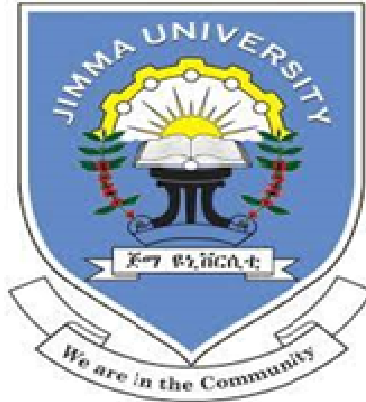*JIMMA UNIVERSITY*

COLLEGE OF LAW AND GOVERNANCE

DEPARTMENT OF GOVERNANCE & DEVELOPMENT STUDIES

Conflict Management Strategies in the Neighborhoods of Uffa Town in Gimbo woreda, Kaffa Zone, South Western Regional State, Ethiopia

By

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Thesis Submitted to Department of Governance and Development Studies in partial fulfillment of the requirements of Master of Arts (MA) Degree in Peace and conflict Studies

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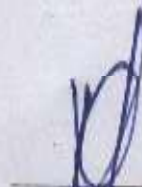## MA Thesis Defense Examination Parameters and Guidelines

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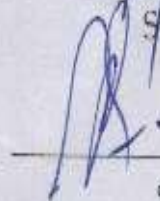
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Abstract

Conflict is natural and evitable. It can also happen any were and its sources are also varying. There are different kinds of conflict including conflict among individuals like neighborhoods. The purpose of this study was to assess Conflict Management Strategies in the Neighborhoods of Uffa Town in Gimbo woreda, Kaffa Zone. Mixed research approach with descriptive design was employed. Both primary and secondary data were used for the study. Data were gathered using questionnaire, Focus group and key informant. Quantitative and qualitative Data were gathered separately and analyzed separately. SPSS software version 25 was used for survey analysis and presented using descriptive statistics. Qualitative data was analyzed thematically. This study found that that neighbors' conflict is common and there are different cause and practices of its management. Among the various conflict resolution mechanisms, the traditional way of resolving neighbors' conflict is the commonly/frequently used method and effective method than the modern judicial system. The findings also indicted that conflict due children's affairs, land borders and falsified information are the main causes of neighbors' conflicts mentioned by household heads, focus group discussants and key informants. The study also found that in traditional method, there is a marked absence or inadequacy of enforcement mechanisms to affect what the elders and other traditional courts have ruled. The customary courts rely on goodwill of the society to adhere to its rulings. In terms of gender consideration there is a serious gender and age imbalance as women and youth are largely excluded from important community decision making processes. Women and children are there to be seen and not heard despite of the fact that they play a critical role in precipitating conflicts. The study proposes that there should be increased collaboration and networking between the government and traditional institutions of governance. In particular, the government should recognize and aid customary courts enforce their rulings. The elders should be trained on modern methods of arbitration and at minimum and traditional mechanisms of conflict management should be more sensitive to the universally accepted principles of human rights.

Key word: *Conflict, Conflict Management, Neighborhood Conflict, Negotiation, Ethiopia*

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List of Abbreviation

CIA- Central statistics agency

CRM- Conflict Resolution Mechanism

FGD- focus group

SPSS- Statistical Software for Social Science

TKI- Thomas and killmans instrument

CHAPTER ONE

INRODUCTION

1.1.   Background of the Study

Conflict denotes to a process of social interaction involving a struggle over claims to Resources, power and status, beliefs, and other preferences and desires.   Apparently, the potential sources of conflict are almost infinite, and the objectives, scope, Intensity, methods, number of participants, and outcomes may also vary greatly (Steven, 2005).

It is significant to define a process that resolves problems and encourages members to talk about the issues under conflict in a controlled and reasonable way, even if those issues are intensely personal. Many people are accustomed to avoid conflict at any cost, that conflict is bad which a failure is. Overcoming this tendency to avoid conflict is hard (ibid).

Interpersonal conflict is a situation in which one or both persons in a relationship are experiencing difficulty in working or living with each other. This usually occurs due to incompatible interest, needs or goals. The existence of conflict is usually indicated by negative feelings such as hurt, anger, confusion, etc. At this point, each person decides whether to confront the conflict openly and directly or to ignore it, suppress it, or withdraw from the situation. The decision to confront the conflict assumes that the potential benefits of confronting outweigh the possible costs and that confrontation is appropriate to the situation and the relationship (Fisher, 2006).

According to Fisher (2006), the productive resolution of conflict usually strengthens Relationships between individual/group, whereas destructive confrontation, e.g., blaming and name calling usually destroys relationships, or at the very least, weakens from their satisfaction and usefulness. Thus, it is very important how you confront the conflict once you have decided to intervene. Sandelin (1997) also stated that in some communities' interpersonal conflicts are expected to be resolved by the individuals, not the group. Some communities have the whole group take responsibility for conflict resolution between members and figure out who is responsible for interpersonal conflict resolution and set some community ground rules.

It is the daily phenomena to see conflicts between individuals, family members, neighbors, ethnic groups, clans, religious groups, neighboring countries, etc. It is possible to say that Ethiopian history is a history of war and conflict. Although this is the fact, starting from ancient time up to now, people are solving their problems through various ways and mostly by traditional ways.

Conflicts have existed between family members, neighbors, ethnic groups and clans among Ethiopian community. These conflicts resulted in loss of life and assets. As the result, so many conflict cases are presented to be resolved by the court (modern judicial method). However, there is a problem of resolving conflicts using modern judicial method like prolonged time, expensive, limited availability, shortage of man power and material resources. Furthermore, it does not solve the conflict at the grass root level which only tries to solve conflicts from the legal points of view. This condition sometimes aggravates the conflicts at worse condition.

Conflict can happen anywhere both at level of individual, group and neighborhood etc. People traditionally resolve their dispute with traditional conflict management among all societies of Ethiopia including kaffa people. However, there is lack of empirical study on traditional conflict management among kaffa people. According to (Bisrat, 2018) conducted research title on traditional conflict in kaffa society, found that causes of conflict are related to issues like land, marital, alcohol and clan conflict. Moreover, he found that the most common conflict Resolution mechanism endogenous to kaffa society which is unique to kaffa people are called Iqoo and tommo, shimglina is also widely used.

In general, conflict is healthy and a normal part of any human relationship. Usually, a disagreement is not resolved until we take charge and deal with it. There are also different methods that can be used to deal with interpersonal and group conflict. Therefore, this study is intended to examine the prevalence of Interpersonal conflict and management method among the neighborhoods of some selected kebele in Gimbo woreda, Uffa town, kaffa zone.

1.2. Statement of the Problem

Conflict management and resolution mechanisms use local actors and traditional community-based institutions and decision-making mechanisms to manage and resolve conflicts within or between communities. Conflicting parties are more likely to accept guidance from the traditional

litigation than from other sources because an elder's decision does not trigger any loss of ace and is backed by social pressure. It also brings win-win solution rather than a zero-sum game. The end result is, ideally, a sense of friendship and unity among groups, otherwise, who were in conflict. The elders control access to resources and marital rights, they have access to networks that go beyond the clan boundaries, ethnic identity and generations, and are supported by a tradition of belief on the potential power of the elders in resolving conflicts.

Thus, the purpose of this study is to investigate the conflict management mechanism among neighbors in Uffa Town of Gimbo worda. I have tried to review some of related literature to place my study within the existing study in the area of conflict management and resolution practice by varies societies in Ethiopia. Conflict management practice by local actors in Ethiopia was investigated by many scholars. Traditional conflict among oromo people using jarsumma mechanism was one of extensively area. There are also studies conducted among Amara people known as Shimglina which also widely practice in the current study area. The same study focusing on tradition conflict mechanism has also been conducted among other society in Ethiopia like Gurage, Somali, Afar etc. However, from the literatures by researcher there are only few study conducted on conflict management in general and conflict among neighborhoods in the study area. However, research conducted by Bisrat (2018) that there is no sufficient study conducted on mechanisms of conflict resolution, especially on traditional conflict management method. Thus, this study will fill the gap of literature on the topic in the studies area. Hence, conflict is common among all society from individual to group conflict including the current study area as well. There is also practical problem interpersonal conflict among neighborhoods this study. More over there is the need to resolve such conflict in a non-violent ways and utilize widely used traditional conflict management mechanism using elders as it is supposed to be effective in saving time and money. Therefore, this study was motivated, to fill literature gap and by shading light on conflict management strategies in the neighborhoods in the study area. It also tries to show opportunity and challenge associated with conflict management which gives good input for future use either by the community members or by policy makers.

1.3.   Objectives of the Study

The Main objective of this study was to examine conflict management strategies used by Neighborhoods in Gimbo Woreda Uffa Town in kaffa zone.

1.3.1. Specific objectives of the study

Considering the different dimension of conflict and its management strategy, this study has the following further specific Objectives.

➢ To explore causes and consequences of interpersonal conflict among neighborhoods in the study area

➢ To explore consequences of interpersonal conflict among neighborhoods in the study area

➢ To assess types conflict handling Strategies used among neighborhoods

➢ To assess frequently used conflict resolution method and effectiveness of Traditional Conflict Resolution by comparing with Modern method in the study area.

➢ To find out challenges of Traditional conflict resolution mechanism in resolving neighborhood conflict in the study area

1.4. Research questions

This study was conducted to find answer for the following basic research question.

1. What are the major causes for prevalence of conflict and its effect among neighborhoods in the study area?
2. What are the consequences of interpersonal conflict among neighborhoods in the study area?
3. What type Conflict Resolution Style are commonly used in handling interpersonal conflict between neighborhoods in the study area and why?
4. What conflict resolution methods are practiced and what is their level effectiveness of resolving conflict of neighborhood in study area?
5. What are the challenges of traditional conflict Resolution Mechanism?

1.5. Delimitation of the Study

This research was delimited in scope in terms of the area of study, population, and the sample in such a way that it could be manageable. Regarding area of the study, it is delimited to Gimbo woreda of Uffa town in kaffa zone, south western Regional State and in terms of population and samples; it is delimited to those household heads who expected to be in conflict with their

neighbors, traditional and modern conflict management mechanisms, strategies of handling conflict people use in the study area and actors who are actively participating in resolving conflicts as well as key informants.

1.6. Significance of the Study

The results of the study are importance in identifying traditional and modern conflict resolution among the communities and challenges associated with it. This is also expected fill the knowledge gap at local level in view of conflict resolution that will help the communities in saving their production time. It has also indicated to scale up the local practices and experiences in combining with science towards both to focus on their peace full coexistence. mechanisms of strengthening the most commonly used and effective strategies handling conflicts and contribution as well as effects of conflict on neighborhood is recommended by the researcher.

1.7. Limitation of the study

As money other study, this study was also conducted with limitation as well. Some of these limitations are shortage of time, financial problem, cost of transportation, delay in returning questionnaires, official's absence from office in time of interview.

1.8. Operational Definition of Variables

Neighbors' Conflict: this is conflict that happened among neighbors of a given community over different causes.

Conflict Resolution/Management: it is ways of reducing negative impact of conflict using strategies like avoidance, accommodation, competing, Collaboration and compromising strategies of resolving conflict.

Traditional Conflict Resolution Method: is an approach of resolving conflict without involving legal mechanism and it is based on social values, tradition and mediators are community elder.

Modern Conflict Resolution Method: is mechanism of resolving conflict in modern justice system where lawyers decide on the cases based on evidence.

Effective Way of Managing Conflicts: is the better way of managing interpersonal neighbors' conflicts in terms of 16 variables i.e. being cost effective, time effective, energy effective, addressing the root causes of the conflicts, participatory, satisfying the two parties, popularly/commonly used, transparent, democratic, less complex, solving conflicts sustainably, creating better chance of communication between the two conflicting parties, quickly responding to conflicts, accessible to many people, flexible and acceptable to both persons who are in conflict.

CHAPTER TWO

REVIEW OF RELATED LITERATURES

2.1. CONCEPT OF CONFLICT

The concept of conflict, being an outcome of behaviors' is an integral part of human life. Where there is an interaction, there is the possibility for conflict. Conflict can be defined as a disagreement between two or more individuals or groups, where individual or group is trying to gain acceptance of its views or objectives over others. Because people differ in their attitudes, values and goals, conflict among them (Chandan, 1987).

2.2. Theoretical frame work

Conflict is inevitable because people grow and change as they mature (Kottler, 1994). (Kottler, 1994). Rahim (1990) stated that people's perceptions may change over time which can also cause conflict. Furthermore, perceptions are more important than the actual problems because it is these perceptions that motivate conflict. Two different people may have completely different perspectives and expectations about the outcome of a situation. This incompatibility can be physical, social, or psychological. When neighbors disagree, each person has the tendency to believe that the argument is not his or her fault. He or she believes it is the other person's fault and he or she is a victim of the argument. Conflict may be inevitable, but it can be managed successfully. It is important that conflict within a relationship be well handled (ibid). Once the source of a conflict has been clearly identified, neighbors need to seek out the best approach to deal with it. Once again, (Rimi & Islam, 2017) stated people's perceptions may affect what they believe to be the best approach for solving conflict. Perceptions are often influenced by the interpretations of people for what are the positive and negative aspects of a relationship.

2.3. Theories of conflict

Different scholars in search of some explanation for its occurrence and the possible ways of preventing, managing, resolving, transforming and transcending it are theorizing conflict and issues related to conflict. Some of the pertinent theories of conflict are describe in the following section.

1. Human need conflict theory

The most important contribution of basic human needs theory is taking the individual as the most appropriate unit of analysis. Humans have physiological needs that they strive to fulfill under all circumstances. All humans have basic psychological and physical needs (william, 2001).

Human beings try to satisfy their needs settling themselves in a defined territory. Humans are territorial by nature and the territory is intertwined with our sense of self and group identities. The link between territory and ethno-national identity is particularly noticeable. Thus, because territory has such importance to one of our fundamental basic human needs (identity), having this need frustrated makes us very annoyed and more prone to respond to territorial threats with aggression.

2. Realist conflict theory

According to the realistic in order for conflicts to arise, there should first be real or perceived incompatible goals leading to inter–group competition that, in turn, leads to psychological misperceptions and hostilities. In other words, this theory suggests that hostility between two groups is easily formed from real or perceived conflicting goals that initiate intergroup competition. That is, when groups engage in reciprocally competitive and frustrating activities of zero-sum nature, each group develops negative serotypes about the other, and enmity develops (ibid).

3. The social identity theory

The social identity theory assumes that group members have basic needs for a positive social identity and that inter-group conflicts emerge because each group inevitably compares itself with the other group. According to this theory, individuals belong to distinct classes or social categories and within this system of social categorization, individuals locate themselves and the others the sum total of where they are located with respect to each category and classification constitutes. One's social identity consists of how one defines oneself in each social category (geographic location, gender, class, profession, etc.) (ibid).

4. Psychodynamic Theories

According to psychological theories, explanation of inter group conflict is made by applying theories of personality development to group dynamics and assume that groups need enemy groups, which serve as targets to project their negative feelings. The approach is based on group dynamics and object relations theory. As indicated by this theory, ego, whole separating it from id, acquires certain functions that have something to do with the external word. That of relation of oneself with objects (persons and things) this is an act of constructing images and representing self-images of other personas and objects (Burton & Duke, 2005)

2.4.   Causes of Conflicts

Conflict stems from organizational causes, such as competition over scarce resources, and from interpersonal causes, such as stereotypes, prejudices, grudges and ineffective communication style. Frustration of an individual's or a group's identity can result from the denial of one's self-image (Steven, 2005). Steven also indicated that conflict arises from a multitude of sources that reflect our differences: personality, values, ideologies, religion, culture, race, and behavior. He mentioned that conflict could arise from simple misunderstandings. As we have expanded collaborative concepts within our workplaces, we have dramatically increased the number of human interactions where one's opinions can be heard. By evaluating a conflict according to five categories, we can begin to determine the causes of a conflict and design resolution strategies that will have a higher probability of success (Training manual, online, 2005). These are relationship conflict (it occurs because of the presence of strong negative emotions, misperceptions or stereotypes, poor communication or miscommunication, or repetitive negative behaviors), data conflicts (it occurs 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), interest conflict (it is caused by competition over perceived incompatible needs. It may occur over substantive issues (such as money, physical resources, time, etc.); procedural issues (the way the dispute is to be resolved); and psychological issues (perceptions of trust, fairness, desire for participation, respect, etc.), structural conflict (it is caused by forces external to the people in dispute. Limited physical resources or authority, geographic constraints (distance or proximity), time (too little or too much), organizational

changes, and so forth can make structural conflict) and value conflict (it is caused by perceived or actual incompatible belief systems) (Training manual, 2005).

Anderlini (2003) grouped causes of conflict in to four main categories. These are resource-based conflicts (economic power access/control over resources), conflicts over governance and authority (political power, participation, control), ideological conflicts (rival ideologies and values) and identity conflicts (ethnic, religious, communal identity- rivalry over access to resources, territory, political/military power, and social justice).

