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(IJEPC)**[www.ijepec.com](http://www.ijepec.com)**ADDRESSING ADOLESCENT ANGER: A STUDY OF THE  
NOMINAL GROUP TECHNIQUE AS AN EFFECTIVE  
SOLUTION**

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**Abstract:**

This study utilized the Nominal Group Technique (NGT) to identify critical factors influencing adolescent anger management, guided by Albert Bandura's Social Learning Theory (SCT). The primary objective was to pinpoint core components for designing effective anger management strategies for adolescents. Nine experts-comprising trained counseling teachers and mental health professionals-evaluated key factors across three main categories: behavioral, environmental, and personal factors. The key findings revealed that imitation (77.78%) was the most significant behavioral factor, highlighting the crucial role of observational learning in managing anger. The school environment (74.07%) was identified as a vital environmental factor, indicating the significant influence of educational settings on adolescent anger regulation. Additionally, cognitive skills (74.07%) emerged as a key personal factor, underscoring the importance of strengthening problem-solving and critical thinking skills as part of comprehensive anger management strategies. This study provides valuable insights by identifying key intervention factors through a structured expert-driven approach facilitated by NGT. Future research should explore how traditional factors can be incorporated into these strategies and assess the long-term effectiveness of the interventions developed.

**Keywords:**

Anger, Adolescents, Cognitive Skills, Nominal Group Technique (NGT)

**Introduction**

Anger, a natural yet often disruptive emotion, can have significant consequences on both individuals and society if not properly managed. It is a chemical and emotional response triggered by perceived threats or injustices, but when uncontrolled, it can escalate into major issues, including interpersonal conflicts, physical harm, emotional abuse, and mental health problems such as depression and severe emotional distress (Dillon et al., 2021; Saghir et al., 2018). Inadequate and unstructured anger management on a global scale contributes to societal challenges like rising crime rates, decreased workplace productivity, strained personal relationships, and family conflicts. While anger is a universal emotion, the distinction between active anger (short-term emotional reactions) and repressed anger (persistent anger traits) remains under-researched. This gap highlights the pressing need for in-depth studies into the cognitive mechanisms behind anger and the development of culturally sensitive and effective management strategies (Jones et al., 2019).

In many Asian cultures, where emotional restraint and social harmony are paramount, traditional anger management methods have included community support, meditation, spiritual practices, and mindfulness (Testoni et al., 2023). These approaches have been instrumental in preserving social cohesion for generations. However, with the rise of modern psychological approaches, there is an increasing need to combine these traditional methods with evidence-based techniques (Prout et al., 2019). Merging these practices is essential for creating anger management strategies that respect cultural values while incorporating modern psychological insights to enhance their effectiveness (Fegert et al., 2020).

In Malaysia, addressing adolescent anger is particularly crucial due to the unique challenges young people face, such as academic pressures, societal expectations, and family-related conflicts. These stressors can significantly affect their emotional regulation, potentially leading to uncontrolled anger that impacts their mental health and social relationships (Ghasemifard et al., 2020). Globally, adolescents in various cultural settings experience similar challenges, underscoring the need for universal anger management strategies that can be adapted to fit local contexts. Focused research on the cognitive and neurological dimensions of anger in Malaysian adolescents is urgently needed. By developing culturally tailored strategies for anger management, we can support the emotional well-being of Malaysian youth while contributing to a broader global understanding of effective anger management techniques, fostering greater resilience and emotional stability in their lives (Nevers-Ashton, 2023).

**Literature Review**

Recent research on adolescent anger management has increasingly emphasized the potential impact of various interventions across diverse contexts, shedding light on their effectiveness. While numerous studies highlight the benefits of these interventions, such as promoting emotional regulation, fostering social inclusion, and supporting healthy adult development, significant gaps remain in understanding their clinical efficacy and cost-effectiveness. For instance, Carr and McDonald (2019), along with Chean Wei, Othman, and Hashim (2023),

reveal that despite promising outcomes, there is a distinct lack of comprehensive evidence supporting the clinical and economic viability of adolescent anger management programs. A systematic review by Uttley et al. (2020) further exposes this gap, indicating that the available evidence regarding the cost-effectiveness and clinical impact of these interventions for mental health disorders remains fragmented and insufficient. This calls for expanded research to rigorously evaluate the effectiveness of these interventions across different populations and settings.

