

Understanding Conflict Resolution

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Abstract

Conflict resolution has immense importance and relevance in present scenario. As we know across the globe countries are facing number of conflicts, social, economic, political, ethnic and other types of conflicts are prevalent which needs a solution only then people can live a peaceful life without any fear and danger. Conflict resolution is such a mechanism where conflicted parties come together and sort-out their incompatibilities and conflicts by peaceful means. It has been accepted by all stalwarts, academicians, civil society and prominent personalities of the world that war is the last option in politics which can only be interpreted as last resort. Conflict resolution as mechanism of peace building, peacemaking and peacekeeping includes only peaceful methods and techniques for the maintenance of peace and security and to protect the succeeding generations from the scourge of war, because war has the bad repercussions and ramifications. Today in renowned universities of the world conflict resolution is being studied as subject of discipline. Hence, conflict resolution can play a vital role to create awareness among people of the world that only in peaceful world people can survive and develop themselves. World had seen the consequences of first and second world war now they don't want to see another war which would be more dangerous in terms of disaster, and annihilations, the world have not so much resources to overcome its debt. Therefore, conflict resolution mechanism and confidence building measures can be adopted as a check or prevention over conflicts and peace could be maintained in easy way without following the way of violence.

Introduction

“Said the teacher to his Kinsman, ‘What is all this quarrel about, Great King? We do not know, Reverend Sir.’ ‘Who then would be likely to know? The commander-in-Chief of the army would be likely to know, ‘The Commander in-Chief of the army said, ‘The viceroy be likely to know.’ Thus the teacher put the question first to one and then to another, asking the slave labourers last of all. The slave labourers replied, ‘The quarrel is water Sir.’ Then the teacher asked the king, ‘how much is water worth, Great King?’ ‘Kathiya’s (warrior’s) worth, Great King?’ Kathiya’s are beyond price, Reverend Sir.’ It is not fitting that because of a little water you should destroy Kathiya’s who are beyond price.”¹ According to traditional wisdom, the warp and woof of history is the succession of human and social conflicts punctuated by wars and other forms of organized violence. It is only temporarily that swords are shielded and guns are silent. In viewing and reviewing the thousands of years of recorded history, what strikes the eye of the casual beholder and thus the great majority of humankind is the omnipresence of conflict.

Even in our intellectual vocabulary and in many of our respected dictionaries-peace is hardly more than truce : a temporary respite from violence with ultimate victory or defeat the paradigm. Modern states seek security through arms : they may aspire to peace but prepare for war. This perception of history and the human condition has no eternal validity. In today’s world, conflicts, wars, aggressions, incompatibilities and disputes are false means and false ends not to be adopted in modern and mechanized world. These are demerits of human civilization which are regarded as a menace to human survival and human development. There is no doubt in saying that modern world is the world of technologies of destruction, which can destroy human life twenty times over, and where the technologies of production, services and communications are sophisticated but vulnerable. Keeping in view the capacity and capability of the modern world, conflict is not an option but road to genocide, holocaust, mass-destruction as well as a great way towards annihilation.

Therefore, there is great primacy and relevance of conflict resolution mechanism to be adopted for the prevention of different conflicts. It is essential to mention here that war is the last option in political phenomenon. Conflict resolution is the best instrument to be used to minimize and mitigate conflictual situations into peace - building process. It can be said that conflict resolution is the best mechanism towards social justice, peace, harmony, cooperation and world brotherhood. It is best slogan of peacekeeping, peacemaking and peace-building among conflicted parties and war zones. Conflict resolution as a discipline has thrust upon that conflicts should be resolved only through peaceful means not through violent means of destruction.²

Meaning and Definition of Conflict Resolution

“Conflict” is term used to mean a variety of things, in an assortment of contexts under the mantle of conflict are words such as, serious disagreement, incompatibilities, fight, argue, contest, debate, combat, clash and war etc. These are the equally evocate terms to understand the term conflict or to know which description of behaviour fit under the title of conflict. According to Bercovitch, a situationalist thinker defines conflict as a “situation which generates incompatible goals or values among different parties.”³ According to Lewis coser an American sociologist defines conflict as the “Clash of values and interests, the tension between what is and what some groups feel ought to be.”⁴ This was all about the word conflict, now we have to understand the real connotation and meaning of resolution. The word “resolution” means, The quality of being resolute, A firm decision, An expression of opinion or intensions agreed on by a legislative body, The action of solving a problem or dispute, The process of reducing or separating something into components.⁵

