

# *Building Harmonious Interpersonal Relationship of Dormitory in Private University based on PAC Personality Structure Theory*

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**Abstract**—With the popularity of the internet, the influence of dormitory on university students is becoming more and more important. Dormitory relationship becomes the basic interpersonal relationship of university students. In order to construct harmonious interpersonal relationship in private universities, based on the PAC theory of personality structure, this paper puts forward the mode of "adult-adult" communication in private universities. Firstly, the PAC theory of personality structure is introduced, and then the problem of interpersonal conflict in private university dormitory is analyzed by this theory, which shows the lack of awareness of others' ego-state. The structure of ego-psychology is rigid and the adult ego deficiency. Finally, from the three aspects of individuals, schools and families to explore the way to construct the "adult-adult" communication model of dormitory: vigorously promote the collective consciousness of "adult-adult" type of communication in dormitory. Actively construct the school service system of the "adult-adult" communication mode. Effectively broaden the family support system of the "adult-adult" communication mode in the dormitory.

**Keywords** — PAC theory; Harmonious; Interpersonal relationship of dormitory; Private University

## I. INTRODUCTION

The Internet is changing the way university students study and live. Network not only can bring the great convenience for the youth to widen the vision or to get the knowledge, but it can also lead to big waves of thought and morality [1]. The popularity of online learning, online shopping and online food ordering platforms has extended the time college students stay in dormitories. Dormitory is becoming more and more important to college students. The interpersonal relationship of dormitory has also become the most basic relationship in universities. According to the survey on dormitory interpersonal relationships by the college student psychological counseling committee of the Chinese mental health association, only 43 percent of college students are satisfied with interpersonal relationships in their dormitory. He (2014) believes that interpersonal conflict in dormitory is the most common problem among college students [2]. Li (2010) pointed out that interpersonal relationship in dormitory is the main problem in college students' psychological counseling [3].

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Compared with public universities, most students in private universities have the following characteristics: first, low entrance scores and lack of learning objectives. Second, self-psychological characteristics of inferiority, sensitivity, desire for self-expression but low ability to resist setbacks. Third, they want to be noticed in interpersonal relationship, but lack empathy and sense of responsibility. They are self-centered and lonely. In addition, private universities are faced with a more competitive environment, and their low reputation and high tuition fees make the enrollment rate unstable. In order to make full use of the dormitory resources, it is common for students to mix different grades and majors. The characteristics of private universities and the interpersonal environment in the dormitory make it easier for private universities to have interpersonal relationship problems in the dormitory.

Domestic research on dormitory interpersonal relationship in universities generally lacks theoretical guidance, mainly based on the ideological and political education of college students. The research focuses on the characteristics of interpersonal relationship, influencing factors and regulating countermeasures in dormitory. For example, Zhang (2016) summarized the characteristics of dormitory interpersonal relationship among college students as randomness, centrality, compulsion and conflict [4]. Zhang and Yang (2011) pointed out that the types of interpersonal relationship in college students' dormitory are indifferent, small group, harmonious and friendly [5]. The study of Ouyang and Hua (2015) attributed the dormitory conflicts of college students to their psychological immaturity, interest relationship, family conditions and lack of interpersonal skills [6]. To enhance the effectiveness of harmonious interpersonal relationship construction in college dormitory, we need the guidance of scientific theory. This paper discusses the construction mechanism of harmonious interpersonal relationship in private university dormitory under the guidance of PAC personality structure theory [7]. To help universities create good dormitory relations and build a harmonious campus.

