

LEVELS OF SELF-PERCEPTION CONCERNING PROBLEM-SOLVING SKILLS, ANGER, HOPE AND SELF-ESTEEM IN WOMEN APPLYING TO A REFUGE IN ANKARA

ANKARA İLİ SİĞİNMA EVİ'NE BAŞVURAN KADINLARIN PROBLEM ÇÖZME BECERİLERİNİ DEĞERLENDİRMELERİ, KIZGINLIK, UMUT VE ÖZSAYGI DÜZEYLERİ

Assoc. Prof. Dr. Filiz BİLGE
Hacettepe University
Psychological Counseling
and Guidance Department

Dr. Aytaç ARSLAN
Undersecretariat of
Treasury and
Foreign Trade

Şenyıl DOĞAN
Psychological Counselor in
Woman Solidarity Foundation
Counseling Center

ABSTRACT

This study was designed to investigate the relationship between the self-perceptions concerning problem-solving skills, trait anger, expression of anger, hope and self-esteem of 35 women who applied to a refuge in Ankara between January 1999 and July 1999, suffering from family violence. The multiple-correlation scores demonstrated that there was a reverse correlation between the self-perceptions concerning the women's problem-solving skills and hope as well as self-esteem; there is a significant correlation in the same direction between control of anger and trait anger as well as anger-out, and between hope and self-esteem. In the regression analysis which was made in the light of these findings, it was found that self-esteem could predict the self-perceptions concerning problem-solving skills and hope, and that trait anger and anger-out could predict the control of anger. The findings were evaluated in the light of the existing literature and some suggestions were made.

ÖZ

Araştırmada Ankara İli Sığınma Evi'ne, gördükleri aile içi şiddet nedeniyle 1999 yılı Ocak-Temmuz ayları arasında başvuran 35 kadının problem çözme becerilerini değerlendirmeleri, kızgınlık, umut ve özsaygıları arasındaki ilişki incelenmiştir. Verilere uygulanan çoklu korelasyon işlemi sonucunda, kadınların problem çözme becerilerini algılamaları ile umut ve özsaygıları arasında ters yönde, kızgınlıklarını kontrolleri ile sürekli ve dışa-yönelik kızgınlıkları arasında aynı yönde ve anlamlı ilişkiler olduğu saptanmıştır. Bundan yola çıkılarak yapılan regresyon analizinde özsaygının problem çözme becerisini değerlendirme ile umudu, sürekli ve dışa-yönelik kızgınlığın da kızgınlığın kontrolünü yordadığı bulunmuştur. Bulgular literatür ışığında tartışılmış ve bazı önerilerde bulunulmuştur.

INTRODUCTION

Aggression, which occurs verbally or physically, directly or indirectly, is a concept frequently used as a synonym of violence; however, it is the sort of attack which manifests itself in a more physical and damage-oriented form (Korkut 1995). Violence, which is likely to be exerted not only to individuals but also to objects, can be defined as the strong, uncontrolled code of conduct of the individual or the society, which aims at physical, sexual and psychological damage, as far as the individuals are concerned (Niemi 1974, Steinmetz 1986: in Kalaycıoğlu and Tılıç 1995; Arıkan 1987). Violence in the family is giving pain by one member to the other consciously or unconsciously. Pain-giving refers to such behaviour as being irritating, forcing one to do things one does not want to do or preventing one from doing things one wants to do or giving damage to one's body (Kadın

Dayanışma Vakfı 1995). The ones who suffer most from such kinds of treatment are children and women as they are weak and helpless. Thus, violence in the family is basically a problem of women.

Violence in the family, which is mainly oriented to women, is classified along in various dimensions in the literature. Walker (1986)'s classification included the feminist-political, socio-cultural, and psychological theories. Feminist-political theory states that power imbalance between men and women in the society causes continuous violence against women, that men always preserve the privilege to control the lives of women and also that women conform to the responsibilities imposed on them though they know it is wrong to do so (in Yıldırım 1998). Violence in the family is regarded as a problem of the social system according to a socio-cultural approach, which underlines the differences experienced

during the upbringing process of children, learning from a model and the tolerant view of violence in the family (Gelles 1982; Glaser 1985; in Yıldırım 1998). Thus, from this point of view, it has similarities with social learning which is included in the psychological approaches. Psychological approaches encompass many studies ranging from the studies of psychoanalysts advocating that it is the masochism in women which gives rise to their being abused, Freud studying violence in a man-centered view, social psychology trying to attribute the causes of violence to the powers outside the family, to cognitive conflict theory advocating that conflict can be reduced provided that the one exerting violence and the woman suffering from it are treated together (Mitchel 1984).