Thus, we can preliminary define conflict resolution as a situation :

“Where the conflicting parties enter into an agreement that solves their central incompatibilities, accept each other’s continued existence as parties and cease all violent action against each other.”⁶ Conflict resolution refers to a range of process aimed at alleviating or eliminating sources of conflict. Conflict resolution is an umbrella term for a whole range of methods and approaches for dealing with conflict: from negotiation to diplomacy, from mediation to arbitration, from facilitation to adjudication, from conciliation to conflict prevention, from conflict management to conflict transformation, from restorative justice to peacekeeping.

Evolution of Conflict Resolution

Conflict resolution as a defined specialist field has come of age in the post cold war era. It has also come face to face with the fundamental new challenges. It started in 1950s and 1960s, at the height of Cold War when the development of nuclear weapons and the conflict between the super powers seemed to threaten human survival. A group of pioneers from different disciplines saw the value of studying conflict as a general phenomena, with similar properties whether it occurs in international relations, communities, families or between individuals. They saw the potential of applying approaches that were evolving industrial relations and community mediations settings. A handful of people in North America and Europe began to establish research groups to new ideas. Nevertheless, the new ideas attracted interest and the field began to grow and spread scholarly journals in conflict resolution were created by the 1980s, conflict resolution ideas were increasingly making a difference in real conflicts. In South Africa, for example the centre for inter-group studies was applying the approaches that had developed in the field to the developing confrontation between apartheid and its challengers, with impressive results.

In the Middle East, a peace process was getting under which negotiations on both sides gaining experience of each other and of conflict resolution through problem solving workshops. In Northern Ireland, groups inspired by the new approach to set up community relations initiatives that were only reaching across community divides but were also becoming an accepted responsibility of local governance. In war-torn regions of Africa and South East Asia, development workers and humanitarian agencies were seeing the need to take account of conflict and conflict resolution as an integral part of their activities. By the closing years of the cold war, the climate for conflict resolution was changed radically. At the same time practitioners from various backgrounds were attracted to conflict resolution. International statesmen began to use the languages, International organizations set up conflict resolution Mechanisms and conflict prevention centres. A former president of United States of America Jimmy Carter became one of the most active leaders of conflict resolution and non-governmental organizations (NGOs), A Foreign Minister of USSR Eduard Schvarduadze, set up an organization to address ethnic conflict in the former Soviet Union.⁷

The first institution of peace and conflict research appeared in the twenty-year period between (1945-1965). The peace Research Laboratory was founded by Theodore F. Lentz at St-Louis, Missouri after the bombing of Hiroshima and Nagasaki in 1945. Kenneth Boulding born in North England in 1910. He was the great economist at the university of Michigan, he initiated the Journal of conflict Resolution (JCR) in 1957, and also set up the centre for Research on conflict resolution in 1959. John Galtung, he studied philosophy, sociology and mathematics as early as 1951, at the age of 21, he became influenced by Gandhian Ideas, which formed a persistent theme in his peace research. In 1958, he became visiting professor of sociology at Columbia University, returning to OSLO in 1960 to help and found a unit for research in conflict and peace, based within the institute for social research at the University of OSLO and the precursor to the International Peace Research Institute Oslo (PRIO). Galtung was also the founding editor of Journal of peace research, which was launched in 1964. John Burton was born in Australia in 1915. He studied in London School of Economics from 1938, gained a Masters degree and in 1942, a doctorate. His appointment coincided with the formation of conflict research society in London, of which he became the first Honorary Secretary.

