy	-.50**	.19	-.32**	-2.55
	Moderation	.44**	.19	.27**	2.31
	(Constant)	3.59	.45		8.04
	Degree of Emotional Social Support	.20	.19	.13	1.06
	Degree of Self-Efficacy	-.40**	.20	-.26**	-2.02
	Moderation	.42**	.19	.26**	2.20
	Stage of Escalation	.26*	.15	.22*	1.80

Note. * $p < .10$ ** $p < .05$



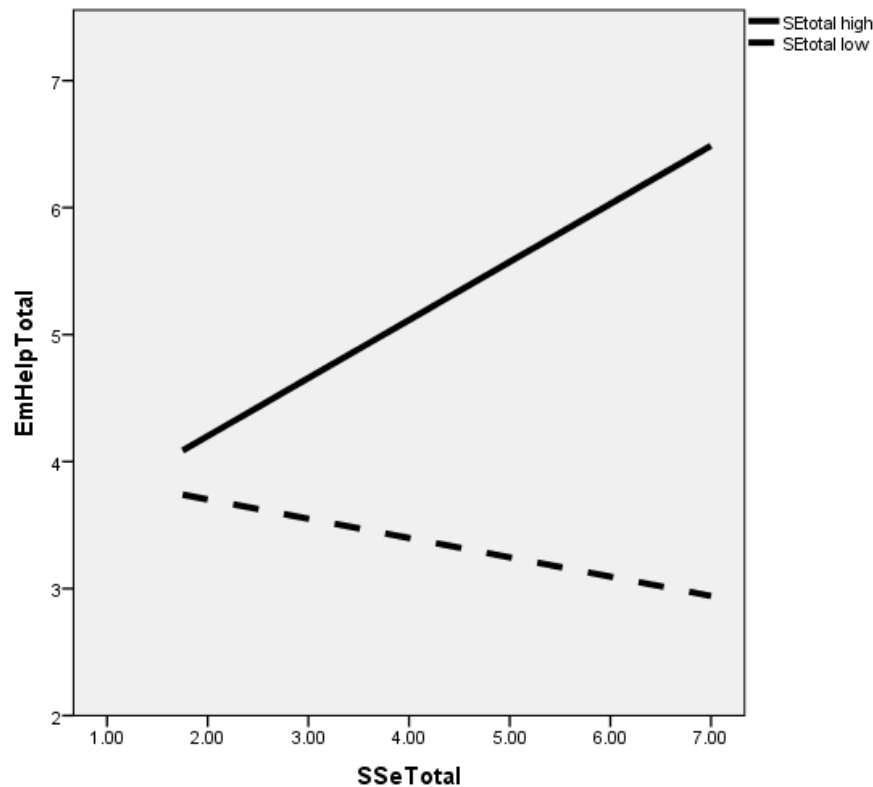


Figure 2. Graphic Illustration of the Moderating Effect of Self-Efficacy on the Relationship between Emotional Social Support and Need for Emotional Third-Party Help

Hypothesis 4. *A positive relationship between the contact with mediators and the need for emotional help as well as the need for informational/procedural help is expected (part I).*

Results are expressed in table 8. Regression analysis did not show significant effects for contact with mediators and the need for emotional help ($b = -.39$, $t(67) = 4.15$, ns). It means that people with more emotional help do not necessarily have contact with mediators. There is a positive main effect for the contact with mediators and the need for informational/procedural help ($b = .55$, $t(67) = 4.15$, $p = .10$; table 8). It implies that people with higher needs for informational/procedural help have more contact with mediators. Part one of the fourth hypothesis is partly confirmed.

Financial advisors and/or the Legal Aid Desk are expected to be involved when people's need for informational/procedural help is high (part II).

There is no significant relationship between the need for informational/procedural help and the contact to financial advisors ($b = -.03$, $t(67) = 3.67$, ns). Neither are there main effects found people's contact with the Legal Aid Desk and the need for informational/procedural help ($b = -.19$, $t(67) = 8.13$, ns ; table 8). Part II of hypothesis 4 is rejected.

