The Effectiveness of a Counseling Program Based on the Model of Virginia Satir in Improving Quality of Life and Reducing Negative Communication Patterns among a Sample of Wives in Irbid Governorate

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Abstract

This study aimed at identifying the effectiveness of a counseling program based on the Virginia Satir Model in improving the quality of life and reducing negative communication patterns among a sample of wives in the governorate of Irbid. The study sample consisted of (24) wivesfrom Irbid governorate who were chosen purposefully. The quality of life scale and the negative communication patternsScale were applied to achieve the objectives of the study. The results indicated that there were statistically significant differences at the level of significance (α= 0.05) in improving the quality of life between the control group and the experimental group due to the application of the program and for the benefit of the members of the experimental group.The results also indicated that there were statistically significant differences at the level of significance (α= 0.05) in improving negative communication patterns between the control group and the experimental group due to the application of the program.The study results also showed that the members of the experimental group retained the effect of the program on the quality of life and reduce negative communication patterns a month after its application.The study recommended using the counseling program to improve quality of life and minimize negative communication patterns among wives and using strategies of Virginia Satir in working with them.

Keywords: consulting program, Virginia Satir model, quality of life, negative communication patterns.

1. Introduction

Family is the fundamental building block of society and thus a healthy family cohesion leads to the creation of a stable individual and society, whereas a dysfunctional family leads to different conditions and negative behaviors in its members and to multiple social problems such as violence, addiction and juvenile delinquency. When understanding prevails among family members, each supports the other and helps him to meet and cope effectively with the stresses of life, where each person feels reassured because he has a strong network of relationships that he relies on when facing problems. On the other hand, undermining family relationships leads to many issues including marital conflicts, drug addiction, neurotic disorders and sibling conflict. It also led to abusive behavior towards wife or children and disturbance of parent-child relationship. According to Kafafi (2012) family disruption results in inappropriate behavior patterns for children, such as the use of violence to solve problems and the use of inadequate socializing methods. Satir theory is one of the most well-known family therapy approaches that has proven its effectiveness in the treatment of individuals, families and spouses (Brubacher, 2014).It intended to improve relationships and harmony within the family structure by discussing the behaviors, feelings and expectations of an individual as they contribute to the dynamics of that person within the family unit.

1.1 The study problem

The problem of the study lies in the lack of communication between the spouses due to a lack of effective communication skills and good listening which negatively reflects on the quality of life of the spouses and family members. Sometimes couples need specialized counseling programs that improve the quality of their life through enhancing effective communication and reducing patterns of negative communication to pursue their marital relationship within a healthy and positive psychological framework. This study tried to answer the following principal question in order to address this problem:

What is the effectiveness of a Satir-based counseling program in improving quality of life and reducing negative patterns of communication among a sample of women in the governorate of Irbid?

This question is divided into the following sub-questions:

2   What is the quality of life that wives in the governorate of Irbid have from their perspective?

3   What is the level of negative patterns of communication between a sample of wives in the Irbid governorate

from their perspective?

4   Are there any statistically significant differences at the level of significance (α = 0.05) between the mean performance of the experimental and control groups in the dimensional measurement on the quality of life scale attributable to the application of the counseling program?

5   Are there any statistically significant differences at the level of significance (, 0.05 = α) between the mean performance of the experimental and control groups in the dimensional measurement on the scale of negative communication patterns attributable to the application of the counseling program?

1.2 The importance of the study

The importance of the study stems from the importance of the target category and the subject of the study, which will provide some data and facts on the quality of life variables and patterns of negative communication among the wives in the governorate of Irbid. The findings may be used by decision makers, family counseling or planners to plan proposed family counseling services for the wives to improve the quality of life and reduce negative patterns of communication.

1.3 Objectives of the study:

This study aims to build a Satir-based counseling program to improve the quality of life and reduce negative communication patterns among the wives in Irbid Governorate, to investigate the consistency of its effect after the program has been completed, and to check the significance of the differences with the post and follow-up Test.

1.4 Study limits:

The results of this study are determined by the following limits:

Time limits: 2019/2020.

Human limits: the wives in the governorate of Irbid.

Spatial limits: Irbid Governorate.

The objective limits: The extent to which the respondents respond to the paragraphs of the quality of life scale and the scale of negative communication patterns.

1.5 Study terms and procedural definitions:

1.5.1 Counseling Program:

A group of specific and organized sessions based on the theories, techniques and principles of psychological counseling. It includes a set of information, experiences, skills and various activities, which are presented to individuals during a specific time period; aiming to modify their behaviors, providing them with new behaviors and skills that enable them to achieve psychological compatibility (Hussein, 2004).

1.5.2 Satir Model

It is an approach contains a comprehensive set of positive beliefs; methods, tools and exercises that support positive change in individuals by enhancing awareness and understanding of patterns of communication between spouses. It promotes four goals of therapy: increase self-esteem, foster better choice making, increase responsibility, and develop congruence. (Aladdin, 2010) . It is procedurally defined as the methods applied to members of the experimental group to improve marital communication patterns among the wives.