An early product of this initiative was the publication of conflict in society. He formed an International Peace Research Association (IPRA), which held its first conference at Groningen in Holland in 1965. Burton Later spent a period in the mid-1980s at the University of Maryland, Where he assisted Azar with the formation of the centre for the International Development and Conflict Management. Adam Curle, and Elise were other great scholars who later on developed practice of mediation and new voices of conflict resolution. Growth of the Conflict Resolution as a Field of Study Since (1975 -2010)

- 1976: (Latin American Council for peace Investigation), Latin American regional affiliate of IPRA Guatemala.
- 1979 : University of Ulster, Centre for the study of conflict (Northern Ireland).
- 1980 : University for Peace, UN University, Costa Rica.
- 1982 : Carter Centre : International Negotiation Net Work.
- 1984 : Nairobi Peace Group (from 1990, National Peace Initiative).
- 1984 : United States Institute of Peace Washington.
- 1985 : International Alert, United Kingdom.
- 1986 : Conflict Resolution Network, Australia.
- 1986 : Harvard Law School, Program on Negotiation.
- 1986 : Jean B. Kroc Institute for International Peace Studies, University of Notre Dame, U.S.A.
- 1988 : Institute for Conflict Resolution and Analysis, George Mason University, USA.
- 1988 : Austrian Study Centre for Peace and Conflict Resolution/ European Peace University.
- 1990 : Centre for Conflict Resolution, University of Bradford.
- 1991 : First European on Peacemaking and Conflict Resolution, Istanbul.
- 1991 : Gastonz. Ortigas Peace Institute, Philippines.
- 1992 : Centre for Conflict Resolution, University of Cape Town South Africa.
- 1992 : Institute for Multi -Track Diplomacy Washington.
- 1992 : Academic Associates Peace Works, Nigeria.
- 1992 : Institute Peruano de Resolution de Conflicts, Negociation, Medicacion, Peru.
- 1993 : Berghof Research Centre for Constructive Conflict Management, Berlin.
- 1993 : Organization of African Unity, Mechanism for Conflict, Mechanism for Conflict, Prevention, Management and Resolution.
- 1993 : University of Ulster/United Nations University : Initiative of Conflict Resolution and Ethnicity (INCORE).
- 1994 : The Organization for Security and Cooperation in Europe.
- 1994: (Ibero-American Conferences on Peace and the Treatment of Conflicts), Chile.
- 1994: International Resource Group Somalia, Kenya, Horn of Africa.
- 1995 : UNESCO'S Culture of Peace Programme.
- 1996 : European Centre for Conflict, Prevention, Holland.
- 1996 : Forum on Early Warning and Early Response-London.
- 2000 : The Nelson Mandela Centre for Peace and Conflict Resolution-Jamia Millia Islamia, New Delhi.
- 2010 : PG Diploma in Conflict Resolution- Department of West Asian Studies, Aligarh Muslim University.⁸

The Role and Importance of Conflict Resolution

In today's global arena conflict resolution has immense importance and relevance. It can be said without any doubt, that only through the conflict resolution mechanism, conflicts, rivalries disputes and incompatibilities can be checked and minimized and peace can be established. This is the reason, that mindset of the great leaders, stalwarts, distinguished academicians, think tanks, media and civil society have laid much thrust upon the concept of conflict resolution. It is here to mention that conflict resolution as a mechanism of peace-building and peacemaking process. Conflict resolution as a discipline of peace study lays emphasis upon that all conflicts of human society should have to be resolved by peaceful and non-violent methods such as, through diplomacy, communication, negotiation, summits conciliation, arbitration, mediation and through cooperative and confidence-building measures, etc. In contemporary world the role and primacy of conflict resolution can not be ignored it is justified. It is well known that "violence begets violence" and humanity can be preserved and protected from the onslaught of war and holocaust only, when conflicted parties are prepared to adopt conflict resolution mechanism for solution of their disputes. Nelson Mandela once time says to South African's, "Friends, Comrades and fellow South Africans, I greet you all, in the name of peace, democracy and freedom for all."⁹ The pope, Drogheda of Ireland, says in Ireland in 1979, "On my knees, I beg you to turn the path of violence and return to the ways of peace. You may claim to seek justice. But violence only delays the day of justice, do not follow any leaders who train you in the ways inflicting deaths. Those who resort to violence always claim that only violence brings change.

You must know that there is a political and peaceful way to justice.”¹⁰ In summation, it can be said conflict resolution has played a vital role among conflicted parties and in war zones. In other words conflict resolution is the best device of balance and equilibrium among the disputed parties. Conflict resolution is an integral part of social justice and social transformation which aims to tackle the human crisis and divisions through the peaceful means and avoid conflicts among the nation states. Conflict resolution is the best weapon through which the entire humanity and posterity can be protected from the scourge of war and violence. It can be argued that conflict resolution mechanism is the protector, guardian and custodian of the peace, harmony, social justice, world brotherhood and equity across the globe.¹¹ Causes and Forms of Conflict Conflict is a condition of opposition or antagonism. Group conflict is the social process in which individuals or groups seek to achieve their ends by directly challenging the antagonistic party or group due to emotional on account of opposed or contradictory impulses; contradiction is generally by recourse to violence or by administering threat of violence.

