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## Social conflict, security and peace building in the information communication age

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**Summary.** This article is an opinion paper that critically utilised content analysis of secondary data to arrive at its conclusions and inferences. It is not an empirical research paper. It takes a look at the existing synergy within media, peace building, conflict management systems (CMS), and security. Using the insight from the realist theory of international relations and offense/defence theory, it advocates active involvement of information communication technology (ICT) to preach confidence and peace. It questions CMS without media involvement, with the understanding that information system management (ISM) can either increase or decrease conflict eruption. The paper analysed ICT and how it affect security gadgets and real human security. It also considered ICT as a driver of social conflict and security. The paper saw effective peace building as a product of proactive ICT.

**Key words:** media, social conflict, ISM, ICT, peace building, CMS, security

### Introduction

Communication is central to all aspects of work in conflict and post-conflict settings. The use of traditional or mass media (radio, TV, print journalism) or even social media have long been acknowledged as playing a crucial part in providing information and messaging that can shape popular views<sup>1</sup>. As we know, these

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<sup>1</sup> D.O. Igwe, *The Roles of ICT Development in Open and Distance Education: Achievements, Prospects and Challenges*, "African Journal of Teacher Education", 2012, vol. 2, no. 2; idem, *Perception of Electoral Violence in Ibadan, Ibadan, Oyo State Nigeria*, Taylor & Francis, "Rutledge International Journal of Democracy and Security", vol. 8, issue 1, March 2012, p. 51-71.

tools of communication have been used to incite violent conflict (for example, the Arab spring) and also preach peace (for example, Desmond Tutu mediation and reconciliation in South Africa).

Technological innovations have created new opportunities and outlets through which communication can easily engage conflict and prevent it from spreading to ensure sustainable peace. There is power in spoken word. Life and death are in the power of the tongue. In particular, the spread of mobile phones, crowd sourcing technologies, and social media networks, have made information flow without the restriction of time and space. Information flows amplified the concept of the world described as a global village. New spaces opened up for the involvement of individuals, communities, and states, to play roles in the various phases of the conflict cycle, as well as, peace building<sup>2</sup>. In recent years, the use of these new technologies has changed the nature of communication flow that contributes to crisis and disaster response, conflict monitoring and early warning, civilian protection, community peace building, and state-building activities.

According to the findings in ICT for Peace Foundation<sup>3</sup>, it is suggested that we are moving from a rigid top-down hierarchical approach, to an increasing reliance on mobile, inclusive, interactive tools, building on a wealth of information gathered from locals and those outside of traditional development, humanitarian, and peace building communities. This transformative switch to a more bottom-up approach, focusing on the individuals and communities in crisis and conflict areas, not only creates opportunities for improved real-time communication with a range of agencies, but also creates opportunities for greater self-sufficiency in times of crisis and conflict. In essence, these new tools have changed what information can be gathered and accessed, who can participate in the communication process, as well as, who can be a peace builder.

A basic responsibility of governance in ancient times, as well as, in contemporary times, has been the provision of sustained security for the citizenry. This responsibility provides the foundation for the growth and development of the society. However, the existence of a relative level of security in any environment does not in itself suggest the absence of conflict which Imobighe<sup>4</sup>, described as “a condition of disharmony” or the “direct result of a clash of interests by the parties involved in local, national or international process.” In essence, individuals, groups, and communities are bound to pursue different interests or agendas, including divergent means to achieve their interests or goals.

<sup>2</sup> D. Coyle, P. Meier, *New Technologies in Emergencies and Conflicts: The Role of Information and Social Networks*, UN Foundation and Vodofone Partnership, Washington D.C. – London U.K. 2009.

<sup>3</sup> ICT for Peace Foundation, *Peacebuilding in the Information Age: sifting hype from reality* ICT for Peace Foundation, Jan. 2011

<sup>4</sup> T. Imobighe, *Conflict Resolution Techniques*, in: *Summary Report and Papers Presented at the Seminar on conflict Management Mechanism by Africa Leadership Forum* 1993, pp. 37-48.

In light of these scenarios, conflict becomes inevitable and it is perhaps apt to say that conflict is an inextricable feature of human existence. As to the desirability, or otherwise, of conflict to human existence, there are divergent opinions<sup>5</sup>. According to Burton<sup>6</sup>, conflict is “an essential creative element in human relations” and one of the driving forces behind societal development. The importance of this assertion shows that conflict has an intrinsic dynamism that must never be suppressed or else the society runs the risk of lapsing into stagnation. This is not to say that conflicts are always a driving force behind societal development, as they can also impact negatively on the society. Whichever way conflicts are viewed, they need to be managed so as to be able to build bridges of understanding and respect across the society.