The more need for emotional third-party help there is, the less people are expected to have contact with lawyers (part III).

The third part of the fourth hypothesis is not confirmed since there is no main effect found between the need for emotional help and people's contact with a lawyer ($b = -.23$, $t(67) = 3.87$, *ns*; table 8). That is, the third party of hypothesis 4 is rejected as well.

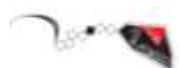
Table 8.

Hypothesis 4, Part I, II & III, Regression Values: Contact with Different Third-Party Institutions as predictors, and the Need for Emotional Help and/or the Need for Informational/Procedural Help as Dependent Variables (N = 67)

Dependent Variable	Predictor	B	SE(B)	Wald	Exp(B)
I. Contact with Mediator	Need for Emotional Help	-.39	.30	1.67	.68
	Need for Informational/Procedural Help	.55*	.33	2.71	1.73
	(Constant)	.33	1.22	.08	1.40
II. Contact with Financial Advisor	Need for Informational/Procedural Help	-.03	.23	.01	.97
	(Constant)	1.30	1.25	1.08	3.67
II. Contact with Legal Aid Desk	Need for Informational/Procedural Help	-.19	.24	.61	.83
	(Constant)	2.10	1.36	2.39	8.13
III. Contact with Lawyer	Need for Emotional Help	-.23	.17	1.81	.80
	(Constant)	1.35	.81	2.80	3.87

Note. * $p < .10$

All results were controlled for the stage of escalation, but no in parameters were found.



Discussion

Third-party help can be important in interpersonal conflicts (Giebels & Yang, 2009). Separations are much about the interpersonal relationship, and third-party help was indicated to be important in separation conflicts as well (Te Brummelstroete, 2013).

The purpose of the current study is to investigate two determinants that influence the need for third-party help. Hereby, the focus lies on divorce and separation conflicts. Those types of conflicts are stressful in particular since they are quite complex with regard to the many different issues that have to be regulated.

The current study is part of a bigger study which is set up in cooperation with the Dutch Legal Aid Board. The Legal Aid Board tries to make help in conflicts available for everybody, and the studies' overall goal is to improve the supply of appropriate help. Along with that, the current paper not only tries to identify the needs of people, but also asks if the people are approaching the appropriate help to fulfil their needs. If that is not the case, the Legal Aid Board could present as much help as possible, but the people would not benefit from it in the maximum way.

Throughout *hypothesis 1* I expected people with high scores on self-efficacy to have high needs for informational/procedural third-party help since I hypothesized that people would be goal-oriented and seek for information on how to solve their separation conflicts. Furthermore, people with low scores on self-efficacy were expected to have high needs for emotional third-party help. As expected I found a negative relationship between self-efficacy and need for emotional third-party help, implying that low scores on self-efficacy lead to a higher need for help. Unexpectedly, a lack of self-efficacy significantly leads to higher needs for informational/procedural help. Still, the results reflect the definition by Bandura (1986), that self-efficacy means trusting one's own abilities. In contrast to our assumption, people with little self-efficacy don't seem to be overcharged by informational/procedural help, but seem to be happy about any kind of help instead.

In hypothesis 2 I stated that less need for either emotional or informational/procedural third-party help is needed, when the social environment is offering either emotional or informational social support. Due to non-significant relationships I have to reject *hypothesis 2* as a whole. However, the second part of hypothesis was confirmed particularly because of the unavailability significance. According to these findings, social support – regardless if it is emotional or informational – is not enough to satisfy people's needs for emotional support. When recalling findings by Rahe (1969) that a divorce or separation is highly stressful to people, it might be assumed that a basic amount of professional emotional help would be

reasonable. Hence, the current study is supported in the decision to lay focus on emotional help. As mentioned earlier, Chen et al. (2012) subdivided social support in two categories, too, and could confirm the appropriateness of this division. The current study was not able to reproduce their findings. The study by Deno et al. (2012), however, might give an indication why the results could not be reproduced: it describes different effects of social support in terms of the provider. The value of social support seems to depend on the source, that is, friends would have different influence than family. This option is not taken into account here.