Cognizance of difference between them-physical, emotional, cultural, in behavioural traits, attitudes, on the basis of values, etc. Hence, conflict is a complex phenomenon because emotions, feelings and values are at its core and group cohesion is so strong that resolution of conflicting situation is very difficult, sometimes impossible. In every society there are different types of causes and forms of conflict such as, personal conflict, racial conflict, class conflict, political conflict, conflict of values and conflict of interests, communal and non-communal conflicts, ethnic conflicts, ideological conflict, cultural conflicts, economic conflicts and social conflicts, etc.¹² Society can not be understood without understanding the different interests of people. Every person wants to achieve rewards and escape from punishments. Human resources are limited it also causes conflict in human society. It can be said when people are being exploited and marginalized socially, economically, politically and through other means then conflict starts in society or in a country.

It is noteworthy to be mentioned that conflicts starts among people due to clash of interests and gains. Same is the case among the nation states. Today's politics can be understood as the politics of haves (capitalists) were have-nots (proletariat) have no much role to play. It can be said that today's democracy is the democracy of elites. Conflicts in human society could be resolved when we will give equal parallel and due share to the marginalized, downtrodden and subaltern groups in society. In different societies there are different types of conflicts for their resolution we have to use different types of methods and techniques which must be peaceful and non-violent. It is mentioned here that war is the lost resort in political phenomenon. We have to sort-out conflicts keeping in view the root causes of conflicts and remedied and checked them with peaceful means.¹³ Methods and Techniques of Conflict Resolution The aim of conflict resolution is not the elimination of conflicts, which is both impossible and undesirable, rather the aim and primary objective of conflict resolution is to transform actual or potentially violent situation into peaceful process. For social transformation and political change there are various methods, but it is not easy task to mention all of them, rather certain distinguished methods are going to be discussed here :

Negotiation

Negotiation is a discussion of two or more people with the goal of reaching on agreement. The first strategy that people can use during conflict is negotiation. Negotiation is an integral part of every human activity. More important for limitation of conflict is process of negotiation. The term negotiation could be taken to mean all the interactions, strategies and face to face efforts to argue with and modify the position of an adversary.¹⁴

Mediation

Mediation is a voluntary and confidential is another method for handling conflict and is becoming an increasing popular term in the discussion of conflict resolution. Fulberg and Taylor define term Mediation, as the process by which participants come together then with the assistance of a neutral person or persons, systematically isolate disputed issues in order to develop options, consider alternatives and reach consensual settlement that will accommodate their needs.¹⁵

Arbitration

Arbitration is another method often mentioned process in handling conflict. Goldberg describes arbitration as often voluntary, final and binding. Arbitration in other words means, settlement of dispute by the award of a tribunal which gives effect to existing laws and which binds the parties.¹⁶

Adjudication

Adjudication is the process with which most people are familiar; many litigants use the courts in an effort to resolve disputes and conflicts between conflicted parties.

Bargaining

Bargaining is also a method of conflict resolution. Bargaining is a kind of dialogue which allows each party to put forward its demands.

Demands can be ascertained by arguments over the merits and demerits of each party. Each side seeks to explore and exploit the values of the other side. Similarly, bargaining gives one the chance to get the opponents view point. It is an occasion to see the other side of conflict. If there is a reason (or merit) in the opponents claim, bargaining will reveal it. It helps to arrive at just and mutually satisfactory ends i.e. collective security.¹⁷

Persuasion

Perceptual theorists define persuasion as “altering the persons perception of any object of his attitude”. Persuasion is the right means of effecting change. Gandhi maintained that, “no man can claim that he is absolutely right and the other is wrong.”¹⁸ Everybody has the free will and right to decide his own. However one can motivate and guide the wrong doer to understand the matter in a better way. That’s through persuasion.

