

THE BEST TOOL IN CONFLICTS RESOLUTION

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ABSTRACT

The human culture and for sure the whole world is every day progressively becoming clash ridden as people and gatherings have lately found it hard to endure, work and live respectively in helpful ways. The ramifications of this situation is that a country is as a rule antagonistically impacted and therefore the abundance of the nation will steer a profound make a plunge the negative heading. It is unselfish that contention is endemic and inescapable in human instinct, since it frequently emerges from intrinsic restricting interests of people and gatherings in work, religion and social relations. Dialogue as a helpful way to deal with social relations is tied in with bridling entertainer's true capacities for common additions through the course of integrative bartering prompting a 'mutual benefit' results. One of the significant goals of this paper is to learn the degree dialogue can fill in as an essential apparatus to decrease clashes.

KEYWORDS: *Dialogue, Questionnaire, Interview, Conflicts, Resolution*

INTRODUCTION

Dialogue is a conversation to trade proposition and thoughts as a vital method for settling clashes at different levels. Clashes exist at individual level, more extensive level and in authoritative level. Even struggle includes comparable gatherings on an even level. Inclining factors for struggle are fundamentally desire and jealousy. Hilter kilter struggle happens between unique gatherings in which parties take on big enchilada/longshot connection. This means minorities versus larger parts, upper class and lower class. Clashes happen because of scant assets, correspondence, disappointment, individual contrasts, conflict of values and needs, uncertainty, philosophical (generational) contrasts, promulgation which is conscious falsehood as a weapon which prompts mutilation of insights, expectations and interest. It breeds adversary picture that adds to biases, scorn what's more aggression. Discourse can be preventive against promulgation, adversary pictures and dangers.

Compromise guarantees there is harmony through discourse consequently advancing compromise and understanding the washouts' voice. Exchange tracks underlying drivers and unfulfilled requirements to change discernments and associations with a perspective on forestalling repeat. Compromise can be taken care of through various methodologies like intervention, arrangement or discretion and now and again individuals are compelled to acknowledge what isn't good for them. Any exchange includes various gatherings by which each party should conform to their terms to empower them agree (Wosyanju and Ayieko). It is essential to participate in harmony schooling as it is both comprehensive in nature and arranged toward social change and change. Change infers to profound change influencing methods of thinking, sees, practices, values, connections, and social constructions (Jenkins, 2008). It is pointed at showing people the data, perspectives, values, and conduct capabilities expected to resolve clashes without brutality to assemble and keep up with commonly advantageous agreeable connections. (Alderson, 2014) it is the sign of an essential culture of body, imperativeness, mind, insight and soul. These components establish every individual with next to no separation of race, rank, doctrine, language, ethnicity and different contrasts.

For any dialogue to happen there should be an arrangement by parties in advance, anticipating the principle issues and know the topic of conversation. Legitimate and fitting language should be utilized, see one another and arrange, tune in, have generosity and most significant is being straightforward in resolving issues. For any agreeable answer for be arrived at such abilities are vital for the elaborate people.

Exchange goes about as a weapon that empowers any correspondence progress well absent a lot of interferences. Parties included should concur and comprehend the motivation behind why they are having discourse, various perspectives, regions where they dissented, data accessible and what the potential obstructions are (Heathershaw, 2007). It is significant as it makes preparations for double-dealing also control.

Galtung expressed that "compromise without goal is appeasement; goal without compromise may not be manageable." (Galtung, 2013). I contend that exchange can be an apparatus in peacebuilding as the objective is to comprehend the other. Understanding the other can add to compromise as it empowers goal of injury and struggle through the development of value and concordance. Understanding the other through exchange can in this way add to the structure of direct, primary and social harmony.

Dialogue is considered to be an approach to managing clashes. It is decidedly related with the fulfillment of the outcomes from collaboration, how joined the gatherings feel and how satisfied the individual individuals from the gathering are for being important for the gathering. The fact that learning makes it evident organizations actually stay in the hold of various contentions which thus hinder the development and advancement of the establishments. Hence, it becomes vital to start a reflection process to work with the adequacy of compromise. Compromise can never be accomplished completely without returning social qualities to see how already they endeavoured to determine clashes which emerged among families and clans.

Through the component of understanding the climate and the collaborations, one can for the most part recognize the viable instrument to give a superior weapon to compromise. A perception of the propensities and culture appears to show that for quite a while, any entertainer who needs to mediate in compromise should lean toward discourse. This is a significant device in administration, it helps make rules or on the other hand components to determine clashes.