Another study classifies the causes of violence in the family as psychiatric or individualistic, in social or socio-cultural and using social psychological approaches (Gelles 1980; Goldstein 1983; in Demiröz 1996). The individualistic approach puts forth the characteristics of men exerting violence and women suffering from violence; the socio-cultural approach deals with inequalities in the social structure and cultural values, and in traditional norms and values in the society; and the social psychological approach, on the other hand, studies both the individualistic and social causes with respect to theories of learning, frustration-aggression, attribution and interaction.

There are also two approaches to violence against women: a family-centered one, and a woman-centered one (Davis and Hagen 1992). According to the woman-centered approach, violence against women arises due to the paternal social systems and economic and legal dependence of women and children to the father. The family-centered approach, on the other hand, advocates that just like child abuse, woman abuse occurs in dysfunctional families and that as people do not know how to settle their conflicts in any way other than violence due to being misled by what they have learned, they treat one another badly.

As stated above, violence in the family is studied in various dimensions, which also marks the fact that it is a universal problem. Gottman et al. reported that 13% of murderers in USA were the husbands who killed their wives and at least 1.6 million women were beaten by their husbands annually; McLaughlin, Leonard and Senchack found that approximately 36% of women suffered from violence before marriage (in Gladding 1998). In Thailand 50% and in Equador 80% of women suffer from physical violence (in Günay, Sözen, Yavuz and Ramadanoğlu 1996). Larrain in 1994 studied 1000 Chilean women between the ages 22-55 and of different socioeconomic

strata and found that at least 1/4 women were beaten by their husbands, and 1/3 did not react against the psychological and emotional violence (in McWhirter 1999). Ellsberg (1999) reported 52% of 488 women, between the ages of 15 and 49, in Nicaragua, and Tokeikyoku (1991) reported 59% of 796 women in Japan suffered from physical violence (in Kozu 1999). In Russia each year approximately 14.000 women are killed by their husbands (Human Rights Report 1997: in Horne 1999).

In Turkey, research has demonstrated that the ratio of women suffering from physical violence varied between 18-97% depending on various factors (PIAR 1988, 1990, 1992, Esmer 1991; in T.C.B.Aile Araştırma Kurumu 1998; Yüksel 1993; T.C.B. Aile Araştırma Kurumu 1994, 1997; Arı et al. 1995; İçli, Ögün and Özcan 1995; Kadın Dayanışma Vakfı 1995; İlkaracan ve Gülçür 1996). Significant differences were found regarding educational status, income level and employment in the research excluding the work of Kalaycıoğlu and Tılıç (1995) and of Günay, Sözen, Yavuz and Ramadanoğlu (1996). In these studies it was found that people with lower incomes and education and without a job were subjected to violence more than people with higher incomes, education and with a job. (T.C.B. Aile Araştırma Kurumu 1994, 1997; Arı et al. 1995; İçli, Ögün and Özcan 1995; Yıldırım 1996; Demiröz 1996).

The initiatives to establish institutions that would support women who have suffered from violence and to enable them to stand on two feet and reestablish a new life started in 1970s in the world and in 1990 in Turkey. In various provinces consultancy centers and refuges were opened under a body of foundations and local administrations; however, most of these were later closed for political and economic reasons, yet at the present time the centers under the bodies of the Violet Roof Foundation in Istanbul and the Woman Solidarity Foundation in Ankara, and a few guest houses under the General Directorate of Social Services and Child Protection Organization, are in operation. The number of women asking for help is unfortunately low though the number of the sufferers is very high, due to the facts that such organizations do not have a long history, their numbers are inadequate, their facilities are limited, and there are cultural and social pressures on them. For example, according to the records of the Woman Consultancy Center in Ankara, only 128 women applied to the center in 1998.

