



Research and Countermeasures of Freshmen's Psychological Problems from the Perspective of Interpersonal Relationship

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Abstract. The new generation of college students of digital natives are surrounded by the network from birth. Their communication and communication with people are more on the Internet. As they enter the university, living, eating and studying with students from all over the world, it is difficult to avoid a lot of discomfort and difficulties. If the contradiction is not handled properly, the interpersonal relationship will become worse, which may cause a series of psychological problems. In view of the three kinds of psychological problems that freshmen are more likely to cause, the author puts forward three corresponding suggestions.

Keywords: Interpersonal relationships , Psychological problems , College freshman , Countermeasure research

1 Introduction

Alfred Adler, an Austrian psychologist and founder of individual psychology, pointed out that "in school, we should let children think that the class is a whole and they are part of the whole. We should help them establish good and harmonious friendship with their classmates" ^[1]. As an individual, they all have the motivation to pursue excellence and establish good interpersonal relationships with others in order to better integrate into society. Li Qiang said that interpersonal relationship is an important factor affecting the level of individual mental health ^[2]. Zhang Shu and others also pointed out that interpersonal relationship has a significant impact on mental health^[3].

As a "00s"(the generation born after 00s) digital native college student surrounded by the Internet at birth, after entering the university, the allocation mechanism of university dormitories will disrupt them from different social strata and regions, and then closely link them together through the special field of dormitories, "This is a huge cultural challenge and life test for young people" ^[4]. Yang Xiuying pointed out that the current problems of college students' dormitory relationship emerge in endlessly, especially the interpersonal problems of junior college students mainly come from the dormitory relationship^[5]. From a single room at home, a table of dishes for one person to a dormitory life for more than four people, it is inevitable that there will be many

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interpersonal barriers. Liu Xia and others found that the interpersonal barriers of college students are more likely to occur in the relationship with acquaintances, so the atmosphere of sleeping and eating will have a positive or negative impact on the mental health of college students in all aspects^[6]. Interpersonal communication barriers can easily lead to interpersonal communication problems, which may lead to a series of psychological problems.

2 The characteristics of college students' interpersonal communication

2.1 Networking of College Students' Interpersonal Communication

For digital aboriginal college students living in the Internet age, the network positions such as tremolo, campus post bar, Weibo and Weixin are the channels and ways of their daily communication. Network communication, so that distance is no longer a problem, they can make friends all over the world, greatly expanding their circle of communication. On the Internet, they can vent their emotions at will, terminate their communication with others at any time, without taking into account the feelings of others, without worrying too much about the discomfort caused by their wrong words, and without worrying about others ignoring themselves. It is also easier to find like-minded friends and friends who are willing to listen to their hearts. Therefore, they put more interpersonal communication in the network, but are unwilling to carry out interpersonal communication and communication in reality.

For the digital native college students who were born in the network, online communication is the most normal and frequently used way of communication. Encounter things like to ask netizens for advice, like to look at the online "hot post" solutions, and according to the methods provided on the Internet to deal with the problem. Too much network communication weakens the interpersonal skills of college students, which makes many college students escape from the reality of communication and interpersonal communication. Compared with the interpersonal communication in the network, the interpersonal communication in reality is often more complex and cumbersome. In the long run, college students are increasingly rejecting the interpersonal interaction in reality and tend to make friends on the network, which easily leads to college students avoiding communication with their roommates in the face of dormitory life, making their interpersonal relationship with their roommates in crisis.

2.2 College Students' Emotional Interpersonal Communication

As digital native college students, computers and mobile phones have penetrated into their minds, hearts and hands. "Food can not be eaten for a day, (mobile phone) can not be left for a day" is the normal life of most students at present. College students from all over the world, usually the rest time is inconsistent, diet life and study habits are also inconsistent. So in collective life, it will inevitably produce many problems and contradictions, which is easy to cause their discomfort. Moreover, because many

college students are only children, they have less communication and contact with others since childhood, and lack the ability of emotional control. When communicating with classmates and roommates, it is easy to break out immediately because of a bad word, with the addition of emotional infectivity, roommates and classmates are more likely to break out greater contradictions. If there are individual college students with quick temper and serious emotions, it is more likely to lead to the intensification of contradictions with their classmates. If the problem contradiction is not solved in time, it will gradually evolve into interpersonal communication problems, and if it is serious, it will lead to isolation, which will evolve into psychological problems.