2.5. Theories of Conflict Management

Equity Theory

There are two types of sub- theories under the Equity theory. These include:

A. Adams' Equity Theory

One of the predominate sub-theorists for equity theory was Adams' (1963). He developed his own theory of equity which dealt with employees in the workplace and their motivation to work. Adams described job equity as a need to balance one's inputs and out puts. People form their own perception about what is fair. Friends, partners, co-workers, and anyone in a social setting help influence this perception of fairness. A person achieves equity when his or her outcomes are divided by his or her inputs and are equal to someone else's outcomes over inputs. Inputs include loyalty, hard work, personal sacrifice, and tolerance. Outputs include finances, recognition, thanks, and a sense of achievement. When a person's outputs and inputs are perceived as equitable, he or she is happier at the workplace and is motivated to work harder. When the input is perceived to be greater than the output, a person becomes less motivated to work and tension becomes apparent with other workers.

When this occurs, people are motivated to reduce the tension. In a workplace, for there to be equity, a person's inputs and outputs must equal other workers' inputs and outputs. A person can see if a relationship is equitable by placing the worker's outcomes and inputs into a simple equation. The equation is: Outcomes A / Inputs A = Outcomes B / Inputs B. When these two are equal, the relationship within the workplace is perceived as equitable and the people working are motivated to work harder. When either A or B is greater, the workplace is not perceived as equitable and tension between the workers can occur. When tension is experienced, workers are

less motivated. According to Adams, in order to restore the equity, people must focus on what inequities are present. May be worker A is doing twice the work as worker B. This would cause worker A to be unhappy and he or she may feel some stress. Equity needs to be restored, so that both workers are happy and motivated to do their jobs. These people need to pay attention to the motivational factors so that equity can be restored as quickly as possible.

B. **Walster's Equity Theory:**

After Adams' theory was well known in job motivation, some theorists took his concept and applied it to personal relationships. Walster, Walster, and Berscheid (1978) were theorists who applied equity theory to close relationships. They came up with four points concerning equity and personal   relationships. (1) In interpersonal relationships, people try to maximize their outcomes. (2) People can develop systems so that equity can be maximized. People who behave in an equitable manner are rewarded and those who behave in an inequitable manner are punished. (3) When people are in an inequitable relationship, it is stressful to them. (4) People will try to do what is necessary to reduce the stress.

Walster, Walster, and Berscheid (1978) stated that people in close relationships wanted to maintain equity in them. They stated that people compare their inputs and outputs to their partner's inputs and outputs. Inputs are also described as contributions. They can be positive or negative. A positive input would be love or understanding. A negative input would be not helping around the house or being critical of one's relationship. Outputs are the consequences of one's actions. These can also be positive or negative. They also stated that equity was based on a person's perception of the relationship. People want to see if what they put into the relationship compares to what they get out of the relationship.

People tend to seek out relationships that will benefit them. They want to be satisfied with their relationship with others. When people view the relationship as fair, they reward others by expressing love. If the relationship is viewed as inequitable, people experience tension. This tension can lead to dissatisfaction with a neighbor or with the relationship in general. It is important for people to develop conflict management strategies that can help reduce tension. When tension is reduced, satisfaction with neighbor can start to increase.

Social Exchange Theory

Social behavior is an exchange of valuable rewards (Homans, 1961). Burgess and Huston (1979) defined social exchange as a form of interaction where two or more people provide each other with services or activities each finds rewarding. According to Rahim (1990) people bring expectations into interactions with others about their desired outcomes and how these expectations can be obtained. A person is attracted to another person if he or she expects the association with the other person to be rewarding. The people within the exchange develop interconnected relationships because each person has something the other person wants or needs.

This interaction allows each person to profit from the association. Heath (1976) stated that trust is required from the people making the social exchange. If the individuals trust increases, the relationship will be rewarding. When a person makes a response, he or she is rewarded or punished by the other person's response to the exchange. As long as the exchange remains rewarding, the relationship will continue to develop. Adequate rewards depend upon the individuals' expectations about the relationship (Secord, Backman, and Slavitt, 1976).

2.6. The Role of Communication in Resolving Conflicts

Burton and Duke (2005) stated that to be effective in resolving conflicts, the goal of conflict manager should not be to offer solutions, but to facilitate communication between the opponents and for them to corne up with their own ways of resolving their problems. Even if direct communication between them is not possible, the third party must try to communicate the vi'ews and concerns of the other party and to encourage direct negotiation.

In line with this, Habermas's (2002) communication theory as cited in Kwaku (2004) identifies social institutions; including norms, sanctions, and networks of social interaction as forces behind conflict resolution. The viewpoint assumes that elements of a conflict are malleable and that cooperation and meaningful communication between disputants will erase misconceptions and induces mutual agreements. There are some effective communications techniques used to reduce interpersonal

conflicts (the emotional charge) from the situation so that the disputants can deal with their differences on a rational level in resolving the conflict that are indicated by various researchers. These include: The Defusing Technique~ Donna (2006) stated that the other person might be

angry and may come to the situation armed with a number of arguments describing how you are to blame for his or her unhappiness.

Your goal is to address the other's anger - and you do this by simply agreeing with the person. When you find some truth in the other point of view, it is difficult for the other person to maintain anger. At the very least, we need to acknowledge that individuals have different ways of seeing things. This does not mean that we have to compromise our own basic principles. We simply validate the other's stance so that we can move on to a healthier resolution of the conflict. This may be hard to do in a volatile situation, but a sign of individual strength and integrity is the ability to postpone our immediate reactions in order to achieve positive goals. Sometimes we have to "lose" in order, ultimately, to "win."

Empathy: Try to put yourself into the shoes of the other person. See the world through their eyes. Empathy is an important listening technique which gives' the other feedback that he or she is being heard (Brusman, 2007). He indicated the existence of two forms of empathy. The first form is Thought Empathy which gives the message that you understand what the other is trying to say. You can do this in conversation by paraphrasing the words of the other person. The second one is Feeling Empathy, acknowledgment of how the other person probably feels. It is important not to attribute emotions which may not exist for the other person, but rather to indicate your perception of how the person must be feeling.

Exploration: Ask gentle, probing questions about what the other person is thinking and feeling. Encourage the other to talk fully about what is on his or her mind (Bellafiore,2006). Using III" Statements: Take responsibility for your own thoughts rather than attributing motives to the other person. This decreases the chance that the other person will become defensive (Brusman, 2007).

Stroking: Find positive things to say about the other person, even if the other is angry with you. Show a respectful attitude (Donna, 2006). On the other hand, Gregorio's (2001) two principals have contributed greatly to the productive handling of disagreements. The first, "Seek first to understand, then to be understood," was introduced by Steven Covey, in Seven Habits of Highly Effective People. If we encourage others to explain their side first, they will be more apt to listen to ours. The second principle is that people in disagreement should focus on their needs rather than on their positions. By concentrating on positions we tend to underscore our disagreements. When we concentrate on needs, we find we have more in common than what we had assumed.

When the light goes on we realize that it is not a zero sum game (where one person has to lose for the other to win). Nor is it necessary to solve disagreements with a lame compromise. Instead, often both parties can be winners. Individuals can learn how to keep communication lines open and solve challenges when things go wrong.

Learning to disagree amicably and work through problems is perhaps one of the most important interpersonal skills we can develop (Kilrnannl 2007). According to Covey (2005) the probability of a mutually agreeable solution is increased when the parties are in direct communication, the parties honestly communicate both thoughts and feeling, there is a mutual respect of needs and feelings, neither party feels superior or more powerful, participation is voluntary (not forced), the goal is a win-win outcome and when there is a principle of "first seek to understand, then to be understood".

Tim (1999) however, has identified three main problems that typically arise in conflict situations. First, the parties will simply avoid the management of the conflict. This can be damaging, because it can lead to greater problems in the future. It is usually best that the individuals discuss their differences. Second, individuals involved in conflict may blame the other individual. Often, individuals go beyond the specific behavior in question and blame the character of the person. When people use words such as, "He's such a slob," they are engaging in blaming the other's behavior. A final problem that is often encountered in conflict management is adopting a win-lose mentality. Focusing on each individual's goals/outcomes will help avoid using a win-lose strategy.

Reece & Brandt (1987) argued that, in general, the climate in which conflict is managed is important. According to them disputants should avoid a defensive climate, which is characterized by these qualities: evaluation - judging and criticizing other group members; control - imposing the will of one group member on the others; strategy - using hidden agendas; neutrality - demonstrating indifference and lack of commitment; superiority - expressing dominance, "and certainty - being rigid in one's willingness to listen to others. Instead, individuals should foster a supportive climate, marked by these traits: description - presenting ideas or opinions; problem orientation - focusing attention on the task; spontaneity - communicating openly and honestly; empathy -understanding another person's thoughts; equality - asking for opinions and Provisionals - expressing a willingness to listen to the ideas of others (Reece & Brandt, 1987).

2.7.   TYPES OF CONFLICT

Ratzburg (2005) classified conflicts as destructive conflict (diverts energy from real task, destroys morale, polarizes individuals and groups, deepens differences, obstructs cooperative action, produces irresponsible behavior, creates suspicion and distrust and decreases productivity) and constructive conflict (opens up an issue in a confronting manner, develops clarification of an issue, improves problem-solving quality, increases involvement, provides more spontaneity in communication, initiates growth, strengthens a relationship when creatively resolved and helps increase productivity).

On the other hand, many researchers classified conflicts in to five main levels. These are:

1. Intra-personal conflict: this is usually value related where the role playing expected of an individual does not conform to the values and believes held by the individual (Argyle & Colman, 1995).

2. Interpersonal conflict: this involves conflict between individuals -and probably the most common and most recognized conflict. Interpersonal conflict is a dynamic process that occurs between individuals and/or groups and is more likely to occur when a variety of background situational (e.g., zero-sum reward structures, scarce resources, etc.) and personal (e.g., previous history of conflicts, interpersonal diversity, etc.) conditions exist (source).

3. Conflict between the individual and the group: all formal as well as informal groups have established certain norms of behavior and operational standards which all members are expected to adhere to. The individual may want to remain within the group for social needs but may disagree with the group methods. In this situation conflict between the individual and the group is created.

4. Inter-group conflict: it occurs when people think or behave antagonistically towards another group or its members in terms of their group memberships and seen motivated by concerns relating to those groups. (source).

5. Inter-organizational conflict: occurs between organizations, which in some way are dependent upon each other. This conflict may be between the buyer organizations and supplier

organizations about quantity, quality, and delivery times of raw materials and other policy issues, between government agencies that regulate certain organizations and the organizations that are affected by it. These conflicts must be adequately resolved or managed properly for the benefit of both types of organizations.

2.8. Effects of Conflicts

Conflict is often a costly process for individuals and organizations. The effects are not always negative. Conflict sometimes encourages both sides to examine the issue more carefully and, as a result, to formulate more creative solutions or decisions. This is especially true in cases where participants focus on issues and ideas, and emotions and do not rise to high levels. In many instances, however, conflict is disruptive, and generates negative outcomes. For this reason, it seems important to develop practical techniques for reducing its negative effects.

In line with this, Coser (1962) indicated that it is difficult to envision the attainment of positive social goals without conflict. Humans have been unable to understand conflict because they relate it to destructiveness, antagonism, uncomfortable relationships, violence and war. This idea about conflict has led to avoiding and not trying to confront a conflict in its early stages, this leading to the escalation of the situation. Nearly all conflicts involve underlying emotional issues. The stronger the feelings, the more difficult the resolution will be to resolve conflicts. Then, it is absolutely necessary to address the feelings of all parties.

Coser (1962) indicated that constructive fighting maintains each person's sense of value. On the other hand, destructive fighting destroys a person's sense of worth and people don't like to feel worthless as well as it decreases productivity. Dwyer (2006) also stressed that interpersonal conflict has negative consequences to how individuals think and feel about the other person. Surprisingly little attention has been paid to the consequences of interpersonal conflict to one's self-concept-one's perceptions and evaluations surrounding one's self. Since the self is defined and understood in the context of close interpersonal relationships-such as friends, family, and romantic partners- conflict in these relationships will have negative consequences to one's self-concept.

Planning, conflict management and third-party intervention may increase the likelihood of realizing the potential benefits of conflicts; however, making good use of these strategies requires the ability to anticipate community response and the unfolding of conflict.

2.9.   Conflict Resolution/Management

Conflicts are continually being recreated. Each particular conflict, however, can be thought of as having a life cycle: it is conceived and born, it flourishes a while, and then certain processes that are probably inherent in its own dynamic system eventually bring it to an end. Resolution is only one way of ending conflicts, and, out of the many ways of ending conflicts, it may not be clear which deserves the reward of being called resolution. Resolved conflicts, however, are clearly a subset of ended conflicts (Kenneth, 1962). Conflict resolution/management is concerned not so much with eliminating conflict which would be impossible, but to contain it and manage it for societal, individual and organizational benefits.

2.10.   Traditional Vs. modern approach of Resolving Conflicts

Traditional Method of Resolving Conflict

Steven (2005) reported the existence of some unique cultures in African, including Ethiopia, which emphasize the resolving of conflicts amicably through elders, traditional leaders healing and reconciliation rituals. According to his explanation, persons in conflict appear before the council of elders who patiently listen to each party and cross-examine them in order to establish the root causes of the conflict and the guilty party. After a time, consuming scrutiny and the guilty party is found, the prescribed therapy must lead to harmony and peace. After the conflict is resolved, these two parties are then required to share their meat and millet bread and eat from the same dish and drink some beer, a symbol of total reconciliation.

Modern Method of resolving conflict

This is purely legalistic and is based on legal procedural steps as available within the confine of the laws of the land. It has to do with conflict management within a legal framework in which a third party is given a sort of Power of attorney, based on the conflict parties‟ confidence in the third party. This approach gives a zero-sum and win-lose outcome once the case is brought the court (Fisher, 2006).

2.11.   Conflict Management Strategies

Conflict management is the capability to identify and handle conflicts wisely, reliably, positively, and efficiently. It is the process of minimizing and sometimes limiting the horrible consequences of conflicts while increasing the positive aspects of conflict resolution. Learning

how to manage conflict can easily minimize the chances of serious escalations of conflicts in a workplace or organization (Yasmin K. &Aleya, 2017).

Many communication texts refer to strategies used by individuals (or small groups or organizations) in the management of conflict. Some include a spectrum of strategies, while others concentrate on an elaboration of a single strategy. Although some researchers have described a variety of strategies, no one makes the claim that his/her list would include all possible strategies apparent in a conflict situation. Strategy as any set of options that can be taken by a particular player or participant, while noting that the function of conflict analysis is the enabling of participants to make better decisions, they recognize three steps in approaching conflict.

2.12. Conceptual Framework for the Study

Many scholars provided many conflict resolution techniques and there are various models on conflict resolution. In this study researcher will use conflict management practice of neighborhood with respect to Thomas Kilmann (1975) conflict Handling Model. It is a two-dimensional model and these dimensions are- I) Concern for self that is Assertiveness and II) Concern for others that is Cooperativeness (Nafiza& Nahida,2017). This study will be based on this model.
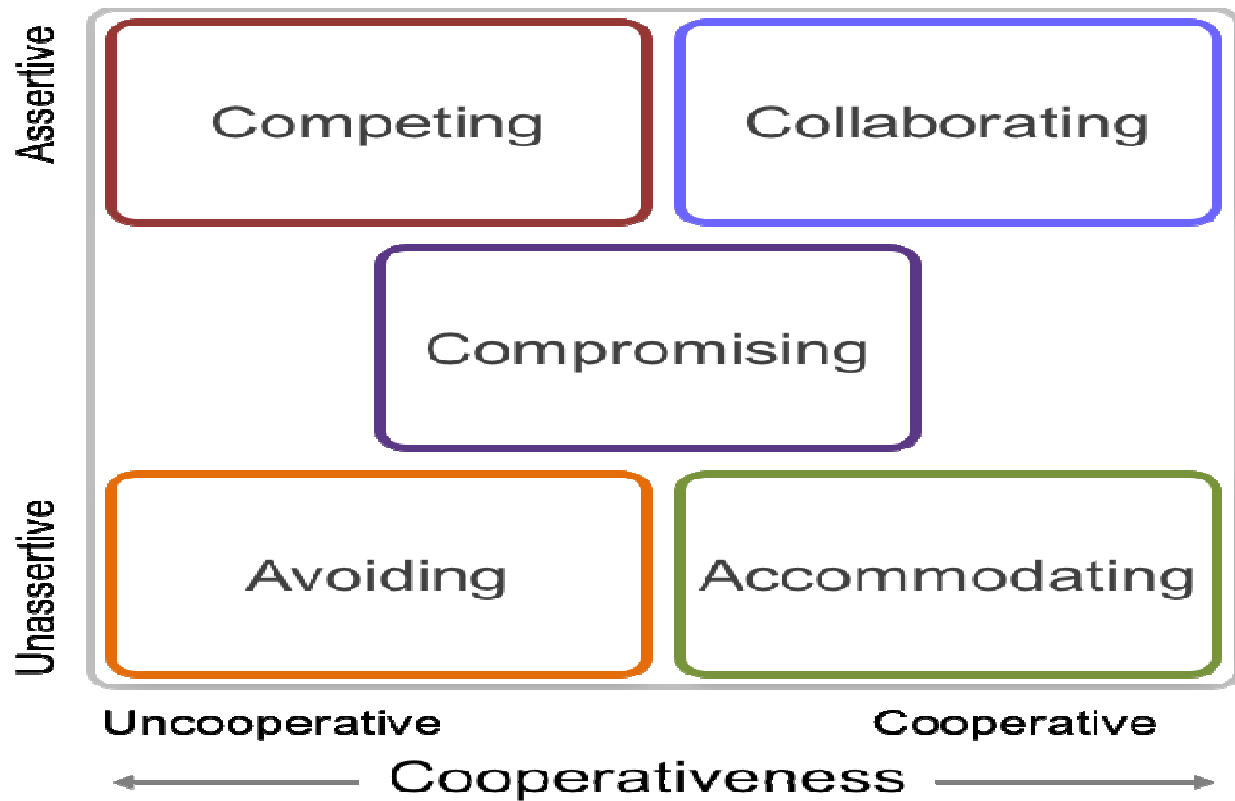
Figure 2. 1 Thomas Killman (1974): Conflict Handling Style

When anyone becomes engaged in a conflict, there are two major concerns that have to be considered (Fisher, 2006):

1. **Achieving own goals –** One is in conflict because he or she has a goal that conflicts with another person's goal. One's own goal may be highly important to him or her, or it may be of little importance.