Envision what you could accomplish in the event that you could invest this energy accomplishing something different! The dialogue strategy is a powerful correspondence process that you can figure out how to use to determine struggle in the work environment. The dialogue strategy was first evolved by Dr. Harville Hendrix and Dr. Helen LaKelly Hunt to assist with working on private connections and correspondences. We've changed the cycle somewhat for the work environment, however the ideas and strategies that they've instructed throughout the years can likewise be utilized in keeping up with proficient connections, as well as private ones.

Suppose that someone that strolls into your office and they are extremely disturbed in light of the fact that you advanced another person and they felt like they merited the advancement. They are furious and they are venting. This is the place where you start in with the exchange strategy.

Step 1: Listen: This may be the most challenging step because usually our first tendency is to get defensive. Instead, try to be more constructive in conflict resolution. Set your defensiveness to the side and listen. Invite the person to sit down and tell you all of their feelings about this conflict. They share their feelings about being not being promoted: "I don't think it's fair, I've been here longer, I feel like I have more experience, I don't understand why I didn't get promote." When they get to that point when they stop and take a breath—and you've listened—you go into step two.

Step 2: Mirror: Repeat back what you hear them saying. “So what I hear you saying is that you’re very frustrated. You feel like you should have been promoted. You don’t understand why he got promoted. You feel like you’ve been here longer and you have more experience. Am I hearing you correctly?” Mirroring helps retain the anger and frustration, whereas getting defensive and interrupting will only cause the emotion to explode. Mirroring helps show that you are indeed listening and you want to make sure you understand them correctly.

Step 3: Ask for More: “What else is frustrating you about this situation?” At that point, they might say, “That’s pretty much it. I don’t know what else I can be frustrated about.” Or, they might expand a little bit. Then you would mirror that back again. When you’ve done all of that and mirrored everything back, move into step four.

Step 4: Validate: Conflict resolution in the workplace includes making your team aware of their important contributions. Convey to the person that you understand that it makes sense that they would feel frustrated. Remember, it is not important whether your decision or their feelings are right or wrong. It’s simply recognizing the information on the feelings that person is actually feeling. You’re validating the feelings by saying, “It makes sense that you would feel that way. If I were in your shoes and I viewed the situation the same way that you’re looking at it, I would probably feel the same way.”

Step 5: Empathize: When you empathize, you are trying to determine what they might also be feeling. You might say something like, “I would imagine you might also be feeling like ‘why do I even try around here. Does it even matter to anybody?’ Are you feeling that way?” Once you’ve done all that, you have employed the first five steps of the dialogue method: listen, mirror back, ask for more, validate, and empathize. Now you’re ready for the final step.

Step 6: Response: After you’ve validated their feelings and empathized, ask to respond. Say, “Would it be okay if I respond?” After going through all of that, they’re not going to say no. They will be more ready to listen to you now that they have been heard and validated. This is where you go in and explain your position, “The reason that this person got promoted was because of this and this and this. I really believe you have a tremendous amount of potential to promote and I actually want to work with you over the next year to try to get you promoted.” While you’re sharing this, they might cut you off or interject because they don’t know the dialogue method. But, this is an opportunity to train them a little bit in the dialogue method without telling them you’re doing it (which can come across as a little condescending, particularly in this situation). If you’re interrupted, you’ll want to say something like, “Would it be okay if I finished? Because when you shared your thoughts with me and your frustrations, I sat here and I listened and I tried not to interrupt you and I relayed back to you to make sure I heard you correctly. I would just ask for the same courtesy, that you would let me finish and then I promise, I will give you the opportunities to respond again. Does that sound fair?”

Using the dialogue method to resolve conflict in the workplace will help you improve respectful and open workplace communications. It will also help build your trustworthiness and credibility as a leader. Try practicing the dialogue method – not just at work, but in your personal relationships as well.

Importance of Dialogue in Conflict Resolution

- **Dialogue is a comprehensive cycle.** As the environmental change talks illustrate, exchange unites an assorted arrangement of voices to make a microcosm of the bigger society. To achieve supportable change, individuals need to foster a feeling of joint responsibility for process and become partners in recognizing new ways to deal with address normal difficulties.

- **Dialogue involves learning, not simply talking.** The cycle isn't just with regards to lounging around a table, yet changing the manner in which individuals talk, think and speak with each other. Dissimilar to different types of conversation, discourse requires self-reflection, soul of request and individual change to be available. Members should address the underlying drivers of an emergency, in addition to the manifestations on a superficial level. For example, the 1979 Camp David agrees among Egypt and Israel might have finished the equipped clash, yet at the same seemingly made no subjective "underneath the-waterline" distinction in the connection between their kin. That is, there was harmony (comprehended as the shortfall of brutality) however no private change (which would prompt veritable and supportable harmony).
- **Dialogue remembers each other's humankind.** Members should show sympathy toward each other, perceive contrasts as well as areas of shared belief, and exhibit a limit with regards to change. To encourage this sort of human cooperation, an aware and impartial setting-or "place of refuge" - is liked. To that end O'Malley carried Iraqis to Helsinki and not Basra.
- **Dialogue focuses on a drawn out point of view.** Different types of discussion will generally zero in on the manifestations rather than the underlying drivers of issues. To carve out economical arrangements requires opportunity and persistence. The cycle can be carefully sluggish and gradual, enduring somewhere in the range of ten minutes to a decade one-off mediations all the time don't attempt to address well established reasons for struggle or to completely manage complex issues.

