INFORMATION SOURCES AND SERVICES PROVISION FOR CONFLICT RESOLUTION IN NORTHERN STATES OF NIGERIA

BY

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DECLARATION

I declared that the work titled “Information Sources and Services Provision for Conflict Resolution in Northern States of Nigeria.” has been carried out by me in the Department of Library and Information Science under the supervision of Prof. Zakari Mohammed and Dr. Baba ShuaibuAduku. The literature used in the work had been duly acknowledged in the text and a list of references provided at the end. No part of this dissertation was previously presented for the award of any degree or diploma either

_____ _____

Samuel Matthew Manje Date

CERTIFICATION

This project entitled "INFORMATION SOURCES AND SERVICES PROVISION FOR CONFLICT RESOLUTION IN NORTHERN STATES OFsNIGERIA." by Samuel Matthew Manje meets the regulations governing the award of Master in Library Science (MLS) of the Ahmadu Bello University, Zaria and is approved for its contribution to knowledge and literary presentation.

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DEDICATION

I dedicate this work to Almighty God and to my late father Mr. Samuel Adamu and my mother Mrs. Haske Samuel.

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LIST OF ABBREVIATION

ABU:	Ahmadu Bello University
Freq:	Frequency
Prof:	Professor
Dr.:	Doctor
Mal:	Mallam
TETFUND:	Tertiary Education Trust Fund
%:	Percentage

ABSTRACT

This study investigated the Information Sources and Services Provision for Conflict Resolution in Northern States of Nigeria. A survey method was used in undertaking the study. The study formulated a statement of the problem and used five research questions: What type of conflict are being experienced; what are the causes of conflict; who are the stake holders in conflict resolution; media through which information resources and services provision on conflict resolutions are being communicated; impact of information on conflict resolution in the states studied. The study covered Borno, Kaduna and Plateau States. The population of this study comprised of clerics (Imams and Pastors), Traditional Rulers, Politicians, Law Enforcement Agencies, Youth Leaders and Eye witnesses. Two hundred and twenty (220) respondents were selected. The sampling techniques employed were cluster, stratified, proportionate and simple random sampling techniques. The instrument used for collection of data was questionnaire and the data collected from the study were subjected to a descriptive analysis using frequency tables.The findings revealed that the major types of conflicts experienced in the state revolve round Farm land/grazing rights, religion, indigenous versus settler and political conflicts andthe major causes of Conflicts are Religious, Politics, Economics resources, Power sharing and Misinformation in Northern Sates of Nigeria. It also revealed the media through which information resources and services provision for conflict resolutions are communicated, they used of radio/television, tape recorder/oral discussion, archives information and Computer. The study therefore recommends that there is a need for effective management of information resources for the resolution of conflicts in the Northern states of Nigeria and these sources for information provision should be well furnished with adequate infrastructure to enhance their effectiveness.

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

It is expected that there should be peace and tranquility in any society, a society is said to be peaceful when it is devoid of any dispute, conflict and rancor. Also, it can be said that a society is likely to develop and grow faster when it is crisis free for citizens to access and utilized relevant information for development. This presupposed that the extent to which a society can largely function to develop and progresses is when they are free from any type of dispute and conflict. Therefore, needs for adequate and effective utilization of information on peaceful coexistence by stakeholders (i.e citizen, administrators, religion leader, local chief, and others) in society is prerequisite for conflict resolution in any society.

Relevant information must therefore be selected, collected, organized and disseminated for the purpose of achieving particular goals or objectives. The acquisition, processing and dissemination of relevant information require an investment in information infrastructure, facilities and human capacity in order to undertake or provide relevant information needed by management for decision making or aid the society in knowing the right things to do. Nigeria has numerous organizations both private and public, such as, educational institutions a number of research institutes, Non-Governmental Organization (NGO), the industrial sector, commerce and government ministries and parastatals. All these institutions produce, store, retrieve and disseminate information toenhance their responsibilities.

Information

Information is used differently by individuals in different worth of life, from specialists working in the communication and information professions, to those in the computing and cognitive sciences. Most people however define information within the context of their specific disciplines. These definitions, though restrictive in their applications, service the purposes of the discipline within which they are related.

In library and information science, a number of definitions exist. Ritchie (1991)stated information is considered exclusively as a property of message (text, document, record, etc.). Florida (2004), information is an event that affects the state of a dynamic system and it is necessary for all people living in the information age or society. Information could be in print or non-print, letters or digits or even objects. As information is being used for different purposes so it is found in different types of formats and system to meet the needs of specific set of individuals, organisations, etc.

As information serves different purposes such as decision making,planning, etc so also it is being used to resolve disputes and crisis among groups especially students of higher institutions of learning. Nishigaki (2014) stated that information is classified into three (3) types: primary information, secondary information, and tertiary information.

i. Primary Information

Primary information is that which has been created or emanates from its creator directly. Examples includes diaries, manuscripts, letters, autobiographies, interviews, speeches, conference, literature, stories, patents, poetry, photographs, drama, sheet music and visual arts. Primary information can vary from different discipline of study to the context in which the information is needed and used, that is why they contain original information that has not been filtered or interpreted in any way.

ii. Secondary Information

Secondary information is that information that analyses, evaluates and interpret primary information. Examples of secondary information are scholarly books, articles in journals, reviews and textbooks, bibliographies, criticisms, encyclopedia, etc.

iii. Tertiary Information

This is the information that provides explanation and definitions of the primary and secondary information. It can also be seen as information used to describe a work which is chiefly a selection or compilation of other primary information and secondary information. Depending on the context, tertiary information might include library catalogues, directories, reading, lists and survey articles.

Conflict

Thomas(2005) defined conflict as, a "disagreement in opinions between people or groups, due to differences in attitudes, beliefs, values or needs, In the business world it could be differences in such characteristics as work experience, personality, peer group, environment and situation, all lead to differences in personal attitudes, beliefs, values or needs. Conflict can also be defined as an overt behaviour arising out of a process in which one unit seeks the advancement of its own interest in its relationship with others. Lammers (1969) viewed it as a situation of disagreement between two parties. Amusan (1996) stated that conflict situation is characterized by the inability of those concerned to reconcile their difference and unable to reach an agreement on issues of common interest. While Ejiogu (2001) posited that conflict can be positive, because it provide opportunities to create more satisfying relationships and needed changes in lives.

Conflict referred to a situation where there is perceived (real or imagined) incompatible differences which result in crisis, blocking, disagreement, frustration, interference,

intolerance and opposition. Conflict manifests itself in overt acts such as riots, strikes, demonstrations, terrorism, looting, wars etc.

Information and Conflict Resolution

Information is very important in resolving conflict, in a situation if information are passed across wrongly or information gets into the wrong hands definitely there is bound to be problem. In a situation where conflict is tensed, instead of reducing it or stopping it the problem persists. However, when information is passed through the right channel and accessed by the parties involve knowing the truth, this means there will be positive outcome in resolving such conflict.Egwu (2011) stated that one factor that has been found common in a conflict situation is the absence of the right information which is viewed as the panacea for conflict resolution. This research study is to feel the gap of information sources and services provision for conflict resolution in Northern Nigeria.

1.2 Statement of the Problem

There has been all sorts of conflicts/crises in some parts of Northernstates of Nigeria despite the efforts by the states and federal government to intervene on the matter especially in Plateau, Kaduna and Borno which are more vulnerable to crisis. To achieve this, several committee of enquiry were set up to find a lasting solution to persistence crisis. However, the outcome had been that government does not sincerely implement the recommendations of the committee, but rather play politics with it. Thus, the researcher observed that inadequate information to citizen to know their right had let to cruel attitude that give rise to misunderstanding among themand resulted to crisis/conflict.

The important of information sources and services provision cannot be overemphasis in term of conflict resolution. Absent of information sources and services in a given society cause ignorance among the community. Egwu (2011) one factor that has been found common in a conflict situation is the absence of the right information which is viewed as the panacea for conflict resolution. Conflicts occur when people lack information necessary to make wise decisions. They are often misinformed and always have disagreement on matters that are not relevant. Likewise, conflicts are caused by perceived or actual incompatible believe systems amongst these ethnic groups or religion due to improper information. Hence, this study intends to investigate the utilization of information sources and services for conflicts resolution in the Northern states of Nigeria.

1.3 Research Questions

The following research questions guided the study.

1. What types of conflicts are being experienced in Northern States of Nigeria?
2. What are the causes of the conflicts in the Northern States of Nigeria?
3. Who are the stakeholders in the provision and utilization of information sources and services provision for conflict resolution in the Northern States of Nigeria?
4. What are the media through which information resources and services provision on conflict resolutions are being communicated in the Northern state of Nigeria?
5. What is the impact of the information sources and services provided on conflict resolutions in Northern states of Nigeria?

1.4 Objectives of the Study

The researcher tried to achieve the following objectives.

1. To identify the types of conflicts being experienced in Northern States of Nigeria.
2. To identify the causes of the conflicts in Northern States of Nigeria.
3. To identify the stakeholders in the provisions and utilization of information sources services for conflict resolutions in Northern States of Nigeria?
4. To identify the media through which information resources and services provision on conflict resolution is communicated in the Northern state of Nigeria?
5 To determine the impact available information resources on the conflicts resolution in Northern states of Nigeria.

1.5 Significance of the Study

This study was, undertaken to help proffer solutions to the problems of ignorance of information sources and services to find a lasting solution to conflict resolution in Northern Nigeria. In view of this, the findings of this study would hopefully be beneficial to the stakeholders for conflict resolution in Northern Nigeria in the following ways:

The Government, the findings of this study would hopefully draw the attention of federal, state and local government to the usefulness of information sources and services provisions in their various domains and this would be beneficial to the society/community affected by crisis. This would in turn help to solve some of the problems of conflict resolution.Religion Leaders**,** the religion leaders are closer to the masses therefore, the findings of this study would enable them see to the importance of educating their followers to utilize information sources and services for their awareness of conflict resolution.

Community Leaders/Local Chiefs: this study will help they community leaders /local chief see to the needs to agitate for information center or library in their community that will

provide necessary information sources and services for conflict resolution.Librarians,librarians are custodian of information resources therefore the findings of this will make to be more efficient in making available necessary information sources and services for conflict resolution in the community concern.

1.6 Scope of the Study

The research covered the Northern States that are more vulnerable to conflicts/crisis namely: Borno, Kaduna and Plateau State. This is because they experience more frequent conflicts/ crisis in these Northern states of Nigeria. The study would like to find out how effective and efficient information sources and services provision for conflict resolution are in the states study.

1.7 Operational Definition of Terms

The following terms are defined operationally

Conflict Resolution: Process of diffusing, antagonism and reaching agreement between conflicting groups, especially through some form of negotiations.

Conflict: Interactive process manifested in incompatibility disagreement or dissonance within or between social entities.

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CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 Introduction

This chapter reviewed literature that is related to this study. The review was carried out under the following sub-topic.

2.1 Theoretical Framework.

2.1 Concept of Information.

2.2 Concept of Conflict.

2.3 Causes and Sources of conflict resolution.

2.4 Nature of Conflict.

2.5 Conflict Resolution.

2.6 Sources of Information for Conflict Resolution.

2.7 Conflict Resolution Services.

2.8 Channels of Information Delivery for Conflict Resolution.

2.9 Impact of Information on Conflict Resolution in the States Study

2.1 Theoretical Framework

The theoretical framework in which this work is based on the theory of disagreement, controversy, need based, power based and right based theory by Kenneth Thomas and Ralph Kilamn (2005). Conflict in simple terms means a state of disagreement, controversy, or opposition.

