

Running Head: Responses to Dissatisfaction

Responses to Dissatisfaction in Friendships and Romantic Relationships: An
Interpersonal Script Analysis

By

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**RESPONSES TO DISSATISFACTION IN FRIENDSHIPS AND ROMANTIC RELATIONSHIPS:
AN INTERPERSONAL SCRIPT ANALYSIS**

BY

CHERYL L. HARASYMCHUK

**A Thesis/Practicum submitted to the Faculty of Graduate Studies of The University of
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Abstract

The goal of the present study was to 1) examine how individuals respond to dissatisfaction in friendships and romantic relationships (using the Exit-Loyalty-Voice-Neglect (ELVN) model of responses to dissatisfaction) and 2) why they respond as they do. Participants (N= 233; 136 females, 97 males) completed a questionnaire assessing their responses to dissatisfaction in various dissatisfying situations, their partners' expected reactions, as well as affect and outcome ratings associated with their partners' expected reactions. As predicted, individuals in the context of a friendship were more likely to respond passively (i.e., loyalty and neglect), whereas individuals in the context of a romantic relationship were more likely to respond actively (i.e., voice and exit). Furthermore, women were more likely than men to respond constructively (i.e., voice and loyalty). Consistent with predictions, there was evidence that self responses to dissatisfaction were contingent upon expected partner responses and that they vary according to relationship type. When self responded with loyalty or neglect (passive responses) in the context of a romantic relationship, participants were more likely to expect active responses from their partners. In contrast, when self responded with neglect in the context of a friendship, participants were more likely to expect the passive response of neglect. (There were no significant relationship type differences for the active response scripts.) There was also evidence that affect and outcomes are linked to expected partner responses and that they also vary according to relationship type. More specifically, passive responses were associated with negative affect and a worse outcome in the context of a romantic relationship than a friendship. In contrast, passive responses were associated with less negative affect and a more positive outcome in the context of a friendship than a romantic relationship. Although there were no significant gender differences for interpersonal scripts, women and men did have different affect and outcome ratings. Women were more likely to report negative affect and report a less positive outcome for expected exit and neglect responses. Men reported a less positive outcome for an expected voice response.

Responses to Dissatisfaction in Friendships and Romantic Relationships: An Interpersonal Script Analysis

Due to the likelihood of periodic dissatisfaction in close relationships, such as friendships and romantic relationships, an important goal for close relationship researchers is to understand how individuals respond to dissatisfaction. In the past, researchers who studied dissatisfaction in close relationships focused on the strategies individuals use for terminating relationships, assuming that understanding how relationships dissolve reflects more general responses to dissatisfaction (e.g., Altman & Taylor, 1973; Baxter, 1982, 1985; Baxter & Philpott, 1982; Duck, 1982a; Knapp, 1978). A limitation to the emphasis on the steps that lead to the termination, however, is that it may downplay the everyday acts that affect relationship quality. Presumably, people do not end relationships whenever they feel dissatisfied. Nevertheless, instances of dissatisfaction may well have an impact on relationships depending on how people respond to them.

Responses to Dissatisfaction in Close Relationships

The Exit-Loyalty-Voice-Neglect Typology

While several researchers have explored various responses to dissatisfaction that do not result in the breakup of relationships (e.g., Billings, 1979; Birchler, Weiss, & Vincent, 1975), they have not incorporated the responses within the context of a broader theory. The disadvantages of studying responses in isolation and not using a theoretical typology of responses to dissatisfaction are: 1) the relations among the various responses cannot be examined and 2) researchers are unable to examine temporal sequencing of the responses (Rusbult, 1993). In an attempt to address these limitations, Rusbult and

Zembrodt (1983) developed a typology of characteristic responses to dissatisfaction referred to as the exit-loyalty-voice-neglect typology. The main advantage of this typology is that it provides a broad theoretical framework capable of describing the full range of possible reactions to dissatisfaction.

The exit-loyalty-voice-neglect (ELVN) typology is loosely based on the work of Hirschman (1970) who described three responses to dissatisfaction in firms and organizations: exit (actively threatening, talking about, or actually terminating the relationship), voice (actively discussing or trying to improve conditions), and loyalty (passively waiting and hoping that things will improve). Using Hirschman's typology as a starting point for studying responses to dissatisfaction in close relationships, Rusbult and Zembrodt (1983) performed a multidimensional scaling analysis of responses to dissatisfaction that individuals generated for their romantic relationships. The researchers found that Hirschman's responses also apply to dating relationships. Furthermore, they found evidence of a fourth category, neglect (ignoring or refusing to discuss the problem), from the responses that individuals generated.

According to Rusbult and Zembrodt (1983), the exit-loyalty-voice-neglect responses fall along two dimensions: active/passive and constructive/destructive. Constructive/destructive refers to the impact of a response on the relationship, not its impact on the individual. Active/passive refers to whether a reaction directly or indirectly influences the immediate situation, not to the character of the behavior itself. Exit and voice are characterized as more active responses (i.e., the individual is actually doing something about the problem at hand); neglect and loyalty are more passive responses (i.e., the individual is doing nothing about the problem at hand). Voice and

loyalty are described as more constructive responses (i.e., the individual is doing something for the good of the relationship); exit and neglect as more destructive (i.e., the individual is doing something that may harm the relationship).

There are several clarifications to be made about the ELVN responses. First, it is important to note that the four responses are representative symbols of a group of reactions and the terms are not to be taken literally. For instance, the term voice does not necessarily imply vocalization or a discussion of the problem; other examples include changing oneself or the partner. Similarly, exit does not necessarily imply breaking up. An individual could react by threatening to leave, talk about leaving, or hitting the partner. Second, because the dimensions underlying the responses are continuous, the behaviors differ in the degree of constructiveness/destructiveness and activity/passivity. For instance, the neglect category includes extremely passive responses such as ignoring the partner to more moderate passive responses such as yelling at the partner for issues unrelated to the problem. As Rusbult (1987) explains, "weak forms of exit verge on neglect, strong forms of loyalty verge on voice and so on" (p.213). Finally, during the course of a dissatisfying situation, an individual may engage in a number of responses. For instance, the individual may first respond with loyalty, then with voice, and eventually resort to neglect and exit (Rusbult, 1993).

Determinants and Consequences of Exit-Loyalty-Voice-Neglect Responses

Determinants. Many determinants of the ELVN responses have been explored in the literature (Rusbult, Johnson & Morrow, 1986a; Rusbult, Zembrodt & Gunn, 1982; Rusbult, Zembrodt, & Iwaniszek, 1986). For example, Rusbult (1980) proposed an investment model which identifies variables that may predict the four responses

identified in the ELVN typology. According to Rusbult (1980), an individual's decision to stay or leave a relationship is a function of three factors: satisfaction level, investment size, and alternative quality. Relative satisfaction refers to the level of rewards minus costs in the relationship, investment size refers to the resources invested in the relationship (e.g., financial, emotional, amount of time, joint possessions, mutual friends), and alternative quality refers to the availability of attractive alternatives—usually another partner although being on one's own could also be seen as an attractive alternative. Rusbult (1980) proposed that these three factors predict the level of commitment (specifically commitment is predicted by high satisfaction, few alternatives, and high investments) to a relationship which in turn predicts the level of dependence on a relationship. The higher the level of dependence, the more likely the individual will be motivated to deal with relationships in a constructive manner (i.e., voice or loyalty; Rusbult, 1980, 1987).

Several studies have found support for this prediction (Rusbult et al., 1986a; Rusbult, Morrow, & Johnson, 1987; Rusbult et al., 1982). For instance, it has been found that high levels of relationship satisfaction promote voice and loyalty responses over exit and neglect responses and similar findings occur for high levels of investment in the relationship. Finally, the perception that attractive alternatives are available is more likely to promote exit and hamper loyalty responses.

Other determinants of the ELVN responses have been explored, such as severity of the problem (Morrow, 1985; Rusbult, Johnson & Morrow, 1986b), psychological femininity and masculinity (Rusbult et al., 1986), self-esteem (Rusbult et al., 1987), locus of control (Morrow, 1985), and demographic variables such as education, and age

(Rusbult et al., 1986a). It has been found that: 1) as the severity of the problem increases, individuals are more likely to respond with active responses (exit and voice) than with passive responses (loyalty and neglect). 2) Individuals with higher levels of masculinity and less psychological femininity are more likely to engage in destructive responses (exit and neglect), and less likely to engage in constructive responses (loyalty and voice). 3) Low self esteem is associated with passive responses (loyalty and neglect), whereas high self-esteem is associated with exit responses. 4) Younger individuals with greater education are more likely to report the use of active responses, such as voice and exit, whereas older individuals with less education are more likely to report the use of passive responses, such as loyalty and neglect. Rusbult summarized this pattern of results as "the profile of the person engaging in active behaviors- exit or voice- includes youth, lower income, greater education, brief involvement, and single marital status. In contrast, passive loyalty or neglect responses are more common among older married persons with lower incomes and less education who are involved in more long-standing relationship" (1987, p.222).

Consequences. In contrast to the abundance of research on the determinants of the ELVN responses, less attention has been given to the consequences of the ELVN responses. The research that has been done has explored the impact of each of the four responses on distress in dating or romantic relationships (Drigotas, Whitney, & Rusbult, 1995; Rusbult et al., 1986b). In these studies, couple distress is operationalized in terms of commitment, satisfaction, love and liking for the partner, and perceived effectiveness of couple problem solving behaviors (Rusbult, 1993). For instance, Rusbult et al. (1986b) examined the consequences of the four responses in terms of the immediate

consequences, later satisfaction with a relationship, and later commitment to maintain a relationship. More specifically, the researchers examined whether voice and loyalty (supposed to be more constructive) are actually more adaptive than exit and neglect (supposed to be more destructive). The researchers found that "voice and loyalty resulted in more favorable outcomes, better immediate consequences, and greater later satisfaction and commitment, whereas exit and neglect produced less favorable consequences" (p.45).

Other research indicates that exit and neglect responses are more destructive to relationships than voice and loyalty are constructive for relationships (Rusbult, 1993). For instance, in general, it has been found that "avoiding destructive acts appears to be more important to overall relationship functioning than is attempting to maximize constructive behaviors" (Rusbult, 1993, p.46).

In another study, Drigotas et al. (1995) had couples in dating relationships keep a diary of their own and their partner's responses to dissatisfaction. Each time a dissatisfying situation occurred, individuals were asked to report on their behavior and its impact on the relationship and the problem. Participants were also asked to rate their partner's behavior and its impact on the problem and the relationship. The researchers found that voice was judged, on the part of both the self and partner, as more constructive than loyalty with respect to the problem at hand and had a greater positive impact on the relationship. Drigotas et al. (1995) suggest that loyalty (a passive response) may not be as noticeable as voice (an active response) and therefore less constructive. Indeed, when partners recognized that their partner was responding with loyalty they rated it just as constructive as voice. Another interesting finding was that neglect (also a passive response) was rated as more destructive for the relationship than loyalty is constructive

for the relationship, implying that neglect responses are often more noticeable to partners than loyalty responses. The exit response had the most negative impact on the problem at hand and on the relationship in general.

Relationship Type Differences and Responses to Dissatisfaction

While the exit-loyalty-voice-neglect model has received support in research on heterosexual romantic relationships (Drigotas et al., 1995), homosexual relationships (Rusbult et al., 1986), and job dissatisfaction (Farrell & Rusbult, 1992), it has not yet been applied to friendships (although see Healey & Bell, 1990). This reflects a general tendency in the close relationship literature to minimize the importance of friendships, despite evidence that friendships are valuable and unique relationships (Fehr, 1996, 1999).

The research that has been done on conflict in friendships suggests that individuals in friendships typically respond with avoidance in dissatisfying situations (Baxter, Wilmot, Simmons, & Swartz, 1993; Canary & Spitzberg, 1987; Fehr, 1996; Gergen & Gergen, 1988; Miller, 1991; Sillars, 1980a, 1980b). When friendships are directly compared to romantic relationships, it has also been found that friends are more likely to respond with indirect conflict, avoidance and passivity than are romantic partners (e.g., Baxter et al., 1993; Canary, Stafford, Hause, & Wallace, 1993; Davis & Todd, 1982; Wright, 1985). In contrast, romantic relationships are characterized by more explicit expressions of dissatisfaction. Research suggests that individuals in friendships avoid causing conflict, and that friendships tend to fade away rather than abruptly ending (Fehr, 1996). Thus, in terms of the ELVN model, one would expect that friends would be

more likely to respond to dissatisfaction with passive responses, such as neglect and loyalty, than would partners in romantic relationships.

Gender Differences in Responses to Dissatisfaction

It has been found that relative to men, “women frequently engage in greater direct communication, exhibit a more contactful and less controlling interpersonal style, are relatively more concerned with social-emotional than instrumental aspects of their everyday lives, and engage in higher levels of intimate self-disclosure” (Rusbult, 1993, p.43; see also Hendrick, 1988; Huston & Ashmore, 1986; Ickes, 1981). Why are women more likely to have these qualities? Research suggests that part of a woman’s normative role is to tend to the relationship and maintain the relationship’s well-being (Burnett, 1984, 1987). In other words women are supposed to be “better” at relationships than men. Given this research, women may be more likely to report responding constructively, whereas men may be more likely to report responding destructively.

Gender differences in romantic relationships. Rusbult et al. (1986a) predicted that women in romantic relationships would be more likely to engage in voice and loyalty and inhibit exit and neglect, whereas men would be more likely to engage in neglect and exit and inhibit voice and loyalty responses. However, their only consistent finding was that men tend to be more neglectful than women and that women may engage in somewhat greater voice than men. The finding that women are more likely to use voice responses and men are more likely to use neglect responses is also consistent with other research (e.g., Haferkamp, 1991-1992; Whitesell & Harter, 1996). Again, these differences may be attributed to the idea that the norm is that women are supposed to be “better” at relationships than men.

Gender differences in friendships. The few studies on responses to dissatisfaction in friendships produced mixed results. Some researchers have found that women in same-sex friendships are more likely than men to use indirect conflict tactics, such as trying to remedy the problem without saying too much to cause trouble (Baxter et al., 1993; Oliner, 1989). Other researchers have reported that men are more likely than women in same-sex friendships to use indirect strategies (Fehr, 1996; Haferkamp, 1991). Still other researchers have found that male friendships tend to be more direct or overt (Tannen, 1990). Furthermore, other researchers who have examined responses to dissatisfaction in friendships have found few gender differences. For instance, Miller (1991) found that there were few differences in general types of responses (e.g., accepts, retaliates, apologizes) selected by women and men in reaction to conflict in friendships.

In summary, there are multiple ways that an individual may choose to respond to dissatisfaction in a close relationship and the ELVN typology provides a broad framework for understanding these ways. Furthermore, individual responses to dissatisfaction are determined by a variety of factors (e.g., gender, relationship type, type of situation, etc.).

Why Do Individuals Respond as They Do?: Toward an Explanation of Responses to Dissatisfaction

While research on the exit-loyalty-voice-neglect model describes responses to dissatisfaction in romantic relationships, this research has not fully explored the issue of why people choose to respond to dissatisfaction in a particular manner. Why might one person respond to dissatisfaction by talking it over (voice) and another by choosing to

ignore the situation (neglect)? An answer may be found by examining the expectations that individuals bring to interactions of this sort.

Expectations for Dissatisfying Events Represented in the Form of Relational Schemas

According to Baldwin (1992), individuals internalize expectations for interpersonal events, such as dissatisfaction in close relationships, in the form of relational schemas. Relational schemas are mental representations that guide the interpretation of new information about relationships and influence interpersonal behavior. They are composed of a self-schema that represents how the self is experienced in interaction with another, an other-schema that represents the attributes of the other, and an interpersonal script which contains knowledge about interaction patterns, “specifically expectations about what behaviors tend to be followed by what responses” (Baldwin, 1992, p. 468).

These expectations are represented as cognitive structures with an if..then contingency format. For instance, a person might expect that “If I react to a dissatisfying situation with avoidance, then my partner will respond with voice”. Thus, these if...then structures produce expectations of partner’s responses in specific contexts and guide relationship behavior. They are developed through repeated experience (e.g., after one’s partner repeatedly responds to avoidance with voice, one may internalize this interaction pattern).

It is important to note that these expectations are not fixed and can follow many different paths. Individuals’ expectations (represented in an if..then structure) may vary as a function of relationship type, the nature of the dissatisfying situation, and so on. For

instance, an individual might expect a different response if self responds with avoidance in a romantic relationship than in a friendship¹.

Research on interpersonal scripts in conflict situations. While the study of contingencies between self and other is relatively new for social psychologists, clinical researchers have long demonstrated the importance of studying contingencies of partner responses and how they relate to marital dysfunction. For instance, one interaction pattern that is often associated with dissatisfaction is the demand-withdraw pattern. Many researchers have examined this interaction using a variety of labels (e.g., pursuer-distancer, Fogarty, 1976; rejection-intrusion pattern, Napier, 1978). The common theme of this pattern is that, "the couple struggles with the withdrawal of the one and the pressure for contact by the other" (Christensen, 1999, p.32; Christensen & Heavey, 1990; Hocker & Wilmot, 1985; Noller & Feeney, 1998).

With regard to social psychological research, Miller (1991) examined the interpersonal scripts of men and women in interpersonal conflicts. Participants were asked to focus on different types of interpersonal conflicts between friends (e.g., broken promises, cumulative annoyance, criticism, rebuff, and illegitimate demand) and select among responses that depicted alternative beginnings (e.g., questions, accuses, blames), middles (e.g., apologizes, excuses, retaliates, accepts, begrudges, does not accept) and ends (e.g., resolves, resolves some, does not resolve) to each conflict. The researchers found that responses to interpersonal conflict are influenced by the partner's anticipated response and that gender plays a role in these reactions. Specifically, "development of men's scripts depended more on the offended party's initiation of conflict, whereas

development of women's scripts depended more on whether the offending party apologized." (Miller, 1991, p.15).

In another study, Fehr, Baldwin, Collins, Patterson and Benditt (1999) analyzed the anger scripts that individuals have in romantic relationships. Participants were asked to imagine being angry, and reacting in one of six ways, (e.g. direct aggression, indirect aggression, avoidance, expression of hurt feelings, talking it over, and giving in). Next, participants were asked to report on anticipated partner responses. The researcher found evidence that responses to anger are influenced by anticipated partner responses. More specifically, when individuals chose to react to the anger in a negative way, "women were more likely than men to expect that their partner would deny responsibility and men were more likely to expect that their partner would express hurt feelings, avoid them, or reject them" (Fehr et al., 1999, p.309).

Fehr et al. (1999) commented that "we discovered important information that could not have been gleaned by focusing on self- and other-schemas in isolation" (p.309). For instance, it was found that men and women hold similar anger scripts when the angered person responds in a prosocial manner; however, they hold different anger scripts when the angered person responds in a negative way. Analyzing the expected partner responses demonstrates that individuals' responses to anger do not occur in a vacuum but rather are shaped by the anticipated partner response. Thus, an individual may be less likely to voice her or his opinion if she or he anticipates that the other will not listen.

Why Might Anticipated Partner Reactions Influence People's Choice of Responses in

Dissatisfying Situations?

There are several possible answers to this question. I will consider two possibilities: the affect that people expect to experience as a function of their partners' responses as well as people's expectations of the likelihood that the issue would be resolved.

