Translation and Adaptation of Tolerance for Disagreement Scale among Pakistani Married Couples

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This study aims to translate, validate and to establish the psychometric properties for the Tolerance for Disagreement Scale, originally developed by Teven, McCroskey, and Richmond (1998) in Urdu language to be used in Pakistan. The scale is a 5-point Likert-type scale consisting of 15 items (7 positive & 8 negative items). The process of scale translation was carried out by following the translation and adaptation guidelines of Brislin (1980). The items were translated in accordance with the local Pakistani cultural values. Initially the reliability of the translated instrument was tested on a sample of $N = 30$ married couples (husbands $n = 30$ & wives $n = 30$). The translated version showed good reliability ($\alpha = .90$) which indicated that it was a suitable scale to be used with Pakistani married people. Furthermore, Confirmatory Factor Analysis was performed on a sample of $N = 400$ people (husbands $n = 200$ & wives $n = 200$), in order to validate its factor structure. The Confirmatory factor Analysis indicated that the translated scale was a valid measure to be used in Pakistan. Hence, this study succeeded in the translation and adaptation of the scale for Pakistani population which can be used in research and clinical settings.

Keyword. Tolerance for Disagreement Scale, Married couples

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A large body of research shows that conflict between people is common in human nature, whenever people interact and get into relationships, there is a probability of disagreements and conflicts (Birditt, Brown, &Orbuch, 2010; Coser, 1956; Dew & Dakin, 2011; Fisher, 1970; Gottman, 2014; Horney, 1937; Iqbal, Gillani, & Kamal, 2013; Kilmann & Thomas, 1977; Mack, 1966; Watkins, 1974). However, earlier studies have not been able to differentiate between healthy disagreements (leading to positive outcomes) and conflicts (which usually lead to negative interpersonal outcomes). Disagreements are common among couples (and people) yet it is not necessary that they end up in the negative outcomes (in the form of conflicts and fights). In reality, disagreements can be constructive (Coser, 1956; Williamson, Liku, McLoughlin, Nyamongo, &Nakayima, 2006). Relationships can be strengthened if the interpersonal disagreements are managed in a healthy manner (Dew & Dakin, 2011; Downs & Downs, 2009; Teven, McCroskey, & Richmond, 1998; Tuval-Mashiach & Shulman, 2007).

The discriminations between "good conflict" and "bad conflict" gave rise to the concept of disagreement tolerance (Burgoon, Heston, & McCroskey, 1974; Crowley, 2006; Mayer, 2010; O'Gallagher, 2015). In 1976, McCroskey and Wheeless differentiated disagreements from conflicts, proposing that disagreements merely refer to difference in opinions, while

conflicts are associated with hostility, mistrust and aggression. According to them, people with healthier relationships will have lower instances of disagreements turning into conflicts, as compared to people who lack positivity in their relationships. They used the term "tolerance for disagreement" in order to explain the threshold people have for dealing with interpersonal conflicts (Teven et al., 1998).

This conceptualization was also in line with the work of McCroskey, Knutson, and Hurt (1975). They argued that disagreements not involving personal issues and remaining just disagreements on procedural and substantive matters are merely harmless disagreements. Disagreements on personal issues are called as interpersonal conflict by some researchers. According to these theorists, disagreements become conflicts when the above-mentioned aspects get combined. This idea was much easier to grasp for the lay persons as compared to the earlier advanced idea of good/bad conflict. They also confessed that it might be difficult for some people to differentiate between disagreement and conflict no matter if the person is a participant in the communication or an observer of the conversation. They considered this trait to be present in different intensity in different people as there are individual differences in the perceptions of conflicts and some people might perceive a conflict to be present in the conversation

sooner than others. They named this variable as "Tolerance for
Disagreement".