Communication

A cooperative process is characterized by open and honest communication of relevant information between participants. Each should be interested in informing as well as being informed by other. Lack of communication. Misleading communication gives rise to mistrust, suspicion, espionage and finally it leads to conflict. Therefore, communication should have to be precise, clear, simple, unequivocal, etc.¹⁹

Re-Conciliation

Boulding defines re-conciliation as that type of conflict situation in which the value system of the images of the parties so change that they now have common preferences in their joint fields they both want the same state of affairs or positions in the joint field so conflict is eliminated.²⁰

Cooperation

Cooperation is also regarded one of the essential methods of conflict resolution process. John Burton argues that all social conflicts emerge from the scarcity of resources.²¹ According to him resources are of two types: Material resources and Non-Material resources. He terms the later one as ‘social goods’ by social goods he means status, dignity, recognition, reverence and all human rights. People have differential access to material goods. So, scarcity is a reality in relation to this. Whereas social goods potentially are never in short supply. The point is given the natural dictum that Human’s as social beings out to live together which is possible only through willing consideration of others as equals, the problem of sharing scarce resources can be rectified only by the means of cooperation.²²

Encapsulation

Encapsulation is curbing the range of expression of conflict. It is “a procedure in which conflict parties agree on certain rules and parameters and avoid certain of the more extreme forms of conflict.”²³ Empowerment Lave and Cosmic says that the cause of violence and conflict is asymmetrical distribution of power.²⁴ In such case, empowerment of the weaker section would bring a natural remedy. Empowerment can be material, intellectual, psychological and physical etc. There are other techniques which can be used to prevent conflicts such as drawing the boundary, it avoids conflict proliferation and avoid the missing of the tracks, Task orientation could be used as a measure for collaborative effort among disputed parties, Fractioning conflict can also be used as a method to fractionate conflicts into smallest components, and dealing with them one at a time reduces the risk of all out conflicts, positive attitude is also one of the techniques to create an atmosphere of friendship, benevolence, harmony and willingness. Ethical values of truth, and honesty and sincerity are valid for all times.²⁵

Theories and theorists in conflict resolution

Since the mid-nineteenth century there have been a variety of theorists with conflict, of whom Karl Marx was perhaps the most noteworthy. The attention here is not to mention every theorist, who ever addressed the issue of conflict, but rather to examine briefly those who have had major impact on the study of conflict resolution.

George Simmel : Simmel sought to study the role of the individual in small groups, as well as the role of small groups in large social contexts. Simmel says, conflict is a socialization process, reducing the tension existing between the group members.²⁶ Simmel argues that humans have a need both of sympathy and of hostility. Simmel says conflicts could be resolved three ways, (a) Conflict may end in victory of one party over another; (b) Through compromise; (c) through conciliation. Simmel’s work is important in the study of conflict resolution, because he clearly articulated a positive social function for conflict.²⁷

Lewis Coser : Lewis Coser an American Sociologist, articulated his own vision of social conflict. He presented his thesis in his seminal work. *The Function of Social Conflict*, first published in 1956, in which he argued that conflicts serve a variety of useful purposes. He wrote conflict is not always dysfunctional for the relationship within which it occurs; often conflict is necessary to maintain such a relationship without going hostile towards each other and to express dissent group members might feel completely crushed and might react by withdrawal.

By setting free pent-up feelings of hostility, conflicts serve to maintain a relationship.²⁸ The most important contribution that Coser made to the study of conflict was to focus the minds of researchers on the role that conflict plays in a society-both functional and dysfunctional roles.

Kurt Lewin : Kurt Lewin, a German-born American academics wrote extensively on the subject of conflict. His contribution to the study of conflict is important for a variety of reasons. Most important of his contributions to the study of conflict was field theory. Field theory may be characterized as a method of analyzing casual relations and building constructs. The basic elements a Lewin's field theory included:

(a) Psychological explanation of behavior. (b) Systematic causation instead of historical. (c) Consideration of total situation. (d) An approach characterized by dynamics. Lewin argue's "whether or not a particular event will lead to a conflict depends largely on the tension level or on the social atmosphere in the group."²⁹ Key sources of tension in conflict settings include needs of satisfaction: "A need in the state of hunger means not only that a particular region within the person is under tension but also that a person as a whole is on a higher tension level. This holds particularly for basic needs, such as sex or security."³⁰ Lewins work has grown tripartite typology of conflict. The first type is approach-approach situations. A second type of conflict is avoidance-avoidance, where two forces are both undesirable. The third type of conflict is termed approach-avoidance, where a person faces choices that comprise both positive and negative characteristics. Lewins work is ultimately, of a very practical nature and meant so be applied to real situations. Thus, for lewin, there was a social responsibility that connected research an education. This clear bond between research, training and action has persisted in the study of conflict resolution.