Few studies were conducted on women who applied to these centers. Yıldırım (1998) in her research studied

112 women staying at the women's guest houses and refugees in various provinces and she found that the women with low educational status and without a job and with many children were subjected to violence in a heavier manner and that the mothers of the same women were also subjected to violence, and that they started to experience violence from their childhood, that nearly half of them had moderate depression and the other half had clinically severe depression symptoms, that most of the women with children cooperated with their husbands in exerting violence on their children and finally that such women committed suicide to put an end to this violence. These results also supported the results obtained by the Violet Roof Woman Shelter House Foundation Consultancy and Solidarity Center in Istanbul from 550 women who applied to the center within the last three years (Aile Araştırma Kurumu 1995).

In the research carried out by Bilge, Arslan and Doğan (2000) 33 women who applied to an Ankara Refuge were questioned, the results of which were compared with 33 other women of similar age, marital status, educational and employment status, which constitute the other dimension of the present study. These women were compared in terms of their self-perception concerning their own problem-solving skills, to their trait anger and the expressions of this anger, to their hopes and self-esteem. The results significantly indicated that the refuge house group had trait anger and anger-out. Regarding the other variables, no significant differences were found.

Due to inadequacy in the quantity of research in this area, this research specifically aims at finding the correlations between the self-perceptions concerning problem-solving skills, various angers and expression of anger, hopes and self-esteem of the women who were subjected to violence in the family so as to determine the content of the psychological counseling service to be provided for these women.

METHOD

Sample

The research is conducted on 35 women who applied to the Woman Consultancy Center in Ankara due to violence in their family from husband, elder brother, father, father-in-law or aunt's husband. 27 (77.14%) of them were married, 4 (11.43%) were divorced, 4 (11.43%) were single. The average age was 31.88, and ranged between 19 and 50. As to their educational background, 5 (14.29%) were literate, 14 (40%) were graduates of primary school (5th grade), 5 (14.29%) secondary school (8th grade), 9 (25.71%) lyceè (11th grade) and 2 (5.71%)

university. The number of those with a permanent job when they applied to the Center was 5, with a temporary job was 5, who were retired was 1 and without a job was 24. In addition, 21 of the 35 didn't have any social security at all, 6 of them had social security in their own names, 4 in the name of the husband, and 4 in the name of the parents.

Data Collecting Instruments

1. Problem-solving Inventory (PSI)

The problem-solving Inventory, developed by Heppner and Petersen (1982) was used to measure how women perceived their own problem solving skills. PSI was a 6-likert-type scale comprising of 35 items, some of which were in positive or negative expressions. The sub-scales were Problem Solving Confidence, Approach-Avoidance and Personal Control. During the scoring 3 items were excluded and 32 items were evaluated in total. The scale can be used as a total score. In this research the total number is used for evaluation. The maximum score was 192 and the minimum was 32. The highest score out of the scale means that the problem solving skill is low and the lowest score means that it is high.

The translation of the inventory is made by Akkoyun and Öztan (1988) and adjusted to Turkish norms, and its reliability and validity were measured by Taylan (1990). The correlation coefficients received from 14 people to compare the English and Turkish versions was found to be high. As for the reliability coefficient of test-retest, the correlation coefficient was .66. The Cronbach Alpha reliability coefficient by Savaşır and Şahin (1997) on the university students was .88, whereas it was .81 with the dividing-into-half technique. In the criterion validity study by the Self-Acceptance Inventory and Trait Anxiety Inventory, it was found that self-acceptance scores increased and the trait anxiety scores decreased as the problem solving skills increased (Taylan 1990). Çam (1995) calculated the correlations of the item-total scores and found significant results. Alpha value is found to be .80, and internal consistency coefficient by half-test technique was .76. When these studies were evaluated, it was decided that the total score should be taken as the basis of evaluation.

Factor analysis (basic components and varimax rotation) was made on 187 female and 57 male, in total 244 subjects with an age range of 18-55 and age average of 33.55; up till now 9 factors have been determined and the studies are going on. In the same study, the scores of women ($x=85.76$, $ss=21.29$) and men ($x=77.63$, $ss=16.18$) are compared with the scores taken from the

t-test, and the t-test value was found to be 3.07, which was .003 significant. The results demonstrated that men perceived their problem-solving skills as being more adequate than women did.