The techniques for dialogue include the cooperation of aggregate people; in the everyday existence clashes which can be settled through exchange and different sorts of correspondence. What's more to guarantee that positive consequences of such exercises is accomplished; should be:

To start with, to guarantee objective thought of disputable issues;

Second, free conversation of the relative multitude of positions and perspectives within the sight of equivalent chances to take an interest in the conversation of each subject;

Third, plan and talk about the outcomes as suggestions, summing up uncover the character of perspectives and positions on different issues. All through the local area exchange, an assortment of exercises will be utilized to encourage local area coordinated effort.

These exercises will connect with partners/accomplices at all levels, breakdown storehouses, drive development, and establishment organizations and cooperation among an assortment of local area partners to cooperate to characterize a consistent task extension, jobs and obligations.

The point of discourse is to share data, track down common contemplations, and perceive existing connections between various relations and different degrees of collaboration. The exchange ought to be flawlessly adaptable, as per the unique situation, and directed inside the construction, in the suitable arrangement and level, including territorial, sub-local or public level, provincial and sub-local associations, as well as agents of NGOs, should be limited by this discourse to accomplish the great well locally first and afterward to make a decent country state. Great administration ought to reinforce inside and outside ties of the Parties and make a basic constituent of this exchange. At long last, development of social discourse and cover most financial issues is an indication of the overall model of social association; in light of the fact that over the long run the act of social exchange will conquer limits; resolve absolutely individual's relations and clashes.

How does dialogue contrast from and supplement different cycles?

Dialogue is definitely not a one-size-fits-all technique. It's anything but a panacea for settling all the world's emergencies, where there is profound political loss of motion or a long history of viciousness. Rather, it addresses only one apparatus in policymakers' tool compartment an interaction that is adaptable and versatile to various settings and nations, one that is particularly helpful when the gatherings to a contention are not prepared however for formal arrangements.

Dialogue expects that fundamental circumstances be available first. Whenever savagery, disdain, and doubt stay more grounded than the will to manufacture an agreement, or on the other hand on the off chance that there is a critical lopsidedness of force or then again an absence of political will among the members, then, at that point, the circumstance probably won't be ready for dialogue. Additionally, members should go ahead and express their genuine thoughts unafraid of requital, or on the other hand dismissal.

Dialogue is intended to supplement different types of strategic or political cycles, or lay the preparation for future and more proper discussions, not supplant them. Now and then exchange happens inside more conventional arrangements, as has been the situation with continuous discussions between Colombia and Ecuador after a March 2008 cross-line attack harmed relations. As Jimmy Carter told the Bi-National Dialog Group of Ecuador and Colombia, "It's not the all of the time formal channels that are the helpful ones, and you know that The cycle is not quite the same as different types of discussion.

In dialogue there are no victors. Though the reason for dialogue is to arrive at a substantial settlement, the point of discourse is to span networks, share viewpoints and find groundbreaking thoughts. "On numerous occasions," as Nelson Mandela once said, "clashes are settled through shifts that were impossible at the start.

LITERATURE REVIEW

Dialogue regularly has encouraging implications. Dialogue enhance an instrument for comprehension, which can be utilized as a device for compromise. It tends to be a reasonable device in compromise as it adds to flexibility (Lederach, 2005). Exchange suggests an ability to be convinced by contentions, it has the ability to fix and redo any current social agreement. It is significant as the elaborate gatherings are in consistent correspondence with each other.

Dialogue should be visible as a shared truth-chasing exercise where gatherings are aware of the way that there is nobody truth and exchange cycle could create various facts. They are available to embracing the present situation. Parties should become open to adjusting viewpoints in light of what clashing accomplices shared.

Exchange result is to make new human and political abilities to take care of issues. Versatility is a maintainable measure for compromise, an inquiry emerged assuming exchange as a device in compromise is a commitment or an obstruction to flexibility. I contend that the objective, attributes and necessities of discourse are characteristics that add to flexibility. Through seeing all sides of a circumstance, I can be more prepared to take inventive and comprehensive reactions to an evolving climate. I further contend that discourse can add to relationship assembling and systems administration.