Tolerance for disagreement is a product of interaction
between people (Crowley, 2006; McCroskey &Wheeless, 1976).
Individual difference orientation was also explained by Knutson,
McCroskey, Knutson, and Hurt (1979) by further expanding the
concept of tolerance for disagreement. This approach was used by
them to explain the reason behind the perceptions of people about
conflict, which is the reason why some people are subjected to get
involved in conflicts sooner while others don't. disagreement was
defined by them as "disagreement on substantive and procedural
matters" and conflict was considered to be "disagreement
involving negative interpersonal affect". Since this
conceptualization, the construct of tolerance for disagreement has
been studied in organizational (Chan, Huang, & Ng, 2008) and
interpersonal contexts (Carr, 2009).

The first Tolerance for Disagreement measure consisting of
20 items was developed by Hurt, Knutson, and McCroskey (1979).
The original scale measured a different construct and was named
Tolerance for Conflict, but it was later discarded because several
items used the word *conflict* which was different from
disagreement and this would therefore be inappropriate.
Consequently, a revised version named Tolerance for

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Disagreement was prepared by Teven, McCroskey, and Richmond (1998). For validating the scale, $N = 210$ participants were selected. They found the alpha reliability of the scale to be .86. This measure has been in use since then, and different studies in the organizational settings, in political realm, in religious context, and a few in the domain of relationships and throughout found it as a reliable scale (e.g. Arquero, & McLain, 2010 ;Carr, 2009; Djupe&Calfano, 2012; O'Gallagher, 2015).

The aim of current study was to translate and validate the Tolerance for Disagreement Scale in Urdu language. As there was no existing scale in Pakistan which measured tolerance for disagreement, the focus of the current study was to adapt this scale in Urdu language while incorporating the indigenous cultural perspective; to use it specifically with married people so that the causes of development of conflict among spouses could be studied. The studies conducted on marital relationships in Pakistan highlight the conflicts and their impact on the quality of a couple's marital relationship, but the causes of conflict have not been focused a lot. However, there is little to no research in Pakistan that specifically studies the role of TfD in relation to marital relationship. One of the reasons for this may be a lack of a valid instrument in the Urdu language. Therefore, this paper takes upon the task of translating and validating the Tolerance of Disagreement Scale into Urdu for use on a Pakistani sample.

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Method

This study aimed at translating and adapting the Tolerance for Disagreement Scale in Pakistani culture.

Objectives

This study had two main objectives:

1. Translation of the Tolerance for Disagreement Scale (Teven et al., 1998) in Urdu
2. Establishing the psychometric properties of the translated scale (validity & reliability)

Tolerance for Disagreement Scale (TfD) (See Appendix)

Disagreement tolerance was measured by utilizing the Tolerance for Disagreement Scale (TfD) developed by Teven, Richmond and McCrosky (1998). The scale consists of 15 items arranged on a 5-point Likert scale. The scale consists of 7 positive items (items 1, 2, 5, 7, 8, 14, and 15) and 8 negative items (items 3, 4, 6, 9, 10, 11, 12, and 13). The translated scale response categories ranged from *1 = Strongly Disagree* to *5 = Strongly Agree*(انتہائی غیر متفق =1 to اننتہائی متفق =5).

In the current study, the negative items were reversed scored i.e., for negative items *1 = Strongly Agree* (انتہائی متفق =1) and *5 = Strongly Disagree* (انتہائی غیر متفق =5). The scores were

then added and a composite score was taken showing the level of tolerance for disagreement. Higher scores on the scale showed more tolerance for disagreement. The alpha coefficient of the original scale was .86 and that of the translated version was .94—indicating high reliability of the scale (Teven et al.,1998).

Translation

For translation and adaptation of scale, the translation guidelines by Brislin (1980) were followed. Scale translation was done using following steps:

Step I: Obtaining permission. Authors hold copy right of the scales. Therefore, it was important to obtain their permission for the translation of the scale before scale translation. The permission was obtained from the author of the scale to be translated.