Next I looked for the mediating value of self-efficacy on the relationship of emotional social support and the need for emotional third-party help. *Hypothesis 3* brought up a significant moderating effect: A lack of emotional social support leads to an increased need for emotional help, but only when self-efficacy is low as well. High scores of self-efficacy, instead, buffer the lack of emotional social support and cause significantly less need for emotional help. This goes along with hypothesis 1, where the impact of self-efficacy on need for emotional help in form of a negative relationship was found.

In *hypothesis 4*, I checked whether people meet their own needs by the third-party involvement that took place so far. Firstly, contact with mediators was expected to predict high needs for both, emotional and informational/procedural third-party help. Secondly, contact with financial advisors and the Legal Aid Desk should predict the need for informational/procedural third-party help. At last, contact with a lawyer was expected to negatively predict high needs for emotional help. Only the first part could be partly confirmed: as expected, people with needs for informational/procedural help have contact with mediators. All other parts of the hypothesis had to be rejected due to non-significance. If results were significant, however, still three of the five hypothesized relationships are contrary from what expected. This implies that only little people have contact with third-party institutions which in fact meet their needs. This would indicate that people do not meet their own needs since they have contact with the inappropriate kind of third-party help. After all, we have to keep in mind that my predictions on the appropriate third-party involvement miss scientific support and I, instead, made predictions on the basis of all over assumptions on how third-party institutions contribute to needs.

Self-efficacy is said to be important for constructive conflict management (Deutsch et al., 2006; Ergeneli, Camgoz, & Karapinar, 2010). Most of the significant results here indeed



come from hypotheses about self-efficacy¹⁰. The study therefore supports findings by earlier studies about the significant impact of self-efficacy on conflicts.

Limitations

The current study was able to contribute to research on separation conflicts by the application of determinant from other conflict research on the separation context in particular. However, the results of the current study could eliminate some distracting factors. Due to time limits, the expected number of participants is not a quarter as close. As mentioned in the results section, according to the margin of error only 12% of the results found can be trusted, since a small dataset can give atypical results the chance to be more influential. The pre-measurement, however, came up with around 115 participants. Reason for drop-outs could be the length of the questionnaire is around 15 minutes, respectively 20 minutes when assessed via Rechtwijzer.nl.

Above that, we have to expect sample bias. The gathering of participants was not randomly as the questionnaire was spread specifically in fora and magazines for divorces, etc., which causes that not all members of the population have an equal chance to participate.

Future Implications

Context is important when we consider the effects of social support and self-efficacy on the needs for third-party help. This study examines these relations in the context of separation conflicts which are both quite common and stressful. Other studies, however, took place in different contexts (e.g. Deno et al., 2012, study with cancer patients), and although they offer significant relationships, we cannot conclude for sure that the determinants would have the same effects in separation conflicts. It is wise to take those findings as a leitmotif; still, it is recommendable to investigate determinants per conflict and/or per circumstance.

For future research, I would further recommend an assessment of cultural aspects. Prior study indicates that culture is an influential background variable for conflicts. The current study indicated that some participants have foreign origins; therefore it would be convenient to pursue the outcomes of other studies in the context of the current topic.

There are many more factors playing on the needs for third-party help that might be relevant particularly in separation conflicts and could be investigated within the current study.

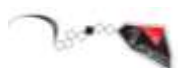
¹⁰ There is one additional interesting finding about self-efficacy. The mean score on self-efficacy rose from 66% in the pre-measurement to 71.33% in the main measurement. In the first place people (or our participants in particular) might have been overwhelmed by the tasks they will have to face. After the first survey they might have visited the website Rechtwijzer.nl for the first time, and got the required information to become an overview on their problem. Through that they might have gained some confidence and along with that self-efficacy.