Discourse can be utilized in various settings, like multicultural gatherings, between ethnic gathering, past to, during and after struggle. Exchange can hence be utilized autonomously of contention and comparable to struggle. Exchange as a type of correspondence can as such add to building immediate, underlying and social harmony. Further, I contend that exchange can be a piece of the versatile components keeping the web intact, which permits it to take a blow without breaking. As exchange creates getting, receptiveness and consideration, it can add to flexibility and accordingly be a manageable apparatus in compromise.

I contend that the objective of shared arrangement is the restriction of exchange. Whether or not we use discourse as an instrument, the objective of understanding should be kept and no other objectives included. Such is the cutoff and challenge of involving exchange in peacebuilding. The contention comes when discourse is utilized as an instrument in peacebuilding when it is utilized for the objective of comprehension the other. I contend that exchange as a type of correspondence determined to comprehend can be a manageable device in compromise, without restricting the course of discourse. Considering the potential impacts of exchange, it could in good circumstances, be a powerful instrument in compromise.

Contrasts are appeared between individuals with changed positions and suppositions that can't be orchestrated in any event, when they apply further developed correspondence. Any contention not settled particularly power is probably going to reuse and raise to a guide that leads toward unfortunate relationship accordingly its end (Ron Fisher, 2000). Job clashes cover the significant contrasts, required assumptions, put command or obligations between those reliant to social climate. Without clearness's on how should be treated representatives, no set down systems, no limits on liabilities, this most certainly will make relational fights in the association. Discourse is vital to that multitude of exercises that go under the heading of social relations, delicate power, or discretion.

Exchange is fundamental to making 'agreeable comprehension among individuals and countries. Discourse is additionally about the assurance to stick with it through terrible times as well as great. Correspondence really must be led in mystery as it will assist with making it simpler for the gatherings to talk all the more openly and consider different various choices or measures in the exchange interaction. Exchange brings an enduring change that is useful to all by guaranteeing that everything is adequate and can bring the association better execution.

In discourse, individuals will more often than not learn by standing by listening to other people and hearing better thoughts, not just talking as all give what they need to reach to a genial resolution. This assists people learn various types of correspondence with various classifications of individuals. Involved gatherings should show interest to address emergency to assist with keeping away from heightening and guarantee to manage it. Never work just on signs seen on a superficial level however dive deep to the underlying driver of the issue raised.

Discourse recognizes each other's humankind. Parties should recognize that distinctions exist and exhibit position for change. In any exchange there should be a drawn out arrangement that will win with or without the gatherings later. To track down enduring arrangement there should be tolerance and humility. No hustling on things that expect intercession to be tended to, that won't work, get to the truth on reason for the contention and completely manage the mind boggling issues (Bercovitch, Kremenjuk, and Zartman, 2008). The term 'apparatus' portrays discourse is excessively instrumental, and is a cycle.

Dialogue can be utilized as an apparatus, seeing the term 'instrument' as a well-known articulation for 'strategy'. A device is a pre-owned thing to do what is important to accomplish a point. Exchange can be supposed to be a device, explicitly a 'specialized apparatus'. There exist many instruments in compromise and inside the device discourse there are further devices, like posing inquiries and undivided attention.

Exchange is an instrument for compromise and harmony. Exchange is a comprehensive interaction. As the environmental change talks illustrate, exchange unites a different arrangement of voices to make a microcosm of the bigger society. To achieve maintainable change, individuals need to foster a feeling of joint responsibility for process and become partners in recognizing new ways to deal with address normal difficulties.

Discourse involves learning, not simply talking. The interaction isn't just with regards to lounging around a table, yet changing the manner in which individuals talk, think and speak with each other. Dissimilar to different types of conversation, exchange requires self-reflection, soul of request and individual change to be available. Members should address the underlying drivers of an emergency, in addition to the manifestations on a superficial level. For example, the 2018 cross country college strike, there was need to discourse between the public authority and association delegates and this aided finished clash between the two gatherings.

Exchange remembers each other's mankind. Members should show sympathy toward each other, perceive contrasts as well as areas of shared belief, and exhibit a limit with respect to change. To cultivate this sort of human cooperation, an aware and nonpartisan setting or "place of refuge "is liked.

Discourse focuses on a drawn out point of view. Different types of discussion will quite often zero in on the manifestations rather than the underlying drivers of issues. To set aside practical arrangements requires opportunity and tolerance. The interaction can be meticulously sluggish and steady, enduring somewhere in the range of ten minutes to a decade one-off intercessions all the time don't attempt to address well established reasons for struggle or to completely manage complex issues.