Additionally, Haeyen (2019) underscores that while anger management programs may prove beneficial for individuals with personality disorders, their application to specific groups-such as primary school children- has been underexplored (McDonald & Holttum, 2020). Furthermore, the broader implications of adolescent anger management on mental health outcomes remain inadequately studied, signaling opportunities for innovation and deeper exploration in this area (Chean Wei et al., 2023). These gaps in the literature emphasize the need for a more nuanced understanding of how anger management interventions can be adapted for various age groups and cultural contexts.

The Nominal Group Technique (NGT) emerges as a powerful method to address these research gaps. NGT provides a structured approach to gathering and synthesizing input from experts, ensuring a comprehensive examination of diverse perspectives. By facilitating collaborative decision-making, NGT enhances the rigor of research findings, allowing for a more thorough understanding of the most critical factors influencing adolescent anger management (Carr & McDonald, 2019; Uttley et al., 2021). This technique also ensures that all relevant variables are systematically considered, resulting in well-informed and evidence-based conclusions.

Moreover, NGT strengthens the quality of feedback by enabling experts to evaluate and prioritize key factors through a multi-step process. This iterative approach allows for a detailed and nuanced understanding of the critical elements necessary for effective anger management strategies. By encouraging equitable participation and mitigating the dominance of particular voices, NGT ensures that a wide range of opinions is represented, thus capturing a holistic view of the factors affecting adolescent anger management. This diversity of input is crucial for developing interventions that are both effective and inclusive, addressing the needs of diverse adolescent populations (Carr & McDonald, 2019; Uttley et al., 2021).

In conclusion, incorporating NGT into adolescent anger management research offers significant advantages, including improved decision-making, enhanced quality of expert feedback, and greater inclusivity in the development of intervention strategies. By combining both qualitative and quantitative insights, NGT enables a comprehensive evaluation of anger management practices, filling existing knowledge gaps and supporting the creation of more effective and culturally sensitive interventions. As the field continues to evolve, future research leveraging NGT and other rigorous methodologies will be essential in advancing our understanding of adolescent anger management and ensuring the successful implementation of evidence-based solutions (Capacio, 2017; Chean Wei et al., 2023).

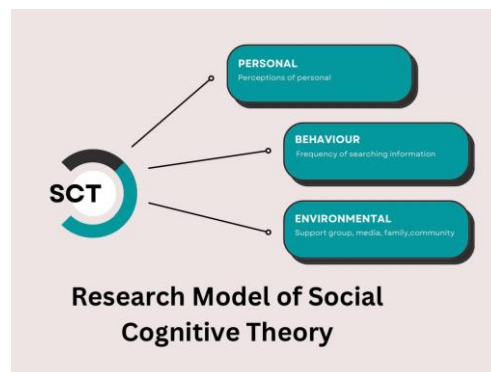
### **The Theory**

To enhance emotional well-being, particularly among adolescents, the application of appropriate counseling theories is crucial in developing effective intervention strategies. In this study, several theories were considered, including the Spileberg Anger Theory (1999), Social

Cognitive Theory (SCT), Cognitive Behavioral Therapy (CBT), and the Theory of Planned Behavior (TPB). Each of these theories provides a unique framework for understanding and addressing issues related to anger and emotional well-being. However, the Social Cognitive Theory (SCT) was selected as the primary framework for this study due to its emphasis on the interaction between personal factors, behavior, and the social environment, which is critical in shaping positive adolescent behavior.

The Social Cognitive Theory (SCT), developed by Albert Bandura, emphasizes that individual behavior results from a dynamic interaction between personal factors (such as beliefs and attitudes), learned behaviors, and the social environment. In the context of anger management among adolescents, SCT offers a robust theoretical guide for understanding how anger can be controlled and managed through social learning processes. For instance, adolescents can learn to better manage their anger by imitating positive behaviors modeled by role models in their social environment, such as teachers, peers, or family members. This makes SCT a practical choice for addressing adolescent anger issues, as it provides a comprehensive and individual-centered approach.