Step II: Translation from English to Urdu (Forward Translation). It consisted of scale translation of Tolerance for Disagreement Scale from English that is source language into Urdu. Scale was translated by following the guidelines recommended by Brislin (1980) which included: maximizing the content similarly between the original test and target language version and translating the test without substitution or elimination of any item.

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Translation was obtained by bilinguals. Five Subject Matter Experts participated in the translation process. 3 were M.A. (English) and 1 M.A. (Urdu) and 1 MSc (Psychology). Translators fulfilled the criteria outlined by Brislin (1980) according to which: Translators should have clear understanding of the original language, should have high probability of finding a readily available equivalent target language so that translator does not have to use unfamiliar terms, and should be able to produce target language items readily understandable by the eventual set of respondents. Translators were instructed to translate the items as correctly as possible and also to identify the items that were not relevant to Pakistani culture and also instructed to suggest best alternate for them.

Step III: Committee approach. After receiving all the translations, committee approach was adopted to select most appropriate and accurate translation. Committee consisted of one PhD (psychology), one MPhil (psychology) research scholar and the researcher. They focused on each and every translated item and made sure that each item carried the exact meaning as the items in the original scale. Only those translations were chosen, which were conveying feeling connotation rather than the literal meanings of the original words. They also evaluated the translated items with

reference to the context, grammar and wording but the emphasis was given to the conceptual equivalence in order to provide common meaning and reasonable comparison between the original and translated material. Some of the items were rephrased for better comprehension.

Step IV: Back Translation. All the accurately translated items were enlisted and given to bilingual experts for back translation. Five bilingual experts were included, 3 were M. Phil (Psychology) and 2 M.A (English). They all were unfamiliar with the original English version of the scale. All the experts were instructed to back translate the items in English by trying to keep content equivalence between both the versions.

Step V: Committee approach. Back translated items were taken to the committee for final selection. Committee consisted of one PhD. (Psychology), one M.Phil (Psychology) research scholar and the researcher. Committee received the original and back translated items and assessed the concordance between the back translation and original English version of each item. Back translations were also shared with the original scale authors and given their satisfaction with all the items the Urdu translated version was finalized.

Item-Total Correlation

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Following translation, a sample of 30 married couples was collected in order to assess the internal consistency of the transited instrument. The scale was administered on the sample and the respondents were asked to provide feedback if they faced any difficulty in understanding the items. Item-total correlation was computed, and alpha reliability of the scale was calculated and the following table shows the findings.

Table 1

Item-total correlation of Tolerance for Disagreement Scale (N = 60)

Items	r	Items	r
1	.62**	9	.67**
2	.70**	10	.63**
3	.61**	11	.77**
4	.70**	12	.68**
5	.57**	13	.66**
6	.80**	14	.65**
7	.63**	15	.69**
8	.55**		

Note. $**p < .01$

Table 1 shows item total correlation of the Tolerance for Disagreement Scale. It indicates a significant positive correlation.

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Alpha reliability analysis revealed good reliability of the scale (α = .90).

Confirmatory Factor Analysis

Confirmatory Factor Analysis (CFA) of the scale was carried out and reliability coefficient was calculated. For CFA a sample of N = 200 married couples, of Rawalpindi and Islamabad city, to psychometrically validate the translated instrument.Findings of CFA provided us support that the translated instrument was equally applicable and valid on Pakistani population. Visual presentation of its items with their factor loadings and table of model fit indices is given below.