Dialogue can aid compromise. Discourse which was seen by the board and workers, tended to worries while in the process giving different arrangements, members shared the torment and enduring they encountered. Exchange cleared way for more prominent correspondence and constructed trust between the two fighting sides. Disdain is a strong bond with respect to exchange and struggle. Individuals who have gone through disdain can turn out to be old buddies (Lieberman, 2003). There is opening and confiding in one another, as individuals have realized what they have effectively gone through Where there is a solid approach to settling clashes, better agreement is made, trust is assembled and relationship is fortified (Helpguide.org). A sensible measure of contention decides the plausibility, imagination and need of the gathering (McKenna, 2000).

Interactionist portrayed struggle as a useful device or measure which helps in satisfying the gathering's goals and establishes a superior climate for further developed creation. Hierarchical struggles are permitted on the grounds that it isn't possible without no avoiding as it is a hopeful point of support (Somech, Desivilya, and Lidogoster, 2009). Compromise comes about because of tending to interests for advancement of all parties (Weaver, 2003). Obstruction to correspondence is a main consideration that can impact correspondence process and can hinder open correspondence among source and objective, (Burton and Dimpleby, 2002). Move of data is vital, because of absence of appropriate correspondence, representatives make inaccurate presumptions prone to result to struggle.

Essentially, the vital goal of discourse is common explanation of discernments and relations went with enhancements in correspondence (Ropers, 2008). Offices should be willing all of the time to convey to its individuals when there is an event liable to cause struggle and any data got shared by all in the division. Keeping the expected data is a self-destruction that can cut down the foundation some are earnest and requires quick regard for help convey as required and lessen pressure through exchange. Hindrance in correspondence can happen at source level where plan of considerations comes in, thoughts and messages. At the recipient's end, the arrangement and translation of the message matters a ton since it tends to be a significant obstruction (Helenius Agreda, 2012).

Nobody can work alone without relying upon the other for administration conveyance, this can undoubtedly add to struggle (Meyer and Surujlal, 312013). We as a whole rely upon others to finish work and it requires

collaboration through cooperation. Clashes results from straightforward misconception and it's critical to explain issues and get help any place one doesn't comprehend than make ill will.

There is no association that doesn't have assumptions, all have however unique in relation to one another. It is the obligation, all things considered, to function as required and outperform the necessary assumptions. With clear assumptions and very much satisfied representatives feel satisfied in what they do and inspired (Turner and Weed, 1983). Powers is the place where a gathering makes the other make a few methods of required move by consensual or powers (West and Heath, 2011) tried to decide factors affecting struggles in higher learning foundations.

The review laid out that it is smarter to uncover and resolve struggle as and when it comes, as opposed to delaying it before it harms relationship or deteriorating into savagery. Struggle can without much of a stretch emerge where not all are engaged with direction. Power allotment makes the lucky utilize their situations to the upside of the less lucky (Beilharz and Hogan, 2002). Most organizations battle to meet targets and are regularly confronted with difficulties. The best way to handle this is by cooperating collectively.

The manner in which struggle is taken care of and explored through with others, will decide and eventually direct the way that powerful we can be as experts, (B. Mayer, 2010). The current classes cause disparity in the general public, people hold their own power in concurrence with each other and nature (West and Heath, 2011). Rather than battling with it. Antagonistically struggle would result to horrible showing, resistance, squandering of assets and in the end to terrible showing (Hotepo, Asokere, Abdul-Azeez, and Ajemunigbohun, 2010). Clashes that are dealt with well advance association assumptions as far as participation among workers.

It supports authoritative innovativeness in this manner further developing decision making in settling clashes. Struggle gives a sign of liberality that assist with battling bunch thinking. Without this sort of contention, associations will generally stay torpid with very little or no development. This sort of contention brings and has a positive effect on any association.

Dialogue is regularly hailed as an ever-evolving power encouraging shared arrangement and settling clashes (Thune, 2015). A team that can't work with individuals having various suppositions can undoubtedly draw out stress and postponement. Understanding the justification for relational struggle and fitting ways of taking care of contention circumstances can make a surer translation and this can prompt settling on a decent choice that can carry some improvement to the association. Struggle recognizes that those included are in cosy connections, they are associated with each other, and care deeply about a people's arrangement. Any place struggle turns brutal it results to passing's, wounds, inabilities and enduring to all (Troncoso, Pampaka, and Olsen, 2016).

It isn't clear that contention closes with joy, however makes competition, difficulties, tears and tough spots. Strain is made prompting viciousness, uncertainty, outrage, relocation, stagnation being developed, compromised trustworthiness, scorn and most representatives leave their work. Clashes go to be valuable when investigated and horrendous and costly whenever disregarded (Masters and Albright, 2002). Any contention that goes to be sound prompts development among staff.

In making a compelling control framework objective compatibility accomplishment is fundamental to expand association likelihood to accomplish its objectives (Merchant and Van der Stede, 2007) According to (Rosanas and Cugueró-Escofet, 2012) objective harmoniousness ought to impart great authoritative frameworks to impact human conduct. It is critical to comprehend it as an event where laborer's objectives are predictable with objectives of whole association (Rosanas and Cugueró-Escofet, 2012) correspondence achieves uprooting and division for the whole gathering by impacting position execution and lessening creation (Akanji, 2005).