## II. PAC THEORY AND INTERPERSONAL COMMUNICATION MODEL

The PAC theory is a personality structure theory developed by Canadian psychologist Eric Berne in his book "games people play". He divided the personality structure of the individual into three ego states, which is parent ego, adult ego and Child ego, PAC theory in short. Berne believes that each individual ego state is a separate source of thought, emotion and behavior and that each person has these three different mental States, except that the proportion of mental States is different and forms different personality traits [8]. In a particular situation, in a particular period of time, only one psychological state is dominant, showing the personality characteristics of a certain psychological state. The three psychological states of parents, adults and children have certain tendency in typical characteristics and behavior. And the typical characteristic of Parent is authority and superiority. Acts of self-determination, abuse of authority. The typical characteristics of type A are objective and rational, and their behavior shows that they think carefully and respect others. Typical of type C is to be at the mercy of others or to be willful, acting as to be timid or willful.

The PAC theory analyzes the interaction between people as the interaction between the three different self states, which can produce parallel and cross communication modes [9]. When party A sends a message to party B in a certain state of self, party B responds with the state of self expected by party A, that is, it produces a parallel interaction and communication can be carried out smoothly. When one or both sides of the communication do not receive the expected response, it will lead to an inappropriate state of self, form a cross interaction mode, resulting in information communication disruption.

The type of parallel interpersonal communication mode:

Parent - Parent. Both sides communicate with each other in the "parent ego state" and expect the other to respond in the "parent self state", which is an authoritative and commanding way of communication.

Adult - Adult. In communication, both sides appear as "adult ego state" and treat each other with mature and rational attitude, which is an ideal interpersonal communication mode.

Child - Child. It's a way of communicating with each other in a child's state of ego. It can be emotional, impulsive, moody, and childish.

Parent - Adult to Adult-Parent. One side of parent to the adult, the other is adult to the parent. Take care of your feelings while taking orders from authority.

Parent - Child to Child-Parent. One side of parent's attitude toward the child, the other is child's attitude toward the parent. One side acts aloof and authoritative, the other submissive or wayward.

Adult - Child to Child - Adult. One side adult's attitude toward the child, the other child's attitude toward the adult. One side with a rational, respectful attitude to solve the real problem, the other side is to escape or capricious.

The type of cross interpersonal communication mode:

Parent - Child to Adult - Adult. One side parent to child, the other adult to adult. Child Children differ from adults in behavior patterns.

Child - Parent to Adult - Adult. One side child to parent, the other adult to adult. Parents differ from adults in behavior patterns.

Parent - Child to Parent - Child. Both sides of the communication command the child by the parents, and they did not realize that the other is a parent, not a child.

Child - Parent to Child - Parent. Both sides of the communication take the attitude of children towards their parents, performance for childish, stubborn.

In the parallel mode, the "adult-adult" communication mode is the best because both sides of communication appear as "adult ego state" and treat each other with mature and rational attitude. Therefore, we should construct the mode of "adult-adult" interpersonal communication in universities.

## III. PAC ATTRIBUTION OF INTERPERSONAL CONFLICT IN PRIVATE UNIVERSITY DORMS

### A. *Lack of awareness of the "ego state" of others in communication*

The three types of ego state will change according to the situation and time of communication. However, there is no disparity in the status of college roommates as classmates, and they are more in pursuit of freedom, equality and respect in the relationship. Through interviews with students, we learned that in communication, students are more protective of their own interests, and it is easy to ignore the psychological needs of others. For example, in a female dormitory of a private university, student A have classes the next morning and is ready to go to sleep after 11:00 PM. At this time, student B picked up the guitar and began to sing, and it was like this for several nights in a row. Student A turned over in bed and couldn't sleep. She was very dissatisfied with B's behavior, but B didn't notice it at all. In this case, first of all, student A should realize that the behavior of student B who play the guitar at night belongs to C-type ego, which is in the leading position and is self-centered. In communication, student A learned that the psychological demand behind B's behavior is that she just learned to play the guitar, and she can't wait to practice more, so she can understand B's behavior better, and express her thoughts and emotions on this basis, which is conducive to smooth communication.