2. **Keeping good relationship with the other person** – A person may need to be able to interact effectively with the other person in the future. The relationship may be very important to him or her, or it may be of little importance. The importance of these two areas will affect the ways in which one act in any given conflict. From these two concerns it is possible to identify five styles (techniques) of conflict management:

Accommodating – This is when a person cooperates to a high-degree, and it may be at his/her own expense, and actually work against their own goals, objectives, and desired outcomes. This approach is effective when the other party is the expert or has a better solution. It can also be effective for preserving future relations with the other party.

Avoiding This is when a person simply avoids the issue. It isn't helping the other party reach their goals, and also isn't assertively pursuing own goal. This works when the issue is trivial or when there is no chance of winning. It can also be effective when the issue would be very costly. It's also very effective when the atmosphere is emotionally charged and you need to create some space.

Collaborating – This is where both parties in conflict seek to achieve both of their goals. This is how they break free of the "win-lose" paradigm and seek the "win- win." This can be effective for complex scenarios where it is needed to find a novel solution. This can also mean re-framing the challenge to create a bigger space and room for everybody's ideas. The downside is that it requires a high-degree of trust and reaching a consensus can require a lot of time and effort to get everybody on board and to synthesize all the ideas.

Competing –This is the "win-lose" approach. A person acts in a very assertive way to achieve his/her goals, without seeking to cooperate with the other party, and it may be at the expense of the other party. This approach may be appropriate for emergencies when time is of the essence, or when quick, decisive action is needed, and people are aware of and support the approach.

Compromising –This can be win-losing or lose-win situation. This requires a moderate level of assertiveness and cooperation. It may be appropriate for scenarios where a temporary solution is needed, or where both sides have equally important goals. The trap is to fall into compromising as an easy way out, when collaborating would produce a better solution.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1. Description of the Study Area

Southern western Region is one of recently established eleventh Regional states of the Federal Democratic Republic of Ethiopia. It is located in South Western Parts of the country, bordering with Kenya in the south, the South Sudan in the south west, Gambella Region in the north west and Oromiya Region in the North and East. The capital City of the Region is Bonga, which is about 450 Km from Addis Ababa to south western direction. For administrative purposes the region is divided into 14 administrative zones, 4 special woredas.

Kaffa zone is one of the 14 administrative zonal administrations of the south Western Ethiopia. The Zone has a total area of 10602.7 km2 land bordering Oromiya in the north and north east, Benchi-sheko Zone in the South and Southwest, Sheka Zone in the Northwest and Konta special woreda in the East. According to Kaffa Zone Finance and Economic Department (2011 E.C), the projected size of the total population within the Zone is about 1243543 (Male=613921and Female=629622)

Based on the figure published by central statics agency in 2007 a total population for Gimbo woreda is 89,892 of whom 44,774 are men and 45,118 are women. Ethiopian orthodox Christianity, Muslim, protestant, catholic and other are major religion sect's practices in the woreda.

The study people practice mixed are agricultural and major crop product is coffee and maize. There are also husbundert
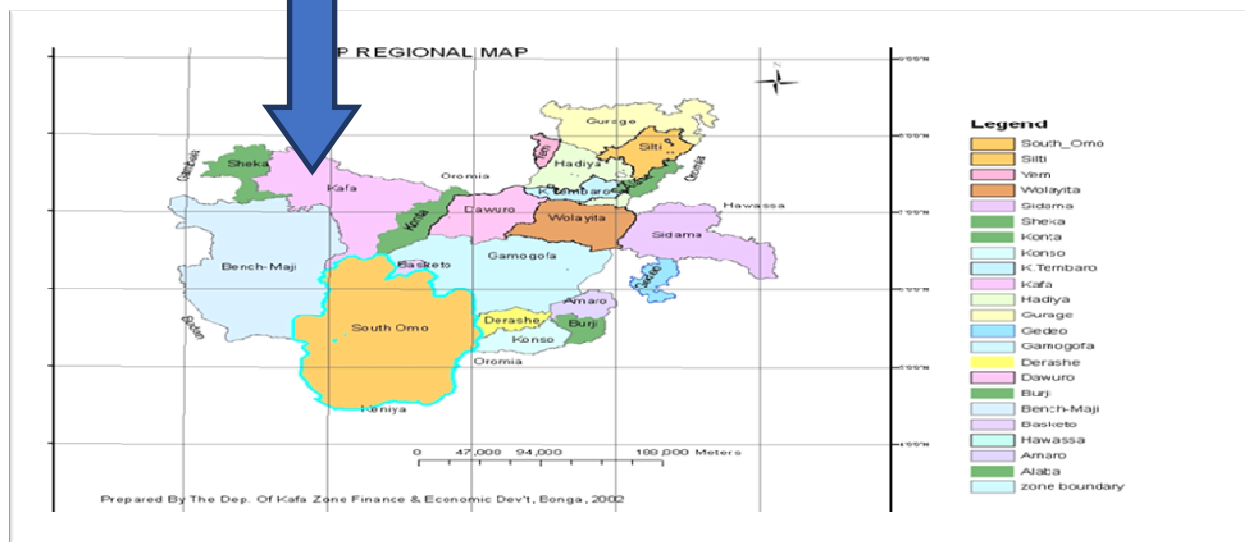
Source: CSA, 2007

3.2. Research Design

In order to investigate the conflict management strategies in the neighborhoods of the study area, researcher has employed descriptive survey design as fit for this study. This is because it enabled the researcher to collect and describe large variety of data related to socio-cultural practices related to conflict management in the society. As argued by Best and Kahn (2001,) descriptive research design is used to describe the nature of the existing conditions. Descriptive survey design is more appropriate to gather several kinds of data in a broad size to achieve the objectives of the study (Best & Kahn, 2001).

In the same line of argument, Best and Kahn have argued that descriptive design is concerned with conditions or level of performance that exist, opinions that are held, process that were going on, effects that were evident or trends that were developing. Moreover, descriptive survey research design allows researchers to gather information, summarize, present and interpret for the purpose of clarification.

3.3. Research approach

The study was conducted using mixed approach. Quantitative method is important for this study because assessment of practices of conflict management and other related issues to conflict among neighborhood is believed to be better be understood by collecting quantitative data, in a formal and structured manner. Moreover, quantitative method provides a numeric description of trends, attitudes, or opinions of a population by using questionnaires for data collection with the intent of generalizing from a sample to a population.

On the other hand, the qualitative approach is incorporated in the study with information gained from interview, and close-ended questions helps to triangulate and substantiate the quantitative data. Thus, this method is preferred on the ground that the socio-cultural practices related to conflict and its management is better observed from the opinion survey of local government officials, opinion of expert who works on Peace and security, Actors who actively engaged in conflict management process, social institutions like Iddir as well as households who inhabited in the selected area.

3.4. Population, Samples and Sample Size Determination

3.4.1. Study Population

The target population of this study comprised of local governmental administration and experts working on peace and security of community like woreda court and police department; kebele social court and administration from government institution and household's neighbor's, religious leaders and elders actively involved in the conflict management that occurred in the community.

3.4.2. Sample Size and Sampling Techniques

First researcher purposively selected Uffa town as he is familiar with the area. Next to select sample from target population, the researcher employed purposive sampling technique. next, the researchers further identify list of Household, religious leaders. and elders well known in conflict resolution in the community and city administration and woreda police as well as police department from concerned government office through random and purposive sampling technique.

As the annual report of Kaffa Zone Finance Department (2012E.C), uffa own is organized in to Kebele and Qexena structures. Two kebeles out of three were selected using a simple random sampling (lottery) method. Total number of House hold in the two kebele is 980 house hold (kebele one household Total No. 503 and kebele Two house hold total no. 477). Then to determine sample size from each kebel Yemane sample size determination formula is used.

$$n = \frac{980}{1 + 980(.05)^2} = 284$$

Where:

n=sample size

N=population

E= sample error

➢ Therefore, sample size is 284 house hold.

Table 3. 1: Summary of Samples and sampling techniques

Participants		Total population	Sample size	Sampling techniques
Officials from City Administration		1	1	Purposive Sampling
Officials from Kebeles		1	1	Purposive Sampling
Officials Kebele social court		1	1	Purposive sampling
Police department		1	1	Purposive sampling
Woreda court		1	1	Purposive sampling
Households	kebele 1	503	Kebele1=147 hh	Probability Proportional to Size (PPS).
	Kebele 2	477	Keble2=137 hh	
Religious leaders		8	4	Purposive sampling
Elder		16	8	Purposive sampling

3.5. Method of data Collection

The use of varied instruments to collect data on the same issue from the participants is a step towards clarifying and validating the information obtained. To substantiate information obtained through close-ended questionnaires and interviews was held with individuals from individuals engaged with conflict management practice from both government office and community. To triangulate data from different/heterogeneous/groups was carried out.

Questionnaire

All participants' household head in the sample were offered questionnaire prepared in Amharic. In comparison to interviews, questionnaires give more consistency across measurement scenarios. Because the participants are given a consistent instruction, everyone one can react to the identical questions. This study was employed self-administered questionnaires, which will be completed by a calculated sample size of resident's household head. Traditional and modern method of resolving conflict effectiveness and The Thomas-Kilman Conflict Mode Instrument were used to create the questionnaires (TKI). This tool aids in assessing an individual's behavior in conflict situations where two people's concerns appear to be incompatible for a variety of reasons on a five-point Likert scale, the participants' responses were indicated.

Interview

Interview help to gather in reached information on topic from single person. Therefore, traditional conflict resolver like elders and Expert from court was provided provide in-depth information on the topic.

To gather information about the interviewee's knowledge, opinions, information, likes and dislikes, attitudes, thinking and beliefs on the study issues, the interview was made with the officials from kebele, woreda administration, police and court (both social and woreda court) officials as well as community leaders (religious and community elder representatives). The interview guide was prepared by focus on cause of conflict and conflict management mechanism as well as related issues.

Focus Group Discussion (FGD)

Focus group Discussion Help to gather information on Attitude of the group on the topic under investigation. There are modern and traditional conflict management mechanisms which can also use when interpersonal conflict at Neighborhood level is arisen. Each woreda a court and kebele administration has social court and Elders who resolve conflict caused due to different reason. Three focus group (from kebele administration, worda court and kebele and town peace and security issue workers) consisting of 7 individuals were participated in the discussion. Focus Group guide question were prepared based on basic research question and objective of the study.

3.6. Method of Data Analysis

The social science statistics software will be used to evaluate the quantitative data collected by the questionnaire (SPSS version 25). This study was used the Five-scale rate to explore conflict management strategies and practice among neighbors in study area. The conflict handling model of Thomas Kilmann (1975) was employed, which includes competing, avoiding, accommodating, compromising, and collaborating. Items will be constructed based on Thomas Kilmann's (1975) five conflict resolution techniques to determine which strategy neighbors in conflict utilize to settle interpersonal conflict in the research area.

For Quantitative data all questionnaires were coded in to SPSS version 25 and analyzed using descriptive statistic like frequency and percentage. The qualitative analysis was carried out in the following manner: first, organize, categorize, and develop themes based on their main notion (research question). Finally, quantitative findings were triangulated, and conclusions and recommendations were presented using table and diagrams.

3.7. Ethical Considerations

The participants were informed about the study and after their consent was confirmed they were voluntarily participated. There was not any restriction based on race and ethnicity identity, age, gender and physical appearance. The researcher ensured to the respondents that there is no any harm (physical or emotional) will happen to them because of the data they reveal about their personal experience. Additionally, the researcher also considered the confidentiality of personal information that may be perceived to have the psychological harm on respondents throughout the process of data collection.

Introduction

This chapter presents the findings/results of the data analysis and its interpretation using descriptive statistics. The aim of this study was to examine Conflict Management Strategies in the Neighborhoods of Uffa Town in Gimbo woreda, Kaffa Zone. A Total of 284 questionnaires were distributed to 284 samples household residents in uffa town in Gimbo woreda as stated in the sample frame. 263(92.60 %) questionnaires were returned, 15(5.28%) were unreturned and 6(2.11 %) were incomplete and rejected. Survey data respondent report were coded and inserted in to SPSS software version 25 for analysis. 5 individuals from government offices (kebele official, woreda court, police department, town administration) and elders in the community (8) and religious leaders (4) who are well known in conflict resolution in study area community were also interviewed. In addition, three focus group (from kebele administration, worda court and kebele and town peace and security issue workers) consisting of 7 individuals were also participated in the discussion. Finally, the data were analyzed in terms of frequency, percentage, mean scores and standard deviation using table and different charts.

Response Rate of Questionnaire

The response rate of the questionnaire is presented in the table below

Table 4. 1: Response rate

Category	Frequency(count)	Percentage (%)
Properly responded	263	92.60
Un returned	15	5.28
Incomplete &rejected	6	2.11
Total	**284**	**100**

Source: own survey, 2022

4.1.   Demographic Background of Respondents

This section of the chapter consists of two major parts. The first part presents the characteristics of respondents in terms of their sex, age, marital status, education level, religion, Ethnicity, etc. The second part focuses on Conflict Management Strategies in the Neighborhoods of the study area based on data gathered through questionnaire and interview.

Demographic Characteristics of Respondents

A. sex

Table 4. 2. Sex **of participant Household**

Sex of participant Household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	148	56.3	56.3	56.3
	Female	115	43.7	43.7	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

Tables 4.2 above show the demographic characteristics of participants by their sex. As indicated in table out of 263, 56.3% are males and the remaining 43.7 % are females.

B. Age

Table 4. 3. Age of participants

Age of participant Household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below 20	8	3.0	3.0	3.0
	21-30	22	8.4	8.4	11.4
	31-40	10	3.8	3.8	15.2
	41-50	143	54.4	54.4	69.6
	above 51	80	30.4	30.4	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

Tables 4.3 above show the demographic characteristics of participant's bay age. A break down by age category also indicated the following proportions. Below 20 years were 3.0%, between 21-30 years were 8.4 %, 31-40 were 3.8 %, 41-50 were 54.4% and 50 and above years were 38.4% (see table 4.3).

C. Marital status

Table 4. 4. Marital status of participants

Marital status of participant Household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	191	72.6	72.6	72.6
	Not Married	37	14.1	14.1	86.7
	Divorced	15	5.7	5.7	92.4
	Widowed	20	7.6	7.6	100.0
	Total	263	100.0	100.0	

Tables 4.4. above show the demographic characteristics of participants by their marital status. thus, as indicated in table, 72.6% were married, 14.1% were unmarried, 5.7% were divorced and 7.6% of them were widowed.

D. Educational Level

Table 4. 5. Educational level

Participant Household educational level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Illiterate	71	27.0	27.0	27.0
	Elementary education	58	22.1	22.1	49.0
	College diploma	41	15.6	15.6	64.6
	Read & write only	76	28.9	28.9	93.5
	High school	1	.4	.4	93.9
	First Degree and above	16	6.1	6.1	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

The above table shows the demographic characteristics of participants in terms of their educational level. As indicated the participants' educational attainment levels, above, 27.0 % of the participants are illiterate, elementary 22.1%, collage diploma 15.6%, write and read only 28.9%, high school 0.4% and 6.1% were first degree holders.