Association workers who are progressively disappointed with the current contentions inside an association might choose to end their participation (Roger Fisher, Ury, and Patton, 2011). Individuals are made diversely prompting character conflict that are unavoidable. Segregation at work place is probably going to prompt tattles, doubts and insubordinately to struggle (Geare, Edgar, and McAndrew, 2009). Issues really do happen because of absence of regard to others internal nature, prompting conflicts on account of varying reasons. Representatives generally work to better themselves by tackling clashes and much ready to impart insights inside the gathering. As a result of contention, individuals distinctly pay attention to one another and prepared to change to achieve associations objectives.

As per (Masters and Albright, 2002) everybody plays a part to perform effectively paying attention to the commitment and talking less. It is vital to regard each other by being cordial and conscious. Changes happen on the grounds that noticed considerations are not the same as unnoticed musings (Holton, 2001). Struggle will continuously lessen labourer's usefulness, and at last business productivity. Individuals scramble for the little assets that are accessible to get done with tasks (Geare et al., 2009). It is never astounding when a disappointed representative presents a grumbling (Bell, 2002).

MATERIALS AND METHODS

a. MATERIALS

1. Questionnaire

A questionnaire is a research tool featuring a series of questions used to collect useful information from respondents. These instruments include either written or oral questions and comprise an interview-style format. Questionnaires may be qualitative or quantitative and can be conducted online, by phone, on paper or face-to-face, and questions don't necessarily have to be administered with a researcher present.

Questionnaires feature either open or closed questions and sometimes employ a mixture of both. Open-ended questions enable respondents to answer in their own words in as much or as little detail as they desire. Closed questions provide respondents with a series of predetermined responses they can choose from.

Is a Questionnaire Just Another Word for "Survey"?

While the two terms seem synonymous, there are not quite the same. A questionnaire is a set of questions created for the purpose of gathering information; that information may not be used for a survey. However, all surveys *do* require questionnaires. If you are using a questionnaire for survey sampling, it's important to ensure that it is designed to gather the most accurate answers from respondents.

Why Are Questionnaires Effective in Research?

Questionnaires are popular research methods because they offer a fast, efficient and inexpensive means of gathering large amounts of information from sizeable sample volumes. These tools are particularly effective for measuring subject behaviour, preferences, intentions, attitudes and opinions. Their use of open and closed research questions enables researchers to obtain both qualitative and quantitative data, resulting in more comprehensive results.

Pros and Cons of Using Questionnaires in Research

Though the importance of questionnaires in research is clear, there are both pros and cons to using these instruments to gather information. Learn more about questionnaire advantages and disadvantages to determine if they're suitable for your study.

Advantages of Questionnaires

Some of the many benefits of using questionnaires as a research tool include:

- **Practicality:** Questionnaires enable researchers to strategically manage their target audience, questions and format while gathering large data quantities on any subject.
- **Cost-efficiency:** You don't need to hire surveyors to deliver your survey questions — instead, you can place them on your website or email them to respondents at little to no cost.
- **Speed:** You can gather survey results quickly and effortlessly using mobile tools, obtaining responses and insights in 24 hours or less.
- **Comparability:** Researchers can use the same questionnaire yearly and compare and contrast research results to gain valuable insights and minimize translation errors.
- **Scalability:** Questionnaires are highly scalable, allowing researchers to distribute them to demographics anywhere across the globe.
- **Standardization:** You can standardize your questionnaire with as many questions as you want about any topic.
- **Respondent comfort:** When taking a questionnaire, respondents are completely anonymous and not subject to stressful time constraints, helping them feel relaxed and encouraging them to provide truthful responses.
- **Easy analysis:** Questionnaires often have built-in tools that automate analyses, making it fast and easy to interpret your results.

Disadvantages of Questionnaires

Questionnaires also have their disadvantages, such as:

- **Answer dishonesty:** Respondents may not always be completely truthful with their answers — some may have hidden agendas, while others may answer how they think society would deem most acceptable.
- **Question skipping:** Make sure to require answers for all your survey questions. Otherwise, you may run the risk of respondents leaving questions unanswered.
- **Interpretation difficulties:** If a question isn't straightforward enough, respondents may struggle to interpret it accurately. That's why it's important to state questions clearly and concisely, with explanations when necessary.
- **Survey fatigue:** Respondents may experience survey fatigue if they receive too many surveys or a questionnaire is too long.
- **Analysis challenges:** Though closed questions are easy to analyse, open questions require a human to review and interpret them. Try limiting open-ended questions in your survey to gain more quantifiable data you can evaluate and utilize more quickly.
- **Unconscientious responses:** If respondents don't read your questions thoroughly or completely, they may offer inaccurate answers that can impact data validity. You can minimize this risk by making questions as short and simple as possible.