2. Trait Anger and Anger Expression Inventory (TAAEI)

The trait Anger and Anger Expression Inventory, which was used to measure anger levels, was originally developed by Spielberger, Jacobs, Russel and Crane (1983) as the State-Trait Anger Scale and later on this instrument was combined with an Anger Expression Scale to make the State-Trait Anger and Anger Expression Inventory (Spielberger 1988). The original version consists of 44 items and can be used both for adolescents and adults.

The Turkish translations of the Trait Anger and Expression of Anger Subscales of TAAEI and the reliability and validity measurements were done by Özer (1994). It is a 4-likert-type scale, consisting of 34 items in total, with 10 items for trait anger, under the expression of anger 8 items for anger-in and 8 items for anger-out and 8 items for the control of anger.

The Cronbach alpha values of the trait anger subscale of the university students changes between .67-.82 (Özer 1994). In the retest study carried out on university students by Bilge (1996), the correlation coefficients are .83 for trait anger, .71 anger-in, .80 for anger-out and .82 for control of anger. Özer (1994) in the study of similar scales reported that the correlations between the scores of the Trait Anger Inventory and Rage Inventory are between .41 and .59. Significant results have been achieved in the studies on the relationship between the levels of anger and hypertension (Özer 1994), anger in people diagnosed as neurotic and psychotic (Bilge 1996), anger in students with different conformity levels (Bilge and Sayin 1994), and the relationship between anger and anxiety with the A type behaviour pattern (Bilge 1995). Karagüven (1998) measured the internal consistency, concept and structure validity of the scale on university students (n=32), professors (n=20) and textile staff (248 Turkish, 41 English). All the abovementioned studies demonstrated that the reliability and validity of the scale is at an adequate level.

3. Hope Scale (HS)

The hope level of the research group was measured by a Hope Scale developed by Snyder and colleagues and translated by Akman and Korkut (1993), who also carried out its the reliability and validity studies. The inner consistency coefficients of the original likert-type Hope

Scale, which is composed of 12 items, was found to be between .70-.80, and the reliability coefficient of the retest is .85. In various validity studies on similar scales (optimism, self-esteem, depression), the results were significant (in Akman and Korkut 1993).

The internal consistency coefficient of HS on the Turkish university students was found to be .65 ($p<.001$). The correlation coefficient of retest scores was .66 ($p<.001$). The correlation coefficient between the scores of received from HS and Beck Depression Scale was found to be $-.32$ ($p<.005$). The correlation coefficient between the scores of HS and Optimism Scale is .50 ($p<.001$).

Total scores were taken as basis in this research, which was conducted on women. In the factor analysis (basic components and varimax rotation) carried out on 244 persons in total, 187 of whom were women and 57 of whom were men (with an age range of 18-55 and of age average 33.55), two factors were found as in the study of university students. In the same study the scores of women ($\bar{x}=25.04$, $ss=3.89$) and men ($\bar{x}=25.93$, $ss=3.32$) taken out of the whole scale were compared by means of t-test, and the t-value was found to be 1.57, which was not significant. This indicates that there is no significant difference between the hope levels of men and women. The correlation coefficient received as a result of the test-retest administration at a four-week interval to 36 persons, 22 of whom were women and 14 of whom were men with an age average of 33.17 and age range 18-50 was found to be $r=.70$ with a .01 significance level.

4. Self-Esteem Scale (SES)

The self-esteem Scale, used in this research, was the subscale of Personal Orientation Inventory, translated by Kuzgun (1973), who also measured the reliability and validity values. The personal Orientation Inventory was composed of 150 pairs of items which measure the self-actualization levels of individuals. Its sub-scales were adopting the values which will result in self-actualization, leading to an existentialistic life, perceiving life with a compromising perspective, having a positive regard for human nature, and establishing close relationships with others. It can be administered to lycée, university students and adults.

Out of the studies carried out on the original Personal Orientation Inventory, the norms concerning lycée, university students, psychiatric patients, male patients and convicted naval cadets were attained. The correlation coefficients of the retest study vary from .71 for the subscale concerning the use of time to .84 for internal sup-

port. The other subscale scores vary between .55 and .85. Significant results were attained not only in the comparison of self-actualization levels but also in the comparison between social introvertedness, depression, neuroticism and self-actualization.