E. Household religion

Table 4. 6: Religion of Respondent

Participants Household religion

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Muslim	60	22.8	22.8	22.8
	Orthodox Christian	115	43.7	43.7	66.5
	Jehovah witness	15	5.7	5.7	72.2
	Protestant	39	14.8	14.8	87.1
	Catholic	19	7.2	7.2	94.3
	Atheist	4	1.5	1.5	95.8
	Other	11	4.2	4.2	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

The above table shows the demographic characteristics of participants in terms of religion. As it is clearly indicated in table 4.6 above, majority of respondent are Orthodox Christian (43.7%), follower of Muslim (22.8%), Protestant (14.8 %) major one.

F. ethnicity

Table 4. 7: Ethnicity of respondent

Participant Household ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kaficho	110	41.8	41.8	41.8
	Bench	43	16.3	16.3	58.2
	Oromo	42	16.0	16.0	74.1
	Sheko	20	7.6	7.6	81.7
	Amhara	34	12.9	12.9	94.7
	Other	14	5.3	5.3	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

The above table shows the demographic characteristics of participants in terms of their ethnicity. The ethnic compositions of participants showed that kafficho, 16.3% are Bench, 16.0 are Oromo and 12.9 % are Amhara ethnic group.

Table 4. 8: Demographic FGD and Key interview persons

S.N	Category Characteristics	Participant Number	Age	Education level
1.	Government officials	5	32-45	Diploma and first degree
2.	Elders	8	Above 50	Illiterate and read and write
3.	Religious leaders	4	45-60	Read and write
	Total	**17**		

Source survey data (2022)

Causes and consequences of interpersonal conflict among neighborhoods in the study area

4.2.   Causes and experience of conflict among neighborhoods in the study area

4.2.1. Participants' Experience in Neighbors Conflicts

Table 4. 9: Conflict experience of neighbor

Have you ever been in conflict with your neighbor/s?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	197	74.9	74.9	74.9
	No	66	25.1	25.1	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

The first question that household head participants were asked regarding neighbor conflict was that to tell the researcher whether they have been in conflict with their neighbor or not. Hence, as Table 8 below 74.9 % of the participants reported that they have been in conflict with their neighbor and it is only 25.1 % of them who reported that they have never been in conflict with their neighbors.

In this regard, the findings of Chandan (1987) supported the responses of the majority participants which states that conflict is an integral part of human life and where there is an interaction, there is a conflict. Kottler (1994) on his part also indicated that conflict is inevitable as people grow, and change mature.

4.2.2. Cause of Neighbors Conflicts in the study area

Table 4. 10: Cause of conflict

What are the main causes of conflicts with neighbors?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Land border	83	31.6	31.6	31.6
	Insult	12	4.6	4.6	36.1
	Due to children affair	44	16.7	16.7	52.9
	Denial of borrowed money	5	1.9	1.9	54.8
	Disturbing Noise	10	3.8	3.8	58.6
	False information	8	3.0	3.0	61.6
	Gossip	11	4.2	4.2	65.8
	Lack of respect	9	3.4	3.4	69.2
	Domestic animals	21	8.0	8.0	77.2
	Religion/race difference	17	6.5	6.5	83.7
	Political stand difference	7	2.7	2.7	86.3
	Drainage of waste materials	9	3.4	3.4	89.7
	Misunderstanding	7	2.7	2.7	92.4
	Love	9	3.4	3.4	95.8
	Others	11	4.2	4.2	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

Respondent household head was asked to identify the main cause of conflict among neighbors in the study area. Hence, 83(31.6%) the respondents reported that major causes of conflict between neighbors is related to land border, 44(19.7%) were related to neighbor's children affairs and 21(8%) causes are related to domestic animal case. Other cause of conflict like Insult (4.6%),

Denial of borrowed money (1.9%), Disturbing Noise (3.8 %), False information (3.0%), Gossip (4.2%), Lack of respect (3.4 %), Religion/race difference (6.5%), Political stand difference (2.7%), Drainage of waste materials (3.4%), Love (3.4%), and other (4.2%), were also reported as causes of conflict for neighbors' conflict.

In this regard, another participant of the interview expressed the following, related to the nature and causes of interpersonal conflict:

> *We all know the existence of individual/personality difference. Each individual has his/her own unique behavior, physical appearance, needs, interests, wishes, attitudes, etc. Most people are engaged in conflict/aggressive behavior when their needs and interests are not fulfilled/ blocked. It is exactly true in the case of neighborhood conflict too. For example, most parents need/want their child to be respected, loved and cared by others. When these needs are blocked, they come in to conflict with their neighbors or others.*

All the above mentioned and stated findings are consistent with the previously written literature of Baron & Byrne (1998) which indicates that conflict stems from organizational causes, such as competition over scarce resources, and from interpersonal causes, such as stereotypes, prejudices, gender and race differences, and ineffective communication style.

The Training manual (2005) also clearly indicated that conflict can occur because of the presence of strong negative emotions, misperceptions or stereotypes, poor communication or miscommunication, or repetitive negative behaviors, when people lack information necessary to make wise decisions, are misinformed, disagree on which data is relevant, interpret information differently, competition over perceived incompatible needs, substantive issues (such as money Physical resources), psychological issues (perceptions of trust, fairness, desire for participation, respect, etc.), forces external to the people in dispute, limited physical resources, and perceived or actual incompatible belief systems.

Again, after respondents were asked to indicate causes of conflict among neighbor, they were also asked to put causes of neighbor's conflict they experienced (Table 9) in its rank 1-3 order. Thus, as indicated in the table below respondents put land border case, children affair, disturbance noise, domestic Animal and drainage issue at fist category of rank. Gossip and lack

of respect were second category of rank and Denial of borrowed money; Religion and political case were put at third rank (look mode count in table 11 below).

Table 4. 11: Rank of causes of conflict

Statistics

	Land border related cases	Due to children affair	Denial of borrowed money from each other	Disturbing Noises from neighbors	Gossip/ False Information about one another	Lack of respect toward each other	Domestic animals related cases	Religion/Race related cases	Political stand related cases	Due to Drainage of waste material
N Valid	263	263	23	263	263	263	263	263	263	263
Mean	1.72	1.6	2.54	1.54	1.88	1.95	1.59	2.62	2.61	1.49
Mode	1	1	3	1	2	2	1	3	3	1
Minimum	1	1	1	1	1	1	1	1	1	1
Maximum	3	3	3	3	3	3	3	3	3	3
Sum	452	430	668	404	494	512	417	688	687	393

Source: own survey, 2022

4.2.3. Respondent Experienced problem due to neighbor's Conflict

Table 4. 12: Problems respondent face

Have you experienced problems as the result of conflict with your neighbors in your area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	210	79.8	79.8	79.8
	No	53	20.2	20.2	100.0
		263	100.0	100.0	

Respondent were also asked to respond whether they faced problem due to conflict with their neighbor's or not. Hence, 79.8% of the respondents reported that they have experience problem and only 20.2% were reported that they did not face problem duet to neighborhood conflict see table (table 4.11 below).

4.2.4. Consequence of neighbors Conflict

Table 4. 13*: effect of conflict*

What kinds of challenge have experienced you as the result of conflict with your neighbors?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Isolation from social gather like coffee ceremony	88	33.5	33.5	33.5
	Dis interest in participation of cooperative work like Debo	71	27.0	27.0	60.5
	Absence financial assistance during personal problem	34	12.9	12.9	73.4
	Discomfort feeling with neighbor	36	13.7	13.7	87.1
	Distrust with neighbor	21	8.0	8.0	95.1
	Other	13	4.9	4.9	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

Most written literatures indicate the existence of multi-faceted social, psychological, economic and political problems at individual, family and societal level. It is with this in mind that the researcher included this idea as part of the study. Hence, the 210 respondents who said *'yes'* in Table 4.11 above, were also requested to mention what problems they have faced as the result of being in conflict with their neighbors. 35% of the respondents replied that they encountered social problems like "Isolation from social gather like coffee ceremony (35.5 %) ", Dis interest in participation of cooperative work like Debo(27.0%) , Absence financial assistance during personal problem (12.9 %) and Discomfort feeling with neighbor (13.7%) see table 4.12 below.

The results of the focus group discussions and the interviews also have similar findings. The focus group discussants and all the key informants said that man is a social animal. It is impossible to live alone. As a social animal man eats, drinks, plays, solves problems together, supports each other during the time of hardship, shares all the good/ bad things together, etc. This is particularly true in the case of neighbors. However, when the two neighbors are in conflict, they may withdraw from various social relationships and events like from 'Iddir', 'Ekub', 'Mahiber', 'Tsigie', etc which are very important to strengthen social relationships among members of the community. It is not only the two parties who are in conflict that withdraw from the social relations, but it is also their family members.

Again, the result of the interviews and the focus group discussions supplemented these findings. According to them feeling of discomfort, misbehaving, discriminating, developing negative attitude, fear, being tense (emotional), feelings of being inferior/superior, e.t.c were some of the psychological problems that the two parties usually countered. Absence of sharing (neighbor's) working materials, spending a lot of working hours through listening and/or talking about the conflicting neighbor (takes attention away from other important activities.

Moreover, absence of cooperation during work & financial assistance etc were among the points indicated by the respondents. The findings of the participants of the focus group discussion and the interview were not different from this.

Regarding cause of conflict among neighbors in the study are most (90%) Group discussant and key interview participant from local government officials and community leaders have mentioned that major cause for conflict among neighbors in the study community includes issues related with Land border with neighbor, neighbor's children affair, Disturbing Noise, Due to Domestic animals and Due to Drainage of waste materials between neighbors was mention to be cause of conflict which is similar response with those household head participant.

Both group discussant and key interview person were also asked to forward their opinion on effects of conflict among neighbors and all participants have mentioned that when two neighbors are in conflict there are economic, social and psychological effect on them because life in the study area is based on communally supporting each other and life is social in all walk of activities. Again their response is congruent with household head who respond effects of conflict among neighbors (i.e

Isolation from social gathering like Iddir or mahiber,coffee ceremony, weak work cooperation and financial assistance as well as strong Distrust) with neighbor was mentioned.

4.3. Conflict handling strategy among conflicting Neighbors in the study area

Respondent were asked to indicate what conflict resolution strategy they have used in resolving conflict they have with their neighbors. The following tables show their practices.

Table 4. 14: *Conflict resolution respondent practiced*

Have you ever tried to resolve conflict you have experienced with your neighbors?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	240	91.3	91.3	91.3
	No	23	8.7	8.7	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

Regarding questions that are related to practices of conflict resolution between conflicting Neighbors, household head respondents were asked to tell the researcher whether they have ever practiced any conflict resolution strategies or not. As the shown in the below 240(91.3%) respondents have tried to resolve conflict they encountered with their neighbor, whereas 23(8.3%) of the respondents answered they have never tried resolving conflict they face with their neighbor (see table 14 above).

whereas 12(4.6%) participants have reported that they rarely resolve conflict with their Neighbors through local Elders mediation. 16(6.1%) of the participant have never tied to resolve conflict with their Neighbors though through local Elders mediation (see table 4.15**a** below).

Table 4. 15a: *resolving neighbor conflict through local elder mediation*

I resolve conflict with my Neighbors though through local Elders mediation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	16	6.1	6.1	6.1
	Rarely	12	4.6	4.6	10.6
	Some times	47	17.9	17.9	28.5
	Often	152	57.8	57.8	86.3
	Always	36	13.7	13.7	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

For 240 respondents in table 4.13 above who replied **"yes"** for question *"Have you ever tried to resolve conflict you have experienced with your neighbors?* "Researchers have also asked were what mechanism of conflict resolution they have used to resolve when conflict happens between them and their neighbors. Hence, 152(57.8) participants reported that they often resolve conflict with their Neighbors though through local Elders mediation.

Table 4. 16: *resolving neighbor conflict through another friend mediation*

I resolve conflict with my Neighbors through another friends' mediation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	1	.4	.4	.4
	Rarely	36	13.7	13.7	14.1
	Some times	102	38.8	38.8	52.9
	Often	73	27.8	27.8	80.6
	Always	51	19.4	19.4	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

Regarding questions that were asked to know how often participants practiced resolving conflict through mediation of other friends 102(38.8%) participants have reported that they sometimes

resolve conflict with their Neighbor using other friends, whereas 36(13.7%), 1(0.4%) respondents reported that they rarely and never resolve conflict with neighbor using other friends respectively (see table 4.15**b** above).

Table 4. 17: *resolving neighbor conflict through mediation of another neighbor*

I resolve conflict with my Neighbors Through mediation of other neighbors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	24	9.1	9.1	9.1
	Rarely	69	26.2	26.2	35.4
	Some times	121	46.0	46.0	81.4
	Often	13	4.9	4.9	86.3
	Always	36	13.7	13.7	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

With regard to question forwarded to know how often participants practiced resolving conflict Through mediation of other neighbors 121(46.0%) participants have practiced resolving conflicts of neighbors with the help of another neighbor's mediation, 69(26.2%) of participants rarely practice resolving conflict with the help of another neighbor and only 24(9.1%) of participant have never resolving neighbor's conflict using other neighbor's (see table 15**c** above).

Table 4. 18: *resolving neighbor conflict through negotiation*

I resolve conflict with my neighbor through discussing/negotiation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	16	6.1	6.1	6.1
	Rarely	45	17.1	17.1	23.2
	Some times	86	32.7	32.7	55.9
	Often	57	21.7	21.7	77.6
	Always	59	22.4	22.4	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

As indicated in the (Table 4.15**d**) above for question *"I resolve conflict with my neighbor through discussing/negotiation", 86*(32.7%), 59(22.4%) and 16(6.1%) participants reported to practiced negotiation/discussion mechanism of conflict resolving sometimes, always and never respectively.

Table 4. 19: *resolving neighbor conflict by reporting to police/court*

I resolve conflict with My by reporting to the police or the courts in my area.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	112	42.6	42.6	42.6
	Rarely	99	37.6	37.6	80.2
	Some times	16	6.1	6.1	86.3
	Often	8	3.0	3.0	89.4
	Always	28	10.6	10.6	100.0
	Total	263	100.0	100.0	

Source: own survey, 2022

Many researchers classified conflict resolution methods in to two i.e. traditional and nontraditional (modern judicial system) ones. Based on this classification the researcher

investigated the most commonly used way of resolving interpersonal conflicts particularly neighborhood conflicts in the study area. Almost all the focus group discussants and all the key informants replied that the traditional conflict resolution method (through elders/'Shimagiles') is often used by the community so as to resolve/manage neighbors' conflicts than the modem judicial system (through police, court, professionals).

Supporting this finding Assefa (2001) indicted that indigenous mechanisms are widely used and are popular in almost all parts of Ethiopia than the modem ones. Steven (2005) on his part also reported the existence of some unique cultures in African, including Ethiopia, which emphasize resolving of conflicts kindly through elders, traditional leaders, healing and reconciliation rituals. The focus group discussions and interviews participants were asked to identify which method of resolving conflicts is effective in terms of saving time, money and energy of the two parties who are in conflict. More than three-fourth of the respondents agreed that it is traditional method which is effective in saving the time and money of the two parties who are in conflict respectively. Most respondents also indicated that it is the traditional method of resolving neighborhood conflict which saves the energy of the two parties.

This finding is in congruent with the findings of the participant household heads. Because, as it is clearly shown in Table 4.15when we compare the mean result of the traditional and the modern method in terms of the above-mentioned variables (time, cost and addressing root cause of conflict), it is the traditional which has greater mean i.e. effective in terms of saving, time, cost and addressing root cause of conflict than the modern method. One of the participants of the interviews said;

> *The reason why youth are not actively involved in neighbors' conflict resolution process is that they are too emotional and lack understanding of the various conflict generating factors (to understand the situation from different perspectives). They also give very little attention to different values/cultures of the society. In order to solve interpersonal*

> *Conflicts effectively, it is also very necessary to understand the cultures and the values of the society. However, youngsters have problems in taking culture/value as very important*

> *Component in resolving conflicts compared to elders. Because of these reasons' elders are preferred by most society in resolving conflicts.*

Participants were also asked to know how often they resolve conflict with neighbor using modern or legal mechanism of resolving mechanism. Hence, 112(42.6%), 99(37.6%) and only 8(3.0%) participants have reported to practiced Never, Rarely and often respectively (see table 15e above).

4.4. Strategies of conflict resolution by Respondents' Average Scores

This section presents how often respondents' practices of conflict resolution based on Thomas and killmann five strategies of managing conflict (avoidance, accommodation, collaboration, competing and compromising). The mean statistical values of the items were based on the 5-point scale i.e. (**1**=Never,**2**=Rarely,**3**=Sometimes,**4**=Often and **5**=Always) was used to illustrated their practice. The mean analysis of the practice of conflict resolution is based on following assumptions: If the mean (M) score is below 2.5 it implies that the respondents rarely practices the strategy, if the mean score is equal to 2.5 it indicates that the respondents prefer to practice the strategy sometimes and finally if the mean score is above 2.5 it implies that the respondents practiced the strategy always.