Types of Questionnaires in Research

There are various types of questionnaires in survey research, including:

- **Postal:** Postal questionnaires are paper surveys that participants receive through the mail. Once respondents complete the survey, they mail them back to the organization that sent them.

- **In-house:** In this type of questionnaire, researchers visit respondents in their homes or workplaces and administer the survey in person.
- **Telephone:** With telephone surveys, researchers call respondents and conduct the questionnaire over the phone.
- **Electronic:** Perhaps the most common type of questionnaire, electronic surveys are presented via email or through a different online medium.

2. Personal Interview

A personal or face to face interview is one that employs a standard structured questionnaire (or interview schedule) to ensure that all respondents are asked the same set of questions in the same sequences. It is a two-way conversation initiated by an interviewer to obtain information from a respondent. The questions, the wording, and their sequence define the structure of the interview, and the interview is conducted face-to-face. Studies that obtain data by interviewing people are called surveys. If the people interviewed are a representative sample of a larger population, such studies are called sample surveys.

Thus, a sample survey is defined as a method of gathering primary data based on communication with a representative sample of individuals.

The number of questions and the exact wording of each question incorporated in a questionnaire is identical to all respondents and is specified in advance.

The interviewer merely reads each question to the respondent and usually restrains from providing explanations of the questions if the respondent asks for clarification.

Advantages of Personal Interviews

- **Flexibility:** Flexibility is the major advantage of the interview study. Interviewers can probe for more specific answers and can repeat and clarify a question when the response indicates that the respondents misunderstood the question.
- **Response rate:** The personal interview tends to have a higher response rate than the mail questionnaire. Illiterate persons can still answer questions in an interview, and others who are unwilling to spend their time and energy to reply to an impersonal mail questionnaire may be glad to talk.
- **Nonverbal behaviour:** The interviewer is personally present to observe nonverbal behaviour and to assess the validity of the respondent's answer directly.
- **Control over the interview environment:** An interviewer can standardize the interview by making certain that the interview was conducted in privacy, that there was none to influence the respondent, nor there was anyone to dictate. He can pre-screen to ensure that the correct respondent is replying, and he can set up and control the interviewing condition.
- **Spontaneity:** The interviewer can record spontaneous answers. The respondent does not have the chance to retract his or her first answer and write another, while this is possible in the mail questionnaire. Spontaneous answers are generally more reliable and informative and less normative than answers about which the respondent has had time to think.
- **Completeness:** In a personal interview, the interviewer can ensure that all of the questions have been answered. This reduces the chances for item nonresponse, which refers to the collection of incomplete or missing data for one or more (but not all) characteristics of the individuals.
- **Scope to deal with greater complexity of the questionnaire:** A more complex questionnaire can be used in an interview study. A skilled, experienced, and well-trained interviewer can fill-in with a

questionnaire that is so full of skips, arrows, and detailed instructions that even a well- educated respondent would feel hopelessly lost in a mail questionnaire.

- **Recording of time to conduct an interview:** The interviewer can record the time required to complete the interview. This record can be of great help in subsequent surveys to prepare a budget, particularly in the determination of the optimum size of the sample in terms of cost.

Disadvantages of Personal Interviews

- **High cost:** Interview studies can be extremely costly. Costs are involved in selecting, training, and supervising interviewers; in paying them; and also in the travel, accommodation, and time required to complete the fieldwork. In many interview studies, even public relations personnel need to be paid for their help.
- **Lack of anonymity:** The interview offers less assurance of anonymity than the mail questionnaire study, particularly if the latter includes no follow-up. The interviewer typically knows the respondent's name and address and sometimes information of all members of the household. This lack of anonymity is a potential threat to the respondent, particularly if the information is damaging, embarrassing, or otherwise sensitive. This may lead to refusal from the respondent to participate in the interview.
- **Interviewer bias:** The very flexibility that is the chief advantage of interviews may be a potential source of interviewer's influence and bias. Although interviewers are instructed to remain objective and avoid communicating personal views, they nevertheless often give cues that may influence respondents' answers. Sometimes even the interviewer's sex, race, social class, age, dress, and physical appearance or accent can influence respondents' answers.
- **Prolonged time:** Interviews are often lengthy and require the interviewer to travel miles. Further, it is not uncommon that the interviewer has to make several call backs before an interview is finally granted.

Interviewing Techniques

Research interviewing is not such an easy task as it might appear at the beginning. Respondents often react more to their feelings about the interviewer than to the content of the questions.