Kuzgun (1973) reported that, in addition to the other subscales, the subscale of self-esteem ($t=4.26, p<.001$) could significantly distinguish psychiatric patients from normal adults, the use of time scale ($t=2.02, p<.05$) and internal-support scale ($t=2.22, p<.05$) could distinguish the students who applied to the health centers due to nonconformity with the normal students, and in addition to the other subscales, the self-esteem scale ($t=3.73, p<.001$) could distinguish the group with a higher age average from the group with lower age average. Furthermore, it was reported that the level of self-actualization varied according to the attitudes of parents and socio-economic level (Kuzgun 1973; Sayinalp 1985).

5. Personal Information Form (PIF)

A personal Information Form was developed by the researchers in order to receive information about the age, marital status, and education level of the researchers considering the application form in Woman Consultancy Center.

Data Collection and Analysis

Inventories were administered to the women who applied to the Woman Solidarity Center and Refuge under the body of the Woman Solidarity Foundation in Ankara between January and July of 1999, during their first in-

terview by the psychological counselor who was also a member of the research team.

The correlations received from the scales were calculated by the Pearson Correlation Technique. The significant values regression technique was used to detect the explicating variable. In the analysis the SPSS packet program was used and the error ratio was at least .05.

FINDINGS

1. The correlations between the self-perceptions concerning problem-solving skills, trait anger, anger-in, anger-out, control of anger, hope and self-esteem of the women who applied to the Refuge demonstrated that there was a reverse correlation between the evaluation of the problem-solving skills and hope ($-.52, p=.001$) as well as self-esteem ($-.63, p=.000$), where the increase in the scores of problem-solving skills, was interpreted as an indication of the negative self-perception of the person; and that there was again a reverse correlation between the control of anger and trait anger ($-.39, p=.021$) as well as anger-out ($-.41, p=.014$), and also between hope and self-esteem ($-.55, p=.001$) (Table 1).

2. In the multiple-regression analysis to find whether the self-perceptions of women concerning their problem-solving skills could be predicted by hope and self-esteem, the F value (12.24, $p=.000$) was found to be significant (Table 2). Hope and self-esteem together can predict 43% of the total variance in the scores of perception concerning problem-solving skills. This value seems relatively high due to the fact that the sampling group was a small one. However, the hope variable, which

Table 1
Multiple Correlation Coefficients of Self-Perception Concerning Problem-solving Skills, Trait Anger and its Expression, Hope and Self-esteem of Women

Variables	PS r (Significance)	TA r (Significance)	AI R (Significance)	AO r (Significance)	CA r (Significance)	H r (Significance)	SE r (Significance)
Problem Solving	-	.30 (.080)	.01 (.950)	.09 (.581)	-.22 (.200)	-.52 (.001**)	-.63 (.000**)
Trait Anger		-	.09 (.610)	.24 (.165)	-.39 (.021*)	.07 (.682)	-.24 (.159)
Anger-in			-	-.05 (.792)	.15 (.387)	-.07 (.706)	-.17 (.320)
Anger-out				-	-.41 (.14*)	-.04 (.821)	.03 (.671)
Hope						-	.56 (.001**)
Self-esteem							-

* $p<.05$, ** $p<.001$.

seemed to be the first in the list, came out to be an insignificant variable in the backward process. Thus, it is possible that self-esteem is the greatest predictor of the problem-solving variable. Hope, on the other hand, can not bring forth an increase in the said variance.

Table 2

Multiple Regression Analysis Scores Concerning the Prediction of Problem-solving by Hope and Self-esteem

Model	b	Standard error	t-value	Significance
1 Constant term	165.06	18.74	8.81	.000
Hope	-1.36	.88	1.54	.133
Self-esteem	-4.28	1.40	3.05	.005
2 Constant term	142.27	11.76	12.10	.000
Hope	-5.48	1.19	4.61	.000

R2= .43 , F= 12.24 (p= .000)

3. The fact that there was a significant correlation between hope and self-esteem in the same direction lead the researchers to investigate whether hope could be predicted by self-esteem; Table 3 illustrates that the F-value concerning this was found to be (14.71, p=.001) significant. The self-esteem variable predicted 31% of the observed variance in hope scores. Thus, considering the number of the sample, it is possible to suggest that self-esteem can predict the hope level.