In the meantime, the value of the standard deviation will assist to get to a conclusion as to how much the respondent's reply is scattered towards or away from the mean value. The lower the value, preferentially approaching zero shows the more respondent agree to the mean value while the larger value shows scattered responses not agreeing to the mean result. Accordingly, the mean and Standard deviation scores have been computed for all the five part of questions which are designed to answer each item under each category.

4.4.1. Avoiding strategy practices

Descriptive Statistics

	N	Mean	Std. Deviation
I keep conflicts to myself to avoid aggravations.	263	2.80	1.049
I keep my differences to myself.	263	2.47	1.115
I avoid hard feelings by not sharing my disagreements.	263	3.06	.994
Total		**2.77**	**1.05**
Valid N (listwise)	263		

Source: own survey, 2022

As indicated by the aggregate mean score and standard deviation (2.77 and 1.05 respectively), the data revealed that respondents always practiced avoiding strategy as a tool to manage conflict among neighbors. Majority of household head respondents preferred to applying always on the statements about "I keep conflicts to myself to avoid aggravations, I keep my differences to myself, I avoid hard feelings by not sharing my disagreements." as a strategy to manage conflict (means 2.80, 2.47, 3.06 and standard deviation 1.049, 1.115, .994 of 0.593 respectively (see table 4.22 above).

4.4.2. Accommodating Strategy practices

Table 4. 20: *Avoiding strategy practice*

Descriptive Statistics

	N	Mean	Std. Deviation
I try to meet others' expectations.	263	3.08	1.004
I accommodate the wishes of others'.	263	2.71	.973
I go along with the suggestions of others.	263	2.70	.817
Total		**2.83**	**0.93**
Valid N (listwise)	263		

Source: own survey, 2022

As indicated by the aggregate mean score and standard deviation (2.83 and 0.93 respectively), the data revealed that respondents reported always practicing accommodating strategy as a tool to manage conflict among neighbors. Majority of household head respondents reported practicing always on the statements about "I try to meet others' expectations, I accommodate the wishes of others, I go along with the suggestions of others "as a strategy to manage conflict (means 3.08, 22.71,2.70 and standard deviation 1.004, .973, .817 respectively (see table 4.23 above).

4.4.3. Competing Strategy practices

Table 4. 21: Competing strategy practice

Descriptive Statistics

	N	Mean	Std. Deviation
I hold my solutions no matter what.	263	2.68	1.184
I try to meet others' expectations.	263	3.02	.654
I accommodate the wishes of others.	263	3.34	1.557
I go along with the suggestions of others.	263	3.00	.847
Total		3.01	1.06
Valid N (listwise)	263		

Source: own survey, 2022

As indicated by the aggregate mean score and standard deviation (3.01 and 1.06 respectively), the data revealed that respondents reported that they are always practicing competing strategy as a tool to manage conflict among neighbors. Majority of household head respondents strongly rated always on the statements about "I hold my solutions no matter what, I try to meet others' expectations, I accommodate the wishes of others, I go along with the suggestions of others "as a strategy to manage conflict (mean2.68, 3.02, 3.34, 3.00 and standard deviation 1.184, .654, 1.557, .847 respectively (see table 4.24 above).

4.4.4. Collaborating Strategy practices

Table 4. 22: Collaborating strategy practice

Descriptive Statistics

	N	Mean	Std. Deviation
I try to find a mutually acceptable situation	263	3.57	1.039
I share information to reach a joint decision.	263	3.97	.914
I try for the best solution for everyone.	263	3.23	1.143
Total		**3.59**	**1.032**
Valid N (listwise)	263		

Source: own survey, 2022

As indicated by the aggregate mean score and standard deviation (3.59 and 1.032 respectively), the data revealed that respondents reported that they are always practicing collaborating strategy as a tool to manage conflict among neighbors. Majority of household head respondents rated always on the statements about "I try to find a mutually acceptable situation, I share information to reach a joint decision, I try for the best solution for every one as a strategy to manage conflict (mean 3.57, 3.97, 3.23 and standard deviation 1.039, .914, 1.143 respectively (see table 4.25).

4.4.5. Compromising/Cooperation Strategy practices

Table 4. 23: Compromising strategy practice

Descriptive Statistics

	N	Mean	Std. Deviation
I negotiate for a compromise.	263	4.10	1.225
I compromise through give and take strategies.	263	3.38	1.067
I propose middle-ground agreements.	263	3.00	.810
Total		**3.49**	**1.034**
Valid N (listwise)	263		

Source: own survey, 2022

As indicated by the aggregate mean score and standard deviation (3.49 and 1.034 respectively), the data revealed that respondents reported that they are always practicing cooperating strategy as a tool to manage conflict among neighbors. Majority of household head respondents rated always on the statements about "I negotiate for a compromise, I compromise through give and take strategies, I propose middle-ground agreements as a strategy to manage conflict (mean 4.10, 3.38, 3.00 and standard deviation 1.225, 1.067, .810 respectively.

4.5. Effectiveness of Traditional conflict resolution Method

The other objective of the study was to assess the effectiveness of both modern and traditional conflict management strategy respondents practiced in the community. The following table compares the effectiveness of both meth some parameter like cost, time, addressing root Problem of the conflict

Table 4. 24. Effectiveness of traditional conflict resolution mechanism

No.	Item related to Effectiveness of Modern conflict resolution Mechanism	Strongly disagree		Disagree		Neutral		Agree		Strongly agree	
		N	%	N	%	N	%	N	%	N	%
1.	It is Cost effective.	9	3.4	16	6.1	17	6.5	189	71.9	32	12.2
2.	It is Time effective.	18	6.8	11	4.2	9	3.4	189	71.9	36	13.7
3.	It Addresses the root causes of the conflict.	30	11.4	77	29.5	9	3.4	99	37.6	48	18.3
4.	It Satisfies the two conflicting parties.	31	11.8	47	17.9	31	11.8	128	48.7	26	9.9
5.	There is Less probability of the conflict to reoccur	20	2.6	46	17.5	15	5.7	114	45.3	68	25.9
6.	Quickly responds to conflicts/crisis.	10	3.8	40	15.2	20	7.6	88	33.5	105	39.9
7.	It is easily accessible.	8	3.0	8	3.0	1.	0.4	136	51.7	110	41.8
8.	It is flexible.	68	25.9	46	17.5	10	3.8	121	46.0	18	6.8
9.	It is Acceptable to parties	17	6.5	71	27.0	21	8.0	126	47.9	28	10.6

Source: own survey, 2022

In indicating weakness of traditional conflict all focus group participants indicated that it is the men who are actively involved in resolving neighborhood conflicts. The participants put three reasons on why women are not involved in managing conflicts. These are: (1) the society believes that women's have no much experience as men in handling conflict including neighbors' conflicts. (2) The society traditional believes that women lack tolerance and are very sensitive in handling conflicts. (3) The society believes that women have problems of understanding the cultures/values of the two conflicting parties compared to men.

In line with this idea, Tigist (2003) dearly indicated that one of the weaknesses that traditional conflict resolution method has is that modern ideas like respect for human rights and gender equality are among the issues that are absent from these indigenous mechanisms.

As is discussed by the participants, most people who are involved in traditional conflict resolution process are people who are uneducated, mostly illiterate/only read and write. It is uncommon to see educated people (people having diploma and above educational background) as part of shimagile in resolving conflicts.

The findings of Tsega (2000) show the different advantages of traditional method of resolving conflicts including quickly responding to crisis, contributing in saving of the two conflicting parties' money, energy and time as well as giving access to many people who do not find the modem system of conflict resolution comfortable, affordable or suited to their needs.

Table 4. 25. Effectiveness of modern Conflict resolution

No.	Item related to Effectiveness of Modern conflict resolution Mechanism	Strongly disagree		Disagree		Neutral		Agree		Strongly agree	
		N	%	N	%	N	%	N	%	N	%
10.	It is Cost effective.	164	62.4	51	19.4	16	6.1	17	6.5	15	5.7
11.	It is Time effective.	175	66.5	39	12.8	10	3.8	13	4.9	26	9.9
12.	It Addresses the root causes of the conflict.	100	38.0	112	42.6	9	3.4	19	7.2	23	8.7
13.	It Satisfies the two conflicting parties.	20	7.6	186	70.7	16	6.1	16	6.1	25	9.5
14.	There is Less probability of the conflict to reoccur	34	12.9	193	73.4	17	6.5	10	3.8	9	3.4
15.	Quickly responds to conflicts/crisis.	88	33.5	143	54.4	8	3.0	13	4.9	11	4.2
16.	It is easily accessible.	116	44.1	115	43.7	6	2.3	14	5.3	12	4.6
17.	It is flexible.	57	21.7	172	65.4	17	6.5	11	4.2	6	2.3
18.	It is Acceptable to parties	69	26.2	161	61.2	10	3.8	9	3.4	14	5.3

Source: own survey, 2022

The findings of the above table show items 1, 2 & 3 in table 4.16, show that out of the total 263 participants, 189(71.9%), 189(71.9%) and 99(37.6%) of the participant household heads strongly agree that resolving neighbors' conflicts through traditional way is cost effective, time effective and address root cause of conflict respectively. While 164(62.4%), 175(65.5%) and 100(38.0%) of the respondents strongly disagree i.e. strongly dissatisfied with the idea that managing neighbors' conflict by using modem method is cost effective, time effective and resolve conflict from its root respectively. Here we can clearly see that traditional way of resolving conflicts is preferred to the modern one in terms of saving the time and resources (money) as well as addressing root causes of the conflicting parties. Related to item 4 128(48.7%) of the respondents Agree that traditional method of resolving conflict satisfies the two conflicting parties. While 186(70.1%) of them disagree that resolving neighbors' conflicts by using modem method

satisfies the two conflicting parties. This shows that modem method of resolving conflict is better in addressing the root cause of the conflict than the traditional method.

Item 5 114(45.3%) of respondent Agreed that when conflict is resolved through traditional conflict resolution mechanism there is less probability of reoccurrence whereas, 193(73.4%) of the respondent disagree with the same statement which shows preferred traditional conflict resolution in terms of avoiding reoccurrence of conflict. Item 6 105(39.9%) of respondent agreed that Traditional conflict resolution is Quick, while 143(54.4%) respondents reported their disagreement with regard to quickness of the Modern conflict resolution mechanism which clearly shows that people prefer traditional conflict resolution than Modern one. For Item 7 136(51.7%) of the respondent agreed that Traditional conflict resolution is easily accessible, while 116(44.1%) of the respondents reported that they strongly disagree with statement Modern conflict resolution mechanism is easily assessable.

Item 8 in the Table indicate that 121(40.0%) of the respondent Agreed for the statement Traditional conflict resolution is Flexible, while 172(65.4%) of the respondent reported disagree response for the same question. For Item 9 126(47.9%) of the respondent agreed on statement "Acceptable to parties", on other hand 161(61.2%) of the participant household head disagree with thee statement.

In this regard, in congruent to this finding, Assefa (2001) clearly indicated that in addition to being quick to respond to crisis, traditional methods contribute to save the two conflicting parties money, energy and time as well as give access to many people who do. Not find the modem system of conflict resolution comfortable, affordable or suited to their needs are among the different advantages of traditional method of resolving conflicts has.

Again, as findings of Tigist (2003), as it is cited in Ministry of Federal Affairs and GTZ (2004) indicated that when compared to non-indigenous ones, indigenous mechanism for the resolution and prevention of conflicts are less complex, more time saving and give a chance to parties in conflict to actively participate in solving their own problems and handling their own affairs in their own way.

4.6. Challenges of Traditional conflict resolution mechanism in resolving conflict in the study area

Respondents were also asked to identify the strengths and weaknesses of both traditional and modem ways of resolving conflicts. Among the strengths of traditional ones mentioned by 60-70% of the focus group participants were the following:

✓ It gives a better chance for two neighbors who are in conflict to actively participate in the conflict management process

✓ Gives an opportunity to the local community to handle their own problem by themselves in their own way;

✓ Saves the time, energy and money of the two parties who are in conflict;

✓ Addresses the root causes of the problem and can solve the problem in a more sustainable manner, quickly responds to problems

✓ the traditional conflict resolution mechanisms are free of corruption

✓ The traditional system is also accessible, culturally acceptable and morally binding.

✓ It is a quick

✓ The decision is acceptable to both parties in most cases.

The respondents put the above-mentioned strengths of traditional method of resolving conflicts as the limitation of modern way of resolving conflicts.

➢ modern method does not give much opportunity to the two parties to actively participate

➢ modern method doesn't address the root causes of the problem

➢ Less acceptable and consume a lot of time, money and energy of the two parties.

On the other hand, when we come to the limitation of the traditional conflict resolution system, the following points were raised:

➢ Traditional conflict resolving mechanism is gender insensitive, since women are culturally not allowed to contribute in the proceedings. For example, this system is not interested in including right issues like women &child rights

➢ it lacks the representation of the different community groups

➢ Age biased (it is older people who are actively participating as 'Shimagile'

➢ Not supported by trainings

- ➢ This system is prone to bias and favoritism decisions
- ➢ Lack of framework or approach to enforce its rulings
- ➢ Luck of documented references. It is difficult to refer to preceding cases as well as hard to pass on such customary knowledge and practices to future generations.

The result from FGD and interview regarding what need to be done to effectively utilize traditional conflict resolution mechanism key interview in the same manner mentioned what need to be done to improve traditional conflict resolution. They have stated solution like must be given for individual who are involved in the conflict mediation, government must recognize and financially support traditional conflict resolution mechanism, justice sector government office must cooperate with local community leader who involve in conflict resolution, awareness creating seminars and work shop must be prepared for youth to respect and utilize social value of the society like conflict resolution of conflict by elders.

The result from FGD and interview also proves that, reverse of the weaknesses of traditional conflict resolution mechanism are the strengths of the modem judicial system. That is, it is:

- ➢ Gender sensitive, civilization and modernizations center for this system,
- ➢ represented by different community groups including youth, staffs have more accessible to training and education
- ➢ less biased and favoritism
- ➢ Has a clear framework /approaches and each files and cases are properly documented so that there is no difficulty of referring the case and to precede it.

Although the above-mentioned points are the strengths and weaknesses of the two methods, the participants indicated that it is the traditional conflict resolution method which is the most effective and popularly used by the community in the study area.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1. Summary of Finding

This study provides insight in to the conflict management strategies among neighbors of uffa town in Gimbo woreda, keffa zone. The find of the study shows that conflicts occur when individuals or groups are not obtaining what they need or want and are seeking their own self-interest. Sometimes individual are not aware of the need and unconsciously starts to act out. However, most of the time, the individual is very aware of what he or she wants and actively works at achieving the goal.

As the literature reviewed indicated, this study also shows that conflict is an inevitable part of any social relationship. The data of survey Participant also indicate that 210 out of 263 participants responded *"yes" f*or question that was asked to know whether they have experience conflict with neighbor or not.

According to Ratzburg (2005) conflict is both destructive and constructive. It is destructive when it takes attention away from other important activities, undermines morale or self-concept, polarize people and groups (reduce cooperation), increases or sharpens differences and leads to irresponsible and harmful behavior (such as fighting, name-calling).

On the other hand, conflict is constructive when it results in clarification of important problems and issues, results in solutions to problems, involves people in resolving issues important to them, causes authentic communication, builds cooperation among people through learning more about each other, joining in resolving the conflict, helps individuals develop understanding and skills and helps release emotion, anxiety and stress. However, most conflict is negative and should be addressed promptly. The researcher was able to understand that all of the participants of this study understood conflict as if it is always destructive while it has constructive aspects as stated above.

It is also important to identify conflict management strategies that may be helpful or harmful to a relationship. As long as people engage in social relationships, they will need to develop techniques to manage conflicts. This study indicated that traditional and modem judicial methods of managing interpersonal conflict are the two main strategies used to manage/resolve conflicts

in the study area. Resolving conflict by using the traditional method is the most commonly used and effective method in the study town Uffa town as the indicated by the participants of this study from 263 participant 152 (57.8%) respondent reported that they resolve conflict through mediation of local elder and only 28(10.6%) out of 263 participants have always try to resolve their dispute with neighbor using court/modern legal system as indicated in Table4.14e.

This study also reveals the existence of the weaknesses and strengths of both the traditional and the modern methods of managing conflicts. Identifying causes can help to deal with the situation, but whatever the cause, conflict must be recognized and dealt with. Dwyer (2006) identified nine main possible causes of conflict including conflict with self, need or wants are not being met, values are being tested, perceptions are being questioned, assumptions are being made, knowledge is minimal, expectations are too high/low, and personality, race, or gender differences are present. These causes are also the causes of the neighbors' conflicts which are investigated in this study area.