As mentioned earlier, research found that separation is a stressful life event. Others indicated that self-efficacy seems to buffer emotional distress deriving from inadequate social support (Deno et al., 2012). Along with that, Giebels and Janssen (2005) found that third-party help (here: mediation) to have a significantly mitigating effect on conflict stress. Therefore there might be interesting findings hidden behind the factor stress when it comes to separation conflicts.

Conclusion

Many of the above evaluated hypotheses do not deliver enough significance and therefore are rejected. Taking a closer look at their values, however, indicates that most relationships are even contrary to what I was expecting. Assuming that the non-significance is due to lack of participants would allow us to conclude that more than half of people indeed do not involve the third parties that actually would fit their needs. Thereby the current study would have found a crucial circumstance. Firstly, these findings should nourish further research in order to find if the indication is correct. Secondly, confirming those findings would provoke the need for new ideas about how to guide people make reasonable choices. In other words, the help for people is only as good as it fits their needs.

Some positive feedback comes from the participants: "*Practical help is desirable*", stated one of them. After all, it is crucial to go on with research and improvements on help to meet the needs of people in a separation conflict.



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Appendix

SPSS Output

Table 9.

Factoranalysis: Total Variance Explained.

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	9.39	49.43	49.43	9.39	49.43	49.43
2	2.45	12.88	62.31	2.45	12.88	62.31
3	1.31	6.89	69.20	1.31	6.89	69.20
4	1.00	5.28	74.48	1.00	5.28	74.48
5	.73	3.84	78.32			
6	.64	3.34	81.66			
7	.57	2.30	84.66			
8	.50	2.62	87.28			
9	.43	2.26	89.54			
10	.37	1.95	91.49			
11	.32	1.68	93.18			
12	.27	1.40	94.58			
13	.23	1.23	95.80			
14	.20	1.05	96.85			
15	.19	.97	97.82			
16	.14	.75	98.57			
17	.10	.52	99.09			
18	.09	.49	99.58			
19	.08	.42	100.00			

Extraction Method: Principal Component Analysis.

Table 11.

Factor Analysis: Loadings and summary

Loadings	- Close loadings in different factors: InfProHelp 3, 6 & EmHelp 4, 6
	- Higher loadings at 1 st factor: InfProHelp 1, 3, 4
	- Higher loadings at 2 nd factor: EmHelp 1-3
	- Higher loadings at 3 rd factor: EmHelp4/5, InfProHelp 7
	- Higher loadings at 4 th factor: InfProHelp 8
Belonging to 1 factor	- “Information on the steps that have to be taken today“ → InfProHelp 1-7, 9
	- “Information about former similar cases” → InfProHelp 8
	- “Being able to talk about things” → EmHelp 1-3, 6
	- “Emotional support by others” → EmHelp 4, 5