Morton Deutsch: Morton Deutsch is an American psychologist who has made significant contributions to the study of conflict resolution. Central to his work has been the issue 'not [of] how to eliminate or prevent conflict but rather how to make it productive.'³¹ In conducting his research Deutsch has been guided by five assumptions:

(a) Each participant in social interaction responds to the other in terms of his perception and cognition of other. (b) Each participant in social interaction being cognizant of the other's capacity for awareness, is influenced by his own expectations concerning the others actions as well as by his perceptions of the other's conduct. (c) Social interaction not only is initiated by motives but also generates new motives and alters old ones. (d) Social interaction takes place in a social environment in a family, a group, a community, a nation, a civilization-that has developed techniques, symbols, categories, rules and values that are relevant to human interaction. (e) Even though each participant in social interaction, whether an individual or a group, is a complex until composed of many interacting subsystems, it can act in a unified way towards some aspects of environment. Deutsch believes that conflict resolution is primarily governed by the development of skill. The more skillful the party, the more likely that the conflict will be resolved. Deutsch has been a forerunner in emphasizing the subjective nature of conflict. In Deutsch's view the probability of conflict erupting. These factors are contact and visibility of differences, perceived incompatibility, and perceive utility of conflict.³²

Game Theorists

Game theory is the systematic study of problem-solving in cases where at least two interdependent parties are involved in seeking some outcome. It is used primarily by economists to study human problem-solving behaviour. Poundstone describes it as 'a rigorously mathematical study that evolves naturally from a reasonable way of looking at conflict. This theory was considerably advanced and developed by mathematicians and economists such as John Von Neumann and Oscar Morgenstern in their book "theory of games and economic behavior. Anatol Rapport, a co-founder of the Journal of Conflict Resolution, directly applied game theory in conflict resolution. Game theory is used to the model the ways in which people engage in conflict."³³

Conflict Transformation

The concept of conflict transformation was elaborated particularly in response to one prototype of intrastate conflicts. The 'protracted social conflict. This term was first time coined by Edward Azar in the Late 1970s. It is now widely used to describe long-enduring ethnopolitical conflicts. That share common features. Transformation comprises relief, rehabilitation, resettlement and reconstruction as well regaining humanity and working on reconciliation. Conflict Resolution and conflict prevention must include conflict transformation as a pre-condition that means that individuals groups who are involved in conflict should be enabled to deal constructively with causes of conflict and develop strategies in order to eliminate or overcome these causes. The concept of conflict transformation stresses structural, behavioral and attitudinal aspects of conflict. It refers to both process and the structure of moving towards 'just peace'.³⁴ According to Northrup, he says, the evolution of the school of conflict transformation centres on four assumptions found in conflict resolution. (a) Parties to conflict are rational. (b) Misperception constitutes central cause of conflicts. (c) Conflict resolution principles apply across social settings.

(d) High value is placed on peaceful resolution.³⁵

John Burton: John Burton, an Australian academic and one time permanent secretary of the Australian Department of External Affairs, he has written extensively on conflict resolution. Burton considers that the study of conflict resolution is, at its heart, a study of human behavior and relationships. It is insufficient to study only a 'psychological man' or economic behavior. Rather, Burton argues for a holistic approach, where in the entirety of the human person and social is studied. Burton sees satisfaction of human needs as being the primary source of human behavior. Furthermore, the satisfaction of needs can not be understood outside the social context. Therefore, the study of human behavior requires at once the study of total individual, but in the social context.