1.5.3 Marital Quality:

It is defined as the essence and characteristics of the marital relationship, and the consistency of a healthy marital life conveyed within the marital relationship through a general sense of well-being. Lorentz (2008) considered it to be a dynamic concept because the nature and relationships between people can change over time.It is procedurally defined as the degree to which the wives will obtain at quality of life scale.

1.5.4 Marital Negative communication

They are patterns in which the relationship between couples comes in the form of hostile and avoidable patterns, conflict and contempt-based communication. Criticism and the withdrawal patterns are of the most common negative patterns used in marital communication (Holley, 2013). It is procedurally defined for the purposes of this study as the degree to which the wives will obtain a measure of negative communication patterns.

2. Theoretical framework: Virginia Satir Model

Satir (1986) contended that the self—the core of every person—consists of eight separate but interacting elements or levels, which together exert a constant influence on a person's well-being. Satir searched for the varying degrees of strength in each of these parts of the person. In tapping an individual's nourishing potentials, she attempted to work at one or more of the following levels: Physical (the body) Intellectual (thoughts, logic, processing of facts, left brain activity)Emotional (feelings, intuition, right-brain activity) Sensual (sound, sight, touch, taste, smell) Interactional (I-Thou communication between oneself and others)Contextual (colors, sound, light, temperature, movement, space, time) Nutritional (solids and fluids ingested to furnish energy)Spiritual (one's relationship to

life's meaning, the soul, life force),(Charlock, 2013.)

Family reconstruction based on Satire's theory: The Reconstruction of the Family based on the theory of Satire has several stages(Satir, 2009). Namely

1. Communication: within a group setting, family members get acquainted with their actions and desire during the process of reconstruction the family. These stage benefits family members to understand the continuity of the strength of life, whether on the personal level of the individual or at the family level. During this process the family members have one goal which is depicting their lives in a continuous, comprehensive and coherent way during their identification or drawing their milestones, because that is a powerful technique to achieve this goal during that period. In the first stage, "to make contact," during this period, Satir tries to be totally present in order to treat family members, to establish contact, to enhance the sense of each person's existence and that he is special and distinct, to establish harmony and familiarity and, in the context of nurturing, to establish a basis of trust and willingness to change.

2. Release feelings: Satir aims at this stage to provide a safe and acceptable environment to enhance family members to express and release their feelings, and to link their feelings with experiences which is a kind of self-catharsis. Satir aimed at this stage to improve the self-worth by making family members recognize their worth through expressing their feelings, ideas. This is achieved by appreciating their efforts and by explaining that change is possible.

3.Updating experience: In this stage Satir begins to create awareness through assisting family members to reach new awareness about themselves and other family members. She focuses on the strong aspects that occurred in the history of the family including feelings, beliefs, expectations, behaviors, and malfunctioning processes that do not function, parts of the self and its levels.

4. Identifying mechanisms: At this stage, Satir assists family members to detect the internal processes that automatically come including defense mechanisms, idle communication positions, and personal icebergs (individual interior levels).

5. Behavior change: after the mechanisms have been defined, consciousness becomes greater, Satir shifts to a critical stage (change of behavior) where the strong focus is on the parts that wish to grow, and works continuously to reach people beyond defensive tricks and idle methods of communication; thus change occurs, and this change is based on achieving all the family members ' goals in reconstructing and forming the family.

Satir (2009) basic constructs based on: 1. Self; 2.Primary Triangle; 3.Communication; 4.Congruence ; 5.Components of the reaction 6. Six levels of experience.

Marital Quality: Several factors affect marital quality of life, including gender, mental health, physical health, communication habits, socio-economic status and job opportunities, duration of marriage and stressful events (Parlina, 2006).According to Simon (2005) the quality of marital life is influenced by physical health, one or both of the partners ' illnesses and the time the couple spends on joint activities .

Marital Communication Patterns:Marital communication patterns are classified into two main types: (Kalantar, 2011).

1. Positive Communication: Positive communication patterns are demonstrated by the couple's understanding of each other, showing interest, sympathy, love, a sense of humor and a smile.

2. Negative communication: The relationship between spouses in this pattern is described as adversarial, avoidant, Conflictive, Contempt and Criticism.

According Neil &Silverberg (2012) Satir defined four modes of communication that were called "Negative Communication Stances" that are considered destructive stances. Virginia Satir had four categories that were responsible for many family conflicts and one that can be used for resolving conflict and bringing people together.

1. Placater (Non-assertive):Placate rare out to please, non-assertive, never disagreeing, and always seeking approval. They avoid conflict. Their main concern is how other people perceive them.

2 .Blamer: Blamer behavior finds fault — never accepting responsibility themselves, always blaming someone or something else. The Blamer hides a feeling of alienation and loneliness behind a tough and complacent mask. Blamers are more likely to initiate conflict.

3. The Super-reasonable:The super-reasonable is cool, calm and collected, as you might expect. They choose their words carefully, often using elaborate language or uncommon words. They expect people to perform efficiently and conform to the rules.