Nyamboga (2006) conflict is a situation whereby two people (or groups) wish to carry out acts which are mutually incompatible. He stated that conflict involves pushing and pulling, giving and taking, process of finding the balance between powers. Su (1993) defined conflict resolution as the process of attempting to find solution to or settle dispute.

Olomokuje (1986) stated that conflict resolution, many individuals and scholars have written about conflict resolution based on their own theories of conflict resolution.

Kenneth Thomas and Ralph Kilmann (2005) identified five main styles of dealing with conflict that vary in their degree of cooperativeness and assertiveness. They argued that people typically have a preferred conflict resolution style. However, he also added that different styles were most useful in different situations. As a result, they developed the Thomas-kilmann conflict mode instrument (TKI) which helps you to identify which style you tend to use when conflict arises.

Thomas and Kilmanns Styles are:

Competitive: People who tend towards a competitive style take a firm stand, and know what they want. They usually operate from a position of power drawn from things like positions, rank, expertise, or persuasive ability. This style can be useful when there is an emergency and a decision needs to be made fast; when the decision is unpopular, or when defending against someone who is trying to exploit the situation selfishly.

However, it can leave people feeling bruised, unsatisfied and resentful when used in less urgent situations.

Collaborative: people tending towards a collaborative style try to meet the need of all people involved. These people can be highly assertive but unlike the competitor, they cooperate effectively and acknowledged that everyone is important. This style is useful when you need to bring together a variety of viewpoints to get the best solutions; when there have been previous conflicts in the group or when the situation is too important for a simple trade-off.

Compromising: people who prefer a compromising style to find a solution that will at least partially satisfy everyone. Everyone is expected to give up something and the compromiser, him or herself to relinquish something. Compromising is useful when the

cost of conflict is higher than the cost of losing ground, when the equal strength opponents are at a standstill and there is a deadline looming.

Accommodating: this style indicates a willingness to meet the needs of others. The accommodator often knows when to give in others, but can be persuaded to surrender a position even when is not warranted. This person is not assertive but is highly cooperative. Accommodation is appropriate when the issue matter more to the other party, when peace is more valuable than winning or when you want to be in position to collect on this "favor" you gave. However, people may not returnfavours, and overall this approach is unlikely to give the best outcomes.

Avoiding: people tending towards this style seek to evade the conflict entirely. This style is typified by delegating controversial decisions, accepting default decisions, and not wanting to hurt anyone feelings. It can be appropriate when victory is impossible, when the controversy is trivial or when someone else is in a better position to solve the problem. However in many situations this is a weak and insufficient approach to take.

The 'Interest-Based Relationship Approach'

The second theory is commonly referred to as the "interest-based relationship approach. Stated that this kind of situation respect is given to every individual difference while helping people avoid becoming too entrenched in a fixed position. In resolving conflict using this approach, one follows these rules.

Make Sure that Good Relationship is the First Priority: As far as possible make sure that you treat the other calmly and that you try to build mutual respect. Do our best to be courteous to one another and remain constructive under pressure**.**

Keep People and Problems Separate: Recognizes that in many cases the person is not just "being difficult" real and different can lied behind conflict positions. By separating the

problem from the person, real issues can be debated without damaging working relationships.

Pay Attention to the Interest that are being Presented: By listening carefully you will most-likely understand why the person is a adopting his or her opinion or position.

Listen First; Talk Second: To solve a problem effectively you have to understand where the other person is coming from before defending your own position.

Set Out the 'Facts': Agree and establish the objective, observable element that will have an impact on the decision.

Explore Options Together: Be open to the idea that a third position may exist and you can get to this ides jointly.

Kurt Lewis Conflict Resolution Theory

Kurt Lewis (1980) influence on modern conflict resolution follows his influence in the development of social psychology in the United States. Kurt Lewis contribution to conflict resolution and psychology was his emphasis on the role of social context in an individual development of perception, values and beliefs. Lewis saw conflict as a situation of "tension" which was caused by a number of factors including the degree to which the needs of a person were in a 'state of hunger or satisfaction". Example of these basic needs he identified includes "sex and security".

John Burtonand Human Needs Theory of Conflict Resolution

Burton synthesized the main theoretical assumptions of conflict resolution, which are known as 'human needs theory'. This theory operates on the premise that pre-condition for the resolution of conflicts is that fundamental human needs be met. Burton adopted eight fundamental needs from the basis of the work by the American sociologists Paul sited and introduced one further need of his own. Those adopted needs included control, security, justices, stimulation, response, meaning, rationally and esteem/recognition. Burton

additional need was role-defense; the need to defend their role. Burton called these "ontological needs" as he regarded them as a consequence of human nature, which were universal and would be pursued regardless of the consequence.

Antecedents to human needs theory came from a variety of discipline. In the biological and sociological disciplines conflicts is perceived to result from competition over scarce resources as a result of common needs.

Burton distinguish ontological needs from values and interest. He defines ontological needs as non-negotiable values as offering some limited opportunities for negotiation, and interest as negotiable issues. Burton distinguish conflict from the related term of "dispute'. He define conflict' as an action over these non-negotiation human needs, where as a 'dispute' is over negotiation values. Burton distinguished conflict resolution from the related terms of conflict settlement. To Burton, conflict resolution solved deep seemingly intractable issues, whereas settlement only addressed the superficial factors of conflict. Burton was not without controversy. His notion of needs fall under criticism especially from those cultural anthropologist and relatives, who were (and still are) resistant to universal values among those were follow members.

Principle-Based Approach Aims at Resolve Conflict by Deferring Judgment to a Moral Principle

Such an approach advocates the need for interest based negotiation in contrast to those based on a 'position'. For example, fisher would suggest that an interest would include issues like security, esteem and pleasures, whereas position would define how one of those interest.

Method of Need-Based Conflict Resolution

The main methods of need-based conflict resolution are; integrative bargaining (Roger fisher's principle); annalistic or interactive problem-solving John Burton and Herb

Kelman(2010); and the human relations workshops LeanardDoob (2006). The integrative bargaining process, sometimes called principled negotiation involved negotiation in which the focus is on "merits of issues and the parties try to enlarge the available 'pie'rather than stake claims to certain portions of it". That is integrative bargaining involve "both concession making and searching for mutually profitable solution". Integrative bargaining tries to move beyond position-based bargaining and determine interest.

Interactive or analytical problem solving is a "form of third-party consultation or informal medication, it is needs-based approach to resolving conflict". It begins with an analysis of the political needs and fears. This approach was pioneered by John Burton. It is a non-traditional, non-governmental approach emphasizing analytical dialogue and problem solving"

Power Based Theory (Realism)

The 'power based; force-based' or 'coercive' approach to international conflict resolution is what is called realism and is the dominant or normative theory of international relations and security studies. Power-based conflict resolution theory includes both violent and non-violent forms of coercion-war and diplomacy is often described as "war by other methods" and as such a win/lose situation. Negotiation advances their own 'position' and process is decided by the most powerful party.

John Burton argues that realism ends with "coercive settlement" and not resolution. Realist theory argues that international security is best achieved through the action of great powers which can create regional power balance in unstable regions across the globe, by force or by "geostrategic" medication (diplomacy). For example, Presidents of the United State of America such as Jimmy Carter, Ronald Reagan, George Bush Jnr. And their respective secretaries of state have used power based approaches to resolve conflict. Such

mediatoryresolution have or may include non-violent coercive approaches like trying to aid such as military aid.

The Rights-Based to Conflict Resolution

This theory involves resolution based on a nominative persons commonly recognized by the parties concerned. Often, the legal system is used as resources of those norms. Right-based theory to conflict resolution deals with domain of individual indictment for human violations. Method of right-based conflict resolution include both formal (adjudication in courts) and informal law (arbitration) and alternative dispute resolution.

2.2 Concept of Information

Information is an ordered sequence of symbols that record or transmit a message. It can be recorded as signs or conveyed as signals by waves. Florida (2004) information is an event that affects the state of a dynamic system. As a concept, however, information has numerous meaning and it plays a vital role in today's society. The phrase "information" has been used as a focal concept to encourage education in recent years. She also stated that information is necessary for all people living in the information age or society. But the concept of information is quite ambiguous and its meaning is different in different situations.

Brunner(2006) Information is data that have meaning. Meaning arises as data that is interpreted by sense-making frame work. This sense making depends on what is already known as well as what data are available, data are gathered and converted into Information.

Morch and Simon (2008) wrote that society can acquire data by scanning environmental data sources, by ingesting new members through internal activities, such as accounting and research. Most organizations include personnel, who specialize in various forms of data acquisition or information processing and large organizations have departments that focus on such specialties.

Starbuck (1993) stated that organizations convert data into information by discussing the implications of data, by adding to database, or by feeding data into decision processes. They process information by filtering it, integrating it, disseminating it internally, interpreting its and state its implications. Nearly all organizations incorporate rules and procedures that cause personal to initiate actions or to take actions when they receive information that satisfy certain conditions undermining their opponents or competitors, and many groups or organization seek to gain competitive advantage by gathering data that their competitors lack. For example data gathering and analysis enabled ethnic groupsto know who the first settler in an area was. This ethnic group buys data that are recorded or verbally narrated and record it down and trace the history to the present by analysis of the trends of events from the beginning to the present, on the other hand , data gathering or information processing may be carried out poorly in which they may undercut the groups or organizational facts. For example, an ethnic group may record a data that cannot be trace to the issue on ground, but want to use an alternative data and apply it to the issue.

Whosoever is handling the matter can quickly fault the information because the information given may not have a solid base to support this case research by Pourler and Robert (2002) indicated that communication in society reflects the statuses and aspirations of society member. People in hierarchies talk upward and listen upward. They send more messages upward than downward, they pay more attention to messages from their supervisors than to messages from their subordinates, and they try harder to established rapor with supervisors than the subordinates. People are also bias than upward messages to enhance good news and to suggest bad news. Altheide and Johnson (2000) indicated that formal communications in societies are generally problematic. Organizations are bias than formal reports to win the support of the masses, government, court of law and the members of their organizations used formal reports to promote their carrier. As a result, formal report

are permeated with misinterpretations, bias, and the organizations that take formal reports serious run into trouble, Such issues make informal communication important. For instance, Ginyen and Norburn (2005) found that people pay less attention to the information transmitted via formal reports and rely more strongly on informal communication channels. Baumard(1999) stated that information comprises a flow that changes rapidly, comparing it with knowledge is a stock that changes only incrementally.

The Relevance of Information

Priut (2006) stated that both managers and schools paid little attention to the important of information in organizations activities until the half of twentieth century, not until the 1950s did the article and books begin to portray managers and work groups as decision makers. It was the 1970s, however, before there were many studies of organizations as decision making and information-processing systems. One factor driving recognition of the important of information was the used of economy importance of service industries and knowledge–based work. In industrialized countries, the fractions of workers who process information have risen gradually throughout the twentieth century. The fastest growing occupations were clerical, professional, and technical workers, including managers and administrators. In the later part of the century, the fastest growing industries included telecommunications, software, and computing services.