Table 3

Regression Analysis Scores Concerning the Prediction of Hope by Self-esteem

Model	b	Standard error	t-value	Significance
1 Constant term	16.72	2.27	7.37	.000
Self-esteem	.88	.23	3.84	.001

R2= .31 , F= 14.71 (p= .001)

4. The multiple-regression analysis to find out whether the scores of control of anger could predict trait anger and anger-out scores of women, as seen in Table 4, demonstrated that the F value (5.56, p>.01) was found to be significant. Trait anger and anger-out variables could predict 26% of the total variance observed on the scores of the control of anger. Thus, it is possible to say that the control of anger can be predicted by trait anger anger-out.

Table 4

Multiple Regression Scores Concerning the Prediction of Control of Anger by Trait Anger and Anger-out

Model	b	Standard error	t-value	Significance
1 Constant term	39.13	4.64	8.44	.000
Trait Anger	-.36	.18	1.96	.059
Anger-out	-.53	.25	2.15	.040

R2= .26 , F= 5.56 (p= .008)

DISCUSSION AND COMMENTS

One of findings of this study demonstrates that there is a significant correlation between the perceptions of problem-solving skills and both hope and self-esteem of the women who applied to the refuge due to violence in the family. In other words, as hope and self-esteem increased, women regarded their problem-solving skills more positively. Furthermore, hope and problem-solving skills of the women were predicted by self-esteem.

The socialization process brings forth a lot of problems for both men and women. However, the stereotype judgments of gender attribute independence, initiative, self-esteem, aggression and ruling to manly behaviour, which gives power to men by virtue, whereas, softness, obedience, and being family-oriented are attributed to womanly-behaviour, which causes them to be weaker and more dependent (Kandiyoti 1978; Aktaş 1997). Accordingly, women face more problems as they are made dependent on men (especially fathers, husbands, elder brothers) and as they can not experience a healthy individualization process. Thus, women have to solve problems related to education, profession, getting a job, choosing a spouse. As the problems are solved, their hopes as to how they will be able to overcome forthcoming problems will increase. The basis of all these, on the other hand, lies in the self-esteem of women.

According to Hilberman and Munson, among the characteristics of women experiencing violence, low self-esteem, dependence problems, depression symptoms, and traditional judgements pertaining to man and woman can be listed (in Aile Araştırma Kurumu 1998). Demiröz (1996). A research conducted on 180 women to investigate the correlations between the abuse of women, the individualistic characteristics of the women and their spouses, and their marriage life found that as the self-esteem of women increased, the probability of violence decreased. Hanson et al. (1992) made a comparative

study of the self-esteem levels of 24 women who were abused and staying at the refuge, 44 women who were abused yet did not stay at the refuge, and 113 women who were not beaten and found that the women who were not beaten by their husbands had significantly higher levels of self-esteem. A contrary view states that self-esteem is harmed by violence and low self-esteem is not a cause of violence (Pence 1985; in Frank and Golden 1992). Some studies state that low self-esteem can be both a cause and a consequence of abuse (in Demiröz 1996).

In spite of the fact that neither the abovementioned studies nor this one investigated the self-esteem level of women before being subjected to violence, the following comment can be made considering the facts that the gender judgements of cultures lead to gender discrimination and girls are regarded as being inferior to boys. Self-esteem as one of the most fundamental dimensions of personality is the degree of perceiving oneself as skillful, important, successful and valuable (Coopersmith 1974; in Güçray 1989). Relationships in the family are important in the development of self-esteem from childhood. For example, in the study conducted by Onur (1981), a higher degree of self-esteem is found in parents with democratic attitudes (in Güçray 1989). O'Keefe (1994) studied 185 children living in refuges and found that girls were more effected by violence in the family than boys, which supported the results of the previous research (Forsstrom-Cohen and Rosenbaum 1985; Wolfe, Jaffe, Wilson and Zak 1985; Wilson, Cameron, Jaffe and Wolfe 1989). In addition, loss of income and purchasing difficulties due to the high rate of inflation increased the crisis in the family (Aile Araştırma Kurumu 1997), which lead to women without a job being ignored by the family, intensifying the effects of lack of self-esteem in women. Considering that most of the women comprising the sample of this study were without a job and considering the replies they gave to the items about authoritarian parental attitudes during the interviews, it can be concluded that women can develop self-confidence and can rely on their own perceptions and judgements and believe that they can solve their problems only when they are accepted and respected by the people in their environment and only when there is success and status in their lives. Furthermore, expectations about the future also vary with respect to levels of self-esteem and positive self-judgement.