4 .Distracter: Distracters' seek attention to compensate for their feelings of loneliness or inadequacy. Rather than positive action, Distractors use a range of emotions from anger to guilt to either avoid an issue or manipulate how others feel. Distractors use a range of behavior from Blamer, Computer and Distractor.

5 .Leveler (Assertive): Levelers have emotional balance and can relate to all kinds of people. They are assertive.

Previous studies: Several previous studies were conducted on the quality of life some of these studied include the following:

Pio (2001) study aimed at exploring the effectiveness of an educational program in improving the interpersonal and communication skills of 24 Taiwanese married women. This program targets the married women

having the desire to change. It also targets the married women who have poor communication and interpersonal skills. The latter researcher suggests that such poor skills shall negatively affect family and marital relationships. It was found that the latter educational program is effective in improving the interpersonal communication skills of 24 Taiwanese married women .

Scuka (2005) study aimed at revealing the effectiveness of a group counseling program based on a counseling program in improving marital communication skills. The study sample consisted of (11) married women. Scuka applied the marital communication scale. The results indicated that there were no statistically significant differences in the experimental group before and after the training and there were no statistically significant differences in the experimental group between the post-test and post-test.

Li & Vivian (2010) study aimed at improving the concept of the self-esteem by using the Satir stages of change model, and the study sample consisted of (16) couples. The results indicated the effectiveness of the program based on the Satir model and its ability to help individuals gain a high concept and improve the mental health of couples.

Mashagabeh (2012) study aimed at improving marital satisfaction among these married women. The study sample consisted of (16) married women who were divided into an experimental and control group. A qualitative measure was used. The results indicated that there were statistically significant differences in the quality of life between the control and experimental groups and in favor of the experimental group.

Ammarin (2014) identified the effect of the family reconstruction model on improving communication skills, marital harmony and satisfaction. The study sample consisted of (20) married women. The communication skills scale and marital satisfaction measure were applied to the study sample. The results showed that communication skills and the marital satisfaction were improved.

Shammout (2015) study aimed at identifying the effect of pre-marital counseling according to the patterns of Gutman and Satir in improving the ego and self-esteem among a sample of young orphans. The study sample consisting of (29) orphan females who were divided into two experimental and a control group. Two scales of ego identity and self-estimation were used. The results indicated that there were statistically significant differences in self-esteem between the control and experimental group in favor of the experimental. The results also indicated that there were statistically significant differences in the identity of the ego.

Bashir (2016) study aimed to measure the effectiveness of a counseling program based on developing the concept of self-esteem in improving communication between spouses. The study sample consisted of (20) husbands and wives. The results of the study showed that there was a relationship between self-concept among the couple and communicate between them and the effect of the counseling program on the development of self-concept and how communication occurred between couples.

Bani Salama (2016) study aimed to identify the effectiveness of the Satir model in improving communication patterns among a sample of the wives in Zarqa Governorate, Jordan. The study sample consisted of (20) the wives . The marital communication scale and the relationship evaluation scale were applied. The results indicated that the mean scores for the experimental group were statistically significant in the dimensional measurement and in the follow-up measurement compared to the control group.

Comment on previous studies: Most of the preceding studies indicate the efficacy of the counseling program as in Bani Salama (2016) , Pio (2001), Shammout (2015), and Ammarin (2014) research. Most of the studies conducted on the quality of life and negative communication patterns for married women did not address the two variables the quality of life and negative communication patterns. Therefore, this study differs from the previous studies in terms of identifying the effectiveness of a counseling program based on the Virginia Satir model in improving the quality of life and reducing the negative communication patterns among married women in Irbid governorate.

3. Methodology and procedures:

3.1 Study Approach: The researchers followed the quasi-experimental approach for its appropriateness for this study.

O3	O2	X	O1	EG	R
	O2	-	O1	CG	R

R: random sampling of two groups. EG: Experimental group. CG: Control group.

X: Treatment (Counseling program) O1: Pre-application of quality of life and negative communication patterns. O2: Post-application of quality of life and negative communication patterns: O3: Follow-up application of quality of life and negative communication patterns.

1.2 Study population: The population included all the wives at the Family Reform Center, Bani Ubaid, Irbid.

1.3

3.3 The study sample: The sample of the study consisted of (22) the wives, who were randomly assigned from the

Family Reform Center Bani Ubaid. They were divided equally into two groups, experimentaland control. The equivalence of the two groups (experimental& control) was verified by using the Mann-Whitney- U Test as shown in table (1) shows that.