Overall, the Social Cognitive Theory offers a dynamic and practical framework for understanding the influence of behavior in anger management. By considering the interrelated personal, social, and behavioral factors, intervention strategies developed based on SCT can be tailored to meet the specific needs of the adolescent community. This allows for more effective interventions, where adolescents are not only taught to control their anger but are also given the opportunity to understand and change their behavior through social support and continuous learning. This positions SCT as an essential tool in efforts to improve emotional well-being among adolescents, contributing to the development of a healthier and more harmonious community.



**Figure 1: Research Model**

## Methodology

This study employed the Nominal Group Technique (NGT) as the primary research methodology, engaging nine experts from the fields of counseling and psychology. Given the logistical challenges of coordinating in-person meetings, the NGT sessions were conducted virtually via Google Meet, ensuring accessibility and convenience for all participants. The experts took part in a two-hour structured brainstorming session, adhering strictly to the NGT

framework, to generate and refine ideas and solutions pertinent to adolescent anger management.

During the session, participants shared their insights, discussed key factors, and collaboratively prioritized strategies based on their professional expertise. A rigorous analysis, rooted in NGT principles, was subsequently applied to distill the most significant findings and align them with the study's objectives. The expert panel demonstrated a high level of collaboration, contributing to a rich academic discourse and the development of well-rounded, evidence-based conclusions. This method ensured a comprehensive exploration of the topic and facilitated the creation of actionable recommendations tailored to the needs of adolescents.

### **The Nominal Group Technique (NGT)**

The Nominal Group Technique (NGT) is a structured process designed to capture collective opinions on a specific topic. Originally developed as a method for participatory social planning (Delbecq, Van de Ven, & Gustafson, 1975), NGT has since been used in exploratory research, citizen engagement, expert consultation, and proposal reviews. Although its application has extended to educational research (O'Neil & Jackson, 1983; Lomax & McLeman, 1984; Lloyd-Jones, Fowell, & Bligh, 1999; MacPhail, 2001), it is more commonly used in health studies within the social sciences.

NGT involves four distinct phases:

1. Independent generation of ideas in response to a stimulus question.
2. Sharing and listing these ideas in a round-robin fashion without discussion.
3. Clarification of each idea and grouping similar ideas.
4. Individual voting to prioritize ideas.

Typically, an NGT session lasts between 1.5 to 2 hours (Gibson & Soanes, 2000) and includes 5 to 10 participants (Delbecq, Van de Ven, & Gustafson, 1975; O'Neil & Jackson, 1983). The researcher primarily serves as a facilitator and administrator to minimize their impact on the data (Lloyd-Jones, Fowell, & Bligh, 1999). Unlike other methods criticized for researcher bias (Lomax & McLeman, 1984), NGT minimizes this by allowing the group to manage the organization, categorization, and prioritization of ideas. However, the formulation of the stimulus question is crucial for the technique's success. In a practical example of NGT, participants were tasked with designing a small project to improve community health with a budget of \$1000. The researcher facilitated the session, allowing participants to list ideas independently, which were then transferred to an Excel sheet projected on the screen. After discussing and clarifying the ideas, participants rated their top choices using a five-card system. This approach focused on selecting the most actionable ideas by limiting the rating process to top suggestions, addressing common rating errors associated with large numbers of ideas. The method was highly effective and fair, allowing each expert to choose and score items based on the issues discussed. The final scores were presented as percentages and analyzed accordingly.

### **Data Analysis**

This study focuses on three core constructs: personal factors, behavior, and environment, each comprising six items. Respondents, who are experts in their respective fields, engaged in group discussions on these constructs and items, followed by a structured voting process. The response options provided were: 1- disagree, 2- neutral, and 3- agree. The experts cast their



votes based on their professional judgment, and the data was then analyzed by converting the voting scores into percentage values. This approach enabled a precise quantitative evaluation of the experts' consensus, facilitating the ranking and prioritization of key ideas.

The analysis involved transforming the experts' voting scores into percentages and benchmarking them against established evaluation criteria from the literature. A threshold of 70% voting consensus was set as the minimum acceptable level, in line with the standards of the Nominal Group Technique (NGT). Any item or element exceeding this threshold was considered significant, indicating strong expert agreement on its applicability. The elements were then ranked based on their total score, allowing for a clear prioritization of the most critical factors. This method ensured that the final findings not only reflected the collective expert consensus but also adhered to a rigorous, data-driven prioritization process, enabling a focused and impactful outcome.