2.3 College students' interpersonal communication is single

The new generation of digital native college students, they have been accustomed to "the machine does not leave the hand", accustomed to making friends on the network, communicating on the network, and seeking solutions to problems on the network. Nowadays, many college students often use their mobile phones to look up information while listening to the teacher's teaching in class, return messages with their mobile phones while walking with their heads down on the road, and watch tremolo while eating in the dormitory. Mobile phones have become their second "shadow".

During school hours, many college students no longer actively participate in face-to-face communication activities, but are more willing to participate in online activities that do not require face-to-face communication. As for weekends, many college students are reluctant to communicate with their classmates by traveling, climbing mountains or watching the sea. Even in the communication with roommates in the dormitory, they often send voice messages and micro-letters, unwilling to have more face-to-face communication. Psychologist Alfred Adler pointed out that friendship is a very effective way to cultivate social interest; by establishing friendship with others, we can learn how to treat others sincerely and deeply understand the feelings and psychology of others [7]. At present, college students adopt a single way of communication on the Internet, which can easily lead to contradictions, while the lack of in-depth communication makes friendship very fragile. Students may have irreparable contradictions with each other just because of a "gossip", so a "chat screenshot" makes them incompatible with each other, or even turn against each other.

3 An Analysis of the Causes of Interpersonal Communication Problems

The problems of college students' interpersonal communication arise in many aspects, according to the author's analysis, mainly in the following three aspects.

3.1 The psychological instability of college students in their growth period is an internal factor

College students who are just about to become adults or are in adulthood are in the period of adolescent development. Their personality characteristics, psychological state and values are not mature enough. They are impulsive when they encounter things, have poor self-control ability, are prone to conflicts with others, and sometimes even take extreme actions. When freshmen enter the university, they are not familiar with each other, and many of them need to adapt and tolerate each other. But as a new generation of college students with independent personality, they are more willing to express their dissatisfaction and emotions directly. Therefore, if their roommates have different opinions, or have some contradictions with each other, and their psychological quality is not stable enough, they are prone to quarrel and emotional expression. If they do not express well, it will easily affect their interpersonal relationship.

3.2 Over-reliance on electronic communication is the main factor in the growth of college students

As digital native college students after the "Millennium", they have been dealing with the Internet since childhood. From childhood, their communication with people, many times not face-to-face communication, but through the network communication; It is not through reading books, watching news or listening to teachers and elders to impart knowledge, but more through the Internet to acquire knowledge. For them, there are difficulties, turn to netizens; If you don't understand, ask Xiaohongshu for help. The network has become an important "magic weapon" for them to solve difficult contradictions. Previous experience, parents and teachers' inculcation, they often can not listen at all, more addicted to the network, do not like offline communication. With the popularity of tremolo and the invasion of short videos, college students' time is becoming more and more fragmented, and their thinking is beginning to show fragmented thinking. They are unable to concentrate and think for a long time. They lack patience and communication skills in daily communication, and it is difficult for them to communicate with their classmates. As a result, they are prone to misunderstandings and contradictions, and interpersonal problems.

3.3 The growth environment of college students is an objective factor

As the second largest economy in China, people's living standards have been greatly improved and improved. In old China, people were worried about whether they had food to eat, clothes to wear and books to read. In today's China, people are worried about whether the food is good or not, whether the clothes are beautiful or not, whether the schools are good or not. People's lives have undergone earth-shaking changes. Compared with college students in the old era, the growth environment of digital aboriginal college students is in the network era, which is a "involution" digital era. The excessive attention and care of the state, society, schools and families make

students bear a lot of schoolwork burden. They are not busy with spring outings and making friends on weekends, but have to attend various remedial classes and training classes. The way to make friends tomorrow is mostly from study or online friends, and few friends are made because of playing together. They seldom have the opportunity to get close to nature, let alone learn and experience with their partners in a natural environment, and stimulate their interests and hobbies through the power of nature, so as to cultivate good character and habits. College students are in the network learning and living environment, more habits are to use the network, they no longer pursue offline communication, interpersonal skills in reality will naturally decline, interpersonal problems will inevitably arise.