Table (1): The results of the "Mann-Whitney" test to find the significance of the differences in the experimental and control groups' scores on the quality of life scale in the pre-measurement

Dimensions	groups	NO.	Average of ranks	Total of ranks	Mean	Mann-Whitney U	Wilcoxon W	Z value	Sig Level
Psychological	Experimental	12	12.25	147.00	2.14	69.000	147.000	-.174	.862
	Control	12	12.75	153.00	2.13				
Social	Experimental	12	12.33	148.00	2.28	70.000	148.000	-.116	.908
	Control	12	12.67	152.00	2.48				
Health	Experimental	12	13.42	161.00	2.73	61.000	139.000	-.637	.524
	Control	12	11.58	139.00	2.54				
	Experimental	12	12.75	153.00	2.32	69.000	147.000	-.173	.862
	Control	12	12.25	147.00	2.35				

Table (1) shows that there are no statistically significant differences (α = 0.05) attributed to the group in the quality of life scale.This result indicates the equivalence of groups.The equivalence of the groups was also verified on the negative communication patterns scale by usingthe Mann-Whitney- U Test asshown in Table (2)

Table(2): The results of the "Mann-Whitney" test to find the significance of the differences in the experimental and control groups' scores on the negative communication patterns scale in the pre-measurement.

Areas	group	NO.	Average of ranks	Total rank	mean	Mann-Whitney U	Wilcoxon W	Z value	Level of sig
Presumption dialogue	Experimental	12	13.29	159.50	4.05	62.500	140.500	-.559	.576
	Control	12	11.71	140.50	3.98				
Dialogue of the deaf	Experimental	12	13.04	156.50	3.82	65.500	143.500	-.379	.705
	Control	12	11.96	143.50	3.77				
Aggressive	Experimental	12	11.75	141.00	3.93	63.000	141.000	-.529	.597
	Control	12	13.25	159.00	4.03				
Rigid	Experimental	12	12.46	149.50	3.95	71.500	149.500	-.029	.977
	Control	12	12.54	150.50	3.88				
Routine	Experimental	12	12.79	153.50	3.83	68.500	146.500	-.203	.839
	Control	12	12.21	146.50	3.82				
Progressive	Experimental	12	11.46	137.50	3.68	59.500	137.500	-.734	.463
	Control	12	13.54	162.50	3.77				
Selfish	Experimental	12	11.88	142.50	3.80	64.500	142.500	-.442	.658
	Control	12	13.13	157.50	3.92				
Total patterns	Experimental	12	12.08	145.00	3.87	67.000	145.000	-.289	.772
	Control	12	12.92	155.00	3.88				

Table (2) shows that there were no statistically significant differences (α = 0.05) attributable to the group in the scale of negative communication patterns, and this result indicates the equivalence of groups.

3.4 Study instruments:

3.4.1 the quality of life scale :The five-point scale of Likert was adopted to correct the study instruments by giving each of its items one of five grades (strongly agreed, agreed, neutral, disagreed, strongly disagreed) digitally represented (5, 4, 3, 2, 1) respectively, the following scale was adopted for the purpose of analyzing the results:
The degree from (1.00- 2.33) for each item indicates a low level of quality of life.
• The degree (2.34-3.67) for each item indicates an average level of quality of life.
• The degree from (3.68-5.00) eachitem indicates a high level of quality of life.
• The term is used to interpret the degree to which the wife obtains the whole paragraph as follows:
Range = largest value - smallest value / number of values
Highest value - lowest value = 5-1 = 4. Then the groups were divided according to the (3) levels: 4/3 = 1.33 then

(1.33) will be added to the lowest range of each category.

Construct validity: (internal consistency): Correlation coefficients for scale items with total score were extracted in anexploratory sample from outside the study samplewhichconsisted of (22) member. As the scale items were analyzed and the correlation coefficient was calculated for each of the items.The items correlation coefficients with the instrument overall degree ranged between (0.46-0.88), and with the area (0.45-0.89) as the following table shows.

Table (3) Correlation coefficients between items, total score, and area

NO.	Correlation coefficient With the area	Correlation coefficient With the tool	NO.	Correlation coefficient With the area	Correlation coefficient With the tool	NO.	Correlation coefficient With the area	Correlation coefficient With the tool
1	(**).60	(**).69	15	(*).45	(*).52	29	(**).79	(**).60
2	(**).73	(**).61	16	(*).56	(*).46	30	(**).69	(**).68
3	(*).46	(*).54	17	(**).78	(**).59	31	(**).57	(**).73
4	(*).73	(**).72	18	(**).77	(**).72	32	(**).66	(*).50
5	(**).72	(**).77	19	(**).70	(**).56	33	(*).46	(*).50
6	(*).56	(*).50	20	(*).53	(*).54	34	(**).78	(*).54
7	(**).71	(**).60	21	(*).46	(**).69	35	(**).77	(**).64
8	(**).67	.59(**)	22	(*).49	(*).54	36	(**).82	(**).59
9	(**).72	(*).54	23	(*).45	(*).52	37	(**).76	(*).52
10	(**).78	(**).85	24	(*).49	(*).55	38	(*).45	(**).59
11	(**).63	(**).61	25	(*).49	(*).46	39	(**).80	(**).73
12	(**).79	(**).88	26	(**).74	(*).46	40	(**).89	(**).79
13	(*).49	(*).46	27	(**).84	(*).56	41	(**).70	(**).69
14	(*).53	(**).61	28	(*).49	(*).54			