The other findings of the research demonstrate that

there is a significant correlation between the control of anger and trait anger as well as anger-out, and the control of anger can be predicted by trait anger and anger-out. The emotions which lead to violence and aggression are anger, rage, hatred and revenge. Aranson (1980) states that between the aggressive behaviour and emotions of human beings are their mental systems (in Tuzgöl 1998). It is important how one assesses the situation or event one is in. In traditional social structures, anger is a feeling which should not be disclosed, is forbidden and humiliating, yet is considered to be the verbal expression of manly feelings. Anger and rage are attributed to elder ones and to men. Women, on the other hand, are taught from birth that they are likely to experience fear, panic, distrust, helplessness, inadequacy, and yet that they should suppress anger. However, as the results of this study and the other studies (İl 1990; İçli, Öğün and Özcan 1995; T.C.B. Aile Araştırma Kurumu 1998; Yıldırım 1998) indicate, all these frustrations can not prevent women from feeling trait anger, directing this anger to people around them who are less strong than them, for instance, children, and finally from committing suicide or killing the person who has exerted violence on them because anger and rage are the feelings which are experienced when a person is frustrated and treated unjustly. In addition, due to the fact that the women who have applied to the shelter house and, thus, became the sample to this study, experience violence in their own lives, they are likely to perceive anger not as a feeling which is normal, fair and universal by virtue but as a feeling which is unfair, improper and which does not bring a solution to the problem. That is why they may choose to control the feeling of anger. Another reason why there has been a finding that control of anger can predict trait anger and anger-out may be that the people exerting violence on these women might be leading a policy of threats and attenuation (Yüksel 1996).

CONCLUSION AND SUGGESTIONS

The findings of this research demonstrated that there was a reverse correlation between the perceptions of women's problem-solving skills and hope as well as self-esteem. On the other hand, there is a significant correlation in the same direction between the control of anger and trait anger as well as anger-out. The regression analysis following the above findings indicated that self-esteem can predict the evaluation of problem-solving skills as well as hope, and trait anger and anger-out can predict the control of anger.

The suggestions developed, keeping in mind that the findings are limited to encompass very factor, are listed below:

1. Woman Solidarity Centers should be opened nation-wide in compliance with the legislation to be made. In these centers in addition to providing for physiological needs such as eating, drinking and sheltering, other, higher level needs should also be satisfied. Psychological counseling in individual and group therapy sessions should be provided for these women by specialists authorized to help fulfil the higher level needs, such as problem-solving and communication skills, which will enable the women to get rid of their traditional roles and thought patterns and to develop independent personalities, healthy expressions of anger and rage and enhancement of self-esteem.

2. In relation with the abovementioned suggestion, in the undergraduate and graduate education programs of the departments of psychology, psychological counseling and social work, where auxillary specialists are educated, the units covering violence in the family and means and techniques of aids should be included both on a theoretical and a practical basis in the curricula of the courses on the Pre-marriage Period, Marriage and Family Counseling.

3. In the Family Counseling Centers to be established nation-wide and affiliated to the governmental, local and volunteering organizations, services encompassing communication skills, marriage and family counseling, sexual education and parenthood schools for both men and women should be provided to inform them about violence in the family and to lessen its occurrence.

4. Educational programs and interviews with specialists or guests who may contribute as good examples of school-family communication may be organized by making use of all mass-media devices especially television to inform the public about what violence is, the damage created by violence, where to apply in case of exposure to violence and how to receive help from the relevant organizations. In addition, the media should be properly oriented to make better programs calling attention to the fact that the children are adversely influenced by the news, films and programs demonstrating violence.

5. Widespread training courses and employment for women with low educational levels and without jobs should be provided to diminish their economic and social dependency on others.

6. Finally, a number of variables such as learned helplessness, assessment of communication skills, sex and roles, social support should also be studied to help determine the direction content of aid to be provided.

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