Secondly and possibly more important factor that has focused attention on information has been the development of computers and telecommunication technology. Computers have not only facilitated the processing of information, they have provided metaphors for information processing by both individual people and social systems. Thus, equipped with an appropriate sense-making of framework, managers and scholars began to notice the importance of information processing.

March and Simon (1958) proposed a new idea that organization can be view as information processing systems. March and Simon (1958) pointed out that information sources and channels affect organization perceptions, intra organization conflict and goal coherence. They emphasized the human limitations that prevent people and organizations from acquiring and processing unlimited amount of information. They also characterized people and organizations by using programs to process information, a direct analogy to computers. Later and March (1965) described some programs used by business firms to make decision about prices and quantities.

Galbraith (2003) proposed an approach to organization design that focuses on the communication needed to coordinate tasks. He pointed out that programmes can be substituted for communication. When tasks can be adequately described with programme and personal, personnel can coordinate their actions without much communication. Programmes are effective, however, only when organizations face similar situations. If organizations continually encounter new information, then old programmes will not be effective and personnel will have to coordinate by communicating with each other. He pointed out that organizations can make communication less necessary by separating tasks into self-contained clusters and by lowering these performance goals, thus leaving some resources underutilized. Organizations can also substitute direct horizontal communication across departmental boundaries for vertical communication up and down hierarchies; this moves decision making down hierarchies to the people who have the needed information rather than bringing information up hierarchies to higher-level decision makers.

Brick (1999) stated that conflict has been the increasing importance and distinctive characteristics of professional service such as health care agencies, law firms, and public-accounting firms. Secondly, the importance of information-processing sources and knowledge resources to the probability of all sort of organizations correct thinking about

the strategic management emphasizes the usefulness of the valuable resources that are rare and difficult to initiate, and many organizations seek to accumulate valuable and proprietary knowledge that they can exploit strategically. For instance, chemical and pharmaceutical companies employed skilled scientists and spend heavily on research aimed at developing patentable, proprietary products. Some manufacturing firms assert that cadres of experienced and highly trained managers comprise their key assets. Many firms have appointed "tearing officers" who are charged with identifying useful knowledge and disseminating it to personnel who can use it.

Barney (2001) stressed that it seems likely that information and knowledge will grow more and more important in industrialized societies .This rising emphasis involves several component.

a. Industrialized societies are shifting away from manufacturing and toward services.
b. Knowledge workers and information workers are replacing manual workers. For example, machine tool operators are giving way to technicians who monitor computer-controlled machines.
c. Workers of all kinds are gaining more education and more information-processing skills.
d. Information-intense and knowledge-intense organization are emerging and employing millions of people.
e. Corporations are depending on communications and information processing to maintain their coherence as they globalize.
f. Firms are forming alliances and coalitions that rely on shared databases and electronic communications instead of face-to-face meetings.

Technological development has actually been accelerating. Thus, the effects of those technologies on people, organizations, and societies are only beginning. Some of the current trends appear as follows; organization is gaining access to more data more quickly. This create opportunities for surveillance from afar, so competitive intelligence" is becoming easier and more productive . In addition, supervisors can more easily monitor the activities of distances subordinate, and organizations can move easily the activities of their partners in alliances. Organizations have more freedom to spread geographically, and they can collaborate effectively without actually merging.

Finally, as communications replace physical travel and direct supervision, some employers are engaging in teamwork and work groups are replacing hierarchies.

2.3 Concept of Conflict

Conflict is a process were by one party suggests that its interests are being opposed by another party. As a rule people see only observable part of conflict- angry words, actions of opposition but this is only a small part of conflict process Mcshane&Glinow(2008).

Conflicts are inevitable in any situation. Conflict is defined as an overt behaviour arising out of a process in which one unit seeks the advancement of its own interest in its relationship with others. Pruit (2001) the term conflict has two meanings over conflict, which refers to clashing actions by two or more parties, as in a fist fight or war, and subjective conflict, which refers to perceived divergence of interest or annoyed attributed to another party. Subjective conflict is often a source of overt conflict, as when annoyance about a neighbors land and music lead to a shouting match. But subjective conflict can produce other outcomes as well, including use of the following basic strategies; contending problem solving, yielding, and inaction only of these, contending lead to avert conflict.

Borisoff and Victor (1998) See conflict as 'an expressed struggle between at least two (2) independent parties who perceive incompatible goals, scare rewards, and interference from

the other party in achieving their goals' . Ejiogu (2001) also perceive conflict as mutual hostility and all kinds of opposition or antagonistic interaction including disagreements or controversies about ideas, values and ways of life. Conflict amongst this community can also originate from past rivalries and personality difference. A given conflict may be defined in terms of the issues that caused it, the strategies used to address it.

Conflict occurs at all levels of society, from the interpersonal to the international, and hence is of interest to most branches of the social and behavioral sciences. Conflict has attracted the attention of researchers because of its large costs and benefit. Costs are incurred when conflict escalate or the point of harming relationships, destroying property, or injuring people. Benefit accrue because conflict presides over most significant social change ; contributes to the solidarity within conflicting group; and in its milder forms, often lead to the reconciliation of legitimate interests, thus strengthening relationship and safeguarding the peace of the society/community.

Conflict however, is not necessarily a bad thing as long as it is resolved effectively, it can lead to personal and professional growth amongst these communities. However, if conflict is not handled effectively the results can be damaging. Conflicts are been evaluated according to some categories as identified. He further stated that conflicts are of five (5) categories: relationship, data, interest, structural and value.

Conflict occurs because of the presence of strong negative emotions, misperception or stereotypes, communication or miscommunication or negative repetitive behaviours amongst individuals.

Data conflicts occur when people lack information necessary to make wise decisions, are misinformed, disagree on which data is relevant, interpret information differently or have competing assessment procedures. Some data conflicts may be unnecessary since they are caused by poor communication between the individuals in the society. The conflicts of

interest are caused by competition over perceived incompatible needs. Conflicts ofinterest result when one or more among these parties believe that in order to satisfy his or her needs without considering others. Conflict caused by external forces are structural. These external forces are external to the communities in conflicts. Limited physical resources or authority, geographic, constraints, time, etc. Likewise, value conflicts are caused by perceived or actual incompatible believe systems amongst these ethnic groups or religion. Since values, are beliefs that people use to give meaning to their lives. Values explain what is 'good' or 'bad'. Different values not cause conflicts. Different people can live together in harmony with different values since conflict is all about disagreement.

2.4 Causes and Sources of Conflict

The modern social psychology of conflict began with a demonstration field experiment by sheriff. Sheriff (2006) ran several summer camps in which he produced overt conflict between two cabins of preadolescent boys and then resolved this conflict. Conflict was produced by means of the two sources of subjective conflict mentioned; divergence of interest and annoyance attributed to the other group. What condition produce divergence interest and annoyance from others? One answer is scarce resources.

A second is role differentiation that produces dispute values between buyer and seller, parent and child, sales and producers. Thirdly is any condition that causes aspirations to rise rapidly (such as ambiguity about which party is more powerful). A fourth is sources of distrusts, because distrusts tends to block cooperation and produces defensive behavior, which often annoys or frightens the other party.

The groups of individuals are involved in additional mechanisms encourage conflict groups than individuals. Also, a perception that one, group is deprived to a reasonable standard (rationalistic deprivation) has showed to be a major source of political conflict. Arguing that sheriffs realistic conflict theory is too narrow. Taffel(2007) proposes that intergroup

conflict often arises because group members compete with other groups in an effort to feel good about their social identity and hence about themselves. Another unique aspect of groups in the role of leadership, leaders would be leader's often dramatized frustration at the hands of other groups, exhibiting conflicts while strengthening their position with their constituents.

Strategies for Resolving Conflict

Rubin (1999) have put forward a dual concern model of the psychological states that effect choice among the four basic strategies; yielding, problem- solving, contending and inaction. This model postulates two kind of concern: concern about own outcomes, (self-concern) and concern about the other party's outcomes (other-concern), each ranging from weak to strong. People with strong self-concern have high, inflexible aspirations and are resistant to concession making. People with strong other-concern place importance on the other people's interests. Self-concern and other-concern are independent dimensions rather than opposite ends of a concession. The low self-concern coupled with high other-concern is assumed to produce a strong autistic orientation, which encourages yielding. High self-concern combined with high other-concern is assumed to produce a strong cooperative orientation, which encourages problem solving. High self-concern combined with low other-concern is assumed to produce a strong individualistic orientation, which lead to the use of contentious tactics. Low self-concern couples with low other-concern are assumed to produce inaction, an absence of efforts to achieve anything.

The dual concern model, though not a comprehensive theory of strategic choice, fits a lot of data from psychometric and experimental research. The psychometric tradition, which employs factor analysis and multi-dimensional, scaling, views strategic preference as individual differences in conflict style. The experimental tradition, which involves studies of negotiation behavior, examines conditions that affect the likelihood of choosing each

strategy. These studies have identified several sources of self-concern, including having high aspirations or fallback positions, being an accountable representation, and negatively framing the issues so that concessions are interpreted as loss rather than failure to gain. Sources of other-concern include having a close relationship with or dependence on the other party, and being in a positive mood.

Pruit (2001), when increasingly harsh contentious tactics are used in a conflict, escalation is said to occur. Escalation usually results from a conflict squall in which each party is reacting to the other party's most recent action. However, some escalation consists of one party's reactions to persistent annoyance from another party.

Rubin (1999) stated that escalation is often accompanied by other changes: Issues proliferate, negative attitudes and partisan perceptions, develop, and distrust set in, goals change from doing well for oneself to hurting the other party, and broader communities polarize into hostile camps.

Coleman (1997) stressed that if groups are involved, groups' solidarity usually increases and militant leaders often become more prominent. These changes tend to outlive the conflict in which they are generated, hurting the broader relationship between the parties and making the next conflict episode more likely to escalate.

2.5 Nature of Conflict

Mnolise (1997) wrote that the term conflict means clash, contention, confrontation, a battle or struggle, controversy or quarrel while Mohammed (2003) defined conflict as a clash of two opposing view of will. Thus, conflict is any form of disagreement that results from differences in opinion, perception or aspiration. Experience has shown that frustration, tension, argument, disagreement are always presented whenever two or more people interact over a period of time. Nnoli (2003) pointed out the characteristic of conflict as a situation in which two or more party are involved, they engage in mutually opposing

actions or view, they also coercive behavior designed to destroy, injure, toward or otherwise control their opponent.

Adedoyi (1999) gave two principal factors that causes conflict. First, according to him, is the individuals or groups of individuals have different values, needs and interest, and secondly, most resources are available unlimited qualities and access to them must be controlled and fought for.

Dunmoye (2003) conflict in the community are in different forms/types, these are; inter-communal conflict is the type of conflict that occurs between two or more communities eg. Ethnic conflict, religious conflict, boundary disputes, political conflict and dispute over farmlands and grazing area. Also, there is intra communal conflict which the type of conflict that occurs within the community, which includes: chieftaincy crisis, especially succession, religious conflict, political representation, native versus settler syndrome, land issues9inherbitance and ownership transfer) etc. Lastly, is the national conflict which is globalization of inter and intra communal conflict.