Lives have been destroyed. The management of such conflicts, with specific reference to their resolution, has been anything but superficial, and actually reactive in nature rather than being proactive. A situation whereby conflicts are allowed to erupt before measures are taken to arrest the situation is an antithesis of good governance. Rather, a more cost-benefit approach to conflict management, and specifically a preventive one, is considered desirable. The objective of this exercise is therefore to discuss the place of an information communication system as an early warning mechanism for conflict management, so as to ensure social security in the country.

## **1. Conceptual Clarification**

The Communication for the Development community has long argued that effective information and communication processes are prerequisites for successful development. Proponents argue that communication and information flows are the lifeblood of development projects; an integral part of empowering and enabling a healthy and vibrant civil society; essential for the creation of efficient and effective economies; and a critical component of social security.

Information is one of the most used everyday words, yet it is one of the most misunderstood. This is so because conceptually, information is, more often than not, taken for granted in that it lacks what can be referred to as a consensual or standard definition. This has in turn given the liberty to scholars to bring their individual perceptions of the concept to bear weight on their written work.

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<sup>5</sup> N.M. Fradser et al., *Conflict Analysis Model and Resolution*, Elsevier Science Publishing Co., New York 1984, p. 3; W. Christopher, *The Mediation Process: Practical Strategies for Resolving Conflict*, Jossey Bass Publishers, London 1987, p. IX; J.W. Burton, *World Society*, University Press of America, Lanham 1987, pp. 137-138; T. Imobighe, op. cit.

<sup>6</sup> J.W. Burton, op. cit.

Conscious of this lacuna Losee<sup>7</sup> attempted a generalist description of the concept when he said that information “is produced by all processes and it is the values of characteristics in the processes output that are information”. This description underlines the cognitive attribute of information which is similar to Saracevic and Kantor<sup>8</sup>, who conceived information as a phenomenon “which affects or changes the state of a mind” of an individual or groups. The emphasis here is the important role of information as a facilitator in any decision-making process, conflict resolution, peace building and social security. This has been succinctly stated by Aiyepeku<sup>9</sup>, who defined information “as data of value in planning (and) decision making”. This definition was further augmented by Oladele who conceived information as:

Structured data of value which in themselves are the outcome of conscious observations, thoughts and actions either for immediate or anticipated communication and consumption<sup>10</sup>.

An explication of this definition shows that data is mere raw material that can only become information after careful analysis. Upon internalization, information becomes knowledge. In other words, data is of no value if not processed into information, which is meaningful only when it is internalized to become knowledge. Herein lays the Trinitarian concept of information. The three concepts, as variants of each other, are therefore used interchangeably in this exercise. Closely related to these variants is the intelligence report, which is the result of data gathering and analysis on specific subjects or targets for specified objectives.

## 2. Nigerian Experience

In Nigeria, for instance, over centralisation of political power that directs other social, economic, and political exigencies has, over the years, culminated into a very strong centre and very weak federating parts. The result is intense competition for identity and relevance instead of market and institutional competition for global relevance. These led to the identity crisis of various dimension, and the emergence of violent conflicts of interest, fostering increasing cries against domination and marginalisation. While the dominated weep, the dominant proponents work hard over the years

<sup>7</sup> R.M. Losee, *A Discipline Independent Definition of Information*, “Journal of the American Society for Information Science”, 1997, 48(3), pp. 254-269.

<sup>8</sup> T. Saracevic, P.B. Kantor, *Studying the Value Library and Information Services*, Part 1: *Establishing Theoretical Framework*, “Journal of the American Society for Information Science”, 1997, 48(6), pp. 527-542.

<sup>9</sup> W.O. Aiyepeku, *The Perception and Utilization of Information by Policy-Makers in Nigeria*, “Lagos: National Library of Nigeria. XIV”, University of California Press, XXIV, 1989, p. 320.