5.2.   Conclusion

Neighbor conflicts over the use of resources like land, domestic animal, drainage and blockage of the satisfaction of needs and wants are common in the Uffa Town. Such conflicts are mostly settled by the local elders using the traditional system. Usually in the traditional system, individuals above 60 years are considered to be elders with a social responsibility of keeping peace and stability within the local community. Regulating and settling conflicts is important to create peaceful societies. The communities need institutions which can promote conflict prevention as well as intervention/prevention mechanisms. Otherwise, conflict together with poverty "and illiteracy may lead the community to live a more complicated and miserable life. This study shows inevitable nature of conflict and the existence of different ways of managing interpersonal conflicts at neighborhood level.

We can conclude that the major findings of this research are the following:

➢ Most household heads out of 263, 197(74.9%) have been in conflict with their neighbors and it is only 66(25.1)10.83% of them who said that they have never been in conflict with their neighbors. Regarding the main causes of conflict in the study are 83(31.6%) the respondents reported that major causes of conflict between neighbors is related to land border, 44(19.7%) were related to neighbor's children affairs and 21(8%) causes are

related to domestic animal case which group discussant and interviewed people have also proved.

➤ Out of 197(74.9%) household heads who were in conflict with their neighbors, 210(79.8%) of them and almost all of participants of the focus group discussion and interview indicated that they have faced various problems as the result of the conflict as indicate in table 4.12. Most household heads 152(57.8%)**,** participants of the focus group discussion and interviewee indicated that traditional way of resolving conflict (through elders/, Shimagiles') is the most commonly used method to manage conflicts than the modern judicial system in the study area. During focus group discussion more than 90% of the participants explained that it is elders (approximately above age 60) who are actively participating as 'Shimagiles' from religion institution as well as well-known persons.

➤ As a weakness of traditional conflict resolution mechanism, all participants of the focus group discussions and the interviews indicated that it is only men who are actively involved in resolving neighborhood conflicts by excluding women & youth. Traditional conflict Resolution practice and process are dominated by people who have little or no education. Among the strengths/effectiveness of Traditional conflict mentioned by most participants of the focus group and interview were: It is quick, accessible, less cost and It addresses the root causes of the conflict as well as it Satisfies the conflicting parties. On the other hand, modern conflict resolution mechanism was not effective on the above-mentioned points.

➤ Again, in comparing and contrasting effectiveness/strength and weakness of both conflict resolution method i.e. in Addressing the root causes of the problem, easily accessible to many people, acceptable, norm & culturally friendly, and time, energy and money effective traditional conflict was reported as effective. The opposite of strengths of Traditional conflict resolution was mentioned as to be as weakness of modern conflict resolution mechanism. Being gender insensitive, more resistant to change (civilization and modernization), subjected to bias and favoritism, lack of framework or approach to enforce its rulings and problems related with documented references are among the limitations of traditional method of resolving conflicts mentioned by most of the participants. On the other hand, the reverse of the limitations of the traditional method are

the strengths of the modern judicial system of managing interpersonal conflicts at neighbors' level.

➢ Related to effectiveness of traditional conflict resolution, out of the total 263 participants, 189(71.9%), 189(71.9%) and 99(37.6%) of the participant household heads strongly agree that resolving neighbors' conflicts through traditional way is cost effective, time effective and address root cause of conflict respectively. Regarding the five conflict resolution strategies practiced by respondent in the study area, as a total mean and standard deviation of respondent's data reveals that participant agreed avoiding, competing, accommodating, collaborating and compromising strategy as a tool to manage conflict among neighbors.

5.3. Recommendations

It is important to manage neighbors' conflict before it led to various psychological (like depression, anxiety, fear, and stress), social, economic problems and even loss of life and assets. There are different ways of managing neighbors' conflicts. Managing/solving conflict traditionally, through elders/ 'shimagiles' and managing it through nontraditional way (legal institutions like police, court, kebele) are the main ones as indicated above. The following points are suggested regarding enhancing the efficacy of the traditional as well as modern ways of managing conflicts related to neighbors' conflicts.

1. There is a loose collaboration, if any, between people who are actively participating in traditional way of resolving conflicts and the modern one. Therefore, it is recommended that collaboration and networking between the legal and customary institutions of governance must be established and strengthen.

2. Women and youth should be empowered to actively participate in the traditional conflict resolution process, as they are the majority of the victims of conflicts. Cultural norms and practices that hinder or prohibit participation of women in conflict management activities and public discourses should be changed.

3. Different workshops, seminars and meetings between community elders and the government officials must be held in order to improve the government's understanding and appreciation of the traditional methods of conflict management as it will ease working together for societal peace, democracy and safety as well.

4. Comprehensive research has not been conducted on the issue of neighbor conflict. As more research is being conducted, more information and understanding will be complied and put into use concerning conflict management. Therefore, more research is needed in this area. Tor reference and clarification purposes, traditional conflict resolution mechanisms should be documented, filed and disseminated widely in the society. Future generation would benefit if the processes were documented. The respondents also suggested incorporation of customary law in to the formal education system so as to inculcate the societal norms and laws in to the minds of the future generation.

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የፍቃድ መጠየቂያ ደብዳቤ

ስሜ ምስጋናዉ ታምር ገድሉ ነዉ። በአሁኑ ወቅት በጅማ ዩኒቨርሲቲ በሰላምና ግጭት ጥናት ትምህርት ዘርፍ የድህረ-ምረቃ ፕሮግራሜን እየተከታተልኩ ነዉ።የሁለተኛ አመት ተማሪ በመሆኔ የማስተርስ ድግሪዮን በከፊል ለማሟላት በደቡብ ምዕራብ ክልላዊ መንግስት ከፋ ዞን ጊንቦ ወረዳ በኡፋ ከተማ በጉረቤቶች መካከል የግጭት አስተዳደር ስልቶች ዘዴዎችን /Conflict Management Strategies in the Neighborhoods Gimbo woreda, Uffa Town in Kaffa Zone, South Western Regional State / በሚል ርዕስ ላይ ጥናት እያሰራሁ ነዉ።ባለህ/ባለሽ/ ጠቃሚ እዉቀትና ልምድ ተሳታፊ ለመሆን ተመርጠሃል /ተመርጠሻል። በዚህ ጥናት ለምታደርገዉ /ለምታድርጊዉ ትብብር በቅድሚያ ላመሰግን እወዳለሁ።የሚደረገዉ ተሳትፎ በፍቃደኝነት ነዉ።አለመሳተፍ ይቻላል ወይም በቃለ መጠየቁ /በዉይይቱ ጊዜ በማንኛዉም ሁኔታ ካልተፈለገ ማቋረጥ ይቻላል።ማንኛዉም ካንተ /ካንች የሚገኘዉ መረጃ ሚስጢራዊ ነዉ።ስምህ /ስምሽ በሪፖርቱ ዉስጥ አይዛፍም ካንተ /ካንች ጋር የሚኖረን የቃለ መጠየቅ ሰዓት ለጥናቱ በነዛ የሚደረግ አስተዋፅአ ነዉ።ምንም ክፍያ አይኖረዉም።በምርምር ዉስጥ ለመሳተፍ ሲባል ክፍያ እንደማይከፈልዎት ያስታዉሱ ምክንያቱም ክፍያ መረጃን እንደመግዛት ስለሚቆጠር ከምርምርምር ሥነ ምግባር አንጻር ተቀባይነት የለዉም። የዚህ ጥናት ዋና አላማ በተጠቀሰዉ ከተማ ዉስጥ የሚኖሩ ጎረቤታሞችን በግጭት ወቅት የሚጠቀሙበትን የግጭት አፈታት መንገዶች /ዘዴዎች/ መመርመር ነዉ።

ውድ ተሳታፊ! የዚህ ጥናት አላማ ሊሳካ የሚችለው በዚህ መጠይቅ ውስጥ የተቀመጡትን ተከታታይ ጥያቄዎች እውነተኛ ምላሾችን ለመስጠት ፈቃደኛ ሲሆኑ ብቻ ነው። ምላሾችህ/ሽ ከምርምር ዓላማ ውጭ ለሌላ ዓላማ እንደማይውሉ 100% አረጋግጥልሃለሁ።

በቃለ መጠየቁና በቡድን ዉይይቱ ዉስጥ ለመሳተፍ ፍቃደኝነትህን /ፍቃደኝነትሽን

ከተረጋገጠ ለሚደረገዉ ጥናት ጠቃሚ ሁኖ የሚገኘዉን መረጃ በጥልቀት ለመረዳትና ለመመዝገብ ዉይይቱ በድምፅ መቅጃ ይቀዳል።ነገር ግን ድምፁ የሚቀዳዉ በፍቃደኝነት ላይ የተመሰረተ ነዉ።አለበለዚያ በቻልኩት መጠን ሁሉ የፅሁፍ ማስታወሻ ለመያዝ እሞክራለሁ። ስለዚህ አሁን በዉይይቱ ላይ ለመሳተፍ ፍቃደኛ መሆንህን /መሆንሽን ልታረጋግጥልኝ ትችላለህ /ትችያለሽ?

ሀ. አዎ እስማማለሁ እናም መቀጠል እችላለሁ

ለ. አይ በዉይይቱ ላይ መሳተፍ አልፈልግም

ለፍቃደኝነትህ /ለፍቃደኝነትሽ በጣም አመሰግናለሁ
የውይይት መመሪያዎች

- ማንኛውም የውይይቱ አባል የመሳተፍ ሀላፊነት አለበት።

- አስተባባሪው/ጠያቂው በሚጠይቀው ጥያቄ መሰረት ተሳታፉዎች መመለስ አለባቸው።

- ትክክለኛ ወይም የተሳሳተ መልስ የሚባል የለም ስለዚህ ሁሉም ሀሳቦች መንፀባረቅ አለባቸው።

- ስልክ ከያዛችሁ እባካችሁ የስልካችሁን ድምፅ አጥፉ።

- አጠቃላይ ውይይታችን ከሁለት ሰአት በላይ አይወስድም።

የጥናቱ ተሳታፊ ስም/ኮድ ---------- ፈርማ፡ _____ ቀን፡ _____

ስየመረጃ ሰብሳቢ ፈርማ፡_____

ክፍል አንድ

ዳራ መረጃ

መመሪያ 1 ፡ የሚከተሉት ዳራ መረጃ ጥያቄዎች በሚስጥር ይያዛሉ እና በዚህ የዳሰሳ ጥናት ሌለኛዉ ክፍሎች ምላሽ ለመተርጎም ብቻ ይጠቀማሉ፡፡ እባክዎትን በጥንቃቄ ያንብቡ እና "√ " በሳጥን ውስጥ " ☐" መልስዎን ያመልክቱ፡፡

1. ወንደ ወይም ሴት ነዎት?

      1. ☐ ወንድ   2. ☐ ሴት

2. የእርስዎ ዕድሜ ስንት ነው?

1. ☐ ከ20 በታች   3. ☐ 31-40

2. ☐ 21-30   4. ☐ 41-50   5. ☐ 51 እና ከዚያ በላይ

3. የእርስዎ የትምህርት ደረጃ

1. ☐ አልተማረኩም	3. ☐ ማንበብ እና መፃፍ ብቻ
2. ☐ የመጀመሪያ ደረጃ ትምህርት	4. ☐ ሁለተኛ ደረጃ ትምህርት
3. ☐ የኮሌጅ ዲፕሎማ	5. ☐ የመጀመሪያ ዲግሪ
	7. ከሆነ ሌላ፡ ይግለጹ_____

4. ሃይማኖትዎ ምንድን ነዉ?

1. ☐ ሙስሊም	4. ☐ ፕሮቴስታንት
2. ☐ ኦርቶዶክስ ክርስቲያን	5. ☐ ካቶሊክ
3. ☐ የይሁዋ ምስክር	6. ☐ አምላክ የለሽ
	7. ከሆነ ሌላ፡ ይግለጹ_____

5. የእርስዎ ብሄር፡-

1. ☐ ካፊጆ	4. ☐ ሸካ
2. ☐ ቤንች	5. ☐ አማራ

3. ☐ ኦሮሞ   6. ሌላ ከሆነ ይግለጹ_____

6. የጋብቻ ሁኔታ፦-

     1. ☐ አላገባም   3.☐ የተፋታ

     2. ☐ ባለትዳር ነኝ   4.☐ ባል/ሚስትን በሞት አጥቻላዉ

ክፍል ሁለት

መመሪያ 2 ፣ በግጭት አፈታት ስልቶች እና ተያያዥ ጉዳዮች ዙሪያ በጊንቦ ወረዳ ኡፋ ከተማ ዉስጥ መረጃ ለመሰብሰብ የሚከተሉት ጥያቄዎች ተዘጋጅተዋል። እባክዎትን እያንዳንዳችውን በጥንቃቄ ያንብቡ እና ምላሽዎን በሳጥን ውስጥ ☐ "√" በማስቀመጥ ያሳዩ።

7. ከጎረቤትዎ ጋር ተጣልተው ያውቃሉ?

     1. ☐አዎ   2. ☐ አይደለም

8. ለጥያቄ ተ. ቁጥር-7 ምላሽዎ *"አዎ"* ከሆነ ከጎረቤተዎ ጋር የግጭቶች ዋና መንስኤዎች ምንድን ናቸው?

     1. ☐የመሬት ድንበር ክርክር   6. ☐ የአክብሮት ማጣት

     2. ☐ከልጆች ጋር በተያያዙ ጉዳዮች 7. ☐ ሐሜት / የውሸት መረጃ

     3. ☐የተበደረን ገንዘብ በመከልከል   8. ☐ በቤት እንስሳት ምክንያት

     4. ☐በሚረብሽ ጫጫታ ምክንያት   9. ☐ ከሃይማኖት/ዘር ጋር የተያያዙ ጉዳዮች

     5. ☐ከፖለቲካ ጋር የተያያዘ ልዩነት 10. ☐ በቆሻሻ ማጠራቀሚያዎች ፍሳሽ ምክንያት

                           11. ሌላ ካለ እባክዎን ይጻፉ _____

9. ከላይ የተጠቀሱትን የጎረቤታሞች ግጭት መንስኤዎችን በተዋረድ ቅደም ተከተል እንዴት ይገመግማሉ? (እባክዎ የሚከተሉትን የጎረቤታሞች ግጭት መንስኤዎችን ከ1-3 ደረጃ በመስጠት ያስቀምጡ)።

ተ.ቁ	የጎረቤታሞች ግጭት መንስኤዎች	የችግር መንስኤዎች ደረጃ		
		1 ኛ	2 ኛ	3 ኛ
10.	ከመሬት ወሰን ጋር የተያያዙ ጉዳዮች	☐	☐	☐
11.	ከልጆች ጋር በተያያዙ ጉዳዮች	☐	☐	☐
12.	እርስ በርስ የተበደሩትን ገንዘብ በመከልከል	☐	☐	☐
13.	ከጎረቤቶች የሚረብሹ ድምፆች	☐	☐	☐
14 .	አንዱ ስለ ሌላው ጎርቤት የሚወራዉ ወሬ/ውሽት/ሐሜት	☐	☐	☐
15.	እርስ በርስ አለመከባበር	☐	☐	☐
16.	የቤት እንስሳት ጋር የተያያዙ ጉዳዮች	☐	☐	☐
17.	ከሃይማኖት/ዘር ጋር የተያያዙ ጉዳዮች	☐	☐	☐
18.	ከፖለቲካዊ አቋም ጋር የተያያዙ ጉዳዮች	☐	☐	☐
19.	ከቆሻሻ አወጋገድ ጋር ጋር በተያያዙ ጉዳዮች	☐	☐	☐

20. በአካባቢዎ ካሉ ጎረቤቶችዎ ጋር በተፈጠረው ግጭት ምክንያት ችግሮች አጋጥመውዎታል?

1. አዎ   2. አይደለም

21. ለጥያቄ ተ. ቁጥር- 20 የሰጡት ምላሽ " አዎ " ከሆነ ፤ ከጎረቤቶችዎ ጋር በተፈጠረ ግጭት ምን አይነት ችግር አጋጥሞዎታል?

1. ☐ እንደ እድር/ማህበር ካሉ ማህበራዊ ትስስሮች መገለል

2. ☐ እንደ ቡና ካሉ ከማህበራዊ ስብስብ መገለል

3. ☐ እንደ *ደቦ* ባሉ የትብብር *ሥራዎች* የመሳተፍ እድል አጥቻለሁ

4. ☐ በግል የገንዘብ ችግር ወቅት ከሰዎች የገንዘብ ድጋፍ አለማግኘት

5. ☐ ከጎረቤት *ጋር* ደስ የማይል ስሜት

6. ☐ ከጎረቤት *ጋር* አለመተማመን

7. ሌላ ካለ እባክዎን ይግለጹ _____

22. ከጎረቤቶችዎ *ጋር* ያጋጠሙዎትን ግጭቶች ለመፍታት ሞክረው ያውቃሉ?