4 Psychological problems caused by poor interpersonal communication of freshmen

Man is a social animal, with the characteristics of social living and the need for communication and communication. With the development of the Internet, it seems that college students have less communication and do not like communication, but in fact, it is not that college students do not like social interaction, on the contrary, they are more willing to find new social relationships to meet the needs of communication. But if you can't find a new type of social relationship, it's easy to have psychological problems if the freshmen have a bad relationship with their classmates and roommates after entering school.

4.1 Interpersonal communication problems can easily lead to anxiety disorders

Anxiety disorder, also known as anxiety neurosis, is mainly characterized by anxiety, difficulty in sleeping and eating, nervousness and worry. In severe cases, there will be physical discomfort reactions-palpitations, frequent urination, sweating, etc. If the time is long, there will be pathological anxiety disorder.

Although digital native college students are basically adults, their psychological state is not stable enough after all, and they are vulnerable to external influence and interference. In dormitory life, because of the inconsistent work and rest time among students, some students are accustomed to playing games at night and sleeping late, which easily affects students who sleep early. Lack of sleep can easily lead to depression, drowsiness in class, inefficiency in class and decline in performance, which may cause anxiety among individual students. In addition, work and rest time is not consistent, customs are not the same, roommates are also prone to contradictions, if the communication is not smooth, or even the strong side is unreasonable, the weaker side is also likely to fall into anxiety.

4.2 Interpersonal communication problems can easily lead to depression

Depression is a common mental illness that refers to long-term and persistent depression. If the individual is depressed for a long time because of depression. At the beginning, it may be just because they are unhappy, but if they can't get rid of it, they will easily develop to the point where they have no love for life, grief-stricken, gradually develop inferiority, pain and world-weariness, and finally develop into depression, which will lead to suicide in serious cases.

Digital native college students are used to communicating on the Internet. When they have conflicts with their roommates in the dormitory, they often do not know how to communicate directly face to face. Instead, they express their distress or dissatisfaction by sending a circle of friends, or talk to their friends about their troubles. They choose to escape to solve the problem, lengthening the time and scope of dealing with the contradiction, which makes it more difficult to solve the contradiction. In the long run, they are more reluctant to communicate, prone to isolation, inferiority, and even auditory and visual hallucinations, and in severe cases, they will suffer from depression.

4.3 Interpersonal communication problems can easily lead to social phobia

Social phobia, also known as social anxiety disorder, is a subspecies of phobic neurosis (also known as phobia). College students with poor interpersonal relationships are likely to develop social phobia if their relationships are not improved for a long time.

Students with poor interpersonal relationships usually have few friends to communicate with, which leads to their lack of communication objects, and in the long run, they are even more reluctant to communicate with others. There are a small number of college students whose situation is more serious. At the beginning, they are unwilling to communicate with their roommates in the dormitory. Gradually, they are unable to communicate with their classmates, which leads to more and more self-isolation. In daily communication, dare not look directly at each other, once see each other's eyes, will produce a sense of shame, fear symptoms. Sometimes, they can feel that their reactions are too intense or unreasonable, but they can not control themselves, can not communicate with their classmates normally, and in serious cases, they develop into social phobia.

5 Measures to Solve the Psychological Problems of Freshmen

Pan Zhaoxia believes that good psychological quality can regulate negative emotions and improve interpersonal skills^[8]. Zhang Dajun believes that good psychological quality can regulate negative emotions and increase prosocial behavior^[9]. Therefore, the state, society, schools and families should work together to actively improve the psychological quality of college students, and then improve their interpersonal skills; the improvement of interpersonal skills, in turn, promotes the spiral rise of psychological ability to resist pressure, and promotes the healthy growth of college students. For this reason, I put forward the following suggestions.