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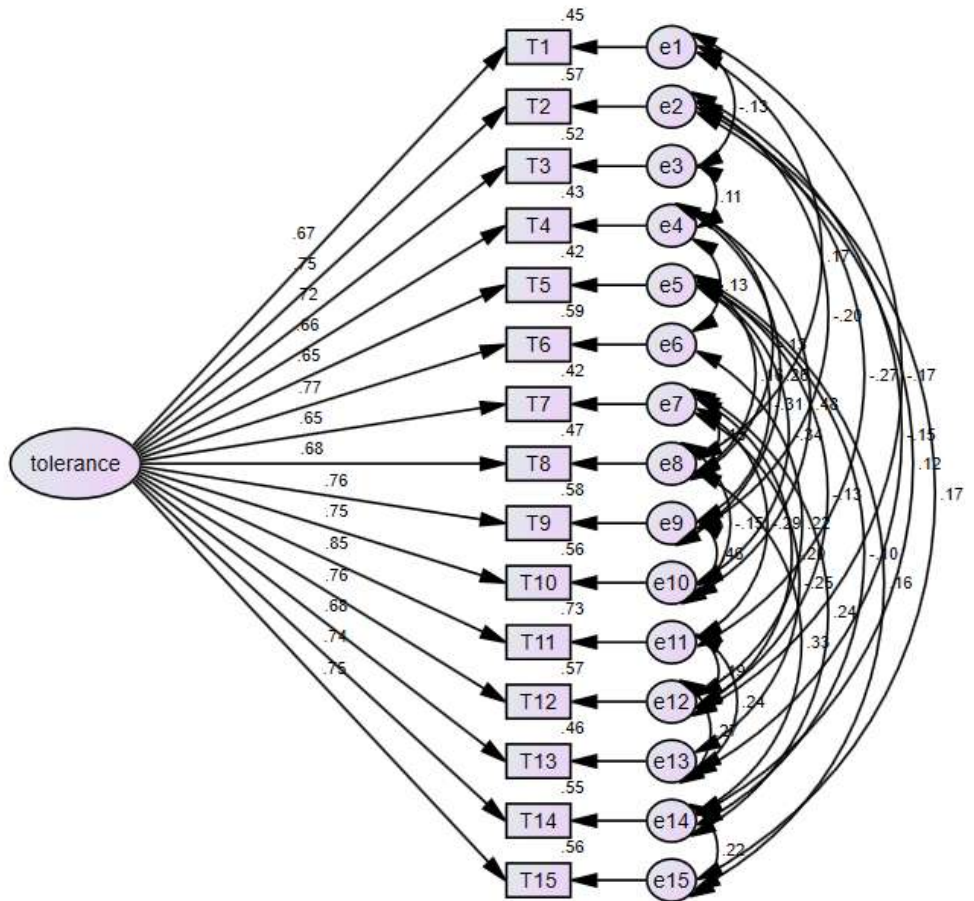among Pakistani Married Couples

Figure 1. CFA model of Tolerance for Disagreement Scale

Figure1 shows the items corresponding to the scale as well as obtained factor loadings of each item in the respective dimension. Factor loadings for Tolerance for Disagreement scale

ranged from $\lambda = .65$ to $\lambda = .85$. All items have factor loadings more than .60 and are in good range (Field, 2009)

Table 2

Confirmatory Factor Analysis of Tolerance for Disagreement Scale

	$\chi^2(df)$	NFI	IFI	TLI	CFI	RMSEA	$\Delta\chi^2 (\Delta df)$
Model 1	858.98(90)	.80	.81	.78	.81	.14	
Model 2	172.74(58)	.96	.97	.95	.97	.07	686.24(32)

Model 1 = Default model of CFA ,Model 2 = M1 after adding error variances

Table 2 represents the model fit indices of Tolerance for Disagreement Scale. It shows that model 1 fit $\chi^2(df) = 9.54(90)$ had with values of CFI $= .81$, IFI $= .81$ and RMSEA $= .41$. The value of RMSEA was high and the values of CFI, IFI were low, so in order to get better fit error covariance were added on basis on content overlapping. The value of RMSEA lowered to .07 also, the values of CFI, IFI etc. were raised above .90 to make it good fit. In addition to that, alpha reliability analysis of the scale showed a high reliability of .94 ($M = 41.75$, $S.D = 11.88$).