* Statistically significant at the level of significance (0.05)   ** Statistically significant at the level of significance (0.01)

Table (4) Correlation coefficients between domains and the overall score

	Psychological	Social	Healthy	Quality of life
Psychological	1			
Social	(**).694	1		
Health	(**).775	(*).535	1	
Quality of life	(**).950	(**).849	(**).840	1

* Statistically significant at the level of significance (0.05)   ** Statistically significant at the level of significance (0.01)

Reliability of instrument: To ensure the consistency of the study instrument, the test-retest method was applied, and it was re-applied after two weeks to a group from outside the study sample consisting of (22) members. Pearson correlation coefficient was calculated between their estimates The reliability coefficient was also calculated by the method of internal consistency according to the Cronbach alpha equation as shown in Table (5)

Table (5) the coefficient of according to the Cronbach alpha internal consistency and the retest of the areas and the total grade.

Areas	Test – retest reliability	Internal consistency
Psychological	0.93	0.90
Social	0.89	0.83
Health	0.91	0.85
Quality of life in total	0.93	0.94

Table (5) indicates that the coefficients of the reliability of the quality of life scale in the Alpha Cronbach method ranged between (0.83 - 0.90) and for the scale in total (0.94).Where in the method of test – retest, it ranged between (0.91 - 0.93), and a total of (0.93).These results are considered acceptable for the objectives of the study.

3.4.2 The negative communication patterns scale : The five-point scale of Likert was adopted to correct the study instruments by giving each of its items one of five grades (strongly agreed, agreed, neutral, disagreed, strongly disagreed) digitally represented (5, 4, 3, 2, 1) respectively, the following scale was adopted for the purpose of analyzing the results:

- The degree from (1.00- 2.33) for one item indicates a low level of negative communication patterns.
- The score of (2.34-3.67) for one item indicates an average level of negative communication patterns.
- A score of (3.68-5.00) one item indicates a high level of negative communication patterns.

The range was calculated to explain the degree to which the wives obtain a paragraph as follows:Range = largest value - smallest value / number of values.Highest value - lowest value = 5-1 = 4. Then the group were divided according to the number of levels which are (3) as follows:4/3 = 1.33 then (1.33) will be added to the lowest itemof each category.

*Construct validity: (internal consistency).*Correlation coefficients for scale items with total score were extracted in anexploratory sample from outside the study samplewhichconsisted of (22) member. As the scale items were analyzed and the correlation coefficient was calculated for each of the items.The items correlation coefficients with the instrument overall degree ranged between (0.45-0.93), and with the area (0.50-0.91) as the following table shows.

Table (6) Correlation coefficients between vertebrae, total score, and field

NO.	Correlation coefficient with the area	Correlation coefficient With the tool	NO.	Correlation coefficient With the area	Correlation coefficient With the tool	NO.	Correlation coefficient With the area	Correlation coefficient With the tool
1	(**) .77	(*).46	13	(**).83	(*).52	25	(**).80	(*).51
2	(**).62	(**).61	14	(**).77	(**).77	26	(**).59	(**).79
3	(*).54	(*).45	15	(**).64	(*).49	27	(**).59	(*).51
4	(**).87	(*).45	16	(**).58	(*).46	28	(**).80	(*).54
5	(**).58	(*).49	17	(**).70	(**).57	29	(**).89	(**).62
6	(**).78	(*).49	18	(**).89	(**).60	30	(**).74	(*).66
7	(**).79	(*).46	19	(**).75	(*).45	31	(**).87	(*).78
8	(*).50	(*).46	20	(**).59	(*).51	32	(**).65	(*).49
9	(*).54	(*).46	21	(**).84	(**).75	33	(**).85	(**).89
10	(**).60	(*).46	22	(**).66	(*).54	34	(**).70	(**).58
11	(*).50	(**).62	23	(**).90	(**).93	35	(**).83	(**).71
12	(**).86	(**).80	24	(**).91	(**).93			

* Statistically significant at the level of significance (0.05)   ** Statistically significant at the level of significance (0.01)

Table (7): Correlation coefficients between domains and the overall score

	presumption dialogue	Dialogue of the deaf	Aggressive	Rigid	Routine	Progressive	Selfish	Total patterns
presumption dialogue	1							
Dialogue of the deaf	.352	1						
Aggressive	.547(*)	.457(*)	1					
Rigid	.227	.008	.566(**)	1				
Routine	.317	.530(*)	.607(**)	.588(**)	1			
Progressive	.364	.185	.479(*)	.788(**)	.609(**)	1		
Selfish	.256	.299	.536(*)	.677(**)	.803(**)	.846(**)	1	
Total patterns	.560(*)	.511(*)	.773(**)	.751(**)	.870(**)	.845(**)	.880(**)	1

* Statistically significant at the level of significance (0.05)   ** Statistically significant at the level of significance (0.01)

The reliability of the study tool: To ensure the consistency of the study tool, the test-retest method was applied, and it was re-applied after two weeks to a group from outside the study sample consisting of (22) members. Then, the Pearson correlation coefficient was calculated between their estimates.The reliability coefficient was also calculated by the method of internal consistency according of Cronbach alpha as indicated in Table (8) .