2.6 Conflict Resolution

Conflict resolution refers to any reduction in the severity of conflict or mitigation of its underlying causes. It may entail de-escalation of an overt struggle or reconciliation (in whole or in part) of divergent.

Conflict Resolution, otherwise known as reconciliation, is conceptualized as the methods and processes involved in facilitating the peaceful ending of conflict and retribution. Often, committed group members attempt to resolve group conflicts by actively communicating information about their conflicting motives or ideologies to the rest of the group (e.g., intentions; reasons for holding certain beliefs), and by engaging in collective negotiation. Dimensions of resolution typically paralyzed the dimensions of conflict in the way the

conflict is processed. Cognitive resolution is the way disputants understand and view the conflict, with beliefs, perspectivesunderstandings and attitudes. Emotional resolution is in the way disputants feel about a conflict, the emotional energy. Behavioral resolution is how one thinks the disputants act, their behavior. Ultimately, a wide range of methods and procedures for addressing conflict exist, including but not limited to negotiation, mediation, diplomacy, and creative peace-building.

The term conflict resolution may also be used interchangeably with *dispute resolution*, where arbitration and litigation processes are critically involved. Furthermore, the concept of conflict resolution can be said to encompass the use of nonviolent resistance measures by conflicted parties in an attempt to promote effective resolution.

Mitchell (1981) defined conflict resolution as activity in the part of one or more third parties wishing to affect some ongoing, manifest conflict, and bring it to some conclusion by changing the behavior, attitude or goals of the adversaries. Therefore, conflict resolution is aimed at altering conflict behavior (stopping) the violence and coercive strategies, or achieving some of temporary tussle; and then parties make "fan" sacrifices of some of the goals in conflict in order to achieve their interest. There are, many ways to resolve conflicts these include sundering, running away, over powering the opponent with violence, filling a law suit and so on. Primarily, conflict can be resolved using two basic approach namely; peaceful negotiation or arbitration and force. Resolving a conflict by force is generally adequate and can make the conflict impossible to manage.

Social psychologists have long been interested in the role of social contact and communication. In the resolution of conflict, Deutsch (1973) stated that these procedures help to alleviate mild conflict but may be worse than useless in service conflict allowing arguments fight to develop. Sherif (2006) found that a better way to reverse escalation in

his camps was to get the boys to cooperate on super ordinate (i.eShared) goals. The values of these techniques have been confirmed in other settings.

Zaitman (1997) takes a psychological approach , argued that severe conflict is most likely to be resolved when both sides become motivated to escape the conflict, a condition he called ripeness. He found out that super ordinate goals (mutually enhance opportunities) seldom in under the ripeness international conflict and civil war. Rather, ripeness is usually produced by mutually hurting statement; in which the parties find that they are enduring unacceptable costs in a struggle they cannot win, sometimes argued by the perception of an impending catastrophe if conflict continues.

It can be argued that severe conflicts of the land discussed by Zaitman will only move toward resolution if ripeness is supplemented by optimism about the success of reconciliation action. Optimism derives from two sources working trust, a belief that the other side is also motivated to resolve the conflict, and perceived common ground, a perception that is mutually acceptable agreement is actually possible.

Rubin(1994) expressed that optimism can develop in a number of ways. Sometimes one of the parties takes unilateral conciliatory initiatives that encourage the other party to become more trusting. Such initiatives are especially effective when they are noticeable and unexpected, fully explained and cannot be considered as a trick or sign of weakness. In severe conflicts, optimism more commonly arises out of intervention by intermediaries. Sometimes the psychological and social distance between adversaries is so great that a chain of two or more intermediaries is necessary to bridge the gap.

2.7 Sources of Information for Conflict Resolution

Bell (1974) described information as that which adds to our valid awareness or understanding of some topic, problem or event. It is perceived as facts, intelligence, arts, news and knowledge. However, in this study the definition of conflict can be accepted for

the fact that the organizations involved in conflict resolution need information that can lead to crises free so as to be able to have an effective settlement.

Information has numerous definitions but with common characteristics irrespective of the context it is used. According to Way (2002) general characteristics of information includes accuracy, distinction inform, the frequency, originality, time horizon, relevancy, completeness and timeliness. Any information without these characteristics is not reliable.

Cook (2000) gave two type of information as tangible and intangible. Tangible information is the information that is physically seen and proved while intangible are the information that are known by signs and phenomenon. According to him, tangible information can be political, social, financial, educational and so on while intangible are the ones that cannot be seen or recorded such as cloud forming to inform that there will be rain.

Sean(1982) categorized information sources into two as primary information sources, these are the information that are collected directly from the source of information. These are the firsthand information while secondary source of information is the one that has already been collected, stored or recorded in an accessible location or form such as publications, recorded audio or video medium.

Tiamyu (2000) see information sources as entity (person, place or object) from which data could be obtained which includes individuals (e.g. Experts), institutions (archives) information system e.g. on-line databases, internet sites and products e.g. Books, records etc. Payne (2001) emphasized that primary source is an original source e.g. original documents, diaries, autobiographies, films, photographs, artifacts, letters etc. While secondary sources are comments or information developed from a primary source for example books, article, explaining or interpreting, textbooks, biographies, copies or reproductions of artifacts.

All descriptions of information sources given are directly related and connected in explanation on how information is sourced.

In relating the literatures on information source with the crises/conflict resolution in Northern states it can be inferred that to source for information that can be used to resolve the crises, primary source of information is very essential, these includes sourcing information from the original inhabitant of the land and those who are settlers. Secondary source of information is also needed such as documents, agreements, receipts, records, and reports of various governments and courts cases experienced that are available. This buttress the claims of both parties, as well as help the intermediaries to be able to judge the case justifiably.

2.8 Channels of Information Delivery for Conflict Resolution

After information has been sourced from the information sources using varieties of methods the next step is to disseminate the information. Delivery is the process by which information (knowledge, experiences, facts idea etc) is transmitted via a source to the receiver.

However, for information to resolve or reduce conflict tension in the community where conflict situation is on, information must have to be disseminated through a channel. It is in the same veinthatOmeneza, (2000) defines channel as a means by which a message travel from the sender to the receiver. He continues that mass medium such as newspaper, magazines, film, radio and television, inter-personal channel (face-to-face exchange, between sender and the receiver). Information is disseminated through different channels in the community. Aboyade (1990) observed that information is disseminated often in the community at the market places, village squares usually situated in front of the ruler's, schools, mosques, churches and other related places. He further stated that to pass information across, town criers and talking drums are often used".

In relation to the above Afolabi (2003) identified the channel of information delivery use by commercial vehicle drivers as follows: personal contacts, print media, electronic media and union activities/information.

By and large, information during conflict should be disseminated through all the available media in order to reach residents who have their media references. Of course newspapers may not be most useful medium in terms of timeliness even though they can make up for this weakness by the in-depth information they can supply. This feature should be fully exploited to give full information on the crisis to citizens. Akpabio, (2005), remarked that electronic media can best serve the purpose of information delivery to masses at a very short time and with less cost.

Bobboyi (2005) also outlined the channels in which information is disseminated to the public, these include: letter writings, conferences, inter-religious fora sermon by religious leaders etc. However, conflict like communal, politics, or religious, if erupted in the community, information are disseminated using different channels to reach people for harmonious coexistence. O'sullivan (2003) discovered three (3) types of community communication channels as follows:

Interpersonal channel, which include; one to one communication, such as provided to client; spouse to spouse, peer to peer, community based channel: this reach a community (a group of individual in given community or within a district geographical location, such as a village or neighborhood, or a group based on interest or characteristics, such as ethnicity or occupational status). Forms of community communication channel are:

a. Community-based media, such as local newspapers, local radio stations, bulletin boards, bill boards and posters.

b. Community-based activities, such as health fair, concerts, parades, folk dramas, and rallies.

c. Community mobilization, a participatory process of communities identifying and taking action on shared concerns.

d. Mass media channels which include a large audience in a short period of time and include magazines, television, outdoor/transit, radio, internet, direct mails, newspapers, advertising, etc. Communities pass messages to the parties involved in conflict using different means or media to be able to reach, preach peace to curtail tension or resolve conflict. Nevertheless, not all channels of communication are easily obtainable in our localities some are available and not all channels of information delivery are easily accessible or free access, some are being paid dearly, etc. before being allow to access and use which in essence affect the effectiveness of conflict management. Thus, this is applicable directly on the parties affected by the conflicts/crisis.

2.9 Conflict Resolution Services

Service is a means of delivering of value to customers by facilitating outcomes that customers want to achieve, but without the ownership of specific costs and risks Shanoon (2012).

a. **Grass-root Community Based Activities:**This include village festivals like the new yam festival among the Igbos, initiation rights and puberty festival for young people, marriage ceremonies, the sharing of village community land. When unity/solidarity is lost to violent conflict, as was the case on the conflict between Ife and Modakeke communities of Osun State, the Chamber/Jukun and Kuteb of Taraba State, and the

Umuleri/Aguleri of Anambra State all in Nigeria for instance, the importance of such community virtue cannot be over-emphasized (Suberu 2008).

b. **Good Governance:** This may be defined as the running of the affairs of government in positive and progressive manner beneficial to the governed and which delivers the public goods. Its attributes include: due process, transparency, responsiveness on the part of government, power sharing, rule of law, competence, separation and devolution of powers, a free press and a free civil society. There are several dictatorial democracies in Africa such regimes do not promote and practice good governance. These are the conflict generators of the African continent.

c. **Communication:**This is the process of sharing and exchanging information between individuals, groups and potential parties in a conflict situation. It is also the process of interacting and relating with others, meaning that parties to a conflict situation still talk.

d. **Collaboration:**The collaboration process is one in which parties work together on their own to resolve problems through constructive dialogue or other activities like joint projects, sharing of community schools and health centres, markets, bridges and culverts, as well as other utilities (Aghedo and Osumah, 2009).

e. **Negotiation:**This is the process whereby the parties within the conflict seek to settle or resolve their conflicts. Also negotiation is a direct process of dialogue and discussions taking place between at least two parties who are faced with a conflict situation or a dispute. The benefits of compromised solution, it is believed, out-weigh the losses arising from refusal to negotiate. The goal of negotiation, is to reach agreement through joint decisions between parties. Negotiation is a key approach to peaceful resolution of dispute and conflicts that may arise among parties. It is also within the reach and control of parties.

f. **Conciliation:**Conciliation is close to mediation. It is a third party activity, which covers intermediary efforts aimed at persuading the parties to a conflict to work towards a peaceful solution. Conciliation involves facilitation.

g. **Mediation:** Mediation has been presented by the United Nations University for Peace as the voluntary, informal, non-binding process undertaken by an external party that fosters the settlement of differences or demands between directly invested parties.

h. **Arbitration:**This is another type of third party intervention that is a step higher than mediation in the conflict management spectrum or process. The parties to a conflict who select to use arbitration, even though they choose a non-violent method of settling their disputes, lose more control over their situation than those who select mediation and other lower levels of intervention.

i. **Adjudication:** Adjudication is another non-violent method of conflict management. This involves the use of the courts and litigation processes. Parties to a dispute may choose not to use any of the methods we have so far discussed. They may opt instead to take their case to a court of law, before a judge of competent jurisdiction. Legal counsel may represent them.

j. **Facilitation**: Facilitation is generally utilized in group and organizational settings. The goal of facilitation is to increase collaboration and productivity. Our facilitation services accomplish this by promoting communication in business and professional situations. The process of facilitation can identify and aid in the resolution of various issues that may arise in these settings. Facilitators act as an interpreter, easing and clarifying communication, neutralizing negative language, promoting cooperation, and suggesting possible root causes of conflicts.