Affect

Different affective reactions may be associated with different partner responses. Imagine, for example, a situation in which Jane feels dissatisfied because her partner has consistently been coming home late from work. She might contemplate discussing the issue (voice) but based on past experience, anticipate that her partner would react by ignoring her (neglect). Jane realizes that as a result, she would experience frustration and anger. Consequently, she might choose not to discuss the matter.

The idea that affect is associated with social interactions and expected partner responses is not new. For instance, Baldwin (1992, 1995) suggested that in the context of a dissatisfying situation, a relational schema (which includes the interpersonal script) is triggered as well as specific emotions that have become linked with this relational schema. Fehr et al. (1999) also remark that "people anticipate that there are different interpersonal payoffs and costs for different expressions of emotion such as anger" (p.309). One such cost may well be the negative affect that is anticipated based on the reaction one expects from one's partner.

Gender and relationship differences in affect. There is some evidence that in romantic relationships, anticipated partner reactions are associated with affect. For example, in Christensen and Heavey's (1990) work on the demand-withdraw pattern, it has been found that wives are more likely to feel dissatisfied due to their partner's

withdrawal, whereas husbands are more likely to feel dissatisfied due to their wife's criticisms, complaints and emotionality. Presumably, women would probably anticipate experiencing positive affect if their partner reacted with voice and negative affect if their partner responded with any of the other reactions. In contrast, men might feel most positive when their partner uses loyalty rather than voice. In terms of specific negative affect, research indicates that women in marital relationships are more likely than men to experience depression due to relationship problems (Brown & Harris, 1978; Costello, 1985; Gotlib & Whiffen, 1989).

There is also some evidence in the friendship literature that men in same-sex friendships experience different emotions than women in same-sex friendships. For instance, men in same-sex friendships may anticipate more embarrassment if they try to discuss a dissatisfying situation with their male friend (Fehr, 1996). Imagine a situation in which Chris feels dissatisfied because his friend John did not show up at the baseball game that they planned to go together. Chris might contemplate discussing the issue (voice) but based on past experience, anticipate that John would react by ridiculing him, or not taking him seriously. Chris realizes that as a result he would experience embarrassment. Consequently, Chris might choose not to discuss the matter.

Expected Outcomes

There is another way in which anticipated partner responses may shape people's responses to dissatisfaction, namely in terms of the expected outcome of the interaction. For instance, if I respond with voice, then I expect my partner to withdraw from me, in which case I may not only experience negative affect, but also anticipate that the situation will not be resolved. Consequently, in a situation like this, I may be less likely to respond

with voice and choose another response to dissatisfaction. If on the other hand, I anticipate that my partner will reciprocate a voice response, I may be more likely to discuss the issue because of the outcome I anticipate--namely that the issue will be resolved.

Gender and relationship differences in expected outcomes. For romantic relationships, there has been some research on expected outcomes for the ELVN responses. For instance, Drigotas et al. (1995) examined self's and partner responses to dissatisfaction and the likely perceived impact on the relationship. Voice was perceived to have the most positive impact on the relationship by both men and women, loyalty was judged as equally positive, but only when individuals recognized this response from their partner. Neglect was rated as more destructive for the relationship than loyalty was positive for the relationship. Finally, exit was perceived to have the most negative impact on the relationship.

Other research suggests that wives are more satisfied when their husbands use more open communication (Acitelli, 1992). In terms of the ELVN responses, this suggests that women anticipate positive outcomes when their partner responds with voice and negative outcomes when the partner responds with exit or neglect.

On the other hand, research indicates that husbands do not anticipate positive outcomes for discussing problems. For instance, Bushman (1999) found that husbands were more likely than wives to believe that "disagreement is destructive". This implies that men may avoid discussing conflict issues with their partners because they expect that the outcome will be negative.

For friendships, Miller (1991) examined the outcomes of the scripts for both men and women in friendships. When men initiated the conflict with a question, they expected greater resolution of the issue than when they started with an accusation. Men also tended to write more constructive endings when they depicted the offended party accepting the transgressor's response rather than escalating the conflict. In other words, men anticipate that if a person accepts the partner's response, the problem will more likely be resolved. In contrast, women wrote more constructive endings for the conflict when the transgressor apologized, rather than justifying the behavior. In terms of the ELVN responses, men would anticipate loyalty as having a positive outcome, whereas women would anticipate voice as having a more positive outcome.

Purpose of the Present Investigation

The first purpose of this research is to examine how individuals in friendships and romantic relationships respond to specific dissatisfying situations. While an abundance of research has been conducted on the ELVN typology and romantic partners, research has not focused on the ELVN typology and friendships. Therefore, one goal of this research is to extend the ELVN typology by applying it to friendships. I want to compare the responses to dissatisfaction that individuals make in the context of a friendships with the responses individuals make in the context of a romantic relationship.

Furthermore, while Rusbult and her colleagues have examined how individuals in romantic relationships respond to general dissatisfaction, they have not explored how individuals respond to specific dissatisfying situations. In most studies, general dissatisfaction is induced by having participants simply think of a time when they were dissatisfied (e.g., Rusbult & Zembrodt, 1983; Rusbult, et al., 1986a). While some

studies have asked participants to list causes of dissatisfaction (e.g., Drigotas et al., 1995; Rusbult et al., 1986a), this was only to cue general dissatisfaction and therefore these responses were not analyzed. In the present research, participants will be asked to report on specific causes of dissatisfaction in romantic relationships and friendships.

The second major purpose of this research is to explore the role of anticipated partner reactions in determining self's response to dissatisfaction (again in both friendships and romantic relationships). In other words, I want to examine the contingencies between self's response and expected partner reactions. Specifically, I will examine the possibility that individuals choose to respond to dissatisfaction in a particular manner because of the response they anticipate from their partner. Finally, the third purpose of the present study is to examine whether these anticipated partner reactions are linked to affect and expected outcomes.

Specific Hypotheses

Part 1: Predictions for Responses to Dissatisfaction

1 a) I expect that individuals' responses to dissatisfaction will vary as a function of the level of dissatisfaction. Specifically, I predict that situations with higher levels of dissatisfaction will be associated with more active responses such as exit and voice. This is consistent with past research that indicates that as the severity of the problem increases, individuals will be more likely to engage in active responses (Morrow, 1985; Rusbult et al., 1986a).

b) I expect individuals' responses to dissatisfaction to vary as function of relationship type (i.e., romantic relationship versus close friendship). More specifically, I expect friendships to be characterized by more passive responses when compared with

romantic relationships. This prediction is consistent with literature suggesting that individuals in friendships avoid causing conflict, and that friendships tend to fade away rather than abruptly ending (Fehr, 1996).

c) I expect that individuals' responses will vary as a function of gender. Specifically, women will be more likely in both relationship types to use more constructive responses (voice and loyalty) whereas men will be more likely to use destructive responses (exit and neglect). This is consistent with findings in the literature that suggest that women use a more nurturing style when dealing with conflict whereas men use a more controlling and less intimate manner of dealing with conflict (Hendrick, 1988; Huston & Ashmore, 1986; Ickes, 1981).

d) Passive responses will be most likely to be reported by men in same-sex friendships, and the active constructive response of voice will be most likely to be used by women in romantic relationships. This is consistent with research suggesting that men are less comfortable dealing with conflict (Bushman, 1999), especially in same-sex friendships (Fehr, 1996), whereas women are more likely to discuss problems, especially in romantic relationships (Acitelli, 1992).

Part 2: Predictions for Anticipated Partner Responses

2 a) I expect that participants' responses to dissatisfaction will depend on the reaction they anticipate from their partner. Specifically, it is predicted that participants will anticipate that their partner will respond in a constructive manner (e.g., voice, loyalty), when self reacts with loyalty or voice. Conversely, participants' use of destructive strategies is expected to be related to negative anticipated partner reactions.

In other words, collapsing across gender and relationship type, it is predicted that individuals expect their partner to reciprocate the type of response that they made.

b) I expect individuals' anticipated partner responses to vary as a function of relationship type. Specifically, I predict that individuals in friendships will expect more passive responses (i.e., neglect), whereas individuals in romantic relationships will anticipate more active responses (i.e., exit).

c) A tentative prediction is made that men in romantic relationships will anticipate more voice from their partners whereas women in romantic relationships will anticipate more passive responses from their partners (i.e., loyalty and neglect). This is based on research that suggests that men are more likely to assume the role of "withdrawer" and females as "demander" (Christensen & Heavey, 1990). For instance, some researchers suggest that due to socialization difference wives may seek to achieve greater intimacy, whereas, husbands may seek greater autonomy (Christensen, 1987, 1988). Wives may seek greater intimacy by trying to discuss problems and voicing their dissatisfaction, whereas, men may seek autonomy by avoiding the conflict.

d) I predict that in same-sex friendships a voice response will be less likely to be followed by a voice response than it would in romantic relationships--especially in male same-sex friendships.

e) I predict that when participants are asked to imagine responding with neglect in friendships, they would expect their partner to respond with passive responses as well. Again, this prediction is based on the idea that individuals in friendships do not expect to openly discuss dissatisfaction, and therefore do not expect their friend will do so (Fehr, 1996). On the other hand, I predict that participants in the romantic relationship

condition would expect their partner to respond to neglect with the more active responses (i.e., voice or exit).

Part 3: Predictions for Anticipated Affect

3 a) I expect that participants' affective responses will vary as a function of the response that was anticipated from the partner/ friend. More specifically, anticipated destructive responses (i.e., exit and neglect) will be met with negative affective reactions (i.e., higher anger, frustration, depression, sadness, and stress). In contrast, it is predicted that anticipated constructive responses (i.e., voice and loyalty) will be met with positive affective reactions (i.e., higher excitement, contentment, and relief).

b) I expect that affect will vary as a function of relationship type, such that individuals in romantic relationships will score higher on all emotions when contemplating partner responses than individuals in same-sex friendships. This is a tentative prediction based on the assumption that romantic relationships are characterized by greater intensity of affect.

c) I expect that participants' affective response will vary as a function of gender. Women will score higher on depression than men. This is consistent with past research which finds that women are more prone than men to react to stressful events with helplessness and depression (Fivush & Buckern, 2000; Nolen-Hoeksema & Girgus, 1994).

d) It is also tentatively predicted that men will report higher levels of embarrassment than women.

e) I expect more negative affect (i.e., anger, frustration, depression, stress) with neglect responses in romantic relationships than in friendships—especially for females.

(Predictions were only made for the neglect response due to the paucity of research on loyalty in close relationships). Conversely, less positive affect (i.e., less excitement, contentment, and relief) is predicted when a voice response is anticipated in friendships than in romantic relationships--especially for male same-sex friendships. These predictions are based on the idea that romantic relationships are expected to involve more direct communication during conflicts than are same-sex friendships. The violation of such norms may result in dissatisfaction. Furthermore, the predictions for gender differences are based on 1) research suggesting that wives are dissatisfied when their husbands withdraw from conflict (Christensen & Heavey, 1990) and 2) research suggesting that men's same-sex friendships are less intimate in the sense that there are less discussions of feelings and problems (Bank & Hansford, 2000). Therefore, discussion of problems in male same-sex friendships may be seen as a violation of the norm that may result in dissatisfaction and negative affect.

Part 4: Predictions for Expected Outcomes

4 a) I expect that the outcome that participants expect will vary as a function of partner's response. Constructive partner responses are more likely to be associated with positive expected outcomes, whereas destructive responses are more likely to be associated with negative outcomes--especially, the exit response (Drigotas et al., 1995; Rusbult et al., 1986b).

b and c) I do not predict any relationship type differences nor gender differences for expected outcomes.

d) I predict that a voice response will have a more positive outcome in a romantic relationship than in a friendship.

e) Exit responses will have the lowest likelihood of resolving issues in friendships when compared with romantic relationships. Because friendships are characterized by more indirect methods of dealing with conflict as well as drifting apart as opposed to breaking up, an exit response may be perceived as a violation of friendship expectations and therefore lead to a low likelihood of resolution.

f) It is also hypothesized that passive responses, especially neglect, will be associated with more negative outcomes in romantic relationships than in friendships. In other words, passive responses (loyalty and neglect) will be associated with more negative outcomes in the romantic relationship condition than the friendship condition.

g) Conversely, it is predicted that active responses (exit and voice) will be associated with more positive outcomes in romantic relationships than friendships.

h) I also tentatively predict that males in romantic relationships will expect a more positive outcome for a loyalty response than will females in romantic relationships.

Overview

This research was conducted in two phases. First, a pilot study was conducted in which participants generated causes of dissatisfaction in friendships and romantic relationships. These responses were coded and used in the main study. While the primary purpose of the pilot study was to generate causes of dissatisfaction for the main study, it also serves as an exploratory study for comparing the triggers of dissatisfaction in friendships and romantic relationships.

The main study was conducted in phase two. First, I examined the responses (using Rusbult's typology) that participants were likely to use in friendships and romantic relationships in the face of specific dissatisfying situations (generated in the pilot study).

Then, participants were asked about the expected response of their partner based on self's response to dissatisfaction. Finally, participants were asked to indicate the affective reactions that they would anticipate experiencing as a result of their partner's response as well as to report on the outcomes that they anticipated in relation to their partner's response.

Pilot Study

Method

Participants

Eighty-five university students (47 women and 38 men) from the University of Manitoba introductory psychology pool participated in this study for course credit.

Materials/ Procedure

Participants were told that this is a study of dissatisfaction in close relationships. Approximately half of the participants (N = 38; 20 women, 18 men) were randomly assigned to focus on a same-sex friendship, while the remaining participants (N = 47; 27 women, 20 men) were randomly assigned to focus on a romantic relationship. Participants were then instructed to list as many causes of dissatisfaction as come to mind. (Participants in the romantic relationship condition were told that if they have never been in a romantic relationship, they could list causes that they think would cause dissatisfaction).

Finally, on a separate page, participants were asked to report demographic information such as their gender, age and current relationship status (for participants in the romantic relationship condition). Furthermore, participants were asked if they listed causes of dissatisfaction with respect to a current relationship partner/ friend, former

relationship partner/ friend, or relationship partners/ friends in general. This questionnaire is shown in Appendix A.

Results and Discussion

The causes generated from the pilot study were coded following the procedure outlined by Fehr (1988) in which highly synonymous and identical terms were combined. Two raters followed this procedure which resulted in a total of 27 causes of dissatisfaction for romantic relationships and 29 causes in friendship (see Table 1). In order to be included in the main study, situations had to meet three criteria. First, they had to be listed with high frequencies for both friendships and romantic relationships. Second, they had to be generated by both male and female participants, and third, participants had to ascribe similar meanings to the category. The latter criterion eliminated trust from the selection of situations (despite the fact that it had the highest frequency) because participants seemed to use this term in a variety of ways, (e.g., betraying confidence, sexual infidelity, etc.). Thus, because of the multiple meanings associated with this term, it was not included in the main study. Five dissatisfying situations were selected for the main study: cheating, lies, drifting apart, not spending enough time together, and jealousy (see Table 1).

The scenarios chosen are consistent with causes of dissatisfaction identified in the literature. For instance, cheating and lies are two of the most frequent types of betrayal in dating and marital relationships (Jones & Burdette, 1994). Cheating with a close friend's romantic partner is also rated as particularly dissatisfying for friendships (Fehr, 1996; Shackelford & Buss, 1996). The issue of time has been listed as a dilemma for individuals in friendships and romantic relationships (Baxter et al., 1997). For instance,

people's complaints that their partners or friends do not spend enough time with them is similar to Baxter et al.'s (1997) general time dilemma, Miller's (1991) broken promise category of promising to share one's time together, and Helgeson, Shaver and Dyer's (1987) distance category of lack of time spent together. Finally, Drifting apart has been identified as a cause of distance between two romantic partners (Helgeson, Shaver & Dyer, 1987) and jealousy has also been listed as a cause of distance in same-sex friendships (Helgeson, Shaver & Dyer, 1987) and romantic relationships (Buss, 1989; Guerrero & Reiter, 1998; Metts, 1994). Thus, the scenarios selected for the main study appear to have precedents in the literature.

Main study

Method

Participants

Introductory psychology students (N= 233; 136 women, 97 men) at the University of Manitoba participated in this research for course credit. The mean age of participants was 19.90, with a range of 18 to 43 years. In terms of relationship status, 33.8% of the participants reported that they were not currently dating, 32.9% were seriously involved, 25.9% were casually dating, 2.6% were engaged, 1.3% were cohabitating, and 1% were married. Of those participants who reported being romantically involved, the average length of involvement was 19.5 months. Almost all participants (90.9%) reported that English was their first language. The 22 participants for whom English was not their first language reported a mean of 13.5 years of having spoken English. Thus, their data were retained.

Materials and Procedure

Participants were randomly assigned to one of two conditions: a romantic relationship condition or a same-sex friendship condition and completed a questionnaire consisting of four major sections. The format of the questionnaire followed that of Fehr et al.'s (1999) questionnaire on anger scripts. (See Appendix B).

Section 1.

Causes of dissatisfaction. An instruction sheet informed participants that in the first part of the questionnaire, a number of situations would be described that could arise in either a romantic relationship or a same-sex friendship (depending on the condition). It was explained that these situations have the potential to create dissatisfaction. Five causes of dissatisfaction that were selected from the pilot study data (cheating, lies, drifting apart, not spending enough time together, and jealousy) were presented as sentences (e.g., "You and your friend{romantic partner} do not spend enough time together"), see Table 2. Participants were instructed to picture themselves in each situation with either a romantic partner or a close same-sex friend (depending on the condition) and answer several questions while keeping the situation in mind. (Participants in the romantic relationship condition were told that if they had never been involved in a romantic relationship, they should simply answer according to what they would expect to happen.) At the top of each page one dissatisfying situation was described. (The dissatisfying situations were presented randomly). Participants rated how dissatisfied they would feel in that situation on a scale from 1=not at all dissatisfied to 7=very dissatisfied. Next, participants were asked how they would respond in each situation.

Responses to dissatisfaction. Participants were presented with descriptions of responses to dissatisfaction and asked how likely it is that they would respond in each way, using a scale where 1 = not at all likely and 7 = very likely. Responses to dissatisfaction were taken from Rusbult et al. (1982). Loyalty was described as waiting and hoping that things will improve, giving things some time, continuing to have faith in the relationship and your partner/you. Exit was described as threatening to end the relationship, talking about ending the relationship, doing things to drive your partner away, or ending the relationship. Voice was described as discussing the problem, suggesting solutions, trying to find a compromise, trying to change your partner or yourself. Finally, the neglect description entailed ignoring the partner, spending less time together, refusing to discuss the problem.

Section 2.

An exploratory section was also included that assessed how an individual would feel if they responded in a particular manner as well as what they thought the outcome would be if they responded in this manner².

Section 3.

Expected partner responses. Next, participants were asked to focus on possible ways that their partner might react, depending on how they responded to dissatisfaction. Participants rated the likelihood that their partner would respond with exit, loyalty, voice or neglect on a 7-point Likert scale, where 1= not at all likely and 7 = very likely. Furthermore, participants rated how confident they felt about their expectations, where 1= very uncertain about how my partner actually would respond and 7= extremely certain about how my partner actually would respond.

Section 4.

Section 4 of the questionnaire assessed affect and expected outcomes.