Table (8) : The internal consistency coefficient of the Cronbach alpha, the retest reliability of the areas and the total score

Areas	Retest reliability	Internal consistency
presumption dialogue	0.92	0.72
Dialogue of the deaf	0.89	0.70
Aggressive	0.93	0.75
Rigid	0.90	0.70
Routine	0.87	0.86
Progressive	0.92	
Selfish	0.90	0.83
Total patterns	0.91	0.92

Table (8) showed that the coefficients of the reliability of the negative communication patterns scale in the Alpha Cronbach method ranged between (0.70 - 0.86) and the total scale grade (0.92). Whereretest reliability ranged between (0.87 - 0.92) and an overall grade (0.91). These results are considered appropriate for the objectives of the study.

3.4.3 The counseling program for improving the quality of life and the negative communication patterns.

The counseling program was built according to the principles of the Virginia Satir theory and the reviewed literature that concerned with building counseling programs.This counseling program constructed of (15) sessions. It was revised by (10) arbitrators in the field of psychological counseling. There effective comments played a role in enriching the program in terms of its techniques and the nature of its exercises, the following is a brief description of the sessions of the counseling program:

Session 1: (acquaintance and introducing the program):The first session aimed to create an atmosphere of integration and communication through showing acceptance, understanding, respecting and caring for the participants .During the session the researcher clarified the necessary rules and the procedures of the program to enable the participants to adhere to them. The date of every session was scheduled.

Session 2: (awareness and making change):This session aimed to clarify the concept of awareness for creating change. This session enhances the participants awareness for the possibility and the need to make change. In addition toraise the participants awareness for the need to communicate with the self and how to accept them selves and the others.

Session 3: (effective listening): This session aimed to identify the listening patterns of the participants. It also aimed to help the participants to understand the concept of effective listening, to realize the mechanisms of effective listening and how to apply them.

Session 4: (expressing feelings): This session aimed to clarify the importance of expressing feelings and self-disclosure in the marital relationship.It also aimed to identify the types of feelings that an individual has and how to distinguish between them.In addition to enabling the participants to apply the steps of distinguishing their feelings.

Session 5: (marital communication 1) : In this session, the general concept of communication and marital communication elements were clarified.In addition to explaining the obstacles that faces marital communication.

Session 6: (marital communication 2):This session aimed to ensure that the participants recognize the concept of marital communication and familiarizing them with non-verbal communication skills. During this session the participants trained on using non-verbal communication skills.

Session 7: (Satir Interaction Model: Intake):The session aimed to introduce participants to the Satir model of communication and the stages through which the model preceded. The input stage and how to improve reception of verbal and non-verbal inputs were introduced to the participants.

Session 8: (Satir interaction Model: Meaning):This session aimed to clarify the meaning stage to thewives and to training them to interpret the meaning that will be introduced based on this stage.Thewivesare also trained to link the inputs to the process of meaning during marital communication.

Session 9 (Satire interaction Model: Significance):This session aimed to explain the stage of Significance in marital communication. During this stage the wives are trained to be aware of the meanings they interpret and to follow the steps of the Satir model of communication.

Session 10 (Satire interaction Model: Response): This session aimed to review the Satir communication model, train participants to utilizethe previous communication skills, explain to participants the importance of the response step and the things our responses based on.

Session 11: (Communication Stances 1):This session aimed to introduce married women to the global patterns of communication that take place within the family, to provide space for emotional ventilation within the family, and to provide space for emotional ventilation within the family in addition to training participants to distinguish between patterns of communication within the family.

Session 12: (Communication Stances 2):This session aimed to introduce married women to the global patterns of communication that take place within the family, and to train married women on how to deal with these patterns and increase awareness of these patterns.

Session 13: (Communication Stances 3) : This session aimed to introduce the participants to the harmonious and healthy communication pattern, teach the participants to use this pattern when communicating with their spouses, allow the emotional relaxation, and apply this skills in the community and educate them.

Session 14 :(integration of experience):At this session the participants were thanked and evaluated for their attendance and commitment throughout the program.

Session 15: (the follow-up session) ; In this session, the members were welcomed, and the follow-up measurement was applied to identify the extent to which the experimental group members retained the effect of the program on the quality of life and reduced negative communication patterns a month after its application.

4. Results

*4.1 The result of the first question: What is the quality of life that the wives in the governorate of Irbid have from their perspective?;*To answer this question, the mean and standard deviations for the level of the quality of life of the wives in Irbid governorate were extracted as shown in Table (9).

Table (9) : The mean and the standard deviations for the level of the quality of life the wives have in Irbid governorate arranged in descending order.

Rank	NO.	Areas	Mean	SD	Level
1	3	Health	2.89	.893	Moderate
2	2	Social	2.49	.662	Moderate
3	1	Psychological	2.21	.620	Moderate
		Total quality of life	2.46	.574	Moderate

Table (9) shows that the mean averages ranged between (2.21-2.89), where the health area came first with the highest arithmetic mean (2.89).The psychological area came in the last rank with mean (2.21).Theoverall average of the quality of life is (2.46).