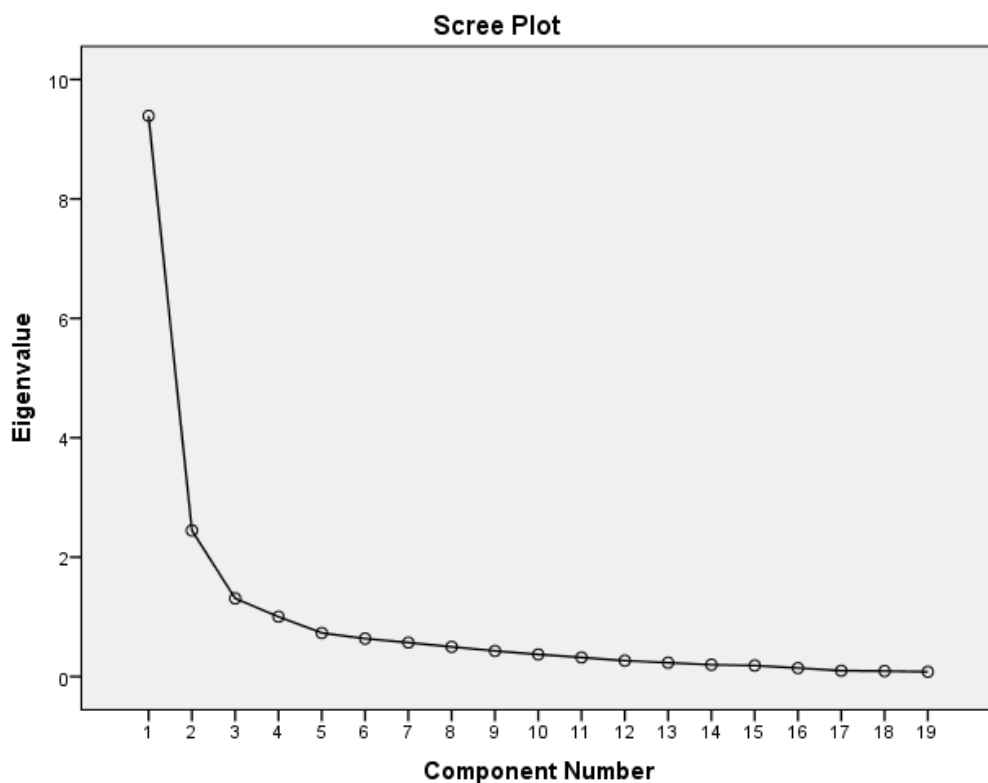


Figure 3. Scree plot: Where the graph is changing to horizontal: choose the number of components (mostly 5 or 6, explains around 45% of variance)



Table 12.

Individual Comments of People (Dutch Original)

 Comments pre-measurement (includes invalid measurements, i.e. drop-outs, as well)

- Mijn grootste frustratie is dat mijn partner niet voordurend bezig is om mij bewust het bloed onder de nagels vandaan te halen door mij in alles te bevechten. Bij ons is het zodanig geëscaleerd dat ik een uitbarsting heb gehad van fysiek geweld, IETS WAAR IK ZELF ENORM VAN GESCHROKKEN BEN. De rechter behandelt mij vervolgens als een stuk vuil en wijst mij binnen 5 minuten van de zitting aan als oorzaak van alle problemen. Ik ben 80/100% arbeidsongeschikt. Mijn partner is kostwinner en werkt 4 dagen in de week. Het werkelijke belang van de kinderen wordt volledig genegeerd en het is voor mij duidelijk voelbaar dat de rechtbank haar beleid volgt (50/50 regeling). De rechtbank is bijgevolg TOTAAL, maar dan ook werkelijk TOTAAL ongevoelig voor mijn argumenten. Inmiddels ben ik zo gefrustreerd dat ik bang ben dat ik mijn woede niet meer in de hand houdt. Consultatiebureau, huisarts en psycholoog zeggen dat ik goed stilsta bij het belang van de kinderen en de rechtbank veegt in één beweging ALLES van tafel. Voor een tweede keer zijn we tijdens een zitting de gang op gestuurd om ZELF !? een oplossing te vinden. Tijdens het uitoefenen van haar zorgtaken eist mijn partner dat ik niet overnacht in de woning. Helaas heb ik niet altijd de mogelijkheid ergens anders te slapen. Wat mijn partner en (letterlijk) rechter aangaat mag ik wat hun betreft op een bankje in het park slapen. In mijn beleving wordt mijn PERSOON GEWELD AANGEDAAN DOOR DE RECHTER/RECHTBANK HAARLEM. Er wordt NIET GELUISTERD!!! Gewoon 50/50 regeling en de gang op.
 - Betere opvang voor mensen met Verdriet.
 - Ik wil er nog even aan toevoegen dat verschil/tegenstellingen in mijn antwoorden mogelijke vragen oproepen, daarom wil ik er aan toevoegen dat de reden dat wij willen scheiden is dat we onoverbrugbare communicatieproblemen hebben die samenhangen met de persoonlijkheid van mijn man (hij heeft Asperger, een vorm van autisme die vooral voorkomt bij hoger begaafden).
 - Mijn man heeft een schuld van z'n vorige huwelijk na 12 jaar nog niet weggewerkt. Ik heb er alles aan gedaan om dat wel te doen. We zijn in gemeenschap van goederen getrouwd en ik ben nu bang dat hij me de helft van die schuld mee gaat geven. Ik zou graag een antwoord vinden op de vraag of hij dat echt kan maken.
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- Duidelijke vraagstellingen en verhelderende uitkomst
 - het gaat steeds over echtscheiding, maar wij wonen samen met een kind en een koopwoning en natuurlijk samenlevingscontract daar zie ik niet zoveel van terug vraag me af of dit nut had???
 - Het is een uitgebreide vragenlijst, waaraan ik niet begonnen zou zijn als ik het had vermoed.
 - ik vraag me af waarom een ex partner moeilijk moet doen als ze niet kan winnen terwijl de partner alles er aan doet om het tot een goede verstandhouding te maken die niet of niks word gewaardeerd alleen op het moment dat ze je nodig hebben dan besta je wel raar vind ik dat. Mijn vraag is dan waarom besta je wel en vaak niet (dat is een ergernis)
 - Wat het beste zou zijn tijdens scheidingen zijn vaste regels. Van kinderalimentatie en zowel partneralimentatie. Als een van de twee niet in zijn eigen onderhoud kan voorzien dat naar inkomen er vaste bedragen zijn en dat dat gewoon vaststaat een je daar niet speciaal voor naar de rechter hoeft omdat de andere vertikt om dat te betalen.
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Comments main measurement