Assessment of emotion. Participants imagined their partner/friend responding in each of the four ways identified above (e.g., with loyalty) and then rated how they would feel if their partner responded to them in this manner on a scale, where 1= not at all and 7= very likely that you would feel this way. They were presented with 9 emotions selected from each of the four quadrants of Russell, Weiss and Mendelsohn's (1989) affect grid. The affect grid is comprised of two dimensions: high pleasure- low pleasure and high arousal- low arousal. Emotions representative of each quadrant of the grid were used: stress, anger, frustration, (low pleasure, high arousal), depression, sadness (low pleasure, low arousal), contentment, relief (high pleasure, low arousal), and excitement (high pleasure, high arousal).

Likelihood of problem being resolved. After participants rated how their partner or friend's anticipated response would make them feel, they were asked "If your partner responded this way to your expression of dissatisfaction, what is the likelihood of the situation being resolved?" In research on conflict in friendships, Miller (1991) asked participants to circle one of three possible outcomes: the problem will be resolved, the problem will be somewhat resolved but dissatisfaction will still linger, and the problem will not be resolved. In the present investigation, this measure was converted to a continuous scale where 1= the problem will be resolved, 4= the problem will be somewhat resolved but dissatisfaction will still linger, and 7= the problem will not be resolved.

Finally, participants were given a short demographic questionnaire asking about their gender, age, current relationship status (for participants in the romantic relationship condition only), and nationality. Furthermore, for participants who responded with respect to a current partner/friend, felt closeness was assessed using Aron, Aron & Smollan's (1992) Inclusion of Other in the Self scale in which closeness is represented in terms of overlapping selves. Participants were asked to circle one of seven Venn diagrams (depicting circles overlapping to various degrees) that best describes their relationship, where 1 = self and other as separate and 7 = self and other are very connected.

Results

Ratings of closeness were analyzed before proceeding with the major analyses to ensure that any differences between friendships and romantic relationships were not due to differences in closeness.

Closeness

Level of closeness for participants who imagined a current partner/friend was analyzed in a 2(Gender) X 2(Relationship Type) analysis of variance with Inclusion of Other in the Self scores as the dependent variable³. There were no significant Gender, $F(1, 136) = 2.30, p > .10$, nor Relationship Type main effects, $F(1, 136) = 3.18, p > .10$. There was also no Gender by Relationship Type interaction, $F < 1$. The non-significant Relationship Type main effect indicates that individuals who imagined current romantic relationships were no closer than the individuals who imagined current friendships. Furthermore, the means for the Inclusion of Other in the Self for friendships and romantic relationships were above the midpoint of the scale ($M = 4.55$ for friendships; 4.77 for

romantic relationships), which indicates that participants who reported on a current partner/ friend felt that they were quite close to this person.

The analyses to test the hypotheses are presented in four sections. (Zero-order correlations between the hypothesized variables are presented in Table 3). First, ratings of dissatisfaction are analyzed. The second section focuses on participants' responses to dissatisfaction. Third, the findings regarding participants' expected responses are reported. Finally, data on participants' anticipated affect and outcomes are analyzed.

Part 1: Dissatisfaction

Were the scenarios presented to participants perceived as dissatisfying? To answer this question, ratings of dissatisfaction were analyzed in a 2 (Gender) X 2 (Relationship Type) X 5 (Scenario) analysis of variance. There was a significant main effect for gender, $F(1, 222) = 18.56, p < .001$, indicating that, overall, women reported that they would be more dissatisfied in these situations than would men ($M = 5.47$ for women; 5.00 for men, on a scale where 1 = not at all dissatisfied to 7= very dissatisfied). There was also a significant main effect for relationship type, $F(1, 222) = 9.10, p < .01$, indicating that, in general, individuals in the romantic relationship condition reported greater dissatisfaction than individuals in the friendship condition ($M = 5.12$ for friends; 5.44 for romantic relationships). The fact that all five scenarios received average dissatisfaction ratings higher than the midpoint of the scale (i.e., 4.00) suggested that these were relevant examples of dissatisfying scenarios.

The main effect for scenario was not significant, $F(1, 222) = 2.60, p > .10$, however, there was a significant Scenario X Relationship Type interaction, $F(1, 222) = 7.07, p < .01$. As Table 2 shows, although individuals in the romantic relationship

condition rated all of the scenarios as more dissatisfying than individuals in the friendship condition, this difference was largest for not spending enough time together and drifting apart. Thus, it appears that individuals find it particularly dissatisfying to feel that they are losing contact or closeness with a romantic partner rather than a friend. There was a marginally significant difference for the being lied to scenario, with no significant difference for cheating and jealous of time spent with other friends. The finding that cheating was rated equally dissatisfying for individuals in same-sex friendships and romantic relationships is consistent with other research indicating people are especially upset when a romantic partner cheats with a close friend (Fehr, 1996; Shackelford & Buss, 1996).

Part 2: Self Responses to Dissatisfaction

Do individuals respond to dissatisfaction differently in the context of a friendship versus a romantic relationship? It was predicted that friendships would be characterized by the use of passive responses (i.e., loyalty and neglect) to dissatisfaction when compared to romantic relationships, and that romantic relationships would be characterized by the use of active responses (i.e., voice and exit) when compared to friendships. It was also predicted that women would be more likely to report using constructive responses (i.e., voice and loyalty), whereas men would be more likely to report using destructive responses (i.e., exit and neglect). Furthermore, an interaction was predicted such that men in the friendship condition would be most likely to report passive responses, whereas women in the romantic relationship condition would be most likely to report voice. Finally, it was predicted that scenarios rated as more dissatisfying would be associated with a higher likelihood of active responses (i.e., voice and exit).

Self responses to dissatisfaction were analyzed in a 2 (Gender) X 2 (Relationship Type) X 4 (Self Response) X 5 (Scenario) analysis of variance. There was no significant main effect for gender, $F(1, 226) = 2.70, p > .10$. However, there was a significant relationship type main effect, $F(1, 226) = 9.37, p < .01$, indicating that individuals in the romantic relationship condition were more likely to respond overall than individuals in the friendship condition. There also was a significant main effect for self response, $F(1, 226) = 102.25, p < .001$. As can be seen in Table 4, participants were most likely to report using voice, followed by loyalty, exit, and neglect. When another analysis was conducted combining voice and loyalty (constructive responses) and exit and neglect (destructive responses), the results indicated that individuals were significantly more likely to report using constructive responses than destructive responses, ($M = 4.37$ for constructive responses; 2.73 for destructive responses, $t(229) = 16.40, p < .001$). This finding is consistent with other research that demonstrates that individuals are more likely to report using constructive responses (voice and loyalty) rather than destructive responses (exit and neglect); (Rusbult, Johnson & Morrow, 1986). There was also a significant main effect for scenario, $F(1, 226) = 4.72, p < .05$. As shown in Table 5, the lie and cheat scenarios received the highest likelihood ratings overall, followed by not spending enough time together, drifting apart, and finally jealousy. This finding is best interpreted in terms of the significant interactions obtained with this variable (discussed below)⁴.

Gender X Self Response. The self response main effect was moderated by a significant Gender by Self Response interaction, $F(1, 226) = 6.16, p < .05$. It was predicted that women would be more likely to report constructive responses, whereas

men would be more likely to report destructive responses⁵. As shown in Table 4, women rated voice and loyalty higher than did men, whereas men rated neglect and exit higher, as predicted, although the gender difference for exit was not statistically significant⁶.

Gender X Scenario. There was no significant Gender by Scenario interaction, $F < 1$.

Relationship Type X Self Response. It was predicted that individuals in friendships would be more likely to use passive responses (loyalty and neglect) than individuals in romantic relationships, whereas individuals in romantic relationships would be more likely to use more active responses (exit and voice). The Relationship Type X Self Response interaction was not significant when the analysis was conducted with the four ELVN responses as dependent variables, $F < 1$. However, when the analysis was conducted with the two passive responses combined (loyalty and neglect) and the two active responses combined (exit and voice), the results did confirm this prediction, $F(1, 226) = 55.70, p < .001$. The responses of individuals in the friendship condition were significantly more passive than the responses of individuals in the romantic relationship condition ($M = 3.48$ and 3.23 respectively, $t(228) = 2.76, p < .01$). Conversely, the responses of individuals in the romantic relationship condition were significantly more active responses than the responses of individuals in the friendship condition ($M = 4.06$ and 3.43 respectively, $t(230) = 7.43, p < .001$)⁷.

Relationship Type X Scenario. The Relationship Type by Scenario interaction was significant, $F(1, 226) = 7.55, p < .01$ ⁸. Individuals in the romantic relationship condition rated the self responses, overall, as more likely than individuals in the friendship condition, but only significantly so for not spending enough time together,

drifting apart and jealous of time spent with other friends scenarios (see Table 5).

Interestingly, in the analysis examining levels of dissatisfaction (reported earlier), drifting apart and not spending enough time together were rated as being more dissatisfying for individuals in romantic relationships than for individuals in friendships. These situations therefore may be seen as particularly demanding a response in a romantic relationship.

Gender X Relationship Type. There was no significant Gender by Relationship Type interaction, $F < 1$.

Self Response X Scenario. The Self Response by Scenario interaction was significant, $F(1, 226) = 51.14, p < .001$. Within each scenario, with exception of the cheating scenario, a consistent pattern emerged wherein voice and loyalty (constructive responses) were rated as more likely than exit and neglect (destructive responses) (see Figure 1). For the cheating scenario, the reverse pattern occurred wherein exit and neglect had the highest likelihood ratings and voice and loyalty had the lowest likelihood ratings. When another analysis was conducted combining the constructive and the destructive responses, the results indicated that individuals were more likely to use constructive than destructive responses for all scenarios except the cheating scenario in which the reverse was true. In other words, overall, participants were more likely to report using constructive responses than destructive responses, except for the extremely dissatisfying scenario, wherein participants were more likely to report using destructive than constructive responses.

Gender X Relationship Type X Self Response. It was predicted that men in the same-sex friendship condition would be most likely to report passive responses and that women in the romantic relationship condition would be most likely to use voice. There

was no support for this prediction given that the Gender X Relationship Type X Self Response interaction was not significant, $F < 1$.

Gender X Relationship Type X Scenario. There was no significant Gender by Relationship Type by Scenario interaction, $F < 1$.

Relationship Type X Self Response X Scenario. There was no significant Relationship Type by Self Response by Scenario interaction, $F(1, 226) = 1.28, p > .10$.

Gender X Self Response X Scenario. There was no significant Gender by Self Response by Scenario interaction, $F < 1$.

Gender X Relationship Type X Self Response X Scenario. There was no significant Gender by Relationship Type by Self Response by Scenario interaction, $F < 1$.

Relation Between Level of Dissatisfaction and Self Responses. Finally, it was predicted that as dissatisfaction increases, individuals will be more likely to use the active responses of exit and voice. When dissatisfaction ratings were averaged across scenarios, only support for voice was found ($r = .47, p < .001$)⁹. Exit was positively correlated with total dissatisfaction, however, the correlation was not significant, $r = .06, p > .10$ ¹⁰. When another analysis was conducted combining the active responses (voice and exit), the results did support the prediction, $r = .44, p < .001$. A small positive correlation was obtained between loyalty and dissatisfaction ($r = .16, p < .05$)¹¹, whereas a small negative correlation was obtained between neglect and dissatisfaction ($r = -.16, p < .05$)¹². The finding that as dissatisfaction increases so does the reported use of active responses is consistent with the findings in the literature. For instance, Rusbult, Johnson and Morrow (1986) found that as problem severity increased, so did reported use of exit and voice,

whereas the loyalty response became less likely. The researchers suggest that the more severe the problem, the more motivated people will be to handle the problem directly.

To summarize, participants are more likely to report using constructive as opposed to destructive responses. This is especially true for women. (Men are more likely to report using destructive responses). The data also suggest that friendships are characterized by passivity, whereas romantic relationships are characterized by more active responses. There was also support for the prediction that as dissatisfaction increases, more active responses (especially voice) will be reported.

Part 3: Expected Partner Responses

What responses did people expect from their partners and friends in reaction to various responses to dissatisfaction? It was predicted that participants who imagined constructive responses would expect more constructive responses from their partner and participants who imagined destructive responses would expect more destructive responses from their partner. It was also predicted that individuals in the friendship condition would expect more passive responses from their friend when self responded with neglect. In contrast, it was predicted that individuals in the romantic relationship condition would expect more active responses when self responded with neglect and this effect would be most pronounced for men. Furthermore, it was predicted that participants (especially men) who imagined a voice response in the context of a friendship would be less likely to expect a voice response than participants who imagined voice in the context of a romantic relationship. Finally, it was tentatively hypothesized that men in the romantic relationship condition would be more likely to expect voice from their partner, whereas women in romantic relationships would be more likely to

expect passive responses. To test these predictions, expectations were analyzed in a 2 (Gender) X 2 (Relationship Type) X 4 (Self Response) X 4 (Expected Partner Response) analysis of variance. Although there was not a significant gender main effect, $F(1, 224) = 1.68, p > .10$, there was a significant relationship type main effect, $F(1, 22) = 4.92, p < .05^{13}$. Individuals in the romantic relationship condition expected higher levels of response from their partner ($M = 3.89$ for friendships; 4.02 for romantic relationships). The main effect for self response was also significant, $F(1, 224) = 57.94, p < .001$, indicating that participants expected more responses (of various kinds) from their partner or friend when the self engaged in exit, followed by neglect, loyalty and than voice (see Table 6). There was also a main effect for expected partner response, $F(1, 224) = 13.85, p < .001$. As shown in Table 7, participants were most likely to expect a voice response, followed by loyalty, neglect and finally exit. The earlier analysis of self responses revealed that participants are most likely to report using voice and loyalty and least likely to report using exit and neglect. The present analysis suggests that they had similar expectations for their partner or friend.

Gender X Relationship Type. There was no significant Gender by Relationship Type interaction, $F(1, 224) = 1.52, p > .10$.

Gender X Self Response. There was no significant Gender by Self Response interaction, $F(1, 224) = 1.01, p > .10$.

Relationship Type X Self Response. There was no significant Relationship Type by Self Response interaction, $F(1, 224) = 1.22, p > .10$.

Gender X Expected Partner Response. There was no significant Gender by Expected Partner Response interaction, $F(1, 224) = 1.10, p > .10$.

Relationship Type X Expected Partner Response. The relationship type main effect was moderated by a Relationship Type by Expected Partner Response interaction, $F(1, 224) = 33.93, p < .001$, indicating that the finding that individuals in romantic relationships have higher likelihood ratings are not constant but rather vary according to expected partner response. It was predicted that individuals in the romantic relationship condition would be more likely to expect active responses from their partner and that individuals in friendships would expect more passive responses. As shown in Table 7, individuals in the romantic relationship condition expected more voice and exit (active responses), whereas individuals in the friendship condition expected more neglect. There was no significant difference for loyalty. When the analysis was conducted combining passive responses (loyalty and neglect) and active responses (voice and exit), the results did confirm the predictions. Individuals in the romantic relationship condition were more likely to expect active responses ($M = 4.19$ for romantic relationships; 3.71 for friendships, $t(226) = 5.14, p < .001$), and individuals in the friendship condition were more likely to expect passive responses ($M = 4.06$ for romantic relationships; 3.86 for friendships, $t(229) = 2.10, p < .05$).

Self Response X Expected Partner Response. It was predicted that constructive self responses would be followed by constructive expected partner responses and destructive self responses would be followed by destructive expected partner responses. Although there was no significant Self Response by Expected Partner Response interaction, $F(1, 224) = 2.70, p = .10$, there was a significant Relationship Type by Self Response by Expected Partner Response interaction that will be discussed later. When the destructive responses were combined (i.e., exit and neglect) and the constructive

responses (i.e., voice and loyalty) were combined, the results did support the predictions, $F(1, 224) = 6.00, p < .05$. As hypothesized, when participants responded constructively (i.e., voice and loyalty), they expected their partner or friend would be more likely to respond constructively than destructively ($M = 4.93$ for expected constructive responses, 2.56 for expected destructive responses; $t(228) = 19.20, p < .001$). When participants' self response was destructive (i.e., neglect and exit), participants were more likely to expect destructive responses than constructive responses. However, this difference was only marginally significant ($M = 4.30$ for expected destructive responses, 4.03 for expected constructive responses; $t(229) = 1.81, p = .071$).

Gender X Relationship Type X Self Response. There was no significant Gender by Relationship Type by Self Response interaction, $F(1, 224) = 2.02, p > .10$.

Gender X Relationship Type X Expected Partner Response. It was tentatively predicted that men in romantic relationships would anticipate more voice from their partners than women and that women would anticipate more passive responses in romantic relationships than would men. However, there was no significant Gender by Relationship Type by Expected Partner Response interaction, $F(1, 224) = 1.98, p > .10$.

Gender X Self Response X Expected Partner Response. There was no significant Gender by Self Response by Expected Partner Response interaction, $F(1, 224) = 2.61, p > .10$.

Relationship Type X Self response X Expected Partner Response. Support for the idea that individuals have scripts for contingencies between self responses and expected partner reactions emerged in the significant three-way Relationship Type by Self Response by Expected Partner Response interaction, $F(1, 224) = 2.70, p < .05^{14}$. This

higher order interaction indicates that people anticipated different reactions from their partner depending on the kind of relationship they were in.

It was predicted that participants who imagined responding with neglect in the context of a friendship would be more likely to expect passive as opposed to active responses, and participants who imagined responding with neglect in the context of a romantic relationship would be more likely to expect active as opposed to passive responses. There was a marginally significant Expected Partner Response by Relationship Type interaction for a self neglect response, $F(1, 230) = 3.43, p = .065$. Upon further analysis, it was found that when self responds with neglect, participants in the friendship condition were more likely to expect a neglect response than individuals in the romantic relationship condition ($M = 5.04$ for friendships; 4.41 for romantic relationships, $t(230) = 2.52, p < .05$). There was no significant difference for loyalty ($M = 3.96$ for friendships, 4.09 for romantic relationships; $F < 1$). Furthermore, as predicted, when self responds with neglect, participants in the romantic relationship condition were more likely to expect voice ($M = 4.54$ for romantic relationships; 3.92 for friendships, $t(230) = 2.85, p < .05$) and exit ($M = 3.96$ for romantic relationships; 3.26 for friendships, $t(230) = 2.95, p < .01$). In other words, when self responds with neglect in the context of a friendship, one expects the passive response of neglect, however, when self responds with neglect in the context of romantic relationships, one expects more active as opposed to passive responses, see Figure 2.

There was also a marginally significant Expected Partner Response by Relationship Type interaction for a self loyalty response, $F(1, 229) = 3.65, p = .057$. Upon further analysis, it was found that when self responds with loyalty, participants in

the romantic relationship condition expect more voice than individuals in the friendship condition ($M = 5.12$ for romantic relationships; 4.53 for friendships, $t(229) = 2.63$, $p < .01$), and more exit ($M = 2.86$ for romantic relationships; 2.17 for friendships, $t(229) = 3.55$, $p < .001$). There was a marginally significant difference for neglect ($M = 3.26$ for friendships, 2.88 for romantic relationships; $t(229) = 1.82$, $p = .07$), but no significant difference for loyalty ($M = 5.01$ for friendships, 4.75 for romantic relationships; $t(229) = 1.34$, $p > .10$). In other words, when self responds with loyalty or neglect, individuals in the context of a romantic relationship expect more active as opposed to passive responses, and individuals in the context of friendships expect more neglect when self responds with neglect.

There were no significant Expected Partner Response by Relationship Type interactions for the exit ($F(1, 228) = 2.51$, $p = .11$) and voice self responses ($F < 1$). Thus, when self responds actively, individuals in the friendship and romantic relationship condition do not differ in terms of the response they expect from their partner.