<sup>10</sup> B.A. Oladele, *National Information Policy and Resource Sharing: A Case for Nigeria. A paper presented at the National Library/UNESCO Seminar at ASCON*, Badagry 1991, p. 24.

using state coercion and the media to sustain their interest, periodically create uneasy peace, and project themselves as the solution to the conflict. Once invited to give the solution, they hijack state institutions, and redirect them into dominant interest institutionalisation. These have had some grievous implications on the polity, economy, and social relations in the country. The military incursion into Nigerian politics did not stop this, but amplified it, and entrenched itself into the body of politics challenging various efforts to demilitarise Nigerian society, even in democracy. The concept of diarchy<sup>11</sup> became popular. State media no doubt under this situation can swing in favour of personalised politics instead of public or state interested politics. This scenario not only challenges peace building efforts but also consists of the micro and macro underpins of the conflict and security present in the country today.

### **3. How ICT Fosters Social Conflicts, Security and Peace Building**

A problem that frequently arises for states in international politics is that of how to deal with one particular state's rapid growth in power and subsequent hegemonic ambitions. The "standard solution" provided by the realist theory of international relations (IR) is that of other states increasing their power (internally balancing) or allying with others (externally balancing) in order to counter the rising power, and thus ensure their own security and survival. Kenneth Waltz, one of the founders of structural realism, contends that in an international system characterized by anarchy, where no overarching government exists to enforce laws, "balancing, not band wagoning, is the behaviour induced by the system"<sup>12</sup>. The implication of the foregoing is that in this shadow of hegemony, strategic choices are made through the instrumentality of ICT as the vehicle of propaganda and diplomacy that conveys strategic positions and decisions of the state. It is the contradiction of these ICT driven social and traditional media manoeuvrings that can either engender social conflict or provoke peace building in power balancing that either ensure security or compromises it.

### **4. ICT, Security and Military Technology**

Proponents of offense/defence theory often attribute the changes in a nation's offense/defence balance (ODB) to alterations in its military strategies. ICT plays the role of whistle blowers to these strategists to fine tune their choice of deci-

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<sup>11</sup> I. Dickson Ogbonnaya, *The Roles of...*; idem, *Perception of Electoral...*

<sup>12</sup> K.N. Waltz, *Theory of International Politics*, McGraw-Hill Publishing Company, New York 1979, pp. 125-126.

sions. They assume that when a nation's technological capabilities favor offense, the state will be inclined to adopt an offensive military strategy; similarly, when a nation's armed forces have a defensive advantage, the state will be disposed to pursuing a defensive strategy<sup>13</sup>. In essence, offense/defence theory views adjustments in military doctrine as the product of changes in the balance of military capabilities. This adjustment is facilitated by ICT and it can induce a favour of peace and security or induce conflict. It is important to note that changes in the ODB that affect the development of military doctrine and the adoption of new military strategies directly depends on the dynamics of ICT.

A quick review of the history of technological development makes this point quite clear. Humanity has gone through six distinct periods of military technology: the stone Age, the age of metal, the age of gunpowder, the era of mechanized warfare, the nuclear age and the current era of information based warfare<sup>14</sup>. There were thousands of years between the first three periods, and a few hundred years between gunpowder and mechanized warfare. The three last eras each lasted 50 years, and the rapid escalation from one era to the next is attributable to snowballing technological development of the ICT industry. Starting from 1945 and counting the 1991 Persian Gulf War as the beginning of the era of information based warfare, there were 46 years between the latest two eras<sup>15</sup>. Within each age, military technology underwent relatively small incremental advancements, but the development of anti-tank technologies in the era of mechanized warfare was a serious breakthrough, as it helped to neutralize the tank power offensive.

Information Communication Technology wields a profound influence over the course of any armed conflict. When military technology undergoes significant change, the very nature of warfare has to follow suit. In formulating military doctrine, nations need to be cognizant of the structural influence that technology has over strategy. Theoretically, when the independent variable (military technology) undergoes change, the dependent variable (military strategy) should also be affected.

## 5. ICT driven Machine, Social Conflict and Security

These machines, specifically Drone, Missile launchers, and other warfare hardware, are expensive, lethal, and precise in their killing; at least they are designed so to be. A creation of the nation's intelligence apparatus, they act as the new sol-

<sup>13</sup> S. Van Evera, *Causes of War: Power and The Roots of Conflict*, Cornell University Press, Ithaca, N.Y. 1999.

<sup>14</sup> Zhongguo junshi baike quanshu: zhangzheng, zhanglue et al., *Chinese Military Encyclopedia: War and Strategy*, Junshi Kexue Chubanshe, Beijing 1993.