- Het is een leuke onderzoek, maar sommige vragen zijn dubbel.
 - Vragen over Rechtswijzer was ik niet op voorbereid. Allang niet meer geraadpleegd, dus moeilijk te beantwoorden. Lijkt op enquete om rechtswijzer te rechtvaardigen, handhaven en promoten. Bij vechtscheiding met ex met narcistische persoonlijkheidsstoornis helpt dit allemaal niet, terwijl je juist dan dringend hulp nodig hebt als alles uit de hand loopt. Zelfs advocaat voor hoger beroep is nog niet gevonden. Nog 1 maand de tijd!
 - Kinderen zijn allemaal volwassen en het huis uit.
 - de lijster zijn tot kort op elkaar gestuurd binnen 1 week
 - Deze vragenlijst komt voor mij veel te vroeg. Er is nog teveel chaos in mijn hoofd. Heb zojuist afspraak gemaakt met notaris.
 - Mijn ex-partner doet niet mee met dit onderzoek.
 - Er is een uitspraak voorlopige voorziening geweest mbt de omgang met de kinderen. Ineens wil ex de kinderen de helft van de vakanties zien waar hij er vroeger echt geen vrijvoor kon krijgen. De rechter heeft een uitspraak gedaan waarbij hij op 2 punten uitgegaan is van incorrecte informatie. Ik mis echt de uitleg van hoe het proces gaat
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en hoe lang het gaat duren en hoeveel tijd er in kan gaan zitten (kosten)...

- Link naar ex partner vind ik niet wenselijk.
 - Scheiden blijkt maatwerk en de website is een redelijk goede wegwijzer. Maar meer niet.
 - Ga zo door..! Praktische hulp is zeeer welkom!
 - ouderschapsplan kan niet makkelijk worden aangepast. ik zag pas later de optie van het kladblok. nu heb ik er iets ingevuld mijn ex heeft dit geaccepteerd en vervolgens kan ik er niets meer in wijzigen. er blijken echter nog dingen vergeten te zijn, dat kan ik nu niet meer aanvullen
 - Kan beter ook worden toegespitst op ouderen
 - Ik moet iedere keer door de hele vragenlijst heen en kom dus niet snel op de site waardoor ik er weining aan heb
 - Niet elke scheiding is standaard op te lossen. Ik heb een echtgenoot, die hersentrauma heeft opgelopen bij een hartstilstand. Ik doe alles alleen. Dat is zwaar. Daar zouden misschien wat tips voor kunnen komen.
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