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Discussion

This study was conducted with the aim of translating and adapting the Tolerance for Disagreement Scale in Urdu language and validate it on Pakistani population. The original scale was developed by Teven, McCroskey, and Richmond (1998) consisting of 15 items. For translation purpose, the guidelines provided by Brislin (1980) were followed. After obtaining the translated items, the scale was administered on a sample of 30 married couples selected from Rawalpindi and Islamabad city. The participants voluntarily became a part of this research. Face validity of the scale was obtained by taking the opinions of the sample in the tryout phase. The participants were asked to read the statements of the scale and identify whether they measured the aspects they were intended to measure. Also, the participants were asked to identify if they faced any difficulty in understanding or comprehending any statement. The participants then filled the questionnaire as well and alpha reliability of the scale was computed. The scale showed a good reliability. Then in the last phase, the scale was administered on a larger sample of 200 married couples. After obtaining the questionnaires from the participants, data were analyzed by using Statistical Package for Social Sciences (SPSS Version 23) and alpha reliability coefficient was computed. The alpha reliability of the scale was found to be .94 which indicated high internal consistency of the scale. Confirmatory Factor Analysis was also

carried out using IBM Amos Version 21 to confirm the factor structure of the translated scale. All the factor loadings were in acceptable range and no item had to be removed. Therefore, in the light of the results of the CFA, it can be concluded that the theoretical framework upon which the Tolerance for Disagreement Scale was developed is applicable not only in the West but in Pakistan as well. In addition to that, with the availability of this translated version researchers can now investigate this phenomenon more thoroughly in the Pakistani population.

The purpose of validating this scale on the population of married people was that conflict is an inevitable phenomenon in marital life. A body of research talks about the impacts of conflict on the quality of marital relationship/relationship satisfaction. It is commonly assumed that conflict usually leads to negative outcomes in a relationship. Some researchers also tried to distinguish between good conflict and bad conflict. This led McCroskey and Wheeless (1976) to work on this theory for rephrasing the terms of it so that students and non-communication experts are better able to understand and grasp the ideas. Instead of good and bad conflicts, they introduced the terms of 'disagreements' and 'conflicts'. They defined 'disagreement' as merely the difference of opinions and 'conflict' as self-perpetuation, distrust, hostility, competition, and suspicion etc. according to them, the nature of relationship between the

communicators will determine whether the disagreement will end up in a positive way or be escalated into a conflict. They proposed that people liking one another will slowly move into conflicts on issues as compared to people not having such positive feelings for each other. According to research, the formation of conflict from disagreement is often because of the low level of affinity between the communicators and this conflict is marked by suspicion, hostility, antagonism, and distrust (McCroskey, Richmond, & Stewart, 1992). Therefore, studying the causes of conflict in a relationship is necessary in order to effectively deal with conflicts and preventing them from harming the romantic relationships. The present study was an effort of introducing a novel variable in the area of marital relationships particularly in Pakistani context.

Implications

This study aimed at translating and validating the Tolerance for Disagreement Scale in Urdu language. Prior to this, no translated scale was available which could be used to measure disagreement tolerance. The few studies which did talk about disagreements in relationships, they took disagreements as conflict and the instruments used in those studies were also measuring conflict behaviors. Therefore, this translated instrument will help not only in the domain of marital relationships but also in domains

of industrial/organizational psychology for measuring the construct of tolerance for disagreement.

Recommendations

Following are the recommendations of this study:

1. Based on the good reliability of this measure, other studies should also use this measure for testing its reliability and validity again and again.Future studies are also advised to conduct cross-language validation of this translated version in order to further establish its credibility.

2. Studies should be conducted to measure tolerance for disagreement in the domain of marriage and relationships while utilizing this measure.