### B. *Rigid self-psychological structure in communication*

With the development of society, the degree of socialization of college students is getting higher and higher, and the situation of communication is complicated and changeable. In interpersonal communication, both parties should recognize each other's dominant ego-state, adjust their psychological structure flexibly, regulate their words and deeds, avoid rigidity, and change their PAC mentality

according to the communication situation. In the previous example, after student A understood the behavior of student B playing the guitar at night, she also appropriately expressed her thoughts about the need for rest. At this time, B needs to adjust his own psychological structure. If the "child ego" part of B is rigid and she insists on playing the guitar, it will lead to a contradiction in the dormitory.

#### *C. The impact of the lack of "adult ego" in dormitory communication*

Adult ego can respect others and take care of oneself, and the mode of "adult-adult" is the best interpersonal communication. In order to create a harmonious interpersonal atmosphere in the dormitory, we should use "adult ego" to awaken the "adult ego" of others [10]. In the example above, the way of communication between student A and B belongs to the communication of "adult ego", and on the basis of understanding the behavior of student B, it also awakens the "adult ego" of student B. The "parent ego" is manifested as criticism, accusation and command, while the "child ego" is manifested as capricious, impulsive and temperamental, all of which are easy to cause psychological pressure on the object of communication.

### IV. DISCUSSION ON THE PATH OF BUILDING "ADULT-ADULT" COMMUNICATION MODEL IN PRIVATE COLLEGE DORMITORIES BASED ON PAC THEORY

The "adult-adult" mode of communication can respect each other and deal with dormitory problems objectively and rationally, effectively avoiding dormitory conflicts. To construct the "adult-adult" communication mode in university dormitory, the roommates should make efforts to build the "adult-adult" thinking environment, actively create the "adult-adult" language environment, and make efforts to build the "adult-adult" behavior environment. We can discuss the path from three aspects of individual, school and family.

#### *A. We should vigorously promote the collective consciousness of individual in the form of "adult-adult" communication mode in private university dormitories.*

Strengthening the collective consciousness of the dormitory is a systematic project. In addition to the inculcation of the teachers, the positive influence of the campus culture and the subtle influence of the parents, the inner environment of the dormitory needs to be influenced by the students. The head of the dormitory is the core figure and plays a key role in the construction of the dormitory's interpersonal environment. They have a strong "adult ego" in dealing with dormitory interpersonal relationship.

It can effectively encourage the "adult ego" of other members, continuously improve the acuity of interpersonal perception in the dormitory, and create a harmonious dormitory atmosphere. In the management of university dormitory, we should attach importance to the head of dormitory, strengthen the training of them, and enhance the collective consciousness of the dormitory. First of all, the head of dormitory should be brought into the class cadre

management system to improve the selection and incentive mechanism. Secondly, special training should be carried out to improve the skills of dormitory management, such as psychological group counseling on interpersonal relationship.

#### *B. To actively construct the school service system of "adult-adult" communication mode in university dormitory*

- To create a mental health education platform focusing on the cultivation of the psychological quality of college students. A five-in-one mental health education system will be developed including teaching, consultation, group counseling, student activities and crisis intervention. We should explore new teaching models that combine online and offline, make full use of network teaching resources, and focus on interactive and experiential teaching in the classroom. The interpersonal relationship is one of the important subjects of college students' mental health education. In mental health education, students should be cultivated to have such positive personality qualities as tolerance, honesty and empathy to develop interpersonal skills [11]. Private universities should attach importance to the mental health education of students, increase capital investment, ensure the staffing of full-time and part-time teachers, support the professional training of full-time and part-time teachers, and improve the level of mental health education and the ability of psychological crisis intervention in schools.
- Develop a stable team of counselors with high "adult ego". Counselors are mainly engaged in the ideological and political education, and the management of daily affairs. Under the background of the new era, universities should focus on the spirit of General Secretary Jumping Xi's speech on ideological and political work in universities, and pay attention to the overall improvement of counselors' quality and ability. IN the construction of harmonious interpersonal relationship in universities, the guidance role of counselors is very important, and the "adult ego" of counselors should be in the leading position. More understanding and care should be given to students. Students should be influenced and guided by mature personality charm to promote their growth and maturity. To stimulate students to learn more "adult ego", and to learn to respect, understand and accept in interpersonal relationships, we will actively create a model of "adult-adult" communication in the dormitory. After years of development, private universities have achieved some results in the construction of the counselors' team, but there are also many shortcomings, such as rigid management mechanism, large team mobility, and low salary and so on. Lixia Han pointed out that the professional and professional training mechanism of the counselors in private universities has not been formed, and they are busy with routine work all day, with low level of political theory and educational concept [12]. Therefore, private universities should pay full attention