<sup>15</sup> Xu Jin, *The Strategic Implications of Changes in Military Technology*, "Chinese Journal of International Politics", 2006, vol. 1, pp. 163-193.



diers abroad, innately non-emotive machines asked to perform the previous duties of an army combatant more efficiently and free of the inhibitive emotional affects on human cognizance. They kill their enemies but also can miss their targets and a study released last month shows that Drones miss their targets a lot. Months after, researchers at the University of Texas-Austin successfully fooled a drone into its own crash landing, proving the enormous security vulnerability of the aircraft. The study conducted by law professors at the New York University and Stanford argues that American drones are killing civilians in Pakistan's tribal regions and have had a "damaging and counterproductive effect" on the psyche and social welfare of residents there. Their claims are based on roughly 130 interviews with civilians living in the regions of Northern Pakistan where drone attacks are most frequent<sup>16</sup>.

The evidence gathered with the financial and logistical support of the activist group *Reprieve*, amongst others, directly challenges the Obama administration's official line that targeted drone strikes aimed at suspected militants in Northwest Pakistan's tribal regions are actually hitting their targets. According to data provided by the Bureau of Investigative Journalism, cited in the study, between 2,593 and 3,373 people have been killed in CIA drone strikes in Pakistan since 2004, and between 474 and 884 of those killed were civilians, a figure representing a possible 25 percent of all deaths. Millions of Americans are still unaware of the existence of drones, or unmanned combat aerial vehicles, despite billions of taxpayer dollars spent over the last decade on research, production, and perfection of these devices<sup>17</sup>.

## 6. Reflections on Information Communication for Peace Building

In the arena of conflict transformation and peace building, communications have historically played a role in shaping the views of policy-makers and influencing popular opinion on conflicts. Starting with the Crimean War (print media), through the American Civil War (photo journalism and print media), World War II (cinema newsreels, radio and daily newspapers), as well as, the wars in the Persian Gulf (1991) and the invasion of Iraq (2002) (global television and the 24-hour news cycle), we can see how communication and media has shaped the views of policy makers, and the public, on war and the prospects of peace.

With the accelerating pace of change and the use of an increasingly diverse range of communication tools, we have seen a shift from the institutional, vertical realm to the new communication space characterized by the merging of mass me-

<sup>16</sup> D. Medina, *American Drones Killing a Generation of Pakistan*, "Huffington Post", November 2012, 16.

<sup>17</sup> Ibidem.

dia and the interactive, horizontal networks of communication. Castells<sup>18</sup> suggests this has given rise to a new form of communication – mass self-communication – through the Internet and wireless communication networks. We have seen in the recent events in the Middle East how this form of communication has enabled social movements to organize and bring about revolutionary social change.

Within the peace building profession, the role of communications has been relatively unexamined until recently. The influential work of Kalathil, Langlois and Kaplan<sup>19</sup> provides a rare examination of the role of communication and media in post-conflict and fragile states. They observe that nearly every post-conflict intervention involves some aspect of communication, from messaging on distinct topics, to encouraging national dialogue, and even rebuilding destroyed media infrastructure and institutions. They conclude that “both in research and in the field, communication remains an afterthought, frequently treated as part of the public relations strategy rather than an integral and technical component of the post-conflict stabilization and reconstruction process. Because of this, there is very little understanding of the role that communication processes play in the numerous strands of post-conflict reconstruction, including peace building, governance, and long term development”<sup>20</sup>.

At the same time, the authors recognize that the media and communication sector can be an important element of stabilization, reconstruction and peace building challenges. Over the last several years, Kalathil, Langlois and Kaplan<sup>21</sup> note that communication-based activity has been used to support humanitarian relief, improve governance, and contribute significantly to the process of reconstruction, stabilization, and social security. In terms of identifying the strands of practice in Communication for Peace building, one can discern interventions that have contributed to managing expectations, building both trust in and the oversight of state institutions, aiding the formation of an inclusive national identity, and fostering a participatory and engaged citizenry.

## 7. Analysis Framework

In the context of the traditional African conflict management system, the popular saying that, “words are used to search for missing links” is indicative of two factors; in the first instance, the saying underscores the importance of dialogue in the African traditional system of conflict adjudication and resolution; secondly,

<sup>18</sup> M. Castells, *The Rise of the Network Society, the Information Age: Economy, Society and Culture*, vol. I, Blackwell, Cambridge, MA–Oxford, UK 1996, 2ed. 2000.

<sup>19</sup> S. Kalathil, J. Langlois, A. Kaplan, *Towards a New Model. Media and Communication in Post-Conflict and Fragile States*, CommGAP, World Bank 2008.