Conclusion

This study dealt with the translation and validation of the Tolerance for Disagreement Scale, showing that the Urdu-translated version is a reliable and valid measure to be used on Pakistani married couples. It is also worth noting that this scale was translated in accordance with the cultural values of the Pakistani people. As the premise of this scale is that conflict in interpersonal communication is largely dependent upon the tolerance in disagreement of the people involved, this instrument can be especially useful for studying interpersonal relations in Urdu-speaking populations.

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Appendix

Tolerance for Disagreement Scale (TfD)

یہ سوالنامہ لوگوں کے خیالات اور رویوں پر مشتمل ہے۔ اس میں دیے گئے سوالات اس بات کی نشاندہی کرتے ہیں کہ آپ دوسروں کے ساتھ کس طرح بات چیت کرتے کرتی ہیں اور آپ میں اختلافِ رائے کو برداشت کرنے کی صلاحیت کس حد تک موجود ہے۔ اس میں کوئی صحیح یا غلط جواب نہیں ہے۔ ہم آپ سے جملہ ہر جملہ پر آپ کے ردِعمل کی نشاندہی چاہتے ہیں کہ آپ کے مطابق ہر جملہ کس حد تک آپ پر لاگو ہوتا ہے۔ برائے مہربانی جو جملہ آپ پر زیادہ لاگو ہوتا ہے اس کے نیچے درست (✓) کا نشان لگا ئیں۔

انتہائی متفق	متفق	معلوم نہیں	غیر متفق	انتہائی غیر متفق	سوالات	نمبر شمار
					ایک بحث میں شامل ہونا از روئے لطف ہوتا ہے جہاں بہت زیادہ اختلافِ رائے ہو۔	1
					میں ان لوگوں سے بات کر کے لطف اندوز ہوتا رہوتی ہوں جن کا نقطہ نظر مجھ سے مختلف ہو۔	2
					میں ایسی صورتحال میں ہونا پسند نہیں کرتا رکرتی جہاں لوگوں میں اختلاف ہو۔	3
					میں ایسے گروپ میں شامل ہونے کو ترجیح دیتا رتی ہوں جہاں ہر ایک کے خیالات و عقائد میرے جیسے ہوں۔	4
					اختلافِ رائے عام طور پر مددگار ہوتے ہیں۔	5
					جب اختلافِ رائے پیدا ہونے لگے تو میں موضوعِ بحث تبدیل کرنے کو ترجیح دیتا رتی ہوں۔	6
					گفتگو کے دوران میرا رجحان اختلافاتِ رائے پیدا کرنے کی طرف ہوتا ہے کیونکہ یہ فائدہ مند ہوتے ہیں۔	7
					میں دوسرے لوگوں سے ایسی باتوں رچیزوں پر بحث کرنے سے لطف اندوز ہوتا رہوتی ہوں جن پر ہم اتفاق نہ کرتے ہوں۔	8
					میں دوسرے لوگوں کے ساتھ کام کرنے اور اختلافات پیدا کرنے کے بجائے آزادانہ طور پر کام کرنے کو ترجیح دوں گا رگی۔	9
					میں ایک ایسے گروپ میں شامل ہونے کو ترجیح دوں گا رگی جہاں کوئی اختلافات نہ ہوں۔	10
					میں دوسرے لوگوں کے ساتھ اختلاف کرنے کو پسند نہیں کرتا رکرتی۔	11
					اگر مجھے انتخاب کرنے کا موقع دیا جائے تو میں اختلافِ رائے جاری رکھنے کے بجائے گفتگو چھوڑ دوں گا رگی۔	12
					میں ان لوگوں سے بات چیت کرنے سے گریز کرتا رتی ہوں جو میرے خیال میں مجھ سے اختلاف کریں گے۔	13
					میں دوسروں سے اختلاف کرنے سے لطف اندوز ہوتا رہوتی ہوں۔	14
					اختلافِ رائے گفتگو پر اکسا تا ہے اور میرے لیے مزید بات کرنے کا سبب بنتا ہے۔	15