Conflict Management: This is an extreme situation of conflict which has reached a turning point where critical decisions have to be taken or else the conflict may escalate to a point of extreme violence.

Sometimes, crisis is a degenerated state of conflict where threats to human security intense violence characterized by fighting, death, injury, large-scale displacement of populations occurs. Once crisis occurs it is the responsibility of the government of a state to de-escalate the situation and bring a cessation to violence. This may be done through various means, including the use of the coercive state apparatus, where necessary. Fred-Mensah (2000).

Information Utilization for Conflict Resolution

Information utilization is an important attribute for conflict resolution and it constitutes one of the important factors that bring about changes in community if effectively utilized.

Abioye (2004) stated that information is an essential commodity that is required in all aspect of human endeavors. Wars are won and lost due to availability or non-availability of right information at the right time. Moreover, conflicts areas are consoled by building the bridge of information to close up the communication gap. Therefore, information is considered as an important factor in conflict management in every society/community.

Information utilization is considered to be essential development and progress of all the social structure in the community ranging from family, religion, educational institution, political institution and so on. King and Palmoins (1981) supported that most of the development in all series of structures in the society may be attributed to the intensive use of information. Information therefore has great potentials for decision-making. In fact man's activities are therefore information driven and information depends on conflict managers in any community cannot do without passing effective judgment.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter is presented under the following sub headings: research design and methods, population, sample and sampling technique, research instrument, validity and reliability of the instrument, method of data collection and procedure for data analysis, etc.

3.2 Design of the study

Survey research design was adopted. Ogunleye (2006) described survey research as involving large number of persons and described population characterized by selection of unbiased sample. Research method according to Wagenaar (2003) involves development strategies for executing scientific inquiry. It involves specifying precisely what you want to find out and determining the most effective and efficient strategies for doing so. Appropriate research design enables the researcher to make observation and interprets the result.

3.3 Population for the Study

Population is the total number of human beings, animals, items etc. in a given place at a given time. It can be finite or infinite. Finite is the one where the exact number of the members are known, while infinite is the one where the total number of the members cannot be exactly obtained. However, the population of this study comprised of the clerics (Imams and Pastors), Traditional Rulers, Politicians, Law Enforcement Agencies, Youth Leaders and Eye witnesses. Their total number ran into thousands, hence the exact number could not be obtained.

3.4 Sample Size and Sampling Techniques

Sampling is the process of selecting sufficient number of elements from a population, so that by studying the sample and understanding its properties and characteristic the researcher may be able to generalize the characteristics of the population element (Omofosho, 2002). Two hundred and twenty (220) respondents were selected. The researcher used cluster, stratified, proportionate and simple random sampling techniques. The cluster was used because the three (3) states (Borno, Kaduna and Plateau) studied were in different parts of the country making clusters (Borno, in North-East; Kaduna, in North-West and Plateau, in North-Central). It was stratified because some of the respondents were in higher positions in the society compared to others. For example, Clerics (Imams and Pastors) and Traditional Rulers were in the higher positions compared to ordinary Eye Witnesses. It was proportionate because from each category of the respondents, a manageable size was used as clerics (Imams and Pastors) 29, Traditional Rulers 30, Politicians 31, Law Enforcement Agencies 34, Youth Leaders 30 and Eye witnesses 26 which amounted to 220 sample size. This is in line with the guideline given by the Survey Monkey (2019) which indicated that in survey research, for the researcher to arrive at the sample size needed, he or she should take the number of respondents needed and divide by the expected percentage response rate and multiple by hundred. Hence the reason for arriving at 220. The formula is shown below:

No of respondents you need/expected % response rate * 100.

3.5 Instrument for Data Collection

Data for this research was collected by the use of a self-constructed questionnaire. Boyce, Mea dew and Kraft (2010) a good questionnaire will solicit the required information with questions that are correctly structured and precisely worded, with the terms defined. And it

will have a positive motivational effect on the respondent by appearing to be highly interesting, easy to comprehend, and requiring only a minimum investment in time and effort for completion. The questionnaire for this was structured in two parts. Each part of the questionnaire elicited information on variables that were considered critical to the general and research questions respectively.

The first section part A of the questionnaire sought to capture data on demographic variables. The critical variables captured in this section were gender, academic qualification and research experience. The distribution of these variables in the population was considered important to allow for representativeness.

Part B of the questionnaire sought information on respondent's on conflict resolution.

3.6 Validity of the Instrument

In order to ascertain the validity of the instruments, the researcher subjected the instruments to research experts in Library and information science and supervisors for validation. The corrections to instruments and comments of the supervisors/experts improved the items structure and format. Content validity was adopted to validate the instrument.

3.7 Pilot Study

A pilot study was conducted in Kano state for seven 7 days (1 week). This was done due to the fact that Kano state share the same characteristic withthe research area. 40 copies questionnaire were administered to respondents.The instruments were analyzed using the split half formula for reliability using the Statistical Package for the Social Sciences (SPSS).The reliability of the instruments was established using the split half method of computation. The reliability estimate of the instrument was 0.78. This was supported byPeliam and Domnick (1995) who stated that reliability instrument of 0.78 is considered reliable in a survey research.

3.8 Reliability of the Instruments

The items in the questionnaire were subjected to the test for reliability. The Split-Half method of measuring reliability was used and the reliability coefficient was found to be 0.78. In this method, the questionnaire was administered to a rural area that would not be part of the study. Copies of the questionnaire returned were numbered. All odd numbers constituted one half and even numbers the second half. The responses in the two sets of the questionnaires were correlated. The correlation or reliability value obtained is referred to as internal consistency measure according to. Ali (2006). Based on this exercise, the study was limited to three state namely Borno, Kaduna and Plateau state of Northern Nigeria. Due to the size of the population of the study, there was limitation of funds available to cover the entire area. The distance between each state compelled the researcher and his assistants to use more than the number of research assistants earlier budgeted for, to be able to cover all the states selected as sample. The questionnaire was found to be reliable and capable of producing a good result.

3.9 Procedure for Data Collection

The researcher administered the instruments personally with the help of two research assistants who the researcher trained. The researcher and research assistants coveredBorno and Plateau Kaduna state respectively. The research assistants were university postgraduate students with background knowledge of research methodology which facilitate easy collection of data for the study. The questionnaire were distributed and collected within twenty-one (21) days.

3.10 Procedure for Data Analysis

The data collected were analyzed using the Statistical Package for the Social Sciences (SPSS ver. 17). Descriptive statistics was employed. Frequencies and percentages with graphical illustration were used for easy interpretation of the data analyzed. An average

benchmark of 50% and above was graded high/significant,30% to49% below was graded as low/significant and less than 0% to 29% was graded not significant response score was adopted for minimum range for items considered to have met the requirements for acceptance.

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSIONS

4.1 Introduction

The quantitative analysis of the data collected from the respondents on information sources and services provision for conflict resolution in Northern states of Nigeria is presented in this chapter. The chapter is structured along the following sub-headings:

4.2 Questionnaire Response Rate

4.3 Data Analysis, Presentation of Result and Discussions

Table 4.1: Questionnaire Response Rate by the Personnel from each States

States Studied	Copies Distributed	Copies Retuned	Percentage %
Borno	75	65	29.5
Kaduna	80	67	30.5
Plateau	65	48	21.8
Total	**220**	**180**	**81.8**

A Response rate is normally reported in a research work to ensure that whatever inferences are made from the results, it could be said to represent population and is to measure of how many of the administered questionnaires were returned. Therefore table 4.1 showed that 220 copies of questionnaire were administered for all the states studied. The completed and returned copies form the total population for the study which was 180 (81.8%). This translated to a return ratio of more than 3 questionnaires for every 4 that was distributed. This response rate was considered acceptable for this research because Nachmias and Nachmias (1987) discussing acceptable response rates for questionnaires, indicated that the rates between 50% and 75% are adequate while Babie and Wagnear (1983) maintained that a response rate of 50% is acceptable. The response rate obtained in this study is higher than each one of these, hence, this response rate is acceptable.

All returned questionnaires were assessed and analyzed prior to coding. This process was undertaken to ensure that all the questions were properly answered and useable.The researcher used three (3)states of Northern part of Nigeria, also the researcher considered that the states recorded frequent crises.

Table 4.2: Categories of Respondents

Categories of Respondents	**States Studied**			**Total**
	Borno	**Kaduna**	**Plateau**	
Clerics (Imams/Pastors)	10	10	9	29
Traditional Rulers	12	12	6	30
Politicians	8	11	12	31
Law Enforcement Agencies	15	11	8	34
Youth Leaders	11	13	6	30
Eye Witness	9	10	7	26
Total	65	67	48	**180**

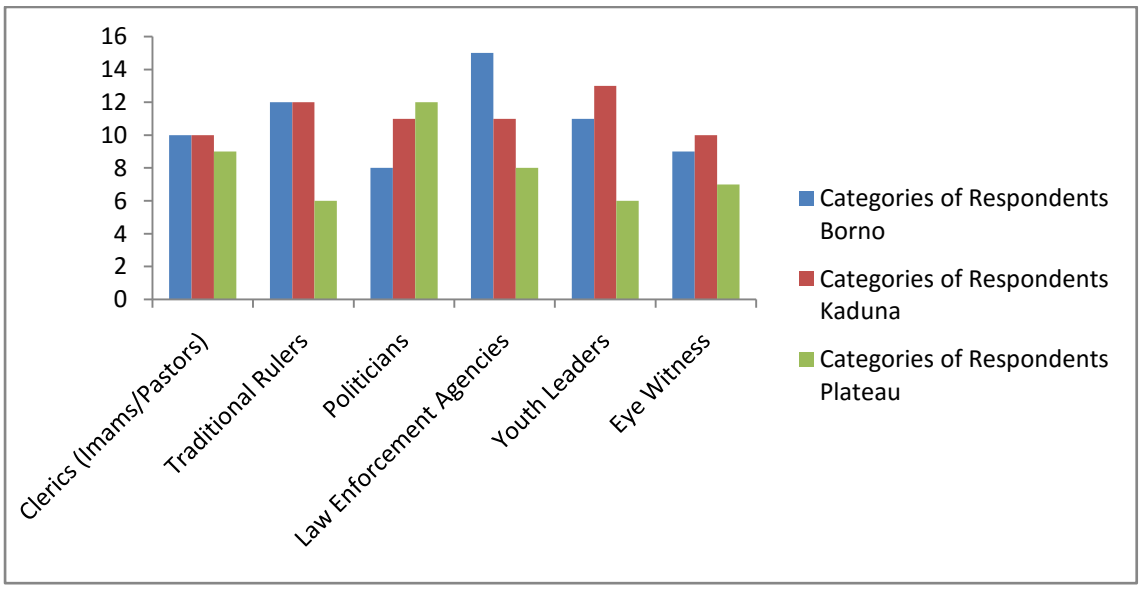


Figure 1: Categories of Respondents

4.2.1 Categories of Respondents

This table and figure showed the categories of respondents considered to be stakeholders of conflict resolution at any given time.