<sup>20</sup> Ibidem.

<sup>21</sup> Ibidem.



conflicts are products of their environment and as such, mechanism for their resolution must be derived from the same environment. This implies that break out where not enough warning exist. This is a gap that media can fill through adequate sensitisation and reporting. Accordingly, for an early warning mechanism for conflict resolution or peace building to be effective, it has to be institutionally based and structurally designed in a way that it can absorb input from the environment, as well as, releasing its output to the same environment. As an institutional arrangement, the system relies on budgetary allocation and control for its general provisions and achieving the objectives of the system.

As a structural phenomenon, it relies on information management processes of data or intelligence gathering, storage, processing and dissemination, all within a wider context of control and monitoring. These activities become crucial against the background of the objective of the system serving as an arrangement for pre-empting eruption of conflicts within a targeted location or community. Such a system must be robust enough to be able to sound the alarm bell of conflict eruption in an environment, well ahead of time. The predictive ability of the system must of course be coupled with the ability to indicate measures for managing the conflicts. In other words an early warning mechanism is dynamic and intelligent to the extent it is capable of combining prophylactic and curative measures vis-a-vis conflict resolution or management.

## **8. Early warnings and the risk of conflict**

Early warning is concerned with the prevention, mitigation, or management of violent conflicts. An early warning is defined as the communication of information on a crisis area, analysis of that information, and the development of a potential, timely, strategic response options to the crisis<sup>22</sup>. An early warning differs from intelligence systems in that the early warning is not concerned with a direct threat to the gatherer or analyser of the information, or those contemplating a response. In recent years the problem of obtaining early warning information has received a great deal of attention not only within the United Nations, the European Union and governments in developing countries, but also from NGOs and research specialists. The aggregation, appropriation and dissemination of conflict related information suffer setback due to political interference notwithstanding the proliferation of new media platforms like social media. This has exacerbated conflict in that the efforts against conflict are more of intervention instead of preventive measures.

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<sup>22</sup> H. Adelman, *Difficulties in Early Warning: Networking and Conflict Management*, in: *Early Warning and Conflict Prevention. Limitations and possibilities*, ed. K. van Walraven, Kluwer Law International, The Hague 1998, p. 52.

Similarly, the more difficult problem of marshalling a timely and effective response to warnings, has received much less systematic attention. A major problem is one of political will and overriding entrenched interests. Early warning rarely leads to effective and timely response. One of the reasons for this is that an early warning is largely a technical exercise, while early response is a political exercise. There needs to be political will to prevent, rather than intervene, but all too often the will is just not there. The entrenched interest is usually so powerful to be technically diffused because of their firm control of the media and vast manipulative network mobilised to ensure no part of their interest is compromised. An example can be drawn from the Egyptian revolution and the place of their politically powerful military interest.

There is an intrinsic link between the collection and analysis of information and the intended response. In fact, the design and management of early warning systems should be intimately connected with the task of determining responses to warning. The following factors, by and large, can afflict the analysis of information (like early warning signals): incredulity, mind-blindness, and shadow and noise<sup>23</sup>. “Shadows” are referred to as external blinkers.

## 9. Information System and Management

The efficiency and effectiveness of an alerting mechanism for conflict management or peace building is contingent on the existence of a functional information system. Such a system must be intelligent enough to combine the capacity for providing answers to queries submitted to it, with the ability to make some smart predictions as to the future upsurge in crises in its targeted area. Some of the examples of the queries should be able to proffer answers to conflict antecedents, who are the actors or parties in a conflict, their objectives and their *modus operandi*. To be able to perform these functions effectively, an information typology, such as indicated below, is illustrative from the system input-output perspectives.

The predictive ability of the system is, to a larger extent, predicated on the design approach adopted with particular attention to the trade off between recall, precision, and the frequency with which the system is being updated. A design approach emphasizing high recall will have less precision hits, and the inverse is true in the case of emphasis on precision, which can be more beneficial to an information system for peace building. For instance, a situation whereby a system shows increased mobilization of personnel and arms build-up, coupled with discomfort-

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<sup>23</sup> H. Adelman, A. Suhrke, B. Jones, *Early Warning and Conflict Management. The International Response to Conflict and Genocide: Lessons from the Rwanda Experience*, Joint Evaluation of Emergency Assistance to Rwanda, 1996, p. 68.

ing utterances by the players in a conflict, are sure indices of a heightened level of insecurity. Information management is the pivot around which an early warning mechanism for peace building revolves. This, is more so that conflicts cannot occur in a vacuum but against the background of the interplay of factors, such as those related to politics cum socio-economic conditions, resources, and historical antecedents. These factors or elements serve as warning indicators, or information, around which an information system for decision-making can be based with respect to conflict management.