5.1 The state and society should pay more attention to mental health education and improve the psychological guidance system

In April 2023, the Ministry of Education and other 17 departments issued a notice on the Special Action Plan for Comprehensively Strengthening and Improving the Mental Health Work of Students in the New Era (2023-2025), which clearly requires colleges and universities to equip full-time mental health education teachers with a teacher-student ratio of no less than 1:4000. It can be seen that the state pays more and more attention to mental health education. However, compared with the current mental health problems, what the state and society need to do is far from enough. Next, at the national level, we should establish the mechanism and supervision of the joint action of the Ministry of Education, the Network Information Office, the Health and Health Commission and the Central Committee of the League to form an atmosphere in which the whole society attaches importance to the mental health problems of college students. To urge all localities, departments and schools to strictly implement the requirements of the Special Action Plan for Comprehensively Strengthening and Improving the Mental Health of Students in the New Era (2023-2025), and earnestly strengthen and attach importance to the mental health of college students. Social welfare organizations are encouraged to take the lead in building the third system of college students' mental illness-social support system. To make up for the deficiencies of the existing public medical system and psychological counseling system, so that college students can get better psychological treatment through the third system, especially the third support system. If we can improve the mental health system and intervene in the treatment of students in adolescence, the effect will be more obvious, through short-term diagnosis and treatment, the whole process of companionship, to promote the long-term healthy growth of college students.

5.2 Colleges and universities should take adaptive intervention measures when freshmen enter school

Colleges and universities should actively create a good atmosphere of caring for students' physical and mental health, so that students can correctly understand mental health problems, actively face psychological problems, and seek solutions to psychological problems. Therefore, colleges and universities should actively take adaptive measures to intervene when freshmen enter the university, so that students can adapt to university life as soon as possible, and understand and deal with the psychological adaptation problems of college students as soon as possible.

First of all, colleges and universities should take advantage of the opportunity for freshmen to actively publicize mental health knowledge, especially the interpersonal problems, adaptation problems and psychological problems that freshmen are prone to, through the forms or channels of campus broadcasting, campus post bars and campus propaganda boards, so that freshmen can understand in advance what they may face after entering school. In a subtle way, they are no longer afraid of interpersonal problems and psychological problems.

Secondly, we should carry out a general survey of freshmen's mental health work to understand students' adaptation from the side. According to the research, Wu Danping found that there is a positive correlation between the mental health status and adaptability of college students^[10]. Therefore, to understand the mental health problems of students, through the understanding of psychological problems, we can understand the adaptation of students more pertinently.

Finally, grade meetings and class meetings on the types of psychological adaptation of freshmen are organized, especially those on mental health, so that freshmen can understand the problems they may face in advance and actively seek solutions.

5.3 Strengthen home-school contact, obtain family support and solve students' psychological problems

Family is the initial environment for every college student to grow up, and it is the biggest factor affecting the formation of a person's personality characteristics, psychological state and behavior patterns. Understanding family background and obtaining family support are very helpful for students' mental health work. Colleges and universities need to strengthen communication with parents and obtain their understanding and cooperation. Especially for some families with backward ideas or financial difficulties, schools need to contact and care more so that students can get timely treatment.

Every year at the beginning of the school season, schools can take advantage of the opportunity for parents to send their children to school, do a good job of home-school contact cards, send the contact cards to parents in time, and immediately register parents' personal information, improve students' information database, strive to get first-hand information, ensure the accuracy of information, so that parents can be contacted at the first time when there is a situation, and strive for parents' cooperation. When freshmen start school, parents' meetings are held to remind parents to pay more attention to the situation of students. Counselors also contact parents in time to maintain a close relationship between the two sides, when students have psychological problems, parents can cooperate more actively. Home-school communication is one of the necessary means to promote the mental health of college students. Colleges and universities should take various measures to ensure smooth and effective communication between families and schools, to ensure that they can successfully complete their university study and life, and to cultivate good social adaptability.

6 Conclusions

As a new generation of digital native college students, they have a broad vision and make friends all over the world. However, they indulge too much in the virtual network, which makes them lack of communication with people in reality and are not good at dealing with interpersonal relationships, which leads to many interpersonal problems after they enter the university and start collective life. If interpersonal conflicts are not alleviated and dealt with in time, they will gradually develop psycholog-

ical problems. Therefore, the state, universities and families should attach great importance to the interpersonal and psychological problems of college students, formulate rules and regulations for mental health, and supervise their implementation; Increase publicity and organize various mental health activities; Strengthen home-school contact, get more family support, care for students' mental health, and create a good and healthy learning and living environment for college students, Cultivate more builders and successors of socialism in the new era.

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