Table 4.3: Classification of the Respondents by their Educational Qualifications

Educational Qualifications	States Studied					
	Borno		Kaduna		Plateau	
	Freq.	%	Freq.	%	Freq.	%
Informal School	10	5.6	11	6.1	2	1.1
Primary	11	6.1	8	4.4	2	1.1
Secondary	12	6.7	13	7.2	13	7.2
Certificate Courses	13	7.2	12	6.7	7	3.9
NCE/Diploma	12	6.7	19	10.6	14	7.8
Degree	7	3.9	4	2.2	10	5.6

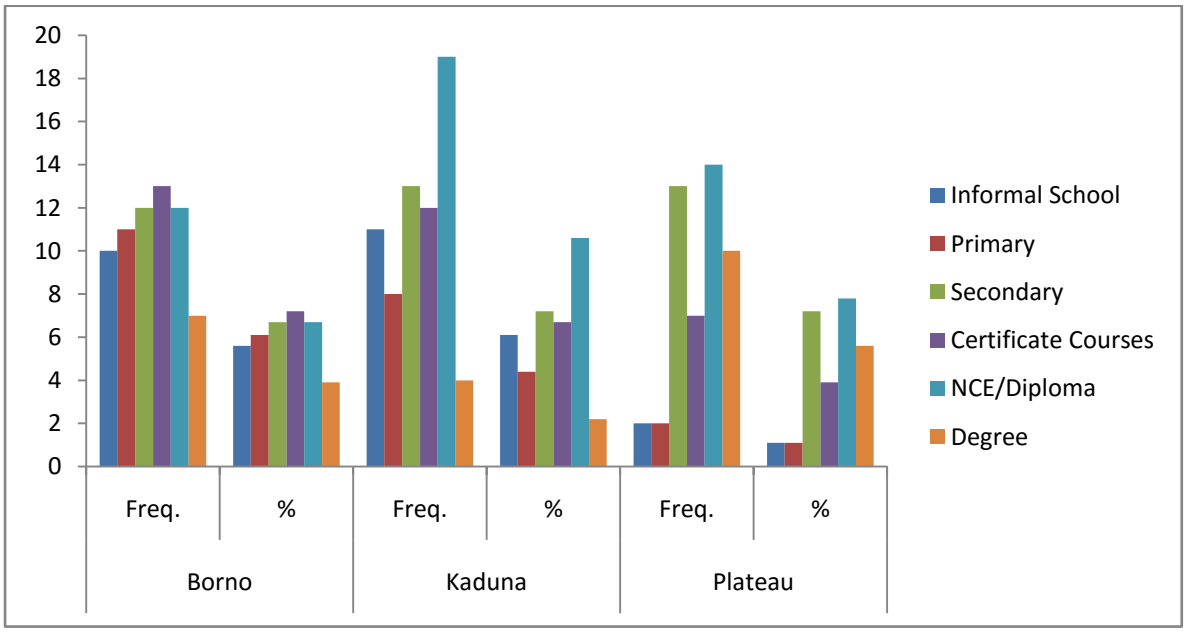


Figure 2: Classification of the Respondents by their Educational Qualifications

Table 4.3 and figure 2 showed educational qualifications attained by the respondents. The table revealed that in Borno State, the percentage for the certificatewas 13 (7.2%), Kaduna State 19 (10.6 %) and Plateau State with 14 (7.8%) respectively which shows that NCE/Diploma certificates were significant. Secondary school certificate with 12 (6.7%) respondents from Borno State, Plateau State 13 (7.2%) and Kaduna State with 13 (7.2%) indicate significant. While informal school from Borno State had 10 (5.6%), Kaduna State had 11 (6.1%) and in Plateau State had 2 (1.1%). From the depicted table it shows that the highest qualification was NCE/Diploma holders found in Kaduna state with 19 (10.6%. In general, there was a good distribution of respondents in the various categories of qualifications.

4.3 Data Analysis, Presentation and Discussion

The data collected from the study were presented in the order of the research questions with the used of the administered questionnaire and the results collected were analysis and summary as presented.

4.3.1 The Types of Conflicts being Experienced in the Northern States of Nigeria with Particular Reference to Borno,Kadunaand Plateau State

In order to facilitate the analysis, interpretation, discussion, and understanding of the findings of the study, a benchmark of frequency of 50 and above are considered high/significant, 30 to 49 less significant while less than 30 not significant responses scores were adopted as the minimum standard for items considered to have met the requirements for acceptance. In order to identify the types of conflict being experienced in the Northern state studied, a list of possible conflict types were presented for the respondents to indicate those found relevant. Their responses were shown in the table 4.3.

Table 4.4: Types of Conflicts Being Experienced in the Northern States of Nigeria

Types of Conflicts Experienced in the Northern States Studies	States Studied						Total	
	Borno		Kaduna		Plateau			
	Freq.	%	Freq.	%	Freq.	%	Freq.	%
Ethnic Conflict	20	11.1	22	12.2	16	8.9	56	32.2
Religious Conflict	25	13.9	26	14.4	10	5.6	61	33.9
Boundary Conflict	1	0.6	2	1.1	0	0.0	3	1.7
Political Conflict	12	6.7	14	7.8	15	8.3	41	22.8
Farm Land/gracing Conflict	1	0.6	4	2.2	8	4.4	13	7.2
Native vs Settlers Conflict	1	0.6	1	0.6	2	1.1	4	2.2
Land (inheritance/ownership) Conflict	2	1.1	0	0.0	1	0.6	3	1.7
Marriage Conflict	1	0.6	0	0.0	1	0.6	2	2.2
Family Conflict	1	0.6	3	1.7	2	1.1	6	3.3
Witchcraft Conflict	1	0.6	0	0.0	4	2.2	5	2.8
School Conflict	0	0.0	1	0.6	0	0.0	1	0.6

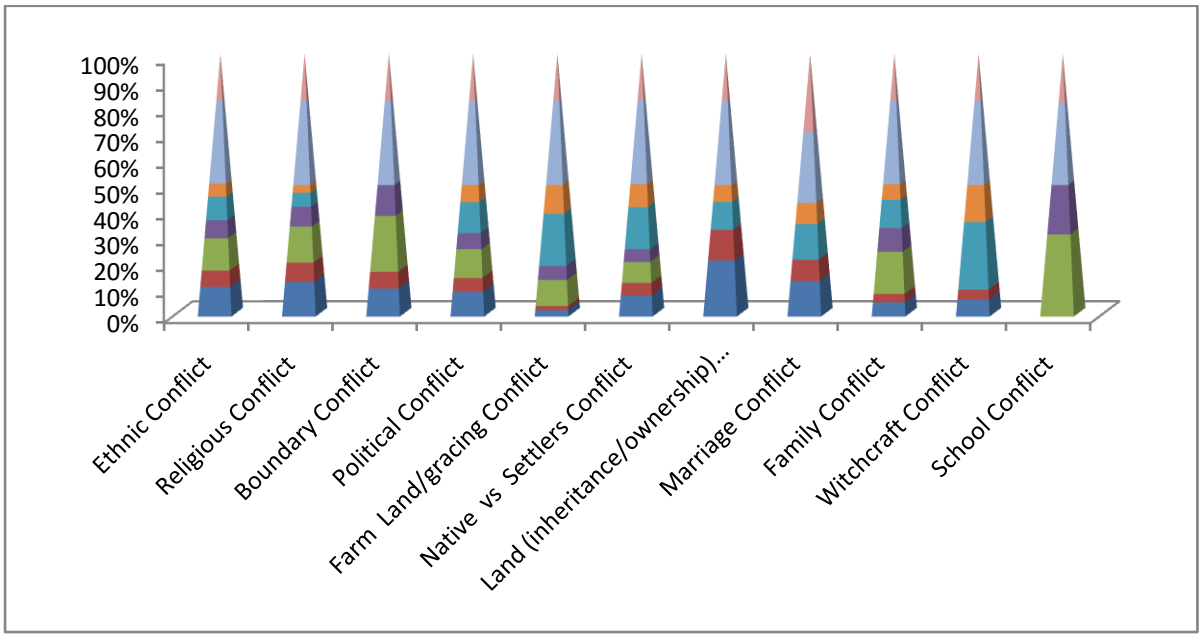


Figure 3: Types of Conflicts Being Experienced in the Northern States of Nigeria

Table 4.4 and figure 3 showed the types of conflict being experienced in Northern Nigeria. The highest type of conflict experienced was religious, political conflict, farm land/grazing and natives and settlers conflict in Kaduna State, Borno State and Plateau State respectively accounted for frequency of 50 and above significantly. The above results showed that religious conflict was the cause of instability in Northern states studied.This implies that the conflict mostly experienced in the states borders are religion, farm land and grazing right, natives and settlers issues and those related to political struggles. This finding is in line with that of Ejoku (2001) stated that conflict can be positive because it provide opportunities to create more satisfying relationships and needed changes in lives.

4.3.2 The Causes of Conflict in the Northern States of Nigeria Studied

In other to identify the causes of conflict in the state studied, a listof causes of conflicts were presented for the respondents to tick which ones they found relevant. This response was presented in table 4.5.

Table 4.5: Causes ofConflicts in the Northern Statesof Nigeria Studied

Causes of Conflicts in Northern States of Nigeria Studied.	**States Studied**						**Total**	
	Borno		**Kaduna**		**Plateau**			
	Freq.	**%**	**Freq.**	**%**	**Freq.**	**%**	**Freq.**	**%**
Ethnic	15	8.3	22	12.2	11	6.1	48	26.7
Religion	19	10.6	26	14.4	9	5.0	54	30.0
Communal	6	3.3	2	1.1	8	4.4	16	8.9
Land/boundary	3	1.7	4	2.2	4	2.2	11	6.1
Politics	5	2.8	4	2.2	5	2.8	14	7.8
Economic resources	4	2.2	1	0.6	1	0.6	6	3.3
Religious leaders	8	4.4	3	1.7	5	2.8	16	8.9
Family	2	1.1	2	1.1	2	1.1	6	3.3
Power	4	2.2	2	1.1	2	1.1	8	4.4