As a process, information management is geared towards a holistic harnessing of information pertaining to a subject or an issue, with focus on the attainment of a specific objective, namely, peace building. Thus information management involves data sourcing, processing and analysis, storage, retrieval and delivery. The totality of these activities combines to give value to information as a strategic resource upon which decisions can be predicated.

In the contemporary global environment, information management has assumed a new dimension with the ever-converging power of information and communication technologies (ICTs) such as electronics, including computers and telecommunications. As tools, the technologies have not only made it possible for large areas to be monitored remotely, but to also gather an equally large volume of information or data to be managed irrespective of spatial and time limitations. In much the same way, technologies have also made it possible for two or more people to share information simultaneously with little or no cost. Such is the importance of ICTs that it is absolutely inconceivable in contemporary society to think of an arrangement of early warning for peace building outside the convergence of these technologies. The advantages of these technologies lie in their capacity for high information recall, precision, and delivery<sup>24</sup>, all of which are major requirements for decision making in conflict situations.

## **Conclusion**

The underlying assumption of this paper has been that conflicts are human-centred occurrences that follow certain discernible patterns and rhythms that are amenable to prediction ahead of their final eruption. Unfortunately, the preponderance of conflicts in Nigeria cannot be separated from the palpable disregard of early warning signs, which are contained in intelligence (information communication) reports to those who should act. This in itself in more ways than one confirms the

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<sup>24</sup> N.M. Adeyemi, B.A. Oladele, *Information Management for Drug Trafficking and Control in Nigeria*, "Nigerian Journal of Policy and Strategy", vol. 10, no.1, 2, June/December 1995, 1994/5, pp. 87-97.

belief that the concept of an early warning mechanism for peace building revolves around information system design, all within a framework of information management.

The interplay of elements in the information system with the activities constituting information communication management provides the warning indicators. However, it takes not only a perceptive person to identify and understand these indicators; it also requires a political will-power to utilize the indicators for decision-making with respect to nipping the potential conflicts in the bud. A preemptive approach relying on a warning mechanism is not only cost effective but more visionary vis-a-vis peace building.

It is important to observe that peace building is a collective responsibility of citizenry of the country, and in particular, the security agencies whose goal is to ensure social security of all citizens. Different security agencies in a country work as separately using their own efforts and cause a duplication of energies and a waste of resources. A linkage or networking arrangement for information sharing among the security outfits is certainly in consonance with an early warning system for conflict prevention and resolution.

An early warning information system for peace building can only be declared adequate to the extent it is reliable and intelligent. While reliability is a function of constant updating, a system is intelligent if it is capable of providing the indices of conflicts in the future. It is in this regard that a warning mechanism for peace building can be described as a facility for sounding the alarm bell of a potential conflict well ahead of its eruption.

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## Konflikt społeczny, bezpieczeństwo i budowanie pokoju w wieku teleinformatycznym

**Streszczenie.** Artykuł przedstawia osobisty punkt widzenia autora i w żadnym wypadku nie ma charakteru badania empirycznego. Analiza danych wtórnych posłużyła do sformułowania wniosków. Celem pracy jest przedstawienie efektu istniejącej synergii mediów, budowania pokoju, systemu zarządzania konfliktem (CMS) oraz bezpieczeństwa. Autor, posiłkując się teorią realizmu, zachęca do aktywnego zaangażowania technologii teleinformatycznych w propagowaniu pokoju i zaufania. Podaje w wątpliwość skuteczność CMS w momencie, kiedy system zarządzania konfliktem nie ma wsparcia za strony mediów. W takiej sytuacji zarządzanie systemem informacji może doprowadzić



do nasilenia lub osłabienia konfliktu. W pracy przeanalizowano założenia teleinformatyki (ICT) i to, jak wpływa ona na funkcjonalność narzędzi zabezpieczeń i prawdziwe bezpieczeństwo ludzi. Autor rozpatruje również ICT jako czynnik wpływający na konflikt społeczny i bezpieczeństwo oraz dostrzega rolę ICT w skutecznym budowaniu pokoju.

**Słowa kluczowe:** media, konflikt społeczny, ISM, TIK, budowanie pokoju, CMS, bezpieczeństwo