Gender X Relationship Type X Self Response X Expected Partner Response. It was predicted that in same-sex friendships, a voice response would be less likely to be followed by a voice response than it would in a romantic relationship, especially among men. There was no support for this prediction, ($F < 1$).

Confidence ratings. There was no significant difference for confidence ratings between individuals in the romantic relationship condition and individuals in the friendship condition ($M = 4.93$ for friendships; 4.86 for romantic relationships), $F < 1$. There was however, a significant difference in confidence ratings between women and men ($M = 5.10$ for women; 4.59 for men, $F(1, 209) = 7.57$, $p < .01$), indicating that

women were more confident than men in their ratings. The overall confidence rating was 4.90 ($sd = 1.35$), on a scale of 1 to 7 where 1 =very uncertain about how my partner/friend actually would respond, and 7=extremely certain about how my partner/friend would respond. The fact that the mean confidence rating was above the midpoint of the scale indicates that participants were fairly certain about how their partner/friend would actually respond. With regards to confidence ratings for the partners/ friends that individuals imagined, participants who imagined a current partner reported the highest level of confidence, followed by past partner/ friend and finally partner/ friends in general ($M = 5.13$ for current partner/ friends; 4.82 for past partner/ friends; and 4.25 for partner/ friends in general. There was only a significant difference between current partner/ friends and partner/ friends in general. The correlation between confidence ratings and length of the relationship (assessed for individuals in romantic relationships only, $N = 54$), was not significant, $r = .212$, $p > .10$, indicating that individuals in longer relationships were not more confident about their partner's responses despite having had greater opportunity to observe their partner's reactions to dissatisfying situations.

In conclusion, support was found for the general prediction that individuals have scripts regarding responses to dissatisfaction in close relationships. If self responds in a constructive manner, individuals expect their partner to respond in a constructive manner; if self responds in a destructive manner, individuals expect their partner to respond in a destructive manner. However, these scripts for responses to dissatisfaction vary as a function of relationship type. For instance, individuals in the romantic relationship condition were more likely to expect active responses from their partners than individuals

in the friendship condition. Conversely, individuals in the friendship condition were more likely to expect the passive response of neglect than individuals in the romantic relationship condition. These findings are consistent with the idea that friendships are characterized by passivity, whereas romantic relationships are characterized by more active responses. These scripts also vary according to relationship type. Individuals in the romantic relationship condition were more likely to expect active responses from their partner regardless of self responses. Conversely, self responses were contingent on expected partner responses in the friendship condition. When self responds constructively, one expects constructive responses, when self responds with exit, one expects destructive responses, when self responds with neglect one expects neglect and is least likely to expect exit. In contrast, individuals in the romantic relationship condition were more likely to expect voice or exit when self responded with neglect. In other words, individuals have different scripts for different relationships and if dissatisfied, individuals will respond differently because they anticipate different reactions, depending on whether individuals are dissatisfied with a romantic partner or a friend.

Part 4: Anticipated Affect

It was hypothesized that a partner's response to dissatisfaction would be associated with certain emotions. In general, it was expected that destructive partner responses to dissatisfaction would be associated with negative affect, and constructive partner responses to dissatisfaction would be associated with positive affect. More specifically, it was expected that a partner's neglect response would engender more negative affect in romantic relationships than in friendships, especially for women. Furthermore, it was expected that a partner's voice response would be associated with

more positive affect in a romantic relationship than in a friendship, especially for women. These predictions were analyzed in a 2 (Gender) X 2 (Relationship Type) X 4 (Expected Partner Response) X 4 (Affect) analysis of variance. (Recall that, the nine emotions measured (excluding embarrassment) were divided into four categories based on the four quadrants of Russell, Weiss and Mendelsohn's affect grid: low pleasure-low arousal, low pleasure- high arousal, high pleasure-low arousal, high pleasure-high arousal). The main effects for gender and relationship type were not significant, $F(1, 218) = 1.80, p > .10$ and $F(1, 218) = 2.71, p > .10$, respectively. The main effect for Expected Partner Response was significant, $F(1, 218) = 13.98, p < .001$. In general, a partner's exit response was associated with the greatest amount of emotion, followed by neglect, voice and loyalty, (see Table 8). In other words, affect is most pronounced when people expect their partner will leave the relationship or at least is contemplating leaving. There was also a significant main effect for Affect, $F(1, 218) = 385.94, p < .001$. As shown in Table 9, high arousal-low pleasure emotions were rated as the most likely reactions to a partner's responses to dissatisfaction, followed by low arousal-low pleasure, low arousal-high pleasure and finally, low arousal-high pleasure emotions¹⁵.

Gender X Relationship Type. There was no significant Gender by Relationship Type interaction, $F < 1$.

Gender X Expected Partner Response. There was a significant Gender by Expected Partner Response interaction, $F(1, 218) = 3.98, p < .05$ ¹⁶. Women expected to experience greater affect than did men if their partner responded to their expression of dissatisfaction with exit ($M = 3.66$ for women, 3.40 for men; $t(222) = 2.68, p < .01$).

Women and men's affect ratings did not differ significantly for the remaining three expected partner responses (loyalty, voice and neglect), see Table 10.

Relationship Type X Expected Partner Response. There was no significant Relationship Type by Expected Partner Response, $F(1, 218) = 2.24, p > .10$.

Gender X Affect. There was a significant Gender by Affect interaction, $F(1, 218) = 4.79, p < .05^{17}$. It was tentatively predicted that women would rate low pleasure-low arousal emotions (i.e., depression and sadness) higher than men. In fact, women rated low pleasure-low arousal emotions and low pleasure-high arousal emotions (i.e., anger, frustration, and stress) higher than did men, ($t(223) = 2.34, p < .05$ and $t(222) = 2.42, p < .05$, respectively; see Table 9). Basically, women expect to feel more unhappy than men by their partner's response to dissatisfaction¹⁸. No support was found for the tentative prediction that men would report feeling more embarrassed than women.

Relationship Type X Affect. It was tentatively predicted that affect would vary as a function of relationship type, such that romantic relationships would be characterized by greater emotional intensity than friendships. The interaction between affect and relationship type was not significant, $F < 1$. However, as reported below, there was a significant three-way interaction between Relationship Type, Expected Partner Response and Affect.

Expected Partner Response X Affect. It was expected that participants' affective responses would vary as a function of the expected partner response. More specifically, it was predicted that expected destructive responses would be associated with negative affect and constructive responses would be associated with positive affect. Consistent with this prediction, a significant interaction was obtained between Expected Partner

Response and Affect, $F(1, 218) = 27.96, p < .001$. Specifically, when a partner was expected to respond with neglect or exit, participants were most likely to report that they would feel low pleasure-high arousal emotions, followed by low pleasure-low arousal emotions, high pleasure-high arousal emotions, and high pleasure-low arousal emotions (see Table 8). Conversely, as shown in Table 8, when a partner was expected to respond with voice, participants reported that they would be most likely to feel high pleasure-low arousal emotions, followed by high pleasure-high arousal emotions, low pleasure-high arousal emotions, and finally, low pleasure-low arousal emotions. When a partner was expected to respond with loyalty, however, participants reported that they would be most likely to feel high pleasure-low arousal emotions, followed by low pleasure-high arousal emotions, high pleasure-high arousal emotions, and finally, low pleasure-low arousal emotions (see Table 8). In other words, when an individual expects a destructive response, more negative affect is expected, whereas when an individual expects a voice response, more positive affect is expected. (The expected loyalty response provided mixed results, as high pleasure-low arousal emotions were expected the most, followed by low pleasure-high arousal emotions). This pattern became clearer when destructive responses (i.e., exit and neglect), constructive responses (i.e., voice and loyalty), low pleasure emotions (i.e., anger, frustration, stress, depression and sadness), and high pleasure emotions (i.e., contentment, relief, and excitement) were combined. Individuals rated low pleasure emotions higher for expected destructive than expected constructive responses ($M = 5.41$ for destructive responses, 2.63 for constructive responses; $t(223) = 29.59, p < .001$) and rated high pleasure emotions lower for expected destructive responses than expected constructive responses ($M = 1.60$ for destructive responses, 3.60

for constructive responses; $t(222) = 20.26, p < .001$). As will be discussed shortly, these effects were moderated by a significant higher order interaction between Relationship Type, Expected Partner Response and Affect.

Gender X Expected Partner Response X Affect. There was no significant Gender by Partner Response by Affect interaction, $F(1, 218) = 2.64, p > .10$.

Relationship Type X Expected Partner Response X Affect. There was a significant three-way interaction between Relationship Type, Expected Partner Response and Affect, $F(1, 218) = 5.39, p < .05^{19}$, indicating that affective responses associated with expected partner responses were not constant but varied according to relationship type. It was predicted that that there would be more negative affect with neglect responses in romantic relationships than in friendships. In fact there was a significant Affect by Relationship Type interaction for an expected neglect response, $t(223) = 3.04, p < .01$, indicating that a neglect response is expected to produce greater affect in a romantic relationship than in a friendship. Upon further analysis, it was found that individuals in the romantic relationship did report that they would feel more low pleasure-low arousal ($M = 4.98$ for romantic relationships; 4.49 for friendships, $t(228) = 2.23, p < .05$) and low pleasure-high arousal emotions, although the difference for low pleasure-high arousal was not significantly different ($M = 5.55$ for romantic relationships; 5.41 for friendships, $t(228) = .774, p > .10$). When another analysis was conducted combining low pleasure emotions (anger, frustration, stress, sadness, and depression) and high pleasure emotions (content, relieved, and excited), the results did confirm this prediction. Individuals in the romantic relationship condition reported that they would feel more low pleasure emotions if their partner responded with neglect when compared to individuals in the friendship

condition ($M = 5.75$ for romantic relationships; 5.14 for friendships), $t(227) = 3.69$, $p < .001$, see Figure 3. In other words, a neglect response is associated with more negative affect in romantic relationships than in friendships.

It was also predicted that there would be more positive affect for an expected voice response in the context of a romantic relationship, than in the context of a friendship. However, the interaction between Affect and Relationship Type was not significant for the expected voice response, $F(1, 222) = 1.15$, $p > .10$, and the direction of the means did not support the prediction.

There were also no significant Affect by Relationship Type interactions for the expected exit, $F(1, 224) = 1.20$, $p > .10$, and loyalty responses, $F < 1$. (No predictions had been made).

It was predicted that romantic relationships would be characterized by a greater intensity of affect than friendships. The results indicate that individuals in the romantic relationship only score higher on negative affect when their partner responds in a destructive manner ($M = 5.64$ for romantic relationships, 5.17 for friendships; $t(226) = 2.92$, $p < .01$). This finding is somewhat consistent with Hegelson et al.'s (1987) finding that romantic relationships are characterized by greater emotional intensity for distance events than intimacy events.

Gender X Relationship Type X Expected Partner Response X Affect. It was predicted that a neglect response would produce more negative affect for women than for men. Women would experience low pleasure emotions for an expected neglect response, more so than men, in romantic relationships. Although the four-way interaction was not significant, $F(1, 218) = 1.03$, $p > .10$, the direction of the means was consistent with the

prediction for the low pleasure-low arousal emotions ($M = 5.52$ for women in romantic relationships; 4.84 for men in romantic relationships; 4.81 for women in friendships; and 3.78 for men in friendships) and the low pleasure-high arousal emotions ($M = 6.35$ for women in romantic relationships; 6.06 for men in romantic relationships; 5.89 for women in friendships; and 5.29 for men in friendships), see Figure 4.

It was also predicted that men in same-sex friendships would report less positive affect when they expected their friend to respond with voice. No support was found for this prediction.

In conclusion, support was found for the prediction that expected destructive responses from one's partner are associated with higher negative affect and expected constructive responses are associated with higher positive affect. It was also found that women report that they would feel more negative affect than men, especially when they expected their partner to respond with neglect. Some support was found for the prediction that neglect would be associated with more negative affect in romantic relationships, especially for women.

Part 5: Anticipated Outcome

Do anticipated outcomes vary as a function of a partner's expected response? It was hypothesized that participants would be less likely to believe that the problem would be resolved if their partner responded destructively. Conversely, it was predicted that a constructive response from the partner would be associated with resolution of the issue. Furthermore, an interaction between relationship type and expected partner response was expected such that a voice response would produce a more positive outcome in romantic relationships than in friendships, and neglect would be associated with a more negative outcome

in friendships, and neglect would have a more negative outcome in romantic relationships. Finally, it was predicted that men in romantic relationships would expect a more positive outcome for loyalty than would women. In order to test these predictions, outcomes were analyzed in a 2 (Gender) X 2 (Relationship Type) X 4 (Expected Partner Response) analysis of variance. There were no significant gender ($F(1, 229) = 1.37, p > .10$) or relationship type main effects ($F < 1$). There was, however, a significant expected partner response main effect, $F(1, 229) = 38.16, p < .001$, indicating that participants expected that the problem would be least likely to be resolved if their partner responded with neglect, followed by exit, loyalty and voice, (see Table 11). Another analysis was conducted in which the constructive responses (i.e., voice and loyalty) and the destructive responses (i.e., exit and neglect) were combined. As predicted, the problem was seen as more likely to be resolved when a partner/ friend responded constructively, and less likely to be resolved when a partner/ friend responded destructively ($M = 5.88$ for destructive responses, 2.99 for constructive responses; $t(232), p < .001$). (Recall that ratings were made on a scale of 1= the problem is likely to be resolved to 7= the problem is not likely to be resolved).

Gender X Relationship Type. There was no significant Gender by Relationship Type interaction, $F < 1$.

Gender X Expected Partner Response. There was a significant Gender by Expected Partner Response interaction, $F(1, 229) = 4.56, p < .05$, indicating that expectations for resolution of the issue were not constant for expected partner responses. As shown in Table 11, women were more likely than men to believe that the problem would be resolved if their partner used voice ($M = 2.07$ for women; 2.82 for men, $t(230)$

= 4.55, $p < .001$) and that partner responses of neglect and exit would fail to resolve the problem ($M = 6.33$ for women; 5.84 for men, $t(230) = 3.41$, $p < .001$ and $M = 5.98$ for women; 5.18 for men, $t(230) = 4.09$, $p < .001$, respectively). There was no significant gender difference for a loyalty expected partner response, $t(230) = .978$, $p > .10$. In other words, women believe that the issue will be resolved if their partner talks about the problem, and that the problem will not be resolved if the partner is neglectful or leaves.

Relationship Type X Expected Partner Response. There was a significant Relationship Type by Expected Partner Response interaction, $F(1, 229) = 16.62$, $p < .001$, indicating that ratings for likelihood of the problem being resolved for various responses to dissatisfaction were not constant, but varied according to relationship type. It was hypothesized that an expected exit response would be associated with a lower likelihood of resolution. As predicted, individuals in the friendship condition were less likely to report that the problem would be resolved if they expected their partner to respond with exit, ($M = 5.90$ for friendships; 5.37 for romantic relationships, $t(231) = 2.66$, $p < .01$). It was also predicted that if a partner was expected to respond with voice, individuals in the romantic relationship condition would report a more positive outcome than individuals in the friendship condition. Although not significant, ($t(231) = 1.29$, $p > .10$), the direction of the means did support the prediction ($M = 2.49$ for friendships; 2.27 for romantic relationships). An expected neglect response (which, overall, was rated as producing the lowest likelihood of resolution), was seen as leading to less resolution of the issue in a romantic relationship than in a friendship, $t(231) = 2.62$, $p < .01$ (see Table 12). This finding is consistent with the earlier finding that an expected neglect response was associated with more negative affect in the context of a romantic relationship than in the

context of a friendship. There were no significant relationship type differences for an expected loyalty response (no predictions had been made).

When another analysis was conducted combining the passive responses (loyalty and neglect) and the active responses (exit and voice), the results suggest that individuals in the friendship condition were less likely to expect that the problem would be resolved if their friend used active responses (exit and voice); ($M = 4.19$ for friendships; 3.82 for romantic relationships, $t(231) = 3.68$, $p < .001$), and that individuals in romantic relationships were less likely to report the problem would be resolved if their partner used passive responses (loyalty and neglect); ($M = 3.82$ for friendships; 4.71 for romantic relationships, $t(231) = 2.59$, $p < .05$). This is consistent with the prediction that individuals in friendships are less likely to use active responses because they do not believe that this will result in a positive outcome.

Gender * Relationship Type * Expected Partner Response. It was predicted that men in romantic relationships would expect a more positive outcome for a loyalty response than would women in romantic relationships. No support was found for this prediction, $F < 1^{20}$.

In conclusion, participants (especially women) rated the problem as less likely to be resolved if their partner responded destructively (exit and neglect), and more likely to be resolved if their partner responded constructively (loyalty and especially voice). It was also found that an expected voice response is associated with a more positive outcome in the context of a romantic relationship than in the context of a friendship and that an expected neglect response is associated with a more positive outcome in the context of a friendship than in the context of a romantic relationship. Furthermore,

expected active responses (voice and exit) are associated with a more positive outcome in the context of a romantic relationship, whereas expected passive responses (loyalty and neglect) are associated with a more positive outcome in the context of a friendship.

Discussion

The two main objectives of the present study were to assess: 1) how individuals respond to various dissatisfying scenarios in the context of friendships and romantic relationships and 2) why do individuals respond as they do? More specifically, for the latter objective, the goal was to determine if expected partner responses are linked with self responses in order to explore the possibility that expected partner responses guide self responses to dissatisfaction. Furthermore, another goal was to link expected partner responses with expected affect and outcomes.

Level of Reported Dissatisfaction

Overall, women found the scenarios to be more dissatisfying than did men. This finding is consistent with research on anger showing that women report higher levels of anger in various anger provoking situations than do men (Buss, 1989; Fehr et al., 1999). The results also indicate that individuals in the romantic relationship condition, overall, found the situations more dissatisfying than individuals in the friendship condition, especially for the not spending enough time together and drifting apart scenarios. This finding suggests that individuals in romantic relationships find it particularly dissatisfying to feel that they are losing contact or closeness with their partner. Perhaps, the thought of slowly breaking up is more dissatisfying for individuals in romantic relationships because they are worried that they might lose the relationship and that is a greater worry in

romantic relationships because they are more valued, and not as easily replaced (Fehr, 1996).

Relationship between level of dissatisfaction and self responses. It was found that as dissatisfaction increases, so does the reported use of active responses. This finding is consistent with Rusbult, Johnson and Morrow (1986) who found that as severity of the problem increased so did the reported use of active responses. Perhaps the more dissatisfied individuals are, the more motivated they will be to do something and take direct action to deal with the problem. Given that passive responses may not be noticed by their partner, individuals may want to do something that their partner will notice. Despite the positive correlation between dissatisfaction and active responses, there was no significant negative correlation between total dissatisfaction and passive responses. In other words, the evidence suggests that dissatisfaction may motivate an individual to do something. However, lack of dissatisfaction may not motivate an individual to respond passively.

Responses to Dissatisfaction in Friendships and Romantic Relationships

Gender differences in responses to dissatisfaction. Overall, women reported that they would be more likely to use constructive responses than destructive responses. Conversely, men reported that they would be more likely to use destructive responses, especially neglect. The finding that women are more likely to report constructive as opposed to destructive responses is consistent with the literature on the ELVN model. For instance, Rusbult, Johnson and Morrow (1986) found that women were more likely

to engage in higher levels of voice and loyalty than their male partners. Furthermore, the finding that men are more likely to report destructive as opposed to constructive responses is somewhat consistent with Rusbult et al. (1986), who found that men were more likely to engage in neglect than women, although this difference was not significant. As in the present study, Rusbult et al. (1986) failed to obtain a significant gender difference for the exit response. Similarly, research suggests that women are more likely to be nurturing, to care more about a relationship's well-being, and to openly discuss problems (Acitelli, 1992).

