

Nitiphol Thararoob 2015: Problems, Approaches to Conflict Management and Achievement of Peace Center of Dhurakij Pundit University. Master of Arts (Conflict Management), Major Field: Conflict Management, Faculty of Social Sciences.  
Thesis Advisor: Assistant Professor Suppakarn Pongyelar, Ph.D. 152 pages.

This study, problems and strategies in conflict management of Dhurakij Pundit University's students, aimed 1. to study cause of conflict of Dhurakij Pundit University's students 2. to study conflict management methods of Dhurakij Pundit University's students and 3. to find out the factors related to the success of mediation of the Peace Center at Dhurakij Pundit University. This research were a mixed methods research that integrates quantitative and qualitative approaches. For quantitative approaches, the data were collected from 390 Dhurakij Pundit University's students, and 20 litigants. In case of qualitative approaches, the data was obtained by structural interviews from 6 teachers who were as mediators and 10 litigants. The data was then analyzed by content analysis.

The results revealed that Dhurakij Pundit University's students, and the litigants mostly had data conflict ( $\bar{X} = 3.31$ ,  $\bar{X} = 3.41$ ) respectively. For conflict management methods of Dhurakij Pundit University's students, it showed that avoiding method was the most frequently used ( $\bar{X} = 2.77$ ), while the compromising method was mostly used by the litigants ( $\bar{X} = 2.37$ ). In addition, the factors related to the success of mediation of the Peace Center at Dhurakij Pundit University showed that four factors were used to deal with conflict. Ranking from the most frequently used to the least, 1. Characteristic of mediators, i.e., spirit of pacifist, good moral being, belief in fairness, continuous learning and understanding student behavior 2. Mediation process found the lever point of student disciplinary process and the mediation process 3. If litigants are aggressive, dictatorial, and quarrelsome, the mediation will be done easily 4. If litigants know that they have a part in situation, the mediation will be done easily. All were the factors related to the success of mediation of Peace Center at Dhurakij Pundit

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Student's signature

Thesis Advisor's signature