The results of this question indicate that the wives in Irbid governorate have moderate level of quality of life, which confirms the need for more programs that concerned with improving the quality of life. The result is consistence with the study of (Rose, 3013) which indicated that the quality of the wives life has a strong influence on the health of the wives individuals, and that the occurrence of negative marital behavior is often accompanied by physical health weakened it.

4.2 The second question: What is the level of negative patterns of communication between a sample of the wives in the Irbid governorate from their perspective?;To answer this question, the mean and standard deviations were extracted for the level of negative communication patterns in a sample of the wives in Irbid Governorate as indicated in table (10).

Table (10) : Mean and standard deviations for the level of negative communication patterns among a sample of the wives in Irbid Governorate, in descending order

Rank	NO.	Area	Mean	SD	Level
1	4	Rigid	3.91	.514	high
2	3	Aggressive	3.85	.497	high
3	7	Selfish	3.70	.820	high
3	5	Routine	3.69	1.066	high
4	1	presumption dialogue	3.67	.786	moderate
5	6	Progressive	3.55	.583	moderate
6	2	Dialogue of the deaf	3.52	.549	moderate
		overall communication patterns	3.70	.380	high

Table (10) shows that the mean ranged between (3.52-3.91) , where the rigid field came in the first rank with the highest average of (3.91), while the dialogue of deaf area came in the last rank with an average of (3.52), and the overall average negative communication pattern (3.70).

The results of this question indicate that; married women in Irbid governorate have a high level of negative communication patterns, which confirms that married women need assistance to reduce negative communication

patterns and they need more counseling programs in communication patterns. This result is consistence with the study of (Kalantar, 2011) which indicated that the presence of effect of the positive and negative communication patterns, which is represented by a relationship between spouses in the form of hostile and communication based on contempt and criticism.

4.3 The third question: Are there any statistically significant differences at the level of significance ($\alpha = 0.05$) between the mean performance of the experimental and control groups in the dimensional measurement on the quality of life scale due to the application of the indicative program?;To answer this question, the Mann and whiteny test was used to find the significance of the differences between the experimental and control groups' scores on the quality of life scale in the post measurement as Table (11) illustrates.

Table (11): The results of the "Mann-Whitney" test to find the significance of the differences for the experimental and control groups' scores on the quality of life scale in the dimensional measurement.

Areas	Group	No.	Average rank	Total rank	Mean	Mann-Whitney U	Wilcoxon W	Z value	Level of sig
psychological	experimental	12	17.25	207.00	3.50	15.000	93.000	-3.294	.001
	control	12	7.75	93.00	2.39				
Social	experimental	12	16.96	203.50	3.41	18.500	96.500	-3.095	.002
	control	12	8.04	96.50	2.60				
Health	experimental	12	16.75	201.00	3.56	21.000	99.000	-2.952	.003
	control	12	8.25	99.00	2.59				
Quality of life	experimental	12	18.21	218.50	3.48	3.500	81.500	-3.957	.000
	control	12	6.79	81.50	2.51				

Table (11) indicated that there were statistically significant differences ($\alpha = 0.05$) attributable to the group in all the areas and in the overall degree. The differences came in favor of the experimental group who were exposed to the counseling program. The acquisition of quality of life skills for married women in the experimental group in the governorate of Irbid has improved after participating in the counseling program based on the Satir model .

The result of this question is attributed to the motivation that members showed during the application of the session of the program and their eagerness to implement various activities on the one hand; and the nature of the program's content which contains multiple skills, various tools and activities. The program based on a Satir model, it focuses on using discussion, dialogue, learning new techniques and feedback of previous sessions through feedback. On the other hand, the members of the experimental group showed improvement compared with the control group members as a result of the diversity of the different methods in the sessions of the counseling program.

4.4 Fourth Question: Are there any statistically significant differences at the level of significance ($\alpha = 0.05$) between the mean performance of the experimental and control groups in the dimensional measurement on the scale of negative communication patterns due to the application of the indicative program?;To answer this question, the Mann-Whitney test was applied to find the differences between the experimental and control groups' scores on the negative communication patternsscale in the post measurement, Table (12) shows this.

Table (12) : The results of the "Mann-Whitney" test to find the significance of the differences for the experimental and control groups' scores on the scale of negative communication patterns in the dimensional measurement.