Relationship type differences in responses to dissatisfaction. Do friends and romantic partners differ in terms of how they respond to dissatisfaction? In fact, the results suggest that individuals in friendships respond differently than individuals in romantic relationships. Consistent with predictions, friendships were characterized by passive responses, whereas romantic relationships were characterized by active responses. In other words, friends are more likely to respond to dissatisfying situations by doing nothing (i.e., waiting and hoping, ignoring the problem), whereas romantic partners are more likely to try to do something (discuss the problem, end the relationship). This finding is consistent with research that indicates that friends are more likely to deal with conflict in an indirect manner (Baxter, 1979; Baxter, et al., 1993; Fehr, 1996; Sillars, 1980a; Sillars, 1980b), whereas individuals in romantic relationships are more likely to deal with conflict in a direct manner (Canary, Stafford, Hause & Wallace, 1993; Fehr, 1996).

Let us now consider some possible reasons for why individuals in friendships may respond differently than individuals in romantic relationships. First, it may be

argued that friends respond more passively because they are less close than romantic partner. The logic behind this argument is that the closer you are the more invested you feel and therefore the more likely you are to take action when there appears to be a problem. However, the analysis of closeness ratings revealed that romantic partners were not closer than were friends. Similarly, Baxter, Mazanec, Nicholson, Pittman, Smith, and West (1997) failed to find significant relationship type differences for reported closeness. (Recall that in the current study, participants were asked to imagine a close friend and not just an acquaintance, which presumably explains why the friendships were rated as close as the romantic relationships).

Second, perhaps individuals in romantic relationships find the situations more dissatisfying and therefore may be more likely to respond actively as opposed to passively. Indeed, the finding that as dissatisfaction increases, so does the reported use of active responses is consistent with this idea. Furthermore, the results suggest that participants in the romantic relationship do in fact find the scenarios more dissatisfying, overall. However, it is important to keep in mind that individuals in the romantic relationship reported the use of more active responses for scenarios where there were no relationship type differences for overall dissatisfaction (i.e., jealousy, lies). In addition, dissatisfaction and passive responses were not significantly (negatively) correlated. In other words, the level of dissatisfaction may account for why individuals in the romantic relationship condition reported more active responses in certain scenarios. However, there is no evidence that individuals in the friendship condition responded more passively because they found the scenarios less dissatisfying.

Expected Partner Responses: Toward an Explanation for Differences in Responses to Dissatisfaction

It was proposed that differences in responses to dissatisfaction can be explained, at least in part, by the different expectations that individuals have for dissatisfying situations. In other words, individuals may be motivated to respond to dissatisfaction in a particular manner because of the response they expect from their partner. In order to assess this idea, it must be determined if individuals in friendships and romantic relationships have expectations for interactions in dissatisfying situations.

The results of the present study indicate that individuals have expectations for responses to dissatisfaction that vary as a function of relationship type. The finding that individuals in the romantic relationship condition expect more active responses and that individuals in the friendships condition expect more passive responses parallels the earlier finding that individuals in the context of a romantic relationship are more likely to report using active responses and that individuals in friendships are more likely to use passive responses. Therefore, individuals expect what they themselves do in the context of a friendship or a romantic relationship.

While it is important to study individuals' general expectations for responses to dissatisfaction, examining the expected contingencies for responses to dissatisfaction provides a clearer picture. In other words, do individuals have relational knowledge about what partner reactions tend to be followed by various responses to dissatisfaction? More specifically, do individuals expect certain ELVN responses when they themselves respond with various ELVN responses?

Evidence was found to support the concept that individuals have scripts for responses to dissatisfaction. Individuals who responded constructively expected constructive responses from their partner or friend, and individuals who responded destructively expected destructive responses for their partner/ friend, although the latter was only marginally significant.

Relationship type differences. The findings become clearer when relationship type differences are taken into account. When self responds passively, differences in scripts emerge. However, when self responds actively, the interpersonal scripts do not differ for individuals in the context of friendships and romantic relationships. More specifically, when self responds with neglect or loyalty, individuals in the context of a romantic relationships are more likely to expect active responses than individuals in the context of a friendship. In contrast, when self responds with neglect, individuals in the context of a friendship are more likely to anticipate a neglect response from their friend than individuals in the context of a romantic relationship. Thus, the interpersonal scripts for responses to dissatisfaction appear to differ only for when self responds passively.

Support for the idea that individuals have scripts for responses to dissatisfaction is consistent with the more recent interest in relational cognition (Baldwin, 1992; Baldwin 1995; Fehr et al., 1999; Holmes, 2000). For instance, researchers have examined interpersonal scripts of anger events in close relationships (Fehr et al., 1999), friendship prototypes (Davis & Todd, 1985), attachment relational schemas (Baldwin & Meunier, 1999), interpersonal scripts for conflict (Miller, 1991), and prototypes of love and commitment in close relationships (Fehr, 1988). The underlying idea of this research is that individuals have relational knowledge, or rather, stored relational experiences that

may help to guide relational behavior. In the present study, support was offered to suggest that individuals have relational knowledge about interaction patterns for responses to dissatisfaction.

Expected Partner Responses and Affect and Outcomes

The final question to address is why might anticipated partner responses influence people's choice of responses in dissatisfying situations? I considered two possibilities: the affect that people expect to experience as a function of their partner's response as well as people's expectations of the likelihood that the issue would be resolved.

Evidence was found to support these two ideas.

Affect

The results indicate that affect is associated with the expected partner responses of exit, loyalty, voice and neglect. More specifically, expected destructive responses (i.e., exit and neglect) were associated with negative emotions such as depression, anger, frustration, sadness, stress and expected constructive responses (i.e., voice and loyalty) were associated with positive emotions such as contentment, relief and excitement. Other research has shown that when partners enacted destructive behaviors (i.e., exit and neglect), participants felt angry, diminished, or otherwise distressed (Rusbult, 1991; Yovetich & Rusbult, 1994; Zuroff & Duncan, 1999). Roloff and Cloven (1990) also found that conflict avoidance caused feelings of resentment and anger in marital relationships. Similarly, Holmes (2000) suggested that demanding or avoiding on the part of one person automatically triggers negative emotion in the partner. While the link between destructive responses and negative affect may not be new, in the present study it was found that the mere expectation of demand, avoidance or other similar responses is

associated with expected negative affect. Thus, while other research has shown that people feel bad when their partner does destructive things, the present study suggests that these experiences become stored as if-then contingencies such that people come to anticipate how they will feel if this partner responds in a particular way.

Gender differences. With regard to gender differences for specific expected partner responses, although the findings were not significant, the direction of the means suggests that women are more likely than men to report that they would feel depressed and sad (low pleasure-low arousal emotions) if their partner responded to them with neglect. Research indicates that lack of an intimate relationship with a spouse or romantic partner increases women's vulnerability to depression (Brown & Harris, 1978; Costello, 1982; Gottman & Krokoff, 1989). Therefore, perhaps women perceive neglect as a lack of an intimate relationship and in turn may feel depressed.

Relationship type differences. Support was not found for the prediction that romantic relationships are characterized by a greater emotional intensity, overall, than are friendships. However, the significant interaction between relationship type, affect and expected partner response revealed that individuals in romantic relationships report greater negative emotional intensity when their partner responds in a destructive manner. This finding is consistent with Helgeson et al. (1987) who found that distance events were associated with greater negative emotional intensity for romantic relationships than for friendships.

The finding that negative affect is more strongly associated with neglect responses in romantic relationships than friendships is also consistent with the earlier finding that individuals in romantic relationships are more likely to respond with active

responses, whereas individuals in friendships are more likely to respond with the passive response of neglect²¹. Given the significant relationship between increased dissatisfaction and the use of active responses, the sum of these findings suggests that individuals in romantic relationships are more likely to respond actively to a neglect response because they expect to feel more negative affect with a neglect response from their partner. There was also some support, although not significant, that this would be especially so for women. Conversely, individuals in the friendship condition may be more likely to respond with neglect, and not active responses, because they do not expect to feel as much negative affect as individuals in romantic relationships. These findings are consistent with the idea that "the same event is likely to have different meanings in different relationships and thus to result in different emotional experiences as well as different types of emotional expression" (Whitesell & Harter, 1996, p.1346). In the present study, it appears that neglect has a different meaning in the context of a friendship than in a romantic relationship as well as a different emotional experience.

Other research supports the idea that certain responses to dissatisfaction may have different effects in different relationships. For instance, the issue of whether to avoid conflict has been debated by several researchers (Fitzpatrick & Winke, 1979; Raush, Barry, Hertel, & Swain, 1974; Sillars & Weisberg, 1987). In other words, the finding that neglect is associated with more negative affect in a romantic relationship than in a friendship is consistent with the research examining the possibility that in certain contexts, a destructive, passive response (i.e. neglect) may be less likely to have a negative impact.

The lack of support for the prediction that voice would be associated with less positive affect in friendships than in romantic relationships, especially for men, suggests that perhaps positive affect does not drive an individual's response to dissatisfaction. In other words, individuals in romantic relationships are not more likely to expect voice because they anticipate feeling more positive affect, but rather that they think the issue is more likely to be resolved. This idea parallels the finding by Rusbult and Verette (1991) that it is more important to avoid destructive acts than to maximize constructive ones (i.e., it is more important to stop feeling bad than to start feeling good).

Outcome

The finding that expected constructive responses were associated with more positive outcomes and that expected destructive responses were associated with more negative outcomes is consistent with research in this area. For instance, Rusbult, Johnson and Morrow (1986) found that couples evince poorer functioning to the extent that partners report that they engage in destructive responses. The researchers also found that voice and loyalty resulted in more favorable outcomes, better immediate consequences and greater later satisfaction and commitment, whereas exit and neglect produced less favorable consequences. Similarly, other researchers have found that voice and loyalty were judged to be more constructive for the problem at hand (Drigotas, Whitney & Rusbult, 1995), were judged to produce the most satisfactory resolutions (Rusbult & Zembrodt, 1983), and led to more couple agreement (Knudson, Sommers, & Golding, 1980), whereas, the use of neglect was associated with distress (Rusbult & Zembrodt, 1983) and led to more discrepancies between the couple (Knudson, Sommers, & Golding, 1980). Similar to the findings for affect in the present study, while

researchers have linked certain outcomes with responses to dissatisfaction, the present study extends this research by suggesting that the mere expectation of a partner's response is associated with expected outcomes suggesting a possible reason for why expected partner responses motivate an individual. In other words, people's responses to dissatisfaction may be driven by expected partner responses which in turn are driven by anticipated outcomes.

The finding that neglect was rated the response with the least likelihood of the problem being resolved is consistent with Noller, Feeney Bonnell and Callan (1994), who found that spouses low in relationship satisfaction reported more avoidance behaviors than spouses high in relationship satisfaction. The authors suggest that avoidance is a negative strategy which does not help to maintain high levels of satisfaction in marriage. Similarly, Johnson and Roloff (2000) found that adopting a resigned stance was negatively correlated with perceived resolvability. As will be discussed shortly, these findings may only apply to romantic relationships.

Gender differences. Some of the gender differences found for expected partner responses were consistent with the literature. The finding that women were more likely to believe that the problem would not be resolved if their partner or friend responded with neglect is consistent with research suggesting that women are particularly uncomfortable with the idea of not discussing relationship issues (e.g., demand- withdraw pattern in marriages, Christensen & Heavey, 1990). Women were also less likely to believe the problem would be resolved if their partner or friend responded with exit. Conversely, the finding that men were less likely to report that the problem would not be resolved if their

partner or friend responded with voice is consistent with research indicating that men are uncomfortable talking about relationship issues (Acitelli, 1992; Fehr, 1996).

Relationship type differences. The finding that that an expected exit response would be associated with participants reporting that the problem would be less likely to be resolved in a friendship is consistent with the idea and findings that individuals in friendships do not expect exit and therefore when a friend is expected to respond with exit, this response will be seen as an extreme violation of friendship expectations, thus rendering the outcome more negative (Baxter, 1979; Canary et. al., 1998). Exit is only expected under extreme conditions, such as a close friend cheating with one's romantic partner.

Evidence that an expected neglect response would be associated with the problem being less solvable in a romantic relationship is consistent with the earlier finding that individuals in romantic relationship are less likely to report using neglect, do not expect their partner to respond with neglect even when they respond with neglect, and that more negative affect is more strongly associated with a neglect response in a romantic relationship than in a friendship.

Summary of Findings

The major findings in the present study can be summarized in terms of gender themes and relationship type themes.

Gender themes. Women are more likely than men to report being dissatisfied and to report using constructive responses, whereas men are more likely to report destructive responses. The lack of significant gender differences in scripts for responses to dissatisfaction indicates that men and women have similar expectations for responses to

dissatisfaction. In other words, women and men expect similar reactions from their partner in response to self's expression of dissatisfaction. Women have higher affect ratings than men (especially for low pleasure emotions) and are less likely to believe the problem will be resolved with an expected neglect or exit response. In contrast, men are more likely to report that the problem will not be solved with voice. It is important to note that these differences are not due to women reporting being closer to their partner or friend than men.

Relationship themes. The bulk of the findings involved relationship type differences. Individuals in the romantic relationship condition reported being more dissatisfied by the scenarios and saw these situations as requiring a responses to a greater extent than individuals in friendships, especially for the not spending enough time together and the drifting apart scenarios. Individuals in romantic relationships were more likely to use active responses, expect more active responses from their partner, believe that active responses would lead to the problem being resolved, and are more likely to experience negative affect with the passive response of neglect. In contrast, individuals in the friendship condition were more likely to use passive responses, expect passive responses, believe that passive responses would lead to the problem being resolved, and were less likely to experience negative affect with passive, as opposed to active, responses.

Thus, overall, there is evidence that individuals have expectations associated with responses to dissatisfaction and that these responses are contingent upon self responses. Furthermore, these expected partner responses are associated with anticipated affect and expected outcomes. Thus, there is support for the idea that individuals, in general, have

scripts for responses to dissatisfaction such that "If I respond constructively, then I expect my partner or friend to respond constructively" and "If I respond destructively, then I expect my partner or friend to respond destructively". The scripts are more specific, however, when relationship type differences are taken into account. Individuals in the romantic relationship condition expected active responses when self responded with passive responses. Furthermore, they expected to feel more positive affect if they anticipated an active response and expected the outcome to be resolved with a higher likelihood if they anticipated active responses than passive responses. In contrast, individuals in the friendship condition expected less active responses when self responded with passive responses, and expected a neglect response when self responded with neglect. Furthermore, they expected to feel more positive affect if they anticipated a passive response and expected the outcome to be resolved with a higher likelihood if they anticipated passive than active responses.

A general finding of the present study is that neglect has a different meaning in the context of a friendship than it does in the context of a romantic relationship. Expected neglect responses are associated with less negative affect in a friendship and are perceived to result in a more positive outcome. Furthermore, neglect is perceived as a common response to dissatisfaction, as individuals in the friendship condition expected neglect when self responded with neglect, whereas individuals in the romantic relationship condition expected more voice and exit when self responded with neglect. Similarly, individuals in the romantic relationship condition were more likely to report being dissatisfied by scenarios that involved a form of neglect (i.e., drifting apart, not spending enough time together) than individuals in the friendship condition.

While an explanation has been offered as to why individuals in friendships respond differently than individuals in romantic relationships (namely that their expectations differ), there still remains the issue of why individuals in friendships and romantic relationships have different expectations. As has already been briefly discussed, one possibility is that in our culture, people value romantic relationships more than friendships and therefore if there is a problem in romantic relationship it is more worthy of an active response. Indeed there is evidence to suggest that romantic relationships are more valued than friendships. For instance, Canary et al. (1993) speculated that people may be more concerned with maintaining their romantic relationship than their friendships as was evidenced by a higher reported use of direct maintenance strategies for romantic relationships than for friendships. Why is it that romantic relationships are valued more or that individuals are more likely to maintain their romantic relationships? Some researchers have suggested that romantic relationships may be valued more from an evolutionary standpoint (Buss & Schmitt, 1993). According to the evolutionary, perspective, individuals may be more concerned about maintaining romantic relationships because it may be more adaptive for survival of the species if a potential mate is kept. Other researchers have suggested that people are socialized from an early age to believe that romantic relationships are more important (Braiker & Kelley, 1979). In other words, social norms dictate that it is more important to work out problems in romantic relationships than in friendships (Fiebert & Wright; Weiss, 1986).

Contributions of the Present Investigation

Despite the abundance of research that has focused on the ELVN model and romantic relationships, the present study offers some unique contributions to the literature in terms of how individuals respond to dissatisfaction. First, while there has been some research on how individuals in friendships respond to conflict (Haferkamp, 1991), little or no research has focused on the ELVN model and friendships. This is important because the present study demonstrated that people have different scripts for these two types of relationships. Second, rather than assess an individual's general response to dissatisfaction, participants were presented with specific dissatisfying situations and then asked how they were likely to respond. According to Holmes' (2000) review on the social relationships and relational schemas literature, "the situational context of cognition and behavior has typically been ignored". (p. 450). The benefit of using specific scenarios is that it is probably more involving if you can picture yourself in a specific situation. More importantly, the present study demonstrated that the specific situation has an influence on selected self responses. Third, rather than solely focusing on major causes of dissatisfaction, the present study incorporated some mundane, everyday, causes of dissatisfaction. This gives a more complete and representative picture of how individuals respond to dissatisfaction because highly upsetting events are probably quite rare.

A fourth contribution is that while some work has been done on the ELVN responses to dissatisfaction and interaction patterns (namely Rusbult's work on accommodation), research has not explored individuals' expectations, or scripts, for these interaction sequences using the ELVN model. For instance, according to some researchers (Rusbult & Arriaga, 1997; Rusbult, Yovetich, & Verette, 1996), when a

partner responds destructively, the other partner has the choice of responding at a "gut level" (i.e. reciprocating the destructive response), or fail to accommodate. However, the researchers also suggest that individuals frequently engage in a process referred to as "meaning analysis". "Meaning analysis is oriented toward rendering interaction predictable and controllable and may involve active cognitive interpretations, automatic cognition, or emotional reactions" (Arriaga & Rusbult, 1998, p.929). The researchers state that when faced with a destructive response, individuals may think of the broader implications of their actions and consequently choose to respond constructively, or accommodate. The present study shows that a key aspect of "broader implications" is expected partner responses. In other words, while research has been conducted linking certain interaction sequences of ELVN responses to relationship satisfaction, the present study extends this idea by exploring the possibility that individuals have expectations for these sequences that may possibly guide their behavior. To date no research has explored expected partner responses for responses to dissatisfaction, using the ELVN typology. Furthermore, the finding that self responses are dependent on expected partner responses and that these scripts can vary by relationship type is a unique contribution that has not been examined in the literature.

Another contribution of the present study is that it linked ELVN responses with specific emotions, thereby providing insight into why individuals respond as they do. Furthermore, while research has linked affect with certain responses to dissatisfaction, no research has linked affect with expected ELVN responses. The present study suggests that the mere expectation of a response may evoke an affective response. Similarly, while research has been done to link outcomes with the use of ELVN responses, little or

no research has explored the possibility that individuals have expectations for outcomes depending on which response they expect from their partner.