Burton has argued that what is needed in resolving conflict is a method where in the causes of conflict can be analytically understood and a method where in traditional power bargaining does not take place. This is often referred to as an analytical, problem-solving approach. Burton has picked up this thesis and has since argued: we are asserting that if there were to be discovered a definite set of human needs on the basis of which societies could be harmonious, major methodological problems in behavioral sciences and in policy-making would be avoided. If there would be a logical starting point of behavioral analysis, for there would be scientific basis for determining goals.³⁶ To Burton, the only way society can manage to prevent conflict is to ensure the satisfaction of everyone's basic human needs. The Burtonian method of conflict resolution can be used in all conflicts, in all times and in all places.

Conclusion

Human beings engage in conflict, aggression, warfare, violence seemingly equate with the human condition. Equally, humans have sought, as long as there has been conflict, to handle conflict effectively, by containing or reducing its negative consequences. Treaties, Cease-fires, agreements and handshakes are all symbols of human endeavours to reduce negative consequences of conflict. Conflict resolution as specialist field of study has been started in 1950s, and 1960s at the height of Cold War, when the development of nuclear weapons and the conflict between the superpowers seemed to threaten human survival. It is now recognized as a legitimate and important topic of academics study. Conflict resolution is an umbrella term for a whole range of methods and approaches for dealing with conflicts, from negotiation to diplomacy, from mediation to arbitration, from facilitation to adjudication, from conciliation to conflict prevention, from conflict management to conflict transformation, from restorative justice to peace-keeping. Thus, it can be said that conflict resolution is the best mechanism where conflict parties enter into an agreement that solves their central incompatibilities, accept each others continued existence as parties and cease all violent actions against each other.

Conflict is condition of opposition or antagonism. Conflict originates from different places, from different sources, occurs for varied reasons and in myriad forms such as, personal conflict, racial conflict, class conflict, political conflict, communal and non-communal conflicts, violent and non violent conflicts, cultural conflicts, religious conflict, conflict of values and conflict of interests, social conflict, economic conflict and ideological conflict etc. It can be argued that conflict emerges in human society due to clash of interests and gains. Marks was absolutely correct in his view point that history of the world is hither to nothing but it is a class struggle between haves and have-nots. It would be not wrong to justify that marginalization with weaker sections, downtrodden, and subaltern's is as old as history itself. It has created world of haves (Bourgeoisie) and have-nots (proletariat). It means when people are being discriminated and they are not getting their due share then it caused or leads towards conflict. In today's so called democratic world, conflict could only be solved through the peaceful methods and through peaceful techniques, as we know war is regarded as the last option or resort to sort-out the conflict. Without going to war conflicted parties can choose the process of negotiation, cooperation, diplomacy, reconciliation, summits and overall confidence building measures for the solution or for the transformation of the different conflicts.

The development of the conflict resolution as a specialist field of study was impossible without the contribution played by the prominent theorists, who have provided different theories for the peace-building process and for the management of conflicts. The very prominent among the conflict resolution theorists are, Kenneth Boulding, John Galtung, John Burton, Adam Curle, Elise, George Simmel, Lewis Coser, Kurt Lewin, and Morton Deutsch etc. Conflict resolution is applicable over the whole spectrum of societal relationships, usually referred to as the three levels of 'the personal, the local or the community, and the global. It can be located in a number of different disciplines including Psychology, Ethics, International relations, Sociology, Communications, Politics, Business and the law. Conflict Resolution is the basis for professional practice in numerous fields such as family and drug therapy, restorative justice, peace-making, peacekeeping and peace-building and alternative dispute resolution (ADR).

It can also provide useful practical skills in personal, professional or International settings. A number of reports from government and related agencies in recent years have made clear that Conflict resolution is increasingly seen by the executive branch of government as an efficient, effective, and economically attractive, "healing" and culturally responsive alternative to traditional court-based and legal models for setting disputes. A qualification in Conflict resolution can enhance your opportunities and provide you with capabilities for careers in both the public and private sectors, for example in teaching and education, human resources, law, the health professions, local and central government. The PAWSS activity codes suggest that the four main categories of graduate career activity are: research; activism and Lobbying; public education; and development work, intervention and relief services. Finally, it can be said that Conflict resolution has a vital role to play even in war zones, building peace in divided communities. It is an essential instrument of social justice and social transformation. It can be argued that Conflict resolution is an integral part of development, peace and cooperation it is such a mechanism which paves a way towards prosperity, tolerance, world brotherhood and humanity. It is a weapon which protects succeeding generations and posterity from the onslaught and scourge of war.

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