ICT Use in Conflict Resolution Training within Northern DRC Communities: An African Perspective

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Abstract

The Democratic Republic of Congo (DRC), particularly its northern regions such as North Kivu and South Kivu, has faced persistent conflicts due to ethnic tensions, resource exploitation, and political instability. The implementation of conflict resolution training programmes is seen as a potential solution within these communities. A qualitative approach was employed through semi-structured interviews with participants and stakeholders involved in conflict resolution training programmes. Data collection focused on ICT usage within these programmes and its perceived benefits and challenges by the communities. ICT use facilitated more frequent communication among community members, particularly youth groups who were often marginalized during traditional forums. A significant proportion (65%) of respondents reported improved understanding of peacebuilding concepts through ICT-based training sessions compared to conventional methods. The integration of ICT in conflict resolution training has shown promise for enhancing engagement and comprehension within Northern DRC communities, though challenges such as limited access remain. Policy makers should prioritise funding for ICT infrastructure development alongside traditional peacebuilding initiatives. Additionally, continuous professional development programmes for trainers are recommended to ensure effective use of these tools.

ABSTRACT-ONLY PUBLICATION

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