Limitations of the Present Investigation

Let us now consider some limitations of these findings. First, the findings of this study relies on retrospective and prospective self-report. Individuals' expectations rather than actual behaviors were measured. People's reports do not always reflect what actually happens. For instance, in Drigotas et al.'s (1995) diary study of responses to dissatisfaction, an individual's reported self response did not always correspond with what the partner observed, suggesting that perhaps what people report is not always what they do. Second, participants who were romantically involved in this sample had a mean length of relationship involvement of 19.5 months. Perhaps married individuals or individuals in longer term romantic relationships would respond differently than individuals in shorter term relationships and have different scripts than individuals in shorter term relationships. For instance, individuals in longer term marriages may have more specific scripts for their partner due to the higher level of experience than individuals in shorter term relationships who may be relying on more general cultural scripts for responding to dissatisfaction. Furthermore, research has also indicated that older, married individuals, with a lower income may be more likely to respond passively. Third, self presentation concerns may have biased the ratings of affect and self responses. However, the relationship between self presentation concerns and gender differences is likely to be a complex relationship requiring more attention in future research. Finally, responses to dissatisfaction are likely to be multiply determined; expected partner responses represent only one of the possible determinants.

Future Research

In future research it would be beneficial to examine the relational schemas that individuals have from an information processing perspective. For instance a lexical decision task study could be designed where individuals are primed with the context of a dissatisfaction in a friendship or a romantic relationship and then asked to identify letter strings (i.e., avoid) as words or non-words. It is predicted that individuals in the context of a friendships would be quicker to identify avoidance terms than discussion terms. Similarly, women might be faster at identifying discussion terms more so than men. Future research could also assess individuals' expected and actual responses to dissatisfaction in the context of friendships and romantic relationships. In other words, a study such as a diary study involving both partners or friends could be designed (similar to Drigotas et al.'s, 1995 study) to assess whether expected partner responses match the actual responses as reported by the partner or friend. It would also be beneficial to study individuals in longer term romantic relationships and friendships to see if the findings generalize. Finally, it would be beneficial to examine whether these findings generalize to other types of friendship (i.e., acquaintances, best friends, friends, cross-sex friendships). Results may be different if participants were asked to imagine an acquaintance rather than a close friend.

In conclusion, the present study, despite its limitations, offers a unique perspective on why individuals respond to dissatisfaction in particular ways in friendships and romantic relationships. The findings of this study contribute to the growing field of research examining individuals' knowledge of close relationships, more

specifically individuals' knowledge of interaction patterns for responses to dissatisfaction.

Footnotes

¹ Furthermore, these expectations can vary in terms of specificity. In other words, the if-then expectations can range from being specific to certain relationships to general scripts such as relationships in general.

² Because these data were collected for exploratory purposes, they will not be discussed further.

³ Most participants reported imagining a current partner or friend ($N = 135$; 83 in the friendship condition, 52 in the romantic relationship condition)(62.4%), past partner, (14.2%), partners in general (23.5%).

⁴ The three significant main effects remained significant even after adjusting for the alpha level using the conservative Scheffe post hoc test.

⁵ After rerunning the analysis using total dissatisfaction as a covariate, the self response by gender interaction remained significant, $F(218) = 4.57, p < .05$. The self response main effect did not remain significant, $F < 1$, nor did the scenario by self response interaction, $F < 1$. All other main effects and interactions remained the same.

⁶ The Gender by Self Response interaction remained significant after adjusting for the alpha level using the conservative Bonferonni method. (There were three planned interactions for the Self Responses to Dissatisfaction analysis.)

⁷ The Relationship Type by Self Response interaction for active versus passive responses remained significant after using total dissatisfaction as a covariate.

⁸ The Relationship Type by Scenario interaction did not remain significant after adjusting for the alpha level using the conservative Scheffe post hoc test.

⁹ Voice was significantly and positively correlated with dissatisfaction across all scenarios with the exception of the cheating scenario.

¹⁰ The positive relationship between exit and dissatisfaction reached significance for the cheating and the lies scenarios. The relationship between exit and dissatisfaction was not significant for the remaining scenarios.

¹¹ There was a positive and significant correlation between loyalty and dissatisfaction for the drifting scenario (counter to predictions). Consistent with predictions, there was a negative and significant correlation between loyalty and dissatisfaction for the cheating and lies scenario. The remaining scenarios did not have a significant relationship between loyalty and dissatisfaction.

¹² There was only a significant and negative correlation between dissatisfaction and neglect for the not spending enough time together scenario. There was a positive and significant relationship between neglect and dissatisfaction for the cheating scenario. The remaining scenarios did not have a significant relationship between neglect and dissatisfaction.

¹³ The Relationship Type main effect did not remain significant after adjusting for the alpha level using the Scheffe post hoc test.

¹⁴ The Relationship Type by Self Response by Expected Partner Response interaction remained significant after adjusting for the alpha level using the more conservative Bonferonni method. (The results for the other four predicted interactions in this section also remained the same).

¹⁵ The results for the main effects for the anticipated affect analysis remained the same after adjusting for the alpha level using the more conservative Scheffe post hoc test.

¹⁶ The Gender by Expected Partner Response interaction did not remain significant after adjusting for the alpha level using the more conservative Scheffe post hoc test.

¹⁷ The Gender by Affect interaction did not remain significant after adjusting for the alpha level using the Bonferonni method. (There were five predicted interactions to adjust for in this section).

¹⁸ More specifically, consistent with the literature, women were more likely than men, in general, to report being depressed and sad (Fivush & Buckner, 2000 Gotlib & Whiffen, 1989). It has been found that women are more likely to report being depressed and be diagnosed with more depressive symptoms (Sprock & Yoder, 1997). It was also found that women reported more negative affect in general, which is consistent with some findings in the literature (Whitesell & Harter, 1996). Why might women report being more sad or depressed than men? According to Nolen-Hoeksema (1987) theory of rumination, women are more likely to focus on sad events and discuss sad events with their friends. In turn, this may lead to depression. In contrast, men tend to distract themselves from sadness by doing something else and thus do not spiral down into depression.

¹⁹ The Relationship Type by Expected Partner Response by Affect interaction did not remain significant after adjusting for the alpha level using the Scheffe post hoc test.

²⁰ All the results remained the same after adjusting for the alpha level for the expected outcome analyses.

²¹ It is important to note that when using the conservative Bonferonni test to adjust for the alpha level the three-way interaction between Relationship Type, Expected Partner Response and Affect does not remain significant.

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Table 1
Frequencies for Causes of Dissatisfaction in the context of Romantic Relationships and Friendships for Women and Men.

	Overall Frequency	Romantic Relationships		Friendships	
		Women	Men	Women	Men
Lack of trust	21	4	6	4	7
*Lies	15	1	5	2	7
*Not spending enough time together	15	4	6	3	2
*Different interests/ drifting apart	15	4	3	3	5
*Cheating	14	3	6	3	2
Lack of communication	14	7	5	1	1
*Jealousy	13	3	5	1	4
Dishonesty	12	1	7	2	2
Talking behind back	11	0	0	4	7
Drugs/alcohol abuse	10	0	2	5	3
Telling secrets	9	0	0	6	3
Broken promises/plans, unreliable	8	0	1	6	1
Boredom	7	3	3	1	0
Competition	6	0	0	3	3
Not listening	6	1	2	1	2
Feeling used or manipulated	6	0	1	4	1
Lack of Space	5	3	1	0	1
Avoidance/ ignoring me	5	1	0	3	1
Fighting/arguments	5	1	1	1	2
Putting others down	5	0	0	3	2
Lack of attraction	4	3	1	0	0
Not showing caring	4	0	3	0	1
Living up to expectations	4	2	1	1	0
No feelings anymore	4	4	0	0	0
Being insensitive to my feelings	4	0	4	0	0
Rudeness	4	0	1	3	0
Different goals in life	4	0	1	1	2
Clingy	4	3	0	0	1
Spending too much time together	3	0	3	0	0
Betrayal	3	0	0	1	2
Does not apologize	3	0	1	2	0
Not keeping secrets	3	0	0	2	1
Didn't call me	3	2	0	1	0

Note. Only causes with a frequency of 2 or more were included in the table.

Note. * = cause of dissatisfaction selected for main study.

Table 2
Mean Levels of Dissatisfaction for Dissatisfying Scenarios

	<u>Overall</u>	<u>Friendships</u>	<u>Romantic relationships</u>	<u>p</u>
Cheating Your romantic partner/friend becomes involved with you friend/romantic partner.	6.39	6.31	6.46	<i>ns</i>
Lies You find out your romantic partner/friend has lied to you.	5.92	5.77	6.07	.051
Drifting apart You and your romantic partner/friend have developed different interests and are drifting apart.	4.87	4.62	5.13	.01
Not spending enough time You and your romantic partner/friend do not spend enough time together.	4.84	4.53	5.15	.001
Jealous Your romantic partner/friend is jealous of the time you spend with other friends.	4.37	4.37	4.38	<i>ns</i>

Note. Ratings were made on a scale where 1= not at all dissatisfied and 7= very dissatisfied.

Table 3

Zero-order Correlations Between Selected Variables

	1	2	3	4	5	6	7	8	9	10
¹ Total Dissatisfaction	.									
² Total Loyalty	.16*	.								
³ Total Exit	.06	-.37**	.							
⁴ Total Voice	.47**	.24**	-.21**	.						
⁵ Total Neglect	-.16*	-.19**	.50**	-.35**	.					
⁶ Relationship Type	.19**	-.17**	.44**	.14*	-.06	.				
⁷ Gender	-.26**	-.16*	.06	-.22**	.14*	-.001	.			
⁸ If expect neglect...	-.08	.08	.06	-.07	.28**	-.17**	.003	.		
⁹ If expect loyalty...	.05	.33**	.06	-.01	.02	.004	-.12	-.14*	.	
¹⁰ If expect voice...	.30**	-.01	.08	.38**	-.20**	.24**	-.17*	-.56**	.21**	.
¹¹ If expect exit...	-.01	-.08	.32**	.04	.20**	.16*	.10	.52**	-.21**	-.24**
¹² Total Affect	.42**	.10	.12	.31**	.13	.11	-.13*	.12	-.03	.09
¹³ Low pleasure affect, if constructive	.56**	.16*	.01	.46**	-.07	.19**	-.32**	.01	-.01	.26**
¹⁴ Low pleasure affect, if destructive	.07	-.18**	.16*	.001	.27**	-.02	.09	.21**	-.23**	-.20**
¹⁵ High pleasure affect, if constructive	.29**	.31**	.02	.27**	-.04	.07	-.09	-.04	.21**	.16*
¹⁶ High pleasure affect, if destructive	-.17*	-.14*	.18**	-.24**	.31**	-.06	.24**	.10	.03	-.12
¹⁷ Outcome for exit	.20**	-.36**	-.36**	.25**	-.17**	-.17**	-.26**	-.01	.005	.05
¹⁸ Outcome for voice	-.35**	.20**	.20**	-.38**	.28**	-.09	.29**	.18**	-.02	-.34**
¹⁹ Outcome for neglect	.30**	-.01	-.01	.25**	-.20**	.17**	-.22**	-.11	-.08	.13
²⁰ Outcomes for loyalty	.03	.05	.05	.21**	.07	.09	.06	.10	.28**	-.05

Table 3
continued

	11	12	13	14	15	16	17	18	19	20
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12	.14*									
13	.04	.80**								
14	.18**	.62**	.25**							
15	.03	.47**	.39**	-.22**						
16	.08	.28**	-.14*	.30**	.005					
17	-.10	.03	.20**	-.09	.04	-.28**				
18	-.03	-.13	-.30**	.18**	-.24**	.26**	-.37**			
19	-.01	.18**	.32**	-.02	.10	-.17*	.14*	-.13		
20	.10	.13	.04	.42**	-.29**	.002	.05	.10	.09	

Table 4
 Women and Men's Mean Self Likelihood Ratings for Responses to Dissatisfaction.

	Overall	Women	Men	p
Voice Discuss the problem, suggest solutions, try to find a compromise, try to change yourself or the partner/friend.	4.62 _a	4.85	4.29	.001
Loyalty Wait and hope that things will improve, give things some time, continue to have faith in the relationship/friendship and your partner/friend.	4.13 _b	4.27	3.93	.012
Exit Think or talk about breaking up, threaten to end the relationship/friendship, do things to drive your partner/friend away, end the relationship/friendship.	2.87 _c	2.81	2.94	<i>ns</i>
Neglect Ignore your partner/friend, spend less time with your partner/friend, refuse to discuss the problem, complain without offering solutions to the problem.	2.59 _c	2.47	2.78	.035

Note. In the first column, mean ratings with different subscripts differ at $p \leq .001$.

Table 5
Mean Self Likelihood Ratings for Dissatisfying Scenarios in Friendships and Romantic Relationships.

	<u>Overall</u>	<u>Friendships</u>	<u>Romantic relationships</u>	<u>p</u>
Lies You find out your romantic partner/friend has lied to you.	3.64 _a	3.57	3.71	<i>ns</i>
Cheating Your romantic partner/friend becomes involved with you friend/romantic partner.	3.61 _a	3.67	3.54	<i>ns</i>
Not spending enough time You and your romantic partner/friend do not spend enough time together.	3.54 _a	3.35	3.73	.001
Drifting apart You and your romantic partner/friend have developed different interests and are drifting apart.	3.53 _b	3.34	3.72	.001
Jealous Your romantic partner/friend is jealous of the time you spend with other friends.	3.44 _b	3.34	3.55	.013

Note. In the first column, mean ratings with different subscripts differ at $p < .01$.

Table 6
Overall Mean Expected Partner Response Ratings for Self Responses.

Self Responses		<u>Overall</u> <u>Mean for Expected Partner</u> <u>Responses</u>
Exit	Think or talk about breaking up, threaten to end the relationship/friendship, do things to drive your partner/friend away, end the relationship/friendship.	4.17 _a
Neglect	Ignore your partner/friend, spend less time with your partner/friend, refuse to discuss the problem, complain without offering solutions to the problem.	4.15 _a
Loyalty	Wait and hope that things will improve, give things some time, continue to have faith in the relationship/friendship and your partner/friend.	3.82 _b
Voice	Discuss the problem, suggest solutions, try to find a compromise, try to change yourself or the partner/friend.	3.67 _c

Note. Mean ratings with different subscripts differ at $p < .05$.

Table 7
Mean Expected Partner Response Ratings for Friendships and Romantic Relationships.

	<u>Overall</u>	<u>Friendship</u>	<u>Romantic</u>	<u>p</u>
	<u>Relationships</u>			
Voice Discuss the problem, suggest solutions, try to find a compromise, try to change yourself or the partner/friend.	4.73 _a	4.45	5.02	.001
Loyalty Wait and hope that things will improve, give things some time, continue to have faith in the relationship/friendship and your partner/friend.	4.24 _b	4.24	4.25	<i>ns</i>
Neglect Ignore your partner/friend, spend less time with your partner/friend, refuse to discuss the problem, complain without offering solutions to the problem.	3.68 _c	3.88	3.46	.008
Exit Think or talk about breaking up, threaten to end the relationship/friendship, do things to drive your partner/friend away, end the relationship/friendship.	3.16 _d	2.97	3.35	.015

Note. In the first column, mean ratings with different subscripts differ at $p < .05$.

Table 8
Mean Affect Ratings for Expected Partner Responses

Expected Partner Responses	Overall	Affect			
		High arousal- low pleasure	Low arousal- low pleasure	High arousal- high pleasure	Low arousal- high pleasure
Neglect	5.50	5.85 _a	4.81 _b	1.71 _c	1.48 _d
Exit	6.92	5.66 _a	5.50 _b	1.68 _c	1.58 _c
Voice	5.13	2.60 _a	2.16 _b	3.50 _c	4.70 _d
Loyalty	5.04	3.15 _a	2.61 _b	2.70 _b	3.59 _c

Note. Affect ratings were made on a scale where 1= not at all likely to feel that way and 7= very likely to feel that way.

Note. Mean ratings for affect categories (within each row) with a different subscript differ at $p < .05$.

Table 9
 Women and Men's Mean Affect Ratings.

	<u>Overall</u>	<u>Women</u>	<u>Men</u>	<u>p</u>
High Arousal, Low Pleasure Anger, Frustration, Stress	4.32 _a	4.43	4.16	.025
Low Arousal, Low Pleasure Depression, Sadness	3.72 _b	3.87	3.50	.021
Low Arousal, High Pleasure Contentment, Relief	2.81 _c	2.84	2.78	<i>ns</i>
High Arousal, High Pleasure Excitement	2.40 _d	2.30	2.53	<i>ns</i>

Note. Affect was measured by having participants rate on a scale where 1 = not at all likely to feel this way to 7 = very likely would feel this way.

Note. In the first column, means with different subscripts differ at $p < .001$.

Table 10
 Women and Men's Overall Mean Affect Ratings for Expected Partner Responses.

Expected Partner Response	Overall	Women	Men	p
Neglect	3.46 _a	3.52	3.37	<i>ns</i>
Exit	3.55 _a	3.65	3.40	.01
Loyalty	3.00 _c	2.97	3.02	<i>ns</i>
Voice	3.23 _b	3.25	3.18	<i>ns</i>

Note. Affect ratings were made on a scale where 1= not likely would feel this way and 7= very likely would feel this way.

Note. In the first column, overall means with different subscripts differ at $p < .001$.

Table 11
Women and Men's Mean Outcome Ratings.

	<u>Overall</u>	<u>Women</u>	<u>Men</u>	<u>p</u>
Expected Partner Response				
Neglect	6.12 _a	6.33	5.84	.001
Exit	5.64 _b	5.98	5.18	.001
Loyalty	3.60 _c	3.51	3.68	<i>ns</i>
Voice	2.38 _d	2.07	2.82	.001

Note. Outcome ratings were made on a scale where 1= the problem would be totally resolved and 7= the problem would not be resolved.

Note. Mean ratings with a different subscript differ at the $p < .05$.

Table 12
Mean Outcome Ratings in Romantic Relationships and Friendships.

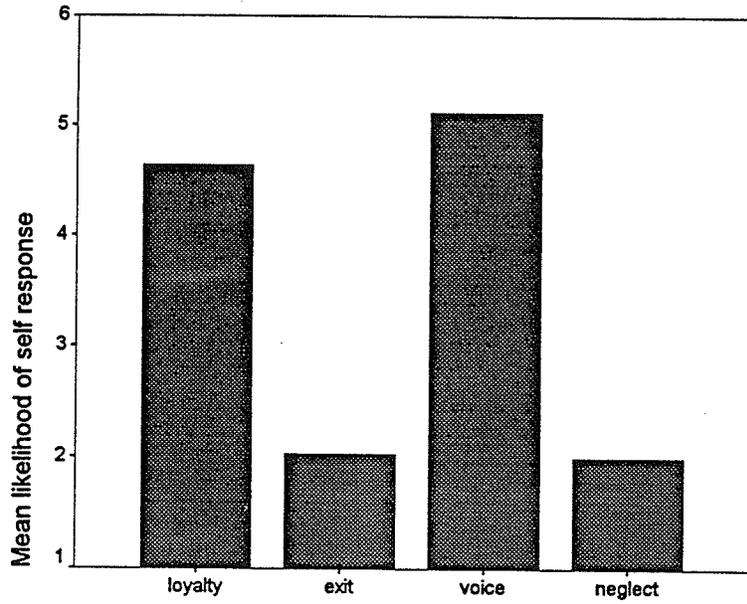
	<u>Overall</u>	<u>Friendships</u>	<u>Romantic</u>	<u>p</u>
<u>Expected Partner Response</u>			<u>Relationships</u>	
Neglect	6.12 _a	5.94	6.31	.009
Exit	5.64 _b	5.90	5.37	.008
Loyalty	3.60 _c	3.48	3.72	<i>ns</i>
Voice	2.38 _d	2.49	2.27	<i>ns</i>

Note. Outcome ratings were made on a scale where 1= the problem would be totally resolved and 7= the problem would not be resolved.