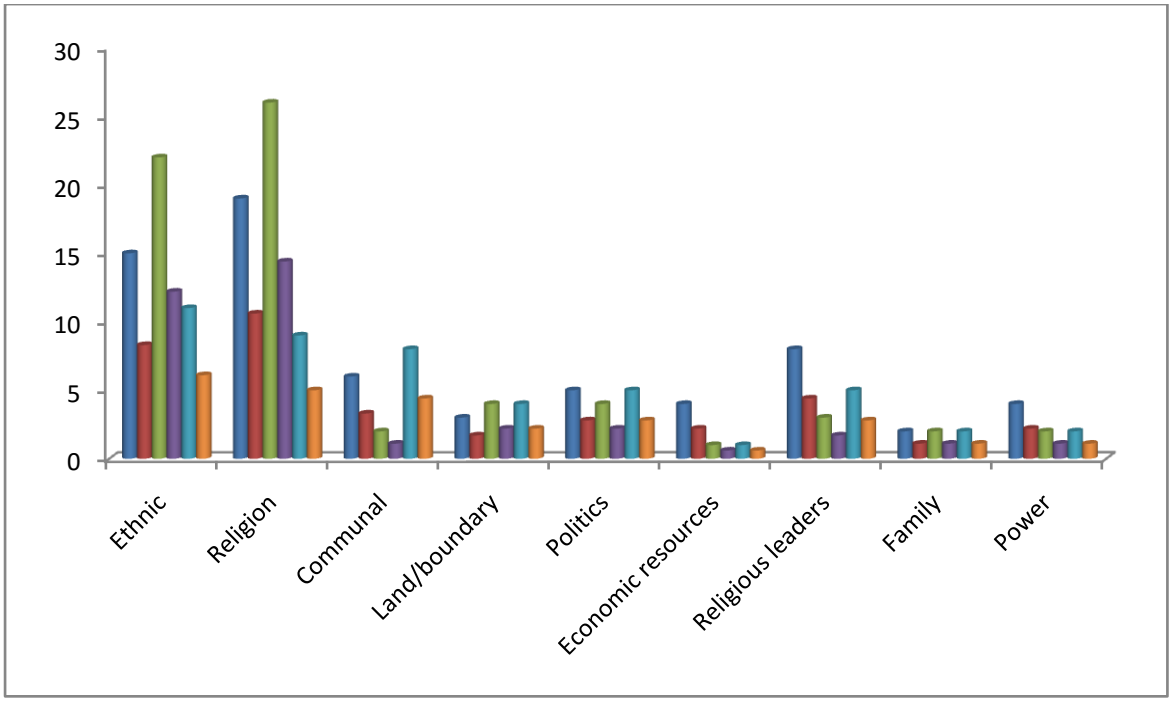


Figure 4: Causes of Conflicts in the Northern States of Nigeria Studied

Table 4.5and figure 4 showed thatthe majorcauses of conflicts in the states studied were Religion, Politics, Economy, Resources and Power which accounted for frequency of 50 and above as highly significant. Ethnic has a frequency between 30 to 49 less significant and Community, Land boundary, and Family causes of conflict with frequency of less than 30 not significant. Therefore the main causes of conflict are religion, politics, economy, resources and quest for power. This implies thatBorno, Kaduna and Plateau states are well enlightened about the causes of conflict as revealed and the finding here is consistent with that ofTaffel (2007) observed that intergroup conflict often arises because group members compete with other groups in an effort to feel good about their social identity and hence about themselves.

4.3.3 The Stakeholders in the Provision and Utilization of Information Sources and Services for Conflict Resolution in Northern States of Nigeria

The researcher attempted to identify the stake holders in the conflict resolution in the states studied. Accordingly the respondents were presented with a list of possible stakeholders to be ticked as necessary. The results of the findings were presented in table 6.

Table 4.6: The Stakeholders in the Provision and Utilization of Information Sources and Services for Conflict Resolution in Northern States of Nigeria

Stakeholders in Conflict Resolution	States Studied						Total	
	Borno		Kaduna		Plateau			
	Freq.	%	Freq.	%	Freq.	%	Freq.	%
Community Leaders	4	2.2	8	4.4	7	3.9	19	10.6
Youth Leaders	4	2.2	2	1.1	2	1.1	8	4.4
Eye Witness	5	2.8	6	3.3	2	1.1	13	7.2
Traditional Rulers	3	1.7	4	2.2	1	0.6	8	4.4
Village Head	2	1.1	6	3.3	6	3.3	14	7.8
District Head	9	5.0	5	2.8	1	0.6	15	8.3
Law Enforcement Agencies	5	2.8	4	2.2	5	2.8	14	7.8
Judiciary	2	1.1	6	3.3	2	1.1	10	5.6
Law Makers	9	5.0	1	0.6	3	1.7	13	7.2
Politicians	8	4.4	2	1.1	1	0.6	11	6.1
Religious Leaders	5	2.8	7	3.9	6	3.3	18	10.0
Conflict Experts	4	2.2	6	3.3	2	1.1	12	6.7
Parties Involve in the Conflicts	3	1.7	7	3.9	8	4.4	18	10.0
Non-governmental Organizations	2	1.1	3	1.7	2	1.1	7	3.9

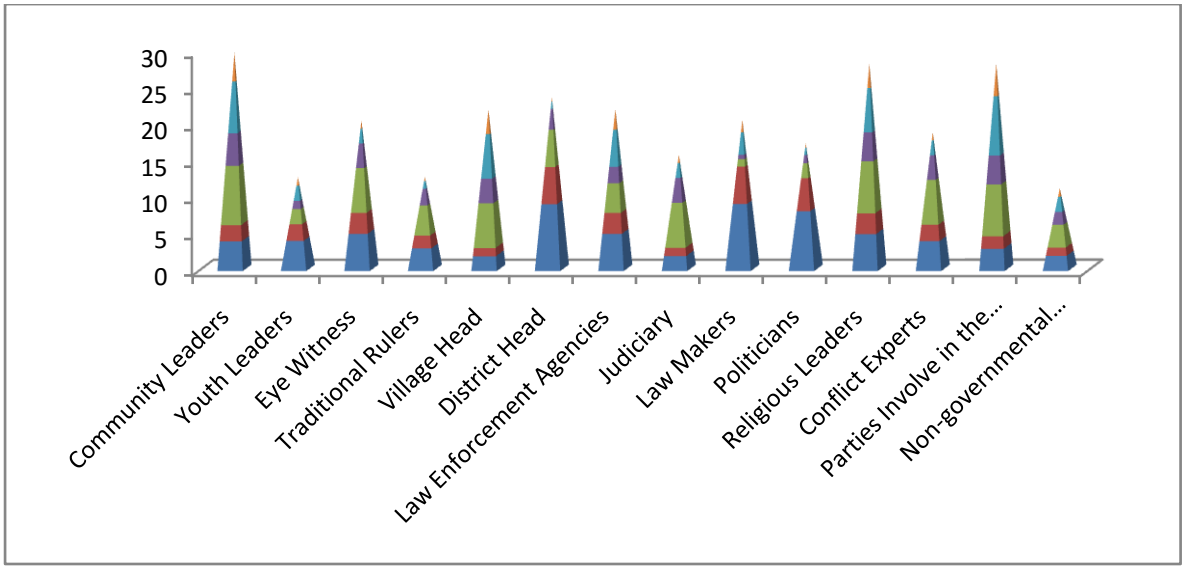


Figure 5: The Stakeholders in the Provision and Utilization of Information Sources and Services for Conflict Resolution in Northern States of Nigeria

Table 4.6 and figure 5 indicated the major stakeholders in conflict were religious leaders, judiciary, conflict experts, law enforcement agents, community leaders, and village heads has a frequency of 50 and above were significant. This indication shows that, these are categories of individuals that play a vital role in conflict resolution. Traditional Rulers, youth leaders, Eye witness, and community leaders has a frequency between 30 to 49 which was considered as less significant. Non-governmental organization, District Heads, Politicians, Law makers, and Traditional Rulers has a frequency of less than 30 not significant.

Political isolation as principalstakeholdersmaybe because of their quest for power and not necessarily representative of the electorates for conflict resolution. This finding is consistent with Barney (2001) that information and knowledge will grow more and more important to individual and organizations in industrialized societies. The finding is also consistent with the report of Abioye (2004) that information is an essential commodity that is required in all aspect of human endeavors. Wars are won and lost due to availability or

non-availability of right information at the right time. The report further stated that conflicts areas are console by building the bridge of information to close up the communication gap. Therefore, information is considered an important factor for all individuals and organizations in conflict management in every human community.

4.3.4 Media through which Information Resources and Services Provision on Conflict Resolutions are being Communicated in the Northern States Studied

The researcher identifies the information sources and resources available for used on conflict resolution in the state studied. To this end, the respondents were presented with several information sources and resources option for response. The results were presented in the table 7.

Table 4.7: Media through which Information Resources and Services Provision on Conflict Resolutions are being Communicated in the Northern States Studied

Media Media through which Information Resources and Services Provision on Conflict Resolutions are being Communicated in the Northern States Studied	States Studied						Total	
	Borno		Kaduna		Plateau			
	Freq.	%	Freq.	%	Freq.	%	Freq.	%
Radio/Television	10	5.6	12	6.7	12	6.7	34	18.9
Eye/Witness	2	1.1	0	0.0	0	0.0	2	1.1
Parties in the Conflict	5	2.8	10	5.6	5	2.8	20	11.1
Internet	10	5.6	3	1.7	10	5.6	23	12.8
Journals	2	1.1	3	1.7	2	1.1	7	3.9
Tape Recorder/Oral Interview	4	2.2	1	0.6	1	0.6	6	3.3
Archives	30	16.7	30	16.7	15	8.3	75	41.7
Billboard	0	0.0	0	0.0	1	0.6	1	0.6
Computer	2	1.1	7	3.9	1	0.6	10	5.6
Telegrams	0	0.0	0	0.0	1	0.6	1	0.6
Telephone	0	0.0	1	0.6	0	0.0	1	0.6

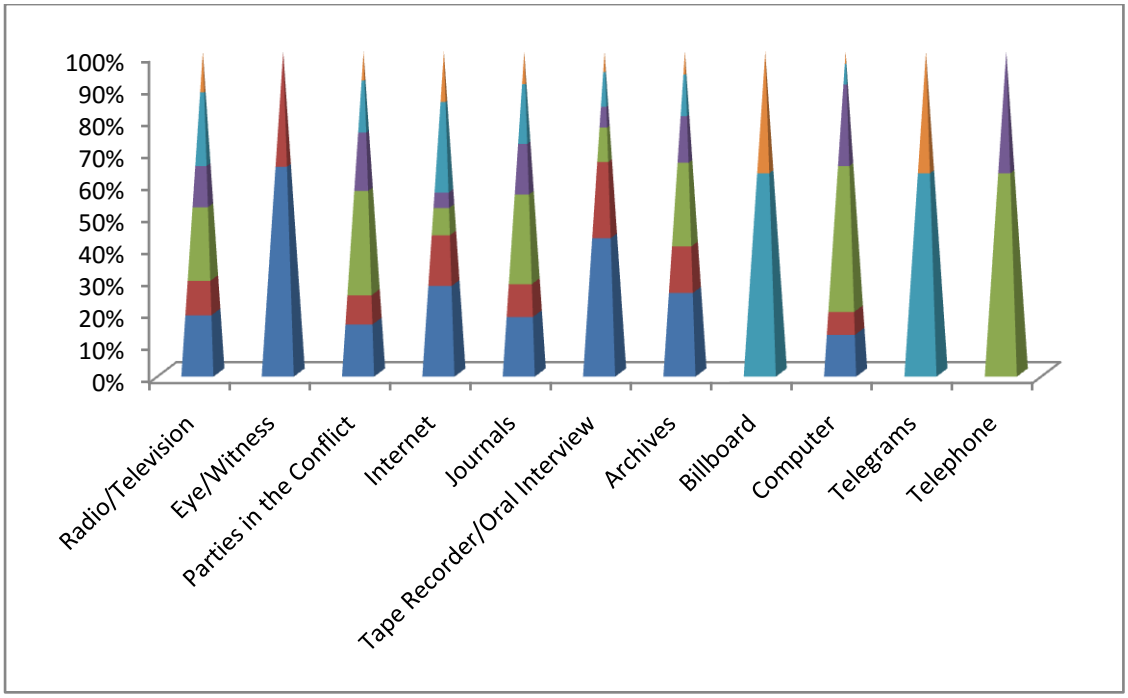


Figure 6: Media through which Information Resources and Services Provision on Conflict Resolutions are being Communicated in the Northern States Studied

Table 4.7 and figure 6 indicated the available information sources and resources used for conflict resolution in the Northern states studied. These are Radio/Television, Archives, Computer, and Tape recorder respondents rate has a frequency of 50 and above as significant. Telephone,and Billboard were considered less significant. However, the least information sources and resources available were Journals, Telegrams and eye witness were not significant.The finding agreed with that of Florida (2004) postulated that information is an event that affects the state of a dynamic system and it is necessary for all living in the information age or society.