      1. አዎ   2. አይደለም

መመሪያ 3 ፡ የሚከተሉት ጥያቄዎች በህብረተሰባችን ውስጥ ግጭቶች ሲከሰቱ ከግጭት አፈታት *ጋር* የተያያዙ ናቸው። እባክዎን "√"ን በሚዛመደው ሣጥን ውስጥ በማስቀመጥ በአካባቢዎ ያሉትን የእነዚህ የግጭት አፈታት ዘዴዎች ድግግሞሽ ያመልክቱ ☐።

አይ.	የግጭት አፈታት ልምዶች	የተግባሮች ድግግሞሽ				
		1 = በጭራሽ	2 = አልፎ አልፎ	3 = አንዳንድ ጊዜ	4 = ብዙ ጊዜ	5 = ሁልጊዜ
23.	ከጎረቤቶቼ *ጋር* ግጭትን የመፈታታው በአካባቢው ሽማግሌዎች ሽምግልና ነው።	☐	☐	☐	☐	☐
24.	ከጎረቤቶቼ *ጋር* ግጭትን በሌሎች የጎደኞቼ ሽምግልና እፈታለሁ።	☐	☐	☐	☐	☐
25.	ከጎረቤቶቼ *ጋር* ግጭትን የምፈታው በሌሎች ጎረቤቶች ሽምግልና ነው።	☐	☐	☐	☐	☐
26.	ከጎረቤቴ *ጋር* ግጭትን በውይይት/በድርድር እፈታለሁ።	☐	☐	☐	☐	☐
27.	በአከባቢዬ ላሉ ፖሊስ ወይም ፍርድ ቤቶች ሪፖርት በማድረግ ከጎረቤቶቼ *ጋር* ያለኝን ግጭትን እፈታለሁ።	☐	☐	☐	☐	☐

መመሪያ 4፡- ቀጥሎ የተዘረዘሩ ጥያቄዎች ከጎረቤቶቼ *ጋር* ግጭትን በተከሰት ወቅት ግጭቶችን ለመፍታት የባህላዊ ግጭት አፈታት መንገድን ውጤታማነት ለመለካት ያገለግላሉ

ናቸው። እባክዎን " √ " *በመጠቀም* ከእያንዳንዱ መግለ/ዓፍተ ነገር ጋር የእርስዎን ስምምነት ደረጃ ያመልክቱ። (ይህን ልብ ይበሉ፡ ከፍተኛው ነጥብ 5 እና አነስተኛዉ 1 ነው)

በሚከተሉት ዐረፍተ ነገሮች/ሀሳቦች/ በምን ፋህል ደረጃ ይስማማሉ?

አይ.	ባህላዊ የግጭት አፈታት ዘዴ ውጤታማነት ጋር የተያያዙ ተለዋዋጮች	5 = በጣም እስማማለሁ.	4 = እስማማለሁ.	3 = ገለተኛ	2 =አልስማማም።	1 = በጣም አልስማማም።
28.	ግጭቶችን ለመፍታት ባህላዊ መንገዶች ወጪ ቆጣቢ ናቸው.	☐	☐	☐	☐	☐
29.	ባህላዊ የግጭት አፈታት መንገዶች ጊዜ ቆጣቢ ናቸው።	☐	☐	☐	☐	☐
30 .	ባህላዊ የግጭት አፈታት መንገዶች በትክክል መፍትሄ ማምጣት ይችላሉ ።	☐	☐	☐	☐	☐
31.	ባህላዊ የግጭት አፈታት መንገድ ስትከተሉ ለግጭቶችን መፍትሄ በመስጠት ተፋላሚ ወገኖች ያረካሉን።	☐	☐	☐	☐	☐
32.	በባህላዊ የግጭት አፈታት መንገዶች አለመግባባቶች ሲፈቱ የግጭቶች እንደገና የመከሰቱ እድሉ አናሳ ነው ።	☐	☐	☐	☐	☐
33.	የባህላዊ የግጭት አፈታት መንገድ ለግጭቶች በፍጥነት ምላሽ ይሰጣሉ።	☐	☐	☐	☐	☐
34.	ግጭቶችን ለመፍታት ባህላዊ መንገዶች በቀላሉ ተደራሽ ናቸው.	☐	☐	☐	☐	☐

35.	ግጭቶችን ለመፍታት ባህላዊ መንገዶች ምቹ ናቸው።	☐	☐	☐	☐	☐
36.	የባህላዊ ግጭት አፈታት መንገዶች በሁሉም ዘንድ ተቀባይነት አላቸው።።	☐	☐	☐	☐	☐

መመሪያ 5፡- ቀጥሎ የተዘረዘሩ ጥያቄዎች በጎረቤታሞቸ ግጭት ወቅት ግጭቶችን ለመፍታት ዘመናዊ መንገድን ምን ያህል ጠቃሚ መሆናቸውን ለመለካት የሚዉሉ መስፈረቶች ኛቸዉ። እባክዎን *በተሰጠዉ* ሳጥን ውስጥ *" √ " ምልክት በማስቀመጥ* ይግቡ የመስማማት ደረጃዎን ይግለዉ። (ልብ ይበሉ: ከፍተኛው ነጥብ 5 ሲሆን አነስተኛዉ 1 ነው)።

አይ.	ከዘመናዊ የግጭት አፈታት ዘዴ ውጤታማነት ጋር የተያያዙ ተለዋዋጮች	እስማማለሁ.	4 = እስማማለሁ.	3 = ገለልተኛ	2 =አልስማማም።።	1 =አልስማማም።።
37.	ግጭቶችን ለመፍታት ዘመናዊ መንገድ ወጪ ቆጣቢ ነው.	☐	☐	☐	☐	☐
38.	ግጭቶችን ለመፍታት ዘመናዊ መንገድ ጊዜ ቆጣቢ ነው።።	☐	☐	☐	☐	☐
39.	ግጭቶችን የመፍታት ዘመናዊ መንገድ የግጭቱን መንስኤዎች በትክክል ለመፍታት ያስችላል።።	☐	☐	☐	☐	☐
40.	ዘመናዊ የግጭቶች አፈታት ዘዴ ሁለቱን ተፋላሚ ወገኖች ያረካል።።	☐	☐	☐	☐	☐
41.	ግጭቶቸ በዘመናዊ የግጭት አፈታት ዘዴ ከተፈቱ እንደገና የመከሰቱ እድሉ አነስተኛ ነው።።	☐	☐	☐	☐	☐
42.	ግጭቶችን ለመፍታት ዘመናዊ መንገድ በፍጥነት ምላሽ ይሰጣል።።	☐	☐	☐	☐	☐
43.	ግጭቶችን ለመፍታት ዘመናዊ መንገድ በቀላሉ ተደራሽ ነው።።	☐	☐	☐	☐	☐
44.	ግጭቶችን ለመፍታት ዘመናዊ መንገድ ምቹ ነው.	☐	☐	☐	☐	☐
45.	ዘመናዊ የግጭት አፈታት መንገድ በሁሉም ወገኖች ዘንድ ተቀባይነት ያለው ነው።።	☐	☐	☐	☐	☐

መመሪያ 6፦ የሚከተሉት ጥያቄዎች በጎሮቤታሞች መካከል ግጭትን ሲፈጠር ግጭቱን ለመፍታት በስፋት የምንጠቀመምበት ስልቶች ናቸው። እባክዎ የሚከተሉትን አምስት የመለኪያ ነጥቦችን በመጠቀም የ "√" **ምልክት** በ "□" ምላሾን ያመልክቱ ::

አይ	ተለዋዋጭ	1 = በጭራሽ	2 = አልፎ አልፎ	3 = አንዳንድ ጊዜ	4 = ብዙ ጊዜ	5 = ሁልጊዜ
46.	አቋሜን ለማረጋገጥ እሚገታለሁ።	□	□	□	□	□
47.	አቋሜን አጥብቄ እከተላለሁ።	□	□	□	□	□
48.	ምንም ቢሆን የእኔን መፍትሄዎች እይዛለሁ.	□	□	□	□	□
	ተዛማጅ ዕቃዎችን ማስተናገድ					
49.	የሌሎችን ፍላጎት ለማማሟላት እሞክራለሁ።	□	□	□	□	□
50.	የሌሎችን ፍላጎት አስተናግዳለሁ።	□	□	□	□	□
51.	የሌሎች ስዎችን ምክር እቀበላዉ.	□	□	□	□	□
52.	ግጭቶችን ላለመባባስ/እንዳይፈጠር እሞክራለዉ።	□	□	□	□	□
53	ልዩነቶቼን አክብራለዉ።	□	□	□	□	□

54.	አለመግባባቶቼን ባለማጋራት ከባድ ስሜቶችን አስወግዳለሁ።	☐	☐	☐	☐	☐
		1 = በጭራሽ	2 = አልፎ አልፎ	3 = አንዳንድ ጊዜ	4 = ብዙ ጊዜ	5 = ሁልጊዜ
55.	እርስ በርስ ተቀባይነት ያለው ሁኔታ ለማግኘት እሞክራለሁ	☐	☐	☐	☐	☐
56.	የጋራ ውሳኔ ላይ ለመድረስ መረጃን አካፍላለሁ።	☐	☐	☐	☐	☐
57.	ለሁሉም ሰው የተሻለውን መፍትሄ ለማግኘት እሞክራለሁ.	☐	☐	☐	☐	☐
58.	ስምምነት ለማድረግ እደራደራለሁ።	☐	☐	☐	☐	☐
59.	በመስጠት እና በመቀበል ስልት እስማማለሁ።	☐	☐	☐	☐	☐
60.	የአማካይ ደረጃ ስምምነቶች ሀሳብን አቀርባለሁ.	☐	☐	☐	☐	☐

ስለ ትብብርዎ በጣም አመሰግናለዉ !!!

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ⅠⅠ. ቡድን ውይይት መጠይቆች

- ✓ አወያይ፡ _____
- ✓ የውይይት ቦታ፡- _____
- ✓ የውይይት ጊዜ፡- ቀን፡_____ የሚጀምርበት፡_____
  የሚያልቅበት፡_____
- ✓ የተሳታፊ ት/ት ምህርት ደረጃ፡- _____

- በቀበሌዎ ውስጥ በጎረቤቶች መካከል ግጭት እንዲፈጠር ዋና ዋና ምክንያቶች ምንድን ናቸው ? በጎረቤቶች መካከል የግጭት ምንጮችን ይዘርዝሩ
- በጎረቤቶች መካከል ግጭት ሲፈጠር የባህላዊ የግጭት አፈታት ስርዓት ያለዉ ሚና ይግለጹ?
- በቀበሌያችሁ የሰፈሮች ግጭት የሚያስከትለው ጉዳት ምንድ ነው? ግጭት በሚጋጩ ጎረቤቶች ላይ የሚያሳድረውን ተጽዕኖ ይጥቀሱ
- ከባህላዊ እና ዘመናዊ የግጭት አፈታት ዘዴ በአካባቢዎ ያለውን የአካባቢ ግጭት ለመፍታት የትኛው ተመራጭ ነው? በጎረቤቶች መካከል ግጭትን ለመፍታት በጣም ውጤታማ የሆነው የትኛው ነው? እና ለምን? ግለጹ
- በሰፈር ውስጥ ግጭቶችን ለመፍታት የባህላዊ የግጭት አፈታት ዘዴ ተግዳሮቶች ምንድናቸው?

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<u>III. ቃለመጠይቅ</u>

አጠቃላይ መረጃ

4. የጠያቂው ስም :_____

1. የተቋሙ ስም: _____

2. የውይይት ቦታ፡- _____

3. የስራ መደቡ፡ _____

4. ያታ፡_____

5. የትምህርት ደረጃ፡ _____

6. የቃለ መጠይቁ ቀን እና ቃለ መጠይቅ፡-_____

7. የጊዜ ቆይታ፡ ከ_____እስከ_____ሰዓት

4. በእርስዎ ማህበረሰብ ውስጥ ባሉ ጎረቤቶች መካከል የእርስ በርስ ግጭት መንስኤዎች ምንድን ናቸው?

5. በአካባቢዎ ውስጥ የትኛው የግጭት አፈታት ስርዓት በሰፊው ጥቅም ላይ ይውላል?

6. በቀበሌዎ/በሰፈር የሚከሰቱት የጎሮብታሞች የእርስ በርስ ግጭት የሚያስከትለውንተፅዕኖ ያብራሩ፡፡

6.   በስነ-ልቦና _____ በማህበራዊ ___ በኢኮኖሚ _____ሴሎች

7. በጎሮብታሞች መካካል ግጭቶችን ለመቆጣጠር ባህላዊ የግጭት አፈታት ዘዴ በብዛት ጥቅም ላይ ይውላል? የዚህን ዘዴ ውጤታማነት እንዴት ያዩታል? ይህ ዘዴ ከጊዜ እና ወጪ ቆጣቢነት አንፃር እንዴት ይመዘኑታል?

8. በአካባቢዎ የትኛዉ የግጭት አፈታት ስርዓት በሰፊው ጥቅም ላይ ይውላል? ባህላዊው ወይስ ዘመናዊው ሥርዓት? የትኛው የግጭት አፈታት ሥርዓት ብዙ ጊዜ፣ ገንዘብ እና ጉልበት ይቆጥባል?

9. የባህላዊ የግጭት አፈታት ዘዴ ውስንነቶች እና ጥንካሬዎች ምን ምን ናቸው?

10. በጎረቤታሞች መካከል ግጭቶችን ለመፍታት የባህላዊ እና ዘመናዊ የግጭት አፈታት ዘዴዎች ውጤታማ ለማድረግ ምን መደረግ አለበት ይላሉ?

Jimma University

Collage of law and Governance

Department of Governance and Development Study

<u>Respondent Questionnaire Consent Form</u>

Dear Respondent!

My name is MisganaTamir. Currently, I am attending my graduate program in Peace and conflict Studies at JimmaUniversity. As a second year student, I am supposed to undertake a research on a particular topic as a partial fulfillment of obtaining master's degree. Accordingly, now I am conducting a study entitled as **"*<u>Conflict Management Strategies in the Neighborhoods Gimbo woreda, Uffa Town in Kaffa Zone</u>"*.**The primary objective of this research is to examine conflict management strategieused by the neighborhood in Gimbo Woreda,Uffa Town, Kaffa Zone".

Dear respondent, the objective of this research can only be attained when you are willing to provide your genuine responses to the series of questions appear in this questionnaire. I will assure you 100% that your responses will never be used for any other purposes other than the research purpose.

Please bear in mind that you will not be paid for the sake of participating in the research since it will be considered as purchasing data which is ethically unacceptable. However, I can assure you that participating in the study will never cause any physical, moral/psychological, financial or material damage to you other than letting you sacrifice some of your time.

This is a consent form urging you to sign on the space provided for you here under to show your agreement and willingness to participate in the study. By signing, you demonstrated that you have agreed to the terms and conditions mentioned above.

Thank you in advance!

PART ONE

Background Information

Instruction 1: The following background questions will be treated confidentially and used only to help interpret responses on the other parts of this survey instrument. Please read each items carefully and put "√" sign in the box"☐"provided.

1. Are you Male or female?

    1.☐ Male   2. ☐ Female

2. What is Your Age?

    1. ☐Below 20   3. ☐ 31-40

    2. ☐21-30   4. ☐ 41-50   ☐ 51 and above

3. What Educational level you have attained?

    1. ☐ Illiterate   4. ☐ Read & write only

    2. ☐ Elementary education   5. ☐ High school

    3.☐ College diploma   6. ☐ First Degree 7. If other: specify_____

4. What is your Religion?

    1. ☐Muslim   4. ☐ Protestant

    2. ☐Orthodox Christian   5. ☐ Catholic

    3. ☐Jehovah witness   6. ☐ Atheist   7. If other: specify_____

5. What is your Ethnicity?

    1. ☐ Kaficho   4. ☐Sheko

    2. ☐Bench   5. ☐Amhara

    3. ☐Oromo   6. Ifother: specify_____

6. What is your marital status?

    1. ☐Not married   3. ☐Divorced

    2. ☐Married   4. ☐Widowed

PART TWO

Instruction 2:

To gather information on conflict management strategies and related issue at the neighborhood level in Uffa town, the following open and close ended questions are prepared. Please read each of the following items carefully and show your response by putting "√"in box -☐provide foreach item.

7. Have you ever been in conflict with your neighbor/s?

        1. ☐Yes   2. ☐No

8. If you're Response for question No. 7 is "yes", what are the main causes of conflicts with neighbors?

    1. ☐Land border Dispute   6. ☐ Lack of respect

    2. ☐Due to children affair   7. ☐ Gossip/False Information

    3. ☐Denial of borrowed money   8. ☐ Due to Domestic animals

    4. ☐Disturbing Noise   9. ☐ Religion/Race related issues

    5. ☐Political related difference   10. ☐ Due to Drainage of waste materials

                              11. If other: please specify_____

9. How do you evaluate above mentioned causes of neighborhood conflict in their Hierarchical order? (Please rank 1-3the following causes of neighborhood conflict in their order from severe to less severs one).