It is also very important for the interviewer to ask the question properly, record the responses accurately, probe meaningfully, and motivate unbiasedly.

To achieve these aims, the interviewer must be trained to carry out those procedures that foster a good relationship.

The first goal in an interview is to establish a friendly relationship with the respondent.

Three factors help in motivating the respondents to cooperate:

- The respondents must believe that their interaction with the interviewer will be pleasant and satisfying. Whether the interaction will be pleasant and satisfying largely depends on the interpersonal skills of the interviewer.
- The respondents must think that answering the survey is an important and worthwhile use of their time. To ensure this, some explanation of the purpose of the study is necessary. It is the interviewer's responsibility to ascertain what explanation is needed and to supply it.
- The respondents must have any mental reservation satisfied. This arises when respondents have misconceptions and thus might have reservations about being interviewed. The interviewer's responsibility is to remove these misconceptions.

b. METHODS AND FINDINGS**Data presentation and analysis****1. QUESTIONNAIRE**

In ensuring that this research is not based on judgmental or an assumption, some questionnaires of about one thousand (1000) were distributed to the people in kaura local Government Area of Kaduna State, Nigeria out of which five hundred (500) were female and five hundred were male, all are educated to at least National Diploma (ND) Level and the results obtained from the questionnaires are as follows:

Respondents	Supports	Against	Indifference	Total
Male	371	110	19	500
Female	350	105	45	500
Total	721	215	64	1000

From the table above using simple percentage:

$$\begin{aligned} \text{Support} &= 721/1000 * 100 \\ &= 72.1\% \end{aligned}$$

$$\begin{aligned} \text{Against} &= 215/1000 * 100 \\ &= 21.5\% \end{aligned}$$

$$\begin{aligned} \text{Indifference} &= 64/1000 * 100 \\ &= 6.4\% \end{aligned}$$

From the table above using simple percentage, it can be inferred that 72.1% are of the opinion that dialogue is the best tool to use in conflict resolution why 21.5% are of the opinion that other methods are the best in handling conflicts, also 6.4% neither support or against dialogue as a means of conflict resolution.

2. PERSONAL INTERVIEW

To further ensure that this research is accurate and free from bias assumptions, some personal interview of about five hundred persons (500) were made in kaura local Government Area of Kaduna State, Nigeria out of which two hundred and fifty (250) were female and two hundred and fifty (250) were male, all are educated to at least National Diploma (ND) Level and the results obtained from the personal interview conducted are as follows:

Respondents	Supports	Against	Indifference	Total
Male	187	21	42	250
Female	191	32	27	250
Total	378	53	69	500

From the table above using simple percentage:

$$\begin{aligned} \text{Support} &= 378/500 * 100 \\ &= 75.6\% \end{aligned}$$

$$\begin{aligned} \text{Against} &= 53/500 * 100 \\ &= 10.6\% \end{aligned}$$

$$\begin{aligned} \text{Indifference} &= 69/500 * 100 \\ &= 13.8\% \end{aligned}$$

From the table and calculations above using simple percentage, it could be deduced that 75.6% of the total numbers of people interviewed support the fact that dialogue is the best way to handle conflict resolutions. Why

10.6% were of the opinion that other methods are the best in handling conflicts, also 13.8% neither support or against dialogue as a means of conflict resolution.

SUMMARY

Dialogue can take on various shapes and can be formed to react to each contention. At times, it turns into a tent that gives asylum to the two sides, establishing a climate of harmony and security; in a few different cases, it turns into a boat that saves the gatherings from the consequences of the contention. In this large number of shapes and structures, discourse builds an emanation working with gatherings to settle their contrary distinctions.

CONCLUSION

The review has up to this point comprehended the targets examined on dialogue as essentially affecting conflicts. A foundation can't run as expected with practically no contention, it was essential to concentrate on how dialogue is significant in conflicts resolution.

In the review, dialogue was viewed as a significant device of settling struggle by building and fortifying relationship and comprehension. dialogue assembles trust, center around how one encountered struggle rather than banter, with trust, circles of correspondence are extended. Society is reliant upon trust, furthermore trust is regularly low in struggle regions. Extending trust is subsequently constructing harmony in the personalities of people from the base up. Society turns out to be more thorough and available with trust,

as we approach more individuals and in this way more freedom in the establishment. Dialogue has contributed to peacebuilding and quiets down clashes, it makes portability, perceivability and assembles connections.

It can prompt a survey of casualty attacker insights as it opens up the likelihood to see both parts as casualties. Dialogue subtleties perspectives by paying attention to different accounts. Through dialogue, the individual becomes noticeable, as a delegate of the adversary, however as a human. The perspective on casualty attacker can thus prompt participation to work on the circumstances for the two sections, taking a mutual benefit way to deal with one another.

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