Areas	Group	NO.	Average rank	Total rank	Mean	Mann-Whitney U	Wilcoxon W	Z value	Level of sig
presumption dialogue	experimental	12	6.79	81.50	2.23	3.500	81.500	-3.982	.000
	control	12	18.21	218.50	3.75				
Dialogue of the deaf	experimental	12	9.17	110.00	2.57	32.000	110.000	-2.326	.020
	control	12	15.83	190.00	3.58				
Aggressive	experimental	12	7.88	94.50	2.60	16.500	94.500	-3.226	.001
	control	12	17.13	205.50	3.75				
Rigid	experimental	12	8.38	100.50	2.57	22.500	100.500	-2.872	.004
	control	12	16.63	199.50	3.43				
routine	experimental	12	6.67	80.00	2.00	2.000	80.000	-4.056	.000
	control	12	18.33	220.00	3.82				
Routine	experimental	12	7.33	88.00	2.50	10.000	88.000	-3.604	.000
	control	12	17.67	212.00	3.70				
selfish	experimental	12	7.42	89.00	2.23	11.000	89.000	-3.540	.000
	control	12	17.58	211.00	3.80				
Communication patterns	experimental	12	6.50	78.00	2.39	.000	78.000	-4.159	.000
	control	12	18.50	222.00	3.69				

Table (12) shows that there are statistically significant differences ($\alpha = 0.05$) attributed to the group in all areas and in the overall degree. The differences came in favor of the experimental group who were exposed to the indicative program.The result of this question is attributed to the motivation that members showed during the application of the session of the program and their eagerness to implement various activities on the one hand; and the nature of the program's content which contains multiple skills, various tools and activities. The program based on a Satir model, it focuses on using discussion, dialogue, learning new techniques and feedback of previous sessions through feedback. On the other hand, the members of the experimental group showed improvement compared with the control group members as a result of the diversity of the different methods in the sessions of the counseling program.

4.5 Fifth Question: Are there any statistically significant differences at the level of significance ($\alpha = 0.05$) between the experimental group performance averages in the two-dimensional measurements and the follow-up on the quality of life and negative communication patterns?;To answer this question, the Wilcoxon Signed Ranks Test was used to find the differences between the average ranks of the study sample scores in the experimental group between the two dimensional applications and the follow-up of the quality of life and negative contact patterns, and the table below shows that.

Table (13) :The results of the Wilcoxon Signed Ranks Test to find the differences between grade averages for the study sample scores in the experimental group between the two-dimensional applications and the follow-up to the quality of life and negative communication patterns.

		NO.	Average rank	Total rank	Z value	Significance
Psychological follow-up – Post-Psychological	Negative rank	4	2.50	10.00	-1.826	.068
	Positive rank	0	.00	.00		
	Equal rank	8				
	Total	12				
Social follow-up – Post-social	Negative rank	4	2.50	10.00	-1.841	.066
	Positive rank	0	.00	.00		
	Equal rank	8				
	Total	12				
-Health follow-up – Post-health	Negative rank	2	3.00	6.00	-.406	.684
	Positive rank	3	3.00	9.00		

		NO.	Average rank	Total rank	Z value	Significance
	Equal rank	7				
	Total	12				
Quality of life follow-up – Post-quality of life	Negative rank	4	4.13	16.50	-1.261	.207
	Positive rank	2	2.25	4.50		
	Equal rank	6				
	Total	12				
Presumption dialogue follow up- Post presumption dialogue	Negative rank	1	2.00	2.00	-.447	.655
	Positive rank	1	1.00	1.00		
	Equal rank	10				
	Total	12				
Dialogue of deaf follow up– post dialogue of deaf	Negative rank	3	2.00	6.00	-1.604	.109
	Positive rank	0	.00	.00		
	Equal rank	9				
	Total	12				
Aggressive follow up – post aggressive	Negative rank	3	2.00	6.00	-1.633	.102
	Positive rank	0	.00	.00		
	Equal rank	9				
	Total	12				
Rigid follow up – post rigid	Negative rank	3	2.00	6.00	-1.633	.102
	Positive rank	0	.00	.00		
	Equal rank	9				
	Total	12				
Routine follow up – post routine	Negative rank	3	2.00	6.00	-1.633	.102
	Positive rank	0	.00	.00		
	Equal rank	9				
	Total	12				
Progressive follow up – post progressive	Negative rank	0	.00	.00	-1.342	.180
	Positive rank	2	1.50	3.00		
	Equal rank	10				
	Total	12				
Selfish follow up – post selfish	Negative rank	2	1.50	3.00	-.736	.461
	Positive rank	2	3.50	7.00		
	Equal rank	8				
	Total	12				
Patterns of communication follow up – post patterns of communication	Negative rank	4	3.38	13.50	-.631	.528
	Positive rank	2	3.75	7.50		
	Equal rank	6				
	Total	12				

Table (13) that there are no statistically significant differences ($\alpha = 0.05$) between the average grades for the study sample scores in the post and follow-up applications.This resulted from the effectiveness of the counseling program in improving the quality of life and reducing negative communication patterns of the experimental group, i.e. the counseling program adopted several scientific activities and participation of the group members in activities and methods were effective.The participants adhere to all the program sessions which reflect positively on their performance.

5. Recommendations

1 .Utilizing counseling programs to improve the quality of life and reduce negative communication patterns among married women.

2 .Employing Virginia Satir techniques when work with married women, as this theory has easy and practical methods.

3. conducting more research on the quality of life and address some other changes.

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