## Results and Discussion

### Participant profile

**Table 1: Participant profile**

Category	Frequency	Percentage
<b>Gender</b>		
- Male	4	50%
- Female	5	50%
<b>Experience in Field</b>		
- 7 years	1	10%
- 8 years	2	20%
- 10 years	1	10%
- 11 years	1	10%
- 12 years	1	10%
- 13 years	1	10%
- 14 years	1	10%
- 15 years	1	10%
<b>Academic Qualification</b>		
- Bachelor's Degree	4	40%
- Master's Degree	5	60%
<b>Service Grade</b>		
- Grade 44	4	50%
- Grade 48	5	50%
<b>Registered Counselor</b>		
- Yes	9	100%

This analysis offers a detailed examination of the demographic backgrounds and professional attributes of respondents within the counseling field. The data reveals an equal gender distribution, with males and females each constituting 50% of the total respondents. Most participants possess considerable experience in counseling, with the majority having between 8 to 15 years of experience, specifically concentrated in the 8 to 12-year range. In terms of academic qualifications, a higher percentage of respondents hold a master's degree (60%) compared to those with a bachelor's degree (40%). Service grades are equally distributed between Grade 44 and Grade 48, with each representing 50% of the respondents. All

participants are registered counselors, underscoring their adherence to the professional standards required in the field.

This analysis provides a thorough understanding of the demographic and professional profiles of the respondents, crucial for evaluating their capacity to tackle issues related to adolescent anger. The balance in gender, experience, academic qualifications, and service grades, along with the status of being registered counselors, indicates that the respondents are both qualified and dedicated professionals. This creates a solid foundation for advancing research and development in the field, especially in addressing adolescent anger issues in secondary schools across Penang, Malaysia.

## Findings

### Personal

**Table 2: Anger Awareness For Personal Items**

No	Items/elements	Total Items Score	Percentage %	Rank Priority	Voters
Consensus					
1	Self-Efficacy	26	96.30	2	Suitable
2	Outcome Expectations	27	100	1	Suitable
3	Knowledge	25	92.59	3	Suitable
4	Perceived Control	25	92.59	3	Suitable
5	Motivation	26	96.30	2	Suitable
6	Personal experience	26	96.30	2	Suitable

Table 2 provides an analysis of anger awareness based on personal factors discussed by the experts in the study. Each factor is assessed by the percentage of votes received, reflecting the level of consensus among the respondents. The analysis reveals that all personal factors have high percentages, with "Outcome Expectations" receiving the highest percentage of 100%. This indicates unanimous agreement among the experts that positive outcome expectations are the most crucial element in anger management. In addition, "Self-Efficacy," "Motivation," and "Personal Experience" each received a percentage of 96.30%, showing strong agreement on the importance of self-confidence, motivation, and personal experience in managing anger.

Conversely, "Knowledge" and "Perceived Control" received percentages of 92.59%, indicating high but slightly lower agreement compared to the other factors. This suggests that while knowledge about anger triggers and perceived control are important, they are considered somewhat less critical compared to other factors in the context of anger management. All factors are classified as "Suitable" based on expert consensus, indicating their relevance and significance in understanding and managing anger effectively. The high overall percentages in this table demonstrate strong agreement among the experts regarding the personal factors influencing anger management.

**Behavior****Table 3: Anger Awareness For Behavior Items**

No	Items/elements	Total Items Score	Percentage %	Rank Priority	Voters
Consensus					
1	Information Seeking Behavior	24	88.89	3	Suitable
2	Preventive Behavior	26	96.30	2	Suitable
3	Communication Behavior	26	96.30	2	Suitable
4	Participation Behavior	23	85.19	4	Suitable
5	Health Management Behavior	27	100	1	Suitable
6	Supportive Behavior	27	100	1	Suitable

Table 3 presents an analysis of anger awareness based on behavioral factors identified in the study. The data reveals that both "Health Management Behavior" and "Supportive Behavior" received the highest percentage of 100%, demonstrating unanimous agreement among experts that managing one's health and providing support are essential components of effective anger management. These items are ranked at the top, highlighting the critical role of proactive health behaviors and social support in managing anger effectively.