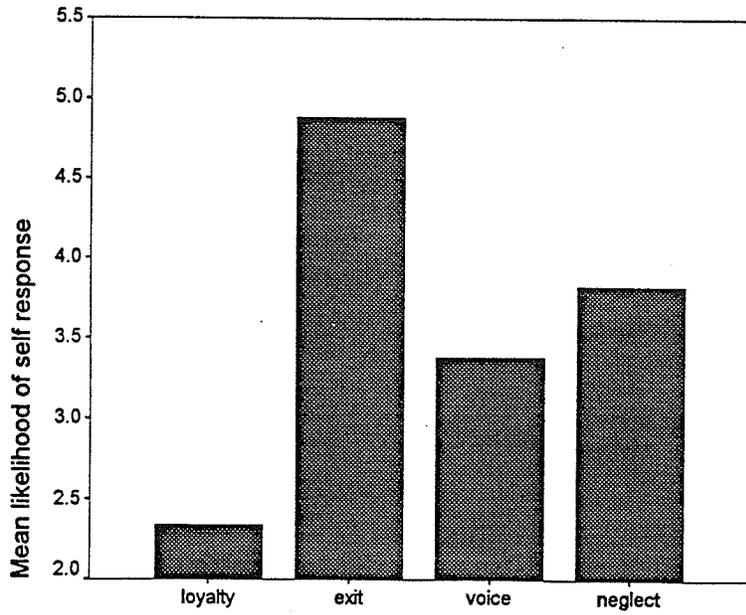
Note. In the first column, means that have different subscripts differ at $p < .01$.

Figure 1. Mean Likelihood for Self Responses by Scenario.

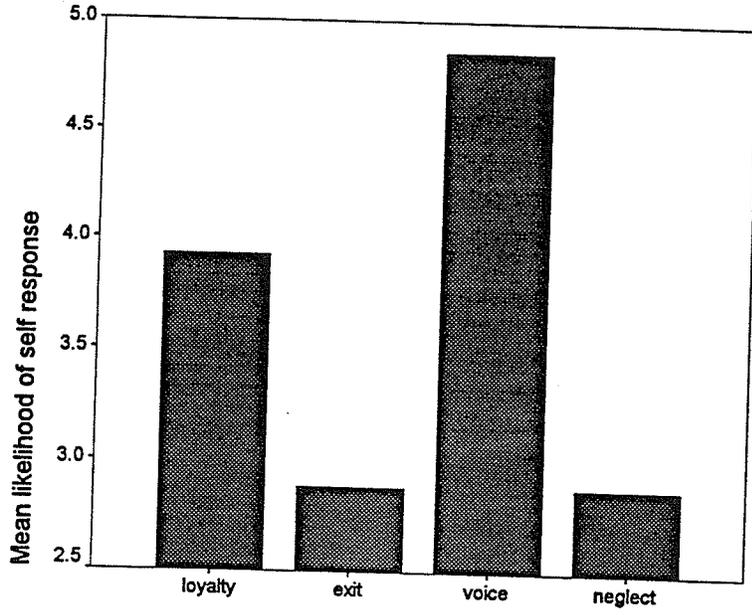
Jealous of time spent with other friends scenario



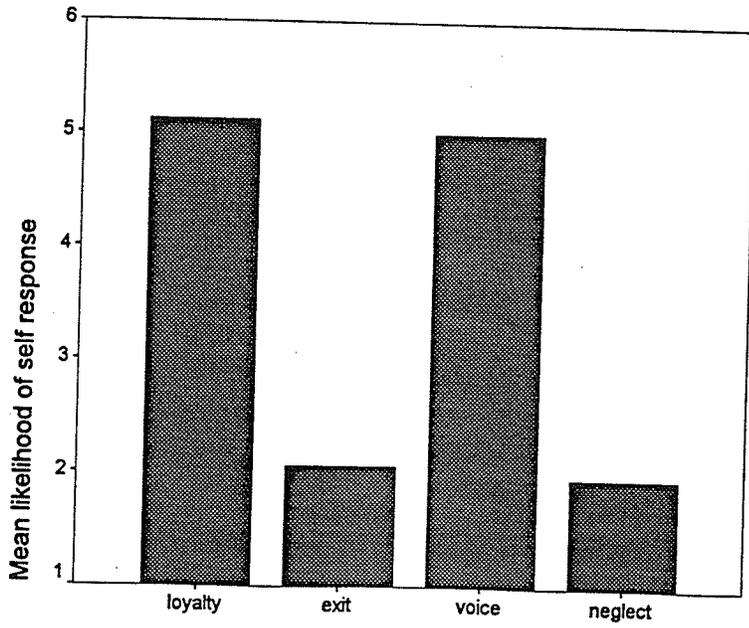
Cheating Scenario



Being lied to scenario



Not spending enough time together scenario



Drifting apart scenario

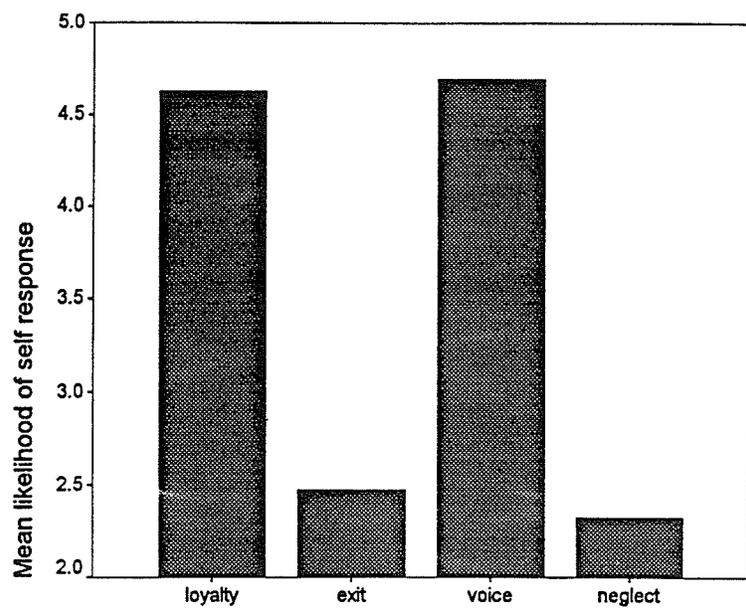


Figure 2. Mean Level of Passive and Active Expected Partner Responses in Romantic Relationships and Friendships if Self Responds with Neglect.

If self responds with neglect...

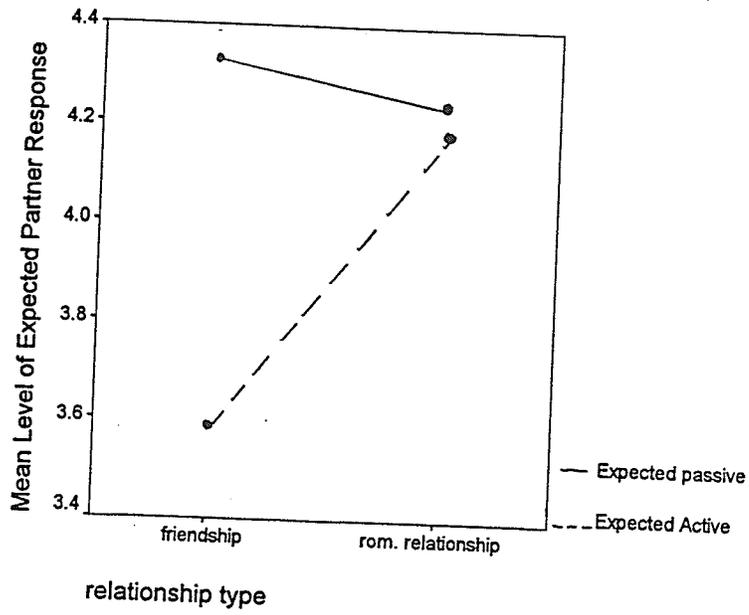


Figure 3. Mean Level of Low-Pleasure and High-Pleasure Affect When Partner or Friend Responds with Neglect.

When partner/ friend responds with neglect...

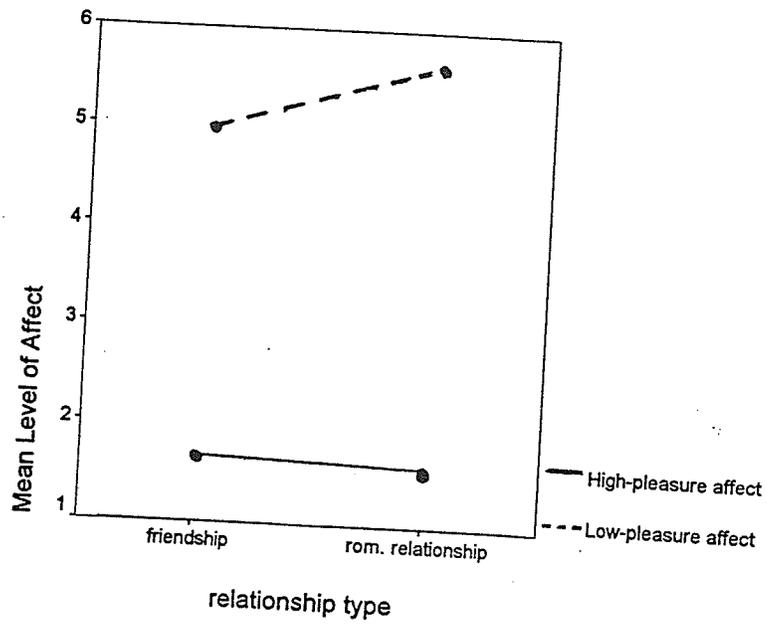
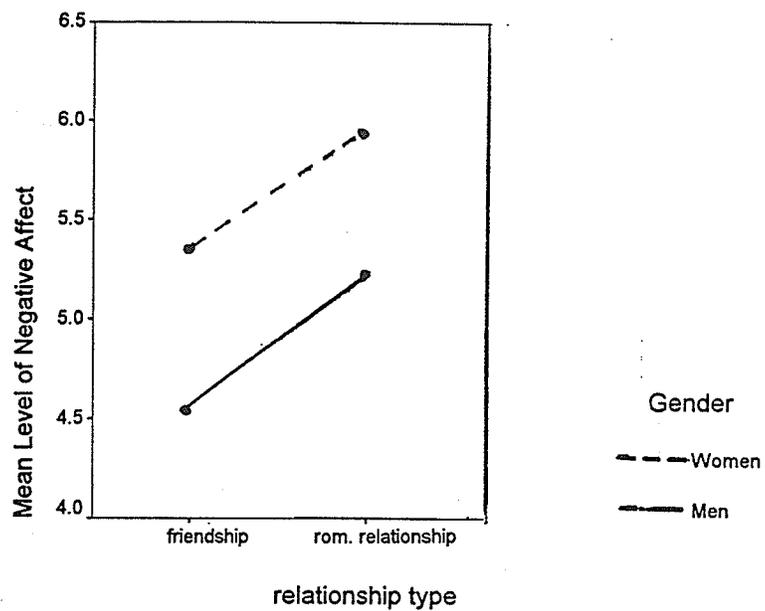


Figure 4. Mean Level of Negative Affect for Women and Men when Partner or Friend Responds with Neglect.



When partner/ friend responds with neglect...



Appendix A Pilot study

Think of a time when you became dissatisfied in a same-sex friendship, especially the causes of the situation as well as your feelings. What was it that caused you to be dissatisfied? Please free-list as many causes of dissatisfaction and associated feelings you can think of. You may choose to list both specific and general causes of dissatisfaction.

Background Information

Gender: (check one) Female Male

Age: _____ (in years)

Did you list causes of dissatisfaction with respect to a current same-sex friendship, a past same-sex friendship, or same-sex friendships in general?

_____ Current friendship

_____ Past friendship

_____ Friendships in general

Thank-you.

Think of a time when you became dissatisfied in a **romantic relationship**, especially the causes of the situation as well as your feelings. What was it that caused you to be dissatisfied? Please free-list as many **causes of dissatisfaction** and associated feelings you can think of. If you have never been in a romantic relationship, list causes that you think would cause dissatisfaction. You may choose to list both specific and general causes of dissatisfaction.

Background Information

Gender: (check one) Female Male

Age: _____ (in years)

Did you list causes of dissatisfaction with respect to a current relationship partner, a past relationship partner, or relationship partners in general?

Current partner

Past partner

Partners in general

What is your current "relationship status"?

Not currently dating or involved with anyone

Casually Dating

Seriously or Exclusively Involved

Engaged

Cohabiting (living together)

Married

Other (please specify) : _____

If you are currently involved with someone, please estimate approximately how long (in months) you have been involved with that person:

_____ (months)

Thank-you.

Appendix B. Main study

In this first section of the questionnaire, we will describe a number of situations that could arise in a **close same-sex friendship**. Most of these situations have the potential to make a person feel dissatisfied.

Picture yourself in each situation with a **close same-sex friend**. You may respond with respect to a current close same-sex friend, a former close same-sex friend, or even just what "generally happens" in your close same-sex friendships; whichever you prefer.

At the top of the page we will describe the situation:

Example: Your friend forgets your birthday.

First, imagine yourself in the situation described. You may want to remember a time when you actually were in a similar situation. Then, keep this situation in mind while you answer a number of questions about it. For example, we will ask: "How dissatisfied would this make you feel?" and "How are you likely to respond?"

*Before beginning the questionnaire, please keep in mind that there are no right or wrong answers; we are simply trying to learn how people respond to various situations in friendships.

Now please turn the page to read about the first situation. If you are unsure of what to do, please ask an experimenter to clarify the instructions for you.

Your friend becomes involved with your romantic partner.

How dissatisfied would you feel in this situation ?

not at							very	
all							dissatisfied	
1	2	3	4	5	6	7		

How likely is it that you would respond in each of the following ways?

1) Wait and hope that things will improve, give things some time, continue to have faith in the friendship and your friend.

not at							very	
all							likely	
1	2	3	4	5	6	7		

2) Think or talk about ending the friendship, threaten to end the friendship, do things to drive your friend away, end the relationship.

not at							very	
all							likely	
1	2	3	4	5	6	7		

3) Discuss the problem, suggest solutions, try to find a compromise, try to change yourself or the friend.

not at							very	
all							likely	
1	2	3	4	5	6	7		

4) Ignore your friend, spend less time with your friend, refuse to discuss the problem, complain without offering solutions to the problem.

not at							very	
all							likely	
1	2	3	4	5	6	7		

Your friend is jealous of the time you spend with other friends.

How dissatisfied would you feel in this situation ?

not at all							very dissatisfied
1	2	3	4	5	6	7	

How likely is it that you would respond in each of the following ways?

1) Wait and hope that things will improve, give things some time, continue to have faith in the friendship and your friend.

not at all							very likely
1	2	3	4	5	6	7	

2) Think or talk about ending the friendship, threaten to end the friendship, do things to drive your friend away, end the relationship.

not at all							very likely
1	2	3	4	5	6	7	

3) Discuss the problem, suggest solutions, try to find a compromise, try to change yourself or the friend.

not at all							very likely
1	2	3	4	5	6	7	

4) Ignore your friend, spend less time with your friend, refuse to discuss the problem, complain without offering solutions to the problem.

not at all							very likely
1	2	3	4	5	6	7	

You find out your friend has lied to you.

How dissatisfied would you feel in this situation ?

not at all						very dissatisfied
1	2	3	4	5	6	7

How likely is it that you would respond in each of the following ways?

1) *Wait and hope that things will improve, give things some time, continue to have faith in the friendship and your friend.*

not at all						very likely
1	2	3	4	5	6	7

2) *Think or talk about ending the friendship, threaten to end the friendship, do things to drive your friend away, end the relationship.*

not at all						very likely
1	2	3	4	5	6	7

3) *Discuss the problem, suggest solutions, try to find a compromise, try to change yourself or the friend.*

not at all						very likely
1	2	3	4	5	6	7

4) *Ignore your friend, spend less time with your friend, refuse to discuss the problem, complain without offering solutions to the problem.*

not at all						very likely
1	2	3	4	5	6	7

You and your friend do not spend enough time together.

How dissatisfied would you feel in this situation ?

not at all							very dissatisfied	
1	2	3	4	5	6	7		

How likely is it that you would respond in each of the following ways?

1) *Wait and hope that things will improve, give things some time, continue to have faith in the friendship and your friend.*

not at all							very likely	
1	2	3	4	5	6	7		

2) *Think or talk about ending the friendship, threaten to end the friendship, do things to drive your friend away, end the relationship.*

not at all							very likely	
1	2	3	4	5	6	7		

3) *Discuss the problem, suggest solutions, try to find a compromise, try to change yourself or the friend.*

not at all							very likely	
1	2	3	4	5	6	7		

4) *Ignore your friend, spend less time with your friend, refuse to discuss the problem, complain without offering solutions to the problem.*

not at all							very likely	
1	2	3	4	5	6	7		

You and your friend have developed different interests and are drifting apart.

How dissatisfied would you feel in this situation ?

not at							very
all							dissatisfied
1	2	3	4	5	6	7	

How likely is it that you would respond in each of the following ways?

1) Wait and hope that things will improve, give things some time, continue to have faith in the friendship and your friend.

not at							very
all							likely
1	2	3	4	5	6	7	

2) Think or talk about ending the friendship, threaten to end the friendship, do things to drive your friend away, end the relationship.

not at							very
all							likely
1	2	3	4	5	6	7	

3) Discuss the problem, suggest solutions, try to find a compromise, try to change yourself or the friend.

not at							very
all							likely
1	2	3	4	5	6	7	

4) Ignore your friend, spend less time with your friend, refuse to discuss the problem, complain without offering solutions to the problem.

not at							very
all							likely
1	2	3	4	5	6	7	

Now we are interested in how you might feel depending on your response to dissatisfaction. First, imagine feeling dissatisfied about an issue in your friendship. We will describe some ways in which you might respond. Imagine acting in that way and rate how you would feel if you responded this way.

You respond to a dissatisfying situation by *discussing the problem, suggesting solutions, trying to find a compromise, trying to change yourself or your friend,*

How would you feel if you responded this way?

Place a number that best describes how you would feel next to each emotion listed below, on a scale of 1 to 7, where 1=not at all and 7=very likely that you would feel that way.

angry	_____	frustrated	_____	embarrassed	_____
excited	_____	depressed	_____	stressed	_____
content	_____	sad	_____	relieved	_____

What is the likelihood the problem would be resolved if you responded by *discussing the problem, suggesting solutions, trying to find a compromise, trying to change yourself or your friend?*

1	2	3	4	5	6	7
the problem would be totally resolved.			the problem would only be somewhat resolved and discomfort would still linger.			the problem would not be resolved.