to the cultivation of counselors, increase the investment of funds, and comprehensively improve the comprehensive quality of counselors.

- Carrying out campus activities on the basis of dormitory, and creating a healthy and upward cultural atmosphere in dormitory, the culture of the dormitory will influence people's behavior. The healthy and progressive dormitory culture can form a psychological environment of tolerance, understanding and mutual assistance, which is easier to establish the "adult-adult" communication mode in the dormitory. The students in private university have strong initiative and active thinking, so universities should attach importance to these characteristics of students, improve their practical ability, carry out various kinds of dormitory activities, explore campus culture, and create the psychological atmosphere of "adult-adult" communication mode. At present, university activities are mostly carried out by colleges and associations, and students mostly participate in activities as individuals, which is difficult to promote the improvement of dormitory relations. With the development of mobile Internet, students become more dependent on mobile phones in the dormitory, and they are more likely to spend more time on the Internet, while the communication time between roommates is reduced, which is more likely to lead to a sense of alienation in the relationship [13]. The university can try to carry out various dormitory activities such as dormitory design contest, dormitory photography contest and dormitory talent contest to increase the vitality of dormitory relations.

*C. The family support system of the "adult-adult" communication mode in private university dormitory was effectively broadened*

Family is the basic environment of personality shaping. The emotional state of parents, the way of education and the relationship between parents and children will affect the personality performance and mental health of the individual [14]. The communication style between parents , parents and child will affect the communication behavior of child. In a family, child will unconsciously learn their parents' behaviors, which are consistent with or opposite to their parents, and this pattern is difficult to be self-aware. There must be native family influence behind interpersonal behavior. Roommates should enhance their understanding of each other's families and life experience from the native family.

In order to create the "adult-adult" type of interpersonal communication mode in the dormitory, the university should attach importance to the influence of family on students' personality factors, establish students' family files, and carry out targeted work for parents. Universities should focus on families of left-behind children, single-parent families, conflicted families and emotionally alienated families. College students with left-behind experience are a special group and have different characteristics [15]. On one hand, universities should give more care to the students of these families; on the

other hand, they should strengthen home-university interaction, so that parents can walk into universities and students' hearts. Universities should encourage parents to pay more emotional attention to students, and make use of new media technology to make parents more involved in the education and management of students [16]. Parents play the positive role in the development of students' personality and the maintenance of psychological health, when students get enough understanding and love from the family, they can give enough care in the interpersonal relationship in the dormitory.

## V. CONCLUSION

1) The "adult-adult" communication mode is the most effective communication mode, in which the two communicating parties treat each other as adults, respect and understand each other. Can not only consider each other's feelings, but also take care of personal emotions, create a sincere communication environment, promote harmonious relations.

2) The key to successful communication lies in whether the expected ego-state of each other is consistent. It is necessary to recognize the dominant ego-state of each other in the communication situation. You can change your expectations when it is difficult to change the other person's state of ego.

3) analysis of dormitory conflicts through PAC theory will enable a clearer understanding of each other's behavior patterns in communication and the influence of the native families behind them. We should understand the psychological needs of others, adjust our mental structure flexibly, and exert the influence of "adult ego" in the dormitory to deal with dormitory conflicts in a more positive way.

4) The realization of the "adult-adult" communication mode in private university dormitory is a process, which needs the joint efforts of individuals, families and schools to create a good psychological environment, form cognitive synergy and promote individual behavior change.

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