Conversely, "Preventive Behavior" and "Communication Behavior" each achieved a percentage of 96.30%, indicating a strong consensus on their importance in anger management. This reflects a high level of agreement among experts regarding the value of preventive measures and effective communication in managing anger. However, "Information Seeking Behavior" and "Participation Behavior" received slightly lower percentages of 88.89% and 85.19%, respectively. While these factors are still considered important, they are viewed as somewhat less critical compared to other behavioral items.

Despite the variations in percentages, all items are classified as "Suitable," underscoring their relevance and significance in anger awareness and management. Overall, the results highlight that behaviors related to support, health management, and prevention are viewed as fundamental elements in developing effective anger management strategies.

**Environment****Table 4: Anger Awareness For Environment Items**

No	Items/elements	Total Items Score	Percentage %	Rank Priority	Voters
Consensus					
1	Information Access	26	96.30	2	Suitable
2	Health Infrastructure	26	96.30	2	Suitable
3	Policies and Regulations	25	92.59	3	Suitable
4	Community Support	26	96.30	2	Suitable
5	Media and Communication	26	96.30	2	Suitable
6	Social Environment	27	100	1	Suitable



Table 4 provides a detailed analysis of anger awareness concerning environmental factors, showcasing expert consensus on their importance. The findings reveal that "Social Environment" received the highest percentage of 100%, indicating unanimous agreement among experts that the social environment plays a pivotal role in managing anger. This underscores the idea that the immediate social context, including interpersonal relationships and social norms, significantly influences how individuals experience and manage anger. The unanimous agreement highlights the importance of fostering a supportive and understanding social milieu as a foundational element in effective anger management strategies.

Following closely, "Information Access," "Health Infrastructure," "Community Support," and "Media and Communication" each received a percentage of 96.30%. These factors are ranked second in priority, reflecting strong agreement on their essential roles in supporting effective anger management. Accessible information ensures that individuals can obtain relevant knowledge about anger management techniques, while robust health infrastructure provides necessary resources and services. Community support offers emotional and practical assistance, and effective media communication helps in disseminating information and shaping perceptions about anger management. The high percentages for these items emphasize their collective importance in creating an environment conducive to managing anger effectively.

Conversely, "Policies and Regulations" received a slightly lower percentage of 92.59%, positioning it as the third most critical factor. Although policies and regulations are recognized as significant, they are considered slightly less impactful compared to other environmental factors. This suggests that while regulatory frameworks are important for guiding and supporting anger management practices, they may not be as immediately influential as the more direct environmental factors such as social environment and community support. Overall, the analysis highlights that all environmental factors are deemed suitable for enhancing anger management strategies, with the social environment emerging as the most crucial element. The consistently high percentages across the board reflect a robust agreement among experts on the necessity of these factors in establishing a supportive context for effective anger management.

## Conclusion

This study offers significant insights into adolescent anger regulation through Albert Bandura's Social Learning Theory, highlighting the critical role of behavioral modeling and observational learning. The findings emphasize the importance of providing positive role models and demonstrating appropriate anger management techniques. The Nominal Group Technique (NGT) played a crucial role in this study by structuring the collection of expert opinions on key factors influencing anger management. Through the NGT sessions, experts were able to clearly articulate and prioritize ideas, leading to a consensus that informs effective intervention strategies.

Interestingly, the study challenges traditional views by placing less emphasis on family influence, cultural norms, and emotional regulation, which were previously considered crucial. This shift towards a greater focus on cognitive skills and self-efficacy reflects a growing recognition of cognitive-behavioral approaches in anger management. The NGT methodology underscored the importance of cognitive skills, such as problem-solving and self-confidence, suggesting that these elements may be vital in addressing anger issues. This finding highlights the need to reevaluate traditional factors and integrate cognitive approaches into intervention strategies.

In conclusion, this study contributes significantly to the field of adolescent anger regulation by identifying key intervention factors and advocating for multifaceted approaches. The role of NGT in achieving expert consensus demonstrates its effectiveness in shaping intervention strategies. Future research should explore why traditional factors received lower emphasis and how they can be effectively integrated into modern interventions. Longitudinal studies will be valuable for assessing the long-term efficacy of these approaches, ensuring that evidence-based interventions continue to support adolescents in managing their anger and enhancing overall emotional well-being.

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