You respond to a dissatisfying situation by *ignoring your friend, spending less time with your friend, refusing to discuss the problem, complaining without offering solutions to the problem,*

How would you feel if you responded this way?

Place a number that best describes how you would feel next to each emotion listed below, on a scale of 1 to 7, where 1=not at all and 7=very likely that you would feel that way.

angry	_____	frustrated	_____	embarrassed	_____
excited	_____	depressed	_____	stressed	_____
content	_____	sad	_____	relieved	_____

What is the likelihood the problem would be resolved if you responded by *ignoring your friend, spending less time with your friend, refusing to discuss the problem, complaining without offering solutions to the problem?*

1	2	3	4	5	6	7
the problem would be totally resolved.			the problem would only be somewhat resolved and discomfort would still linger.			the problem would not be resolved.

You respond to a dissatisfying situation by *thinking or talking about ending the friendship, threatening to end the friendship, doing things to drive your friend away, ending the friendship,*

How would you feel if you responded this way?

Place a number that best describes how you would feel next to each emotion listed below, on a scale of 1 to 7, where 1=not at all and 7=very likely that you would feel that way.

angry ____ frustrated ____ embarrassed ____
excited ____ depressed ____ stressed ____
content ____ sad ____ relieved ____

What is the likelihood the problem would be resolved if you responded by *thinking or talking about ending the friendship, threatening to end the friendship, doing things to drive your friend away, ending the friendship?*

1 2 3 4 5 6 7
the problem the problem would only the problem
would be totally be somewhat resolved and would not be
resolved. discomfort would still linger. resolved.

You respond to a dissatisfying situation by *waiting and hoping that things will improve, giving things some time, continuing to have faith in the friendship and your friend,*

How would you feel if you responded this way?

Place a number that best describes how you would feel next to each emotion listed below, on a scale of 1 to 7, where 1=not at all and 7=very likely that you would feel that way.

angry ____ frustrated ____ embarrassed ____
excited ____ depressed ____ stressed ____
content ____ sad ____ relieved ____

What is the likelihood the problem would be resolved if you responded by *waiting and hoping that things will improve, giving things some time, continuing to have faith in the friendship and your friend?*

1
the problem
would be totally
resolved.

2

3

4

5

6

7

the problem would only
be somewhat resolved and
discomfort would still linger.

the problem
would not be
resolved.

Now we are interested in how your friend might react to you depending on your response to dissatisfaction. First, imagine feeling dissatisfied about an issue in your friendship. We will describe some ways in which you might respond. Imagine acting in that way and rate how your partner would react if you responded that way.

You respond to a dissatisfying situation by *waiting and hoping that things will improve, giving things some time, continuing to have faith in the friendship and your friend*.

What is the likelihood that your friend would react by:

Ignoring you, spending less time with you, refusing to discuss the problem, complaining without offering solutions to the problem.

not at						very
all						likely
1	2	3	4	5	6	7

Waiting and hoping that things will improve, giving things some time, continuing to have faith in the friendship and you.

not at						very
all						likely
1	2	3	4	5	6	7

Discussing the problem, suggesting solutions, trying to find a compromise, trying to change him/herself or you.

not at						very
all						likely
1	2	3	4	5	6	7

Thinking or talking about ending the friendship, threatening to end the friendship, doing things to drive you away, end the friendship.

not at						very
all						likely
1	2	3	4	5	6	7

Mocking you, not taking the situation or you seriously.

not at						very
all						likely
1	2	3	4	5	6	7

Rejecting you, disliking you

not at						very
all						likely
1	2	3	4	5	6	7

You respond to a dissatisfying situation by *discussing the problem, suggesting solutions, trying to find a compromise, trying to change him/herself or you,*

What is the likelihood that your friend would react by:

Ignoring you, spending less time with you, refusing to discuss the problem, complaining without offering solutions to the problem.

not at							very
<u>all</u>							<u>likely</u>
1	2	3	4	5	6	7	

Waiting and hoping that things will improve, giving things some time, continuing to have faith in the friendship and you.

not at							very
<u>all</u>							<u>likely</u>
1	2	3	4	5	6	7	

Discussing the problem, suggesting solutions, trying to find a compromise, trying to change him/herself or you.

not at							very
<u>all</u>							<u>likely</u>
1	2	3	4	5	6	7	

Thinking or talking about ending the friendship, threatening to end the friendship, doing things to drive you away, end the friendship.

not at							very
<u>all</u>							<u>likely</u>
1	2	3	4	5	6	7	

Mocking you, not taking the situation or you seriously.

not at							very
<u>all</u>							<u>likely</u>
1	2	3	4	5	6	7	

Rejecting you, disliking you

not at							very
<u>all</u>							<u>likely</u>
1	2	3	4	5	6	7	

You respond to a dissatisfying situation by *ignoring your friend, spending less time with your friend, refusing to discuss the problem, complaining without offering solutions,*

What is the likelihood that your friend would react by:

Ignoring you, spending less time with you, refusing to discuss the problem, complaining without offering solutions to the problem.

not at all							very likely
1	2	3	4	5	6	7	

Waiting and hoping that things will improve, giving things some time, continuing to have faith in the friendship and you.

not at all							very likely
1	2	3	4	5	6	7	

Discussing the problem, suggesting solutions, trying to find a compromise, trying to change him/herself or you.

not at all							very likely
1	2	3	4	5	6	7	

Thinking or talking about ending the friendship, threatening to end the friendship, doing things to drive you away, end the friendship.

not at all							very likely
1	2	3	4	5	6	7	

Mocking you, not taking the situation or you seriously.

not at all							very likely
1	2	3	4	5	6	7	

Rejecting you, disliking you

not at all							very likely
1	2	3	4	5	6	7	

You respond to a dissatisfying situation by *thinking or talking about ending the friendship, threatening to end the friendship, doing things to drive your friend away, ending the friendship,*

What is the likelihood that your friend would react by:

Ignoring you, spending less time with you, refusing to discuss the problem, complaining without offering solutions to the problem.

not at							very
<u>all</u>							<u>likely</u>
1	2	3	4	5	6	7	

Waiting and hoping that things will improve, giving things some time, continuing to have faith in the friendship and you.

not at							very
<u>all</u>							<u>likely</u>
1	2	3	4	5	6	7	

Discussing the problem, suggesting solutions, trying to find a compromise, trying to change him/herself or you.

not at							very
<u>all</u>							<u>likely</u>
1	2	3	4	5	6	7	

Thinking or talking about ending the friendship, threatening to end the friendship, doing things to drive you away, end the friendship.

not at							very
<u>all</u>							<u>likely</u>
1	2	3	4	5	6	7	

Mocking you, not taking the situation or you seriously.

not at							very
<u>all</u>							<u>likely</u>
1	2	3	4	5	6	7	

Rejecting you, disliking you

not at							very
<u>all</u>							<u>likely</u>
1	2	3	4	5	6	7	

Some people feel quite confident in predicting how their friend would respond in certain situations, whereas others feel less certain about predicting their friend's behaviors. In answering these questions about expected friend responses, how confident did you feel?

very uncertain
about how my
friend actually
would respond

somewhat uncertain

extremely certain about
how my friend actually
would respond

1 2 3 4 5 6 7

Now, in this last part, imagine your friend responds to your expression of dissatisfaction by *thinking or talking about ending the friendship, threatening to end the friendship, doing things to drive you away, ending the friendship,*

How would you feel if your friend responded this way?

Place a number that best describes how you would feel next to each emotion listed below, on a scale of 1 to 7, where 1=not at all and 7=very likely that you would feel that way.

angry ____ frustrated ____ embarrassed ____
excited ____ depressed ____ stressed ____
content ____ sad ____ relieved ____

What is the likelihood the problem would be resolved if your friend responded by *thinking or talking about ending the friendship, threatening to end the friendship, doing things to drive you away, ending the friendship?*

1 2 3 4 5 6 7
the problem the problem would only the problem
would be totally be somewhat resolved and would not be
resolved. discomfort would still linger. resolved.

Imagine your friend responds to your expression of dissatisfaction by discussing the problem, suggesting solutions, trying to find a compromise, trying to change him/herself or you,

How would you feel if your friend responded this way?

Place a number that best describes how you would feel next to each emotion listed below, on a scale of 1 to 7, where 1=not at all and 7=very likely that you would feel that way.

angry ____ frustrated ____ embarrassed ____
excited ____ depressed ____ stressed ____
content ____ sad ____ relieved ____

What is the likelihood the problem would be resolved if your friend responded by ***discussing the problem, suggesting solutions, trying to find a compromise, trying to change him/herself or you?***

1 2 3 4 5 6 7
the problem the problem would only the problem
would be totally be somewhat resolved and would not be
resolved. discomfort would still linger. resolved.

Imagine your friend responds to your expression of dissatisfaction by *mocking you, not taking the situation or you seriously,*

How would you feel if your friend responded this way?

Place a number that best describes how you would feel next to each emotion listed below, on a scale of 1 to 7, where 1=not at all and 7=very likely that you would feel that way.

angry ____ frustrated ____ embarrassed ____
excited ____ depressed ____ stressed ____
content ____ sad ____ relieved ____

What is the likelihood the problem would be resolved if your friend responded by *mocking you, not taking the situation or you seriously?*

1 2 3 4 5 6 7
the problem the problem would only the problem
would be totally be somewhat resolved and would not be
resolved. discomfort would still linger. resolved.

Imagine your friend responds to your expression of dissatisfaction by ignoring you, spending less time with you, refusing to discuss the problem, complaining without offering solutions to the problem,

How would you feel if your friend responded this way?

Place a number that best describes how you would feel next to each emotion listed below, on a scale of 1 to 7, where 1=not at all and 7=very likely that you would feel that way.

angry ____ frustrated ____ embarrassed ____
excited ____ depressed ____ stressed ____
content ____ sad ____ relieved ____

What is the likelihood the problem would be resolved if your friend responded by ***ignoring you, spending less time with you, refusing to discuss the problem, complaining without offering solutions to the problem?***

1
the problem
would be totally
resolved.

2

3

4

5

6

7

the problem would only
be somewhat resolved and
discomfort would still linger.

the problem
would not be
resolved.

Imagine your friend responds to your expression of dissatisfaction by *waiting and hoping that things will improve, giving things some time, continuing to have faith in the friendship and you,*

How would you feel if your friend responded this way?

Place a number that best describes how you would feel next to each emotion listed below, on a scale of 1 to 7, where 1=not at all and 7=very likely that you would feel that way.

angry ____ frustrated ____ embarrassed ____
excited ____ depressed ____ stressed ____
content ____ sad ____ relieved ____

What is the likelihood the problem would be resolved if your friend responded by *waiting and hoping that things will improve, giving things some time, continuing to have faith in the friendship and you?*

1 2 3 4 5 6 7
the problem the problem would only the problem
would be totally be somewhat resolved and would not be
resolved. discomfort would still linger. resolved.

Imagine your friend responds to your expression of dissatisfaction by *rejecting you, disliking you,*

How would you feel if your friend responded this way?

Place a number that best describes how you would feel next to each emotion listed below, on a scale of 1 to 7, where 1=not at all and 7=very likely that you would feel that way.

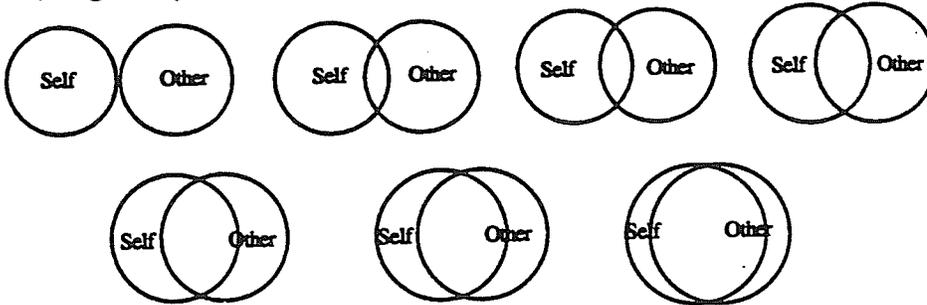
angry ____ frustrated ____ embarrassed ____
excited ____ depressed ____ stressed ____
content ____ sad ____ relieved ____

What is the likelihood the problem would be resolved if your friend responded by *rejecting you, disliking you?*

1 2 3 4 5 6 7
the problem the problem would only the problem
would be totally be somewhat resolved and would not be
resolved. discomfort would still linger. resolved.

Background Information

If you responded with respect to a current close same-sex friendship, please circle the picture below which best describes your friendship. If not, proceed to the next question (i.e. gender).



Gender: (check one) Female Male

Age: _____ (in years)

Did you imagine a current same-sex friend, a past same-sex friend, or same-sex friendships in general?

Current same-sex friend

Past same-sex friend

Same-sex friends in general

What is your current "relationship status"?

Not currently dating or involved with anyone

Casually Dating

Seriously or Exclusively Involved

Engaged

Cohabiting (living together)

Married

Other (please specify) : _____

If you are currently involved with someone, please estimate approximately how long (in months) you have been involved with that person:

_____ (months)

What is your nationality/ ethnicity? _____.

Is English your first language? (circle one) yes no

If you answered no, how long have you spoken English for? _____.

Thank-you.

In this first section of the questionnaire, we will describe a number of situations that could arise in a **romantic relationship**. Most of these situations have the potential to make a person feel dissatisfied.

Picture yourself in each situation with a **romantic partner**. You may respond with respect to a current partner, a former partner, or even just what "generally happens" in your relationships; whichever you prefer. If you have never been involved in a relationship of this sort, simply answer according to what you would expect to happen.

At the top of the page we will describe the situation:

Example: Your partner forgets your birthday.

First, imagine yourself in the situation described. You may want to remember a time when you actually were in a similar situation. Then, keep this situation in mind while you answer a number of questions about it. For example, we will ask: "How dissatisfied would this make you feel?" and "How are you likely to respond?".

*Before beginning the questionnaire, please keep in mind that there are no right or wrong answers; we are simply trying to learn how people respond to various situations in relationships.

Now please turn the page to read about the first situation. If you are unsure of what to do, please ask an experimenter to clarify the instructions for you.

Your romantic partner becomes involved with your friend.

How dissatisfied would you feel in this situation ?

not at all							very dissatisfied
1	2	3	4	5	6	7	

How likely is it that you would respond in each of the following ways?

1) Wait and hope that things will improve, give things some time, continue to have faith in the relationship and your partner.

not at all							very likely
1	2	3	4	5	6	7	

2) Think or talk about breaking up, threaten to end the relationship, do things to drive your partner away, end the relationship.

not at all							very likely
1	2	3	4	5	6	7	

3) Discuss the problem, suggest solutions, try to find a compromise, try to change yourself or the partner.

not at all							very likely
1	2	3	4	5	6	7	

4) Ignore your partner, spend less time with your partner, refuse to discuss the problem, complain without offering solutions to the problem.

not at all							very likely
1	2	3	4	5	6	7	

Now we are interested in how you might feel depending on your response to dissatisfaction. First, imagine feeling dissatisfied about an issue in your romantic relationship. We will describe some ways in which you might respond. Imagine acting in that way and rate how you would feel if you responded this way.

You respond to a dissatisfying situation by *discussing the problem, suggesting solutions, trying to find a compromise, trying to change yourself or your partner,*

How would you feel if you responded this way?

Place a number that best describes how you would feel next to each emotion listed below, on a scale of 1 to 7, where 1=not at all and 7=very likely that you would feel that way.

angry _____	frustrated _____	embarrassed _____
excited _____	depressed _____	stressed _____
content _____	sad _____	relieved _____

What is the likelihood the problem would be resolved if you responded by *discussing the problem, suggesting solutions, trying to find a compromise, trying to change yourself or your partner?*

1	2	3	4	5	6	7
the problem would be totally resolved.			the problem would only be somewhat resolved and discomfort would still linger.			the problem would not be resolved.

Now we are interested in how your partner might react to you depending on your response to dissatisfaction. First, imagine feeling dissatisfied about an issue in your relationship. We will describe some ways in which you might respond. Imagine acting in that way and rate how your partner would react if you responded this way.

You respond to a dissatisfying situation by *waiting and hoping that things will improve, giving things some time, continuing to have faith in the relationship and your partner*.

What is the likelihood that your partner would react by:

Ignoring you, spending less time with you, refusing to discuss the problem, complaining without offering solutions to the problem.

not at all							very likely
1	2	3	4	5	6	7	

Waiting and hoping that things will improve, giving things some time, continuing to have faith in the relationship and you.

not at all							very likely
1	2	3	4	5	6	7	

Discussing the problem, suggesting solutions, trying to find a compromise, trying to change him/herself or you.

not at all							very likely
1	2	3	4	5	6	7	

Thinking or talking about ending the relationship, threatening to end the relationship, do things to drive you away, end the relationship.

not at all							very likely
1	2	3	4	5	6	7	

Mocking you, not taking the situation or you seriously.

not at all							very likely
1	2	3	4	5	6	7	

Rejecting you, disliking you.

not at all							very likely
1	2	3	4	5	6	7	

Now in this last part, imagine your partner responds to your expression of dissatisfaction by *thinking or talking about ending the relationship, threatening to end the relationship, doing things to drive you away, ending the relationship,*

How would you feel if your partner responded this way?

Place a number that best describes how you would feel next to each emotion listed below, on a scale of 1 to 7, where 1=not at all and 7=very likely that you would feel that way.

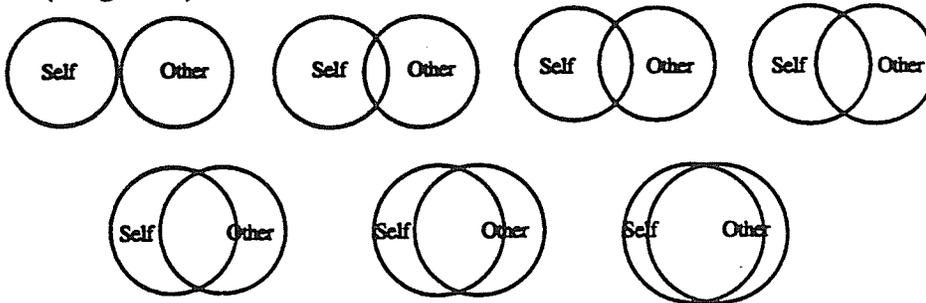
angry ____ frustrated ____ embarrassed ____
excited ____ depressed ____ stressed ____
content ____ sad ____ relieved ____

What is the likelihood the problem would be resolved if your partner responded by *thinking or talking about ending the relationship, threatening to end the relationship, doing things to drive you away, ending the relationship?*

1 2 3 4 5 6 7
the problem would be totally resolved. the problem would only be somewhat resolved and discomfort would still linger. the problem would not be resolved.

Background Information

If you responded with respect to a current romantic relationship, please circle the picture below which best describes your relationship. If not, proceed to the next question (i.e. gender).



Gender: (check one) Female Male

Age: _____ (in years)

Did you imagine a current relationship partner, a past relationship partner, or relationship partners in general?

Current partner

Past partner

Partners in general

What is your current "relationship status"?

Not currently dating or involved with anyone

Casually Dating

Seriously or Exclusively Involved

Engaged

Cohabiting (living together)

Married

Other (please specify) : _____

If you are currently involved with someone, please estimate approximately how long (in months) you have been involved with that person:

_____ (months)

What is your nationality/ ethnicity? _____

Is English your first language? (circle one) yes no

If you answered no, how long have you spoken English for? _____

Thank-you.