4.3.5 The Impact of the Information Sources and Services Provision for Conflict Resolutions in Northern States of Nigeria

This is to identify the impact of information sources and services provision on conflicts resolutions in the states studies. Lists of possible impact were presented to the respondents in Table 8.

Table 4 8: The Impact of Information on Conflict Resolutions in the States Studied

The Impact of the Information Sources and Services Provision for Conflict Resolutions in Northern States of Nigeria	States Studied						Total	
	Borno		Kaduna		Plateau			
	Freq.	%	Freq.	%	Freq.	%	Freq.	%
Resolve Conflict	18	10.0	19	10.6	12	6.7	49	27.2
Settle Marriages	1	0.6	0	0.0	2	1.1	3	1.7
Unity Peace Stability	6	3.3	5	2.8	5	2.8	16	8.9
Development	16	8.9	14	7.8	11	6.1	41	22.8
Improve Economy	0	0.0	3	1.7	0	0.0	3	1.7
Foster Good Relationship	0	0.0	2	1.1	2	1.1	4	2.2
Good Governance	7	3.9	8	4.4	4	2.2	19	10.6
Political Stability	17	9.4	16	8.9	12	6.7	45	25.0

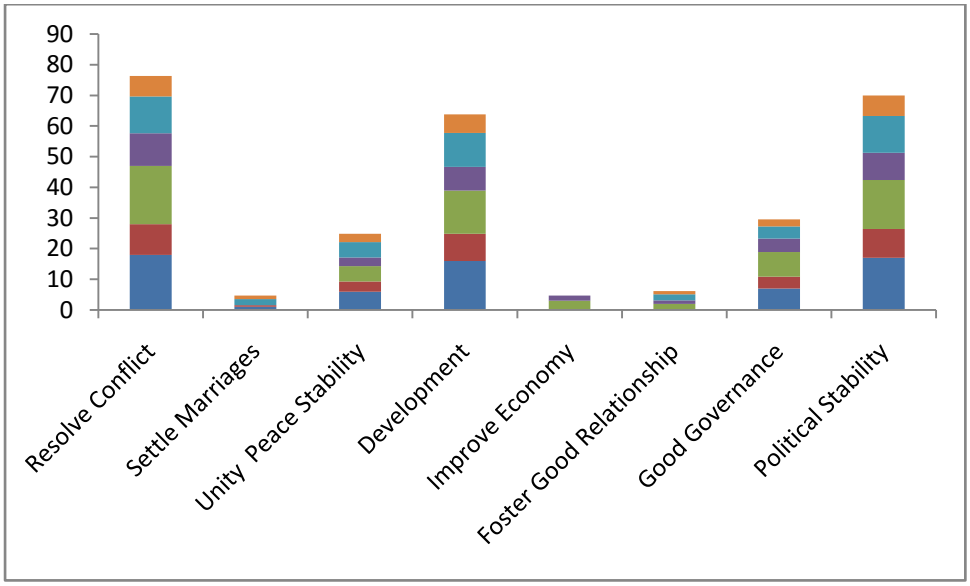


Figure 7: The Impact of Information on Conflict Resolutions in the States Studied

Table 4.8 and figure 7 showed the impact of information on conflict resolution in Kaduna, Borno and Plateau states. There was variability in the perceived impact of the information sources and services on different communities in the states. For example, the table and the chart showed that the respondents were almost at a consensus on the view that the impact was mostly felt in the political stability, unity peace stabilityand resolve conflict. They had a frequency between 50 and above which were significant. Settle marriages and development with a frequency between 30 to 49 were less significant. While good governance, improve economy, and foster relationship with a frequency of less than 30 which were not significant.From the response so far Political stability can be achieved if proper information are provided.

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CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter presented the summary of the study, the summary of the major findings, contribution to Knowledge, Limitations, conclusion, recommendations and suggestions for further study.

5.2 Summary of the Study

This study was set against the background that adequate information sources and services provision could play a major role in the abilities of the committees of enquiry set up by states to ensued that conflicts does not reoccurred within their domain/communities of the states. To achieve the objective, a structured questionnaire was designed (see Appendix I) and validated through face validity and administered to personnel of the states' members of the organizations for conflicts resolutions. A total of 180 respondents were selected through a random sampling procedure which was used for the study. Data collected were subjected to a descriptive analysis using frequency tables with graphical illustrations. The study was structured into five main chapters as follow:

Chapter one introduced the study, and the general background of the study. The statement of the problem, the research question and researchobjectives others are significance of the study and delimitations of the study.

Chapter two presents the detailed literature reviewed. These included The Concept of Information, Concept of Conflict, Causes and Sources of conflict resolution, Nature of conflict, Conflict Resolution, Sources of information for conflict Resolution and Channels of information delivery for conflict resolution among others.

Chapter three discussed the study's methodologies used in the study. This included a description of the research design, the population and sampling procedure and a description

of the questionnaire used for the collection of data. Other aspects of the chapter included the validation of the instrument, reliability and method of data collection along with the statistical procedure used for the analysis of the collected data.

Chapter four presented the statistical analysis of the data in line with the study's objectives and research questions along with discussion of the results obtained. Chapter five presented the overall summary, conclusion as well as recommendations of the research. From the analysis of data collected, the major summary of the study are therefore stated as follows:

5.3 Summary of Major Findings

The major findings of the study were:

1. The types of conflicts experienced in the state revolve round Farm land/grazing rights, religion, indigenous versus Settler and political conflicts.
2. The causes of Conflicts are Religious, Politics, Economy resources, Power sharing and Misinformation in Northern Sates of Nigeria
3. The stakeholders for the conflicts resolution include Village heads, the Parties involved, Religious leaders, Judiciary Conflict experts and Law enforcement agencies.
4. The Media through which informationsources and services provision for conflict resolutions are communicated by the used of radio/television, tape recorder/oral discussion, archives information and Computer.
5. The impact of the provided information was mostly felt in the political stability of the respective communities in terms of peace and unity among people.

5.4 Contributions to Knowledge

The findings of this study enable they stakeholder of conflict resolution to identify the importance of utilization of information sources and services for resolving conflict and also creating awareness among the citizen.

5.5 Limitations of the study

The study was limited to three state namely Borno, Kaduna and Plateau state of Northern Nigeria. Due to the size of the population of the study, there was limitation of funds available to cover the entire area. The distance between each state compelled the researcher and his assistants to use more than the number of research assistants earlier budgeted for, to be able to cover all the states selected as sample.

5.6 Conclusion

From the findings of this study the following conclusion could be drawn:

The conflicts in the states revolved around religious, land/grazing rights, Indigenous versus Settlers syndrome and politically induced disagreement. The information provided for the conflict resolution was basically sourced from individuals and parties involved in conflicts, printed materials like record books among others. The stakeholders in the conflict resolution included Village heads, the Parties involved, Religious leaders, Judiciary Conflict experts and Law enforcement agencies. Media of information provided for conflict resolution were radio/television, archival resources among others for awarenessadvertconflicts. The provided information have impact in the peace and unity of the respective communities through effective resolution of conflicts.

5.7 Recommendations

The following recommendations are made based on the findings and conclusion reached in this study:

1. There is a need for government to make available necessary information sources and services provision to stakeholders to use for resolving all types of conflict experience in Northern states of Nigeria.
2. There is need for adequate provision information sources and services that will create awareness avert the causes of conflict among communities and also for

the management of information for conflicts resolution in the states.

3. The stakeholders involve in conflicts resolution which includesVillage heads, the Parties involved, Religious leaders, Judiciary Conflict experts and Law enforcement agencies should avoid sentiment.
4. Sources for information provision should be made available and accessible to all citizens without cost implication for utilization.

5.8 Suggestions for Further Studies

This study covered only three of the states in Northern Nigeria. A similar study could focus on other states of the North towards addressing the information need for conflict resolution.

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Appendix I

Department of Library and

Science,Faculty of Education,

Ahmadu Bello University, Zaria.

10th April, 2015.

Dear Sir/Madam,

I am a postgraduate student in the above named department carrying out a research on the "Information Sources and Services provision for conflict resolution in Northern Nigeria".

You have been as respondents. I therefore, urge you to kindly assist to respond according to the questions raised in the questionnaire. Your responses will strictly be used for research purpose only.

Thank you in anticipation for your cooperation.

Samuel, Matthew Manje

Section A: Personal Data

Name of the Institution……..

State ……..

Educational Qualification (please, tick correctly)

. Informal school [ ]

. Primary school [ ]

. Secondary/College [ ]

. Certificate Course [ ]

. NCE/Diploma [ ]

. Degree [ ]

Section B: Types of Conflict Experienced in Northern States of Nigeria

Please tick appropriate, the types of conflict experienced in the Northern states

Ethnic conflict [ ] Religious conflict [ ] Boundary conflict [ ]Political conflict [ ] Farm land/gracing conflict [ ] Native vs Settlers conflict [ ] Land (inheritance/ownership) conflict [ ] Marriage conflict [ ] Family conflict [ ] Witchcraft conflict [ ] School conflict [ ].

Section C: Causes of Conflict in the Northern States on Nigeria

Please tick appropriately the causes of conflicts in the Northern statesEthnic [ ] Religion [ ] Communal [ ] Land/boundary [ ] Politics [ ] Economic resources [ ] Religious leaders [] Family [] power [ ].

Section D: Stakeholders in Conflict Resolution

Please tick as many as possible stakeholders in conflict resolution:

Community leaders [ ] youth leaders [ ] Eye witness [ ] traditional leaders [ ] village head,[ ] District lead chief [ ] Law Enforcement agencies [ ] Judiciary[]Law makes [ ]

politicians [ ] Religious leaders [ ] Imam/pastors [ ] conflict experts [ ] parties involve in the conflicts [ ] Non- governmental Organisations

Section E: Media through which Information Resources and Services Provision on Conflict Resolutions are being Communicated

Please tick as many as you know the information sources and resources for conflict resolution,

Radio/TV [ ] Eye witness [ ] Parties in the conflict [ ] Internet [ ] Journals[ ] Tape recorder [ ] Archives [ ] Billboard [ ] Computer [ ]Telegrams [ ] Telephone [ ].

Section F: The Impact of Information on Conflict Resolutions in the States Studied

Please tick as many as possible the Impact on ethno-religious conflict Resolution.

Resolve conflict [ ] Settle marriages [ ] unity [ ] peace and stability [ ] development [ ] Improve economy [ ] Foster good relationship [ ] good governance [ ] political stability [ ]