No.	Items related to Cause of neighborhood conflict	Rank of causes of problem		
		1st	2nd	3rd
10.	Land border related cases	☐	☐	☐
11.	Due to children affair	☐	☐	☐
12.	Denial of borrowed money from each other	☐	☐	☐
13.	Disturbing Noises from neighbors	☐	☐	☐
14.	Gossip/False Information about one another	☐	☐	☐
15.	Lack of respect toward each other	☐	☐	☐
16.	Domestic animals related cases	☐	☐	☐
17.	Religion/Race related cases	☐	☐	☐
18.	Political stand related cases	☐	☐	☐
19.	Due to Drainage of waste materials	☐	☐	☐

20. Have you experienced problems as the result of conflict with your neighbors in your area?

        Yes   2. No

21. If your Response is "yes" for question No- 20, what kinds of challenge have experienced you as the result of conflict with your neighbors?

    1. ☐Isolation from social gathering like Iddir/mahiber

    2. ☐Isolation from social gather like coffee ceremony

    3. ☐Disinterest in participation of cooperative work like Debo

    4. ☐Absence financial assistance during personal problem

    5. ☐Discomfort feeling with neighbor

    6. ☐Distrust with neighbor

    7. If other: please specify_____

22. Have you ever tried to resolve conflict you have experienced with your neighbors?

        1. Yes   2. No

Instruction 3: The following questions are related to conflict resolution practices in our society when conflicts occurred at neighborhood level. Please indicate the frequency of practices of these Conflict management methods in your area by putting "√" in the corresponding box-□.

No.	Practices of Conflict resolution	Frequency of practices				
		1= Never	2= Rarely	3= Some times	4= Often	5=Always
23.	I resolve conflict with my Neighbors though through local Elders mediation	□	□	□	□	□
24.	I resolve conflict with my Neighbors through other friends mediation	□	□	□	□	□
25.	I resolve conflict with my Neighbors Through mediation of other neighbors	□	□	□	□	□
26.	I resolve conflict with my neighbor through discussing/negotiation	□	□	□	□	□
27.	I resolve conflict with my by reporting to the police or the courts in my area.	□	□	□	□	□

Instruction 4:The following listed questions are used to measure the effectiveness of traditional way of resolving conflicts in the case of neighbor conflict. Please put"√"sign in the provided box-"□"to indicate your level of agreement with each statement. (Note that: maximum point is 5 and a minimum of 1)

To what level do you agree with the following statement?

No.	Items related to effectiveness of modern method of resolving conflict	5=Strongly Agree	4=Agree	3=Neutral	2=Disagree	1=Strongly Disagree
28.	Traditional ways of resolving conflict is Cost effective.	☐	☐	☐	☐	☐
29.	Traditional ways of resolving conflict is Time effective.	☐	☐	☐	☐	☐
30.	Traditional ways of resolving conflict can Properly addresses the root causes of the conflict.	☐	☐	☐	☐	☐
31.	Traditional ways of resolving conflict Satisfies the two conflicting parties.	☐	☐	☐	☐	☐
32.	There is Less probability of the conflict to reoccur Again once it is solved by traditional ways of resolving conflict.	☐	☐	☐	☐	☐
33.	Traditional ways of resolving conflict Quickly responds to conflicts/crisis.	☐	☐	☐	☐	☐
34.	Traditional ways of resolving conflict is easily accessible.	☐	☐	☐	☐	☐
35.	Traditional ways of resolving conflict is flexible.	☐	☐	☐	☐	☐
36.	Traditional ways of resolving conflict is Acceptable to both persons who are in Conflict.	☐	☐	☐	☐	☐

Instruction 5: The following listed questions are used to measure the effectiveness of Modern way of resolving conflicts in the case of neighbor conflict. Please put "√"sign in the provided

box-"□" to indicate you're your level of agreement for each statement. (Note that: maximum point is 5 and a minimum of 1).

No.	Items related to effectiveness of modern method of resolving conflict	5=Strongly Agree	4=Agree	3=Neutral	2=Disagree	1=Disagree
37.	Modern way of resolving conflicts is Cost effective.	□	□	□	□	□
38.	Modern way of resolving conflicts is Time effective.	□	□	□	□	□
39.	Modern way of resolving conflicts can Properly address the root causes of the conflict.	□	□	□	□	□
40.	Modern way of resolving conflicts Satisfies the two conflicting parties.	□	□	□	□	□
41.	There is Less probability of the conflict to reoccur Again once it is solved by Modern way of resolving conflicts.	□	□	□	□	□
42.	Modern way of resolving conflicts Quickly responds to conflicts/crisis.	□	□	□	□	□
43.	Modern way of resolving conflicts is easily accessible.	□	□	□	□	□
44.	Modern way of resolving conflicts is flexible.	□	□	□	□	□
45.	Modern way of resolving conflicts is Acceptable to both persons who are in Conflict.	□	□	□	□	□

Instruction: The following Items are strategies of conflict handling widely used in interpersonal conflict including Neighborhood conflict. Please indicate your response by putting"√" in the-"□"using the following five scales points.

No	Items related to styles/method/ of handling interpersonal conflict	1=Never	2=Rarely	3=Sometimes	4=Often	5=Always
	Competing Related Items					
46.	I argue to prove my positions.	□	□	□	□	□
47.	I firmly pursue my position.	□	□	□	□	□
48.	I hold my solutions no matter what.	□	□	□	□	□
	Accommodating Related Items					
49.	I try to meet others' expectations.	□	□	□	□	□
50.	I accommodate the wishes of others'.	□	□	□	□	□
51.	I go along with the suggestions of others.	□	□	□	□	□
	Avoiding Related Items					

52.	I keep conflicts to myself to avoid aggravations.	☐	☐	☐	☐	☐
53	I keep my differences to myself.	☐	☐	☐	☐	☐
54.	I avoid hard feelings by not sharing my disagreements.	☐	☐	☐	☐	☐
	Collaborating Related Items	1=Never	2=Rarely	3=Sometimes	4=Often	5=Always
55.	I try to find a mutually acceptable situation	☐	☐	☐	☐	☐
56.	I share information to reach a joint decision.	☐	☐	☐	☐	☐
57.	I try for the best solution for everyone.	☐	☐	☐	☐	☐
	Compromising Related Items					
58.	I negotiate for a compromise.	☐	☐	☐	☐	☐
59.	I compromise through give and take strategies.	☐	☐	☐	☐	☐
60.	I propose middle-ground agreements.	☐	☐	☐	☐	☐

Thank you so Much for your Cooperation!!!

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II. Guide line for focus group discussion on Conflict Management Strategies in the Neighborhoods Gimbo woreda, Uffa Town in Kaffa Zone.

- ➢ General Information
- ➢ Moderator: Researcher
- ➢ Place of discussion: _____
- ➢ Sex: _____
- ➢ Time of discussion: Date:_____ start:_____end:_____
- ➢ Educational level: _____

1. What are the major causes for conflict among neighbors in your in your kebele? List sources of conflict among Neighbors

2. Describe the role played by traditional conflict management system?

3. What are the effects of neighborhoods conflict in your kebele? Mention impact of conflict on conflicting neighbors

4. From Traditional and Modern Conflict Resolution Method which one is most preferable to resolve neighborhood conflict in your area? Which is most effective in resolving conflict among neighborhood? And why? Explain

5. What are the challenges of traditional conflict Resolution Mechanism in resolving conflicts at neighborhoods

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III. Unstructured interview with key informants on Conflict Management Strategies in the Neighborhoods Gimbo woreda, Uffa Town in Kaffa Zone.

- ➢ General Information
- ➢ Name of Interviewee: _____
- ➢ Name of Institution: _____
- ➢ Place of discussion: _____
- ➢ Job position: _____
- ➢ Sex:
- ➢ Educational level: _____
- ➢ Date and of Interview: -_____
- ➢ Time duration: Start Time:_____ end time:_____

1. What are the causes of interpersonal conflict among neighbors in your community?
2. Which conflict resolution system is used widely in your living surrounding?

3. Explain the consequences/effects that interpersonal conflicts among neighborhood in your kebele

4. Psychologically _____Socially _____Economically _____Others

5. Does traditional conflict resolution method commonly used in managing neighborhood conflicts in your living surrounding? How do you see the effectiveness of this method? Does this method time & cost effective and need less energy?

6. Which conflict resolution system is used widely in your living surrounding? The traditional or the modern system? Which conflict resolution system saves more time, money & energy?

7. What are the limitations and strengths of the traditional conflict management method?

8. What are the limitations and strengths of modern conflict management method?

9. What should be done to make both traditional and modem conflict resolving methods effective in solving interpersonal conflicts among neighbors?

Appendix 3- SPSS version 25 result

Variable Data: Demographic background of Household head respondent

Sex of participant Household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	148	56.3	56.3	56.3
	Female	115	43.7	43.7	100.0
	Total	263	100.0	100.0	

Age of participant Household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below 20	8	3.0	3.0	3.0
	21-30	22	8.4	8.4	11.4
	31-40	10	3.8	3.8	15.2
	41-50	143	54.4	54.4	69.6
	above 51	80	30.4	30.4	100.0
	Total	263	100.0	100.0	

Participant Household educational level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Illiterate	71	27.0	27.0	27.0
	Elementary education	58	22.1	22.1	49.0
	College diploma	41	15.6	15.6	64.6
	Read & write only	76	28.9	28.9	93.5
	High school	1	.4	.4	93.9
	First Degree and above	16	6.1	6.1	100.0
	Total	263	100.0	100.0	

Participants Household religion

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Muslim	60	22.8	22.8	22.8
	Orthodox Christian	115	43.7	43.7	66.5
	Jehovah witness	15	5.7	5.7	72.2
	Protestant	39	14.8	14.8	87.1
	Catholic	19	7.2	7.2	94.3
	Atheist	4	1.5	1.5	95.8
	Other	11	4.2	4.2	100.0
	Total	263	100.0	100.0	

Participant Household ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kaficho	110	41.8	41.8	41.8
	Bench	43	16.3	16.3	58.2
	Oromo	42	16.0	16.0	74.1
	Sheko	20	7.6	7.6	81.7
	Amhara	34	12.9	12.9	94.7
	Other	14	5.3	5.3	100.0
	Total	263	100.0	100.0	

Marital status of participant Household

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	191	72.6	72.6	72.6
	Not Married	37	14.1	14.1	86.7
	Divorced	15	5.7	5.7	92.4
	Widowed	20	7.6	7.6	100.0
	Total	263	100.0	100.0	

Variable data: Related to Neighbors conflict experience, cause, its effect etc

Have you ever been in conflict with your neighbor/s?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	197	74.9	74.9	74.9
	No	66	25.1	25.1	100.0
	Total	263	100.0	100.0	

what are the main causes of conflicts with neighbors?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Land border	83	31.6	31.6	31.6
	Insult	12	4.6	4.6	36.1
	Due to children affair	44	16.7	16.7	52.9
	Denial of borrowed money	5	1.9	1.9	54.8
	Disturbing Noise	10	3.8	3.8	58.6
	False information	8	3.0	3.0	61.6
	Gossip	11	4.2	4.2	65.8
	Lack of respect	9	3.4	3.4	69.2
	Domestic animals	21	8.0	8.0	77.2
	Religion/race difference	17	6.5	6.5	83.7
	Political stand difference	7	2.7	2.7	86.3
	Drainage of waste materials	9	3.4	3.4	89.7
	Misunderstanding	7	2.7	2.7	92.4
	Love	9	3.4	3.4	95.8
	Others	11	4.2	4.2	100.0
	Total	263	100.0	100.0	

Land border related cases

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fist	130	49.4	49.4	49.4
	Second	77	29.3	29.3	78.7
	Third	56	21.3	21.3	100.0
	Total	263	100.0	100.0	

Due to children affair

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fist	155	58.9	58.9	58.9
	Second	49	18.6	18.6	77.6
	Third	59	22.4	22.4	100.0
	Total	263	100.0	100.0	

Denial of borrowed money from each other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fist	60	22.8	22.8	22.8
	Second	1	.4	.4	23.2
	Third	202	76.8	76.8	100.0
	Total	263	100.0	100.0	

Disturbing Noises from neighbors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fist	192	73.0	73.0	73.0
	Second	1	.4	.4	73.4
	Third	70	26.6	26.6	100.0
	Total	263	100.0	100.0	

Gossip/False Information about one another

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fist	48	18.3	18.3	18.3
	Second	199	75.7	75.7	93.9
	Third	16	6.1	6.1	100.0
	Total	263	100.0	100.0	

Lack of respect toward each other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fist	56	21.3	21.3	21.3
	Second	165	62.7	62.7	84.0
	Third	42	16.0	16.0	100.0
	Total	263	100.0	100.0	

Domestic animals related cases

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fist	145	55.1	55.1	55.1
	Second	82	31.2	31.2	86.3
	Third	36	13.7	13.7	100.0
	Total	263	100.0	100.0	

Religion/Race related cases

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fist	35	13.3	13.3	13.3
	Second	31	11.8	11.8	25.1
	Third	197	74.9	74.9	100.0
	Total	263	100.0	100.0	

Political stand related cases

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fist	35	13.3	13.3	13.3
	Second	32	12.2	12.2	25.5
	Third	196	74.5	74.5	100.0
	Total	263	100.0	100.0	

Due to Drainage of waste materials

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fist	182	69.2	69.2	69.2
	Second	32	12.2	12.2	81.4
	Third	49	18.6	18.6	100.0
	Total	263	100.0	100.0	

Have you experienced problems as the result of conflict with your neighbors in your area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	210	79.8	79.8	79.8
	No	53	20.2	20.2	100.0
	Total	263	100.0	100.0	

What kinds of challenge have experienced you as the result of conflict with your neighbors?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Isolation from social gather like coffee ceremony	88	33.5	33.5	33.5
	Dis interest in participation of cooperative work like Debo	71	27.0	27.0	60.5
	Absence financial assistance during personal problem	34	12.9	12.9	73.4
	Discomfort feeling with neighbor	36	13.7	13.7	87.1
	Distrust with neighbor	21	8.0	8.0	95.1
	Other	13	4.9	4.9	100.0
	Total	263	100.0	100.0	

Variable data Conflict resolution practices and its effectiveness in study area

Have you ever tried to resolve conflict you have experienced with your neighbors?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	240	91.3	91.3	91.3
	No	23	8.7	8.7	100.0
	Total	263	100.0	100.0	

I resolve conflict with my Neighbors though through local Elders mediation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	16	6.1	6.1	6.1
	Rarely	12	4.6	4.6	10.6
	Some times	47	17.9	17.9	28.5
	Often	152	57.8	57.8	86.3
	Always	36	13.7	13.7	100.0
	Total	263	100.0	100.0	

I resolve conflict with my Neighbors through other friends mediation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	1	.4	.4	.4
	Rarely	36	13.7	13.7	14.1
	Some times	102	38.8	38.8	52.9
	Often	73	27.8	27.8	80.6
	Always	51	19.4	19.4	100.0
	Total	263	100.0	100.0	

I resolve conflict with my Neighbors Through mediation of other neighbors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	24	9.1	9.1	9.1
	Rarely	69	26.2	26.2	35.4
	Some times	121	46.0	46.0	81.4
	Often	13	4.9	4.9	86.3
	Always	36	13.7	13.7	100.0
	Total	263	100.0	100.0	

I resolve conflict with my neighbor through discussing/negotiation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	16	6.1	6.1	6.1
	Rarely	45	17.1	17.1	23.2
	Some times	86	32.7	32.7	55.9
	Often	57	21.7	21.7	77.6
	Always	59	22.4	22.4	100.0
	Total	263	100.0	100.0	

I resolve conflict with my by reporting to the police or the courts in my area.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	112	42.6	42.6	42.6
	Rarely	99	37.6	37.6	80.2
	Some times	16	6.1	6.1	86.3
	Often	8	3.0	3.0	89.4
	Always	28	10.6	10.6	100.0
	Total	263	100.0	100.0	

Traditional ways of resolving conflict is Cost effective.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	9	3.4	3.4	3.4
	Disagree	16	6.1	6.1	9.5
	Neutral	17	6.5	6.5	16.0
	Agree	189	71.9	71.9	87.8
	Strongly Agree	32	12.2	12.2	100.0
	Total	263	100.0	100.0	

Traditional ways of resolving conflict is Time effective.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	18	6.8	6.8	6.8
	Disagree	11	4.2	4.2	11.0
	Neutral	9	3.4	3.4	14.4
	Agree	189	71.9	71.9	86.3
	Strongly Agree	36	13.7	13.7	100.0

Traditional ways of resolving conflict can Properly addresses the root causes of the conflict.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	30	11.4	11.4	11.4
	Disagree	77	29.3	29.3	40.7
	Neutral	9	3.4	3.4	44.1
	Agree	99	37.6	37.6	81.7
	Strongly Agree	48	18.3	18.3	100.0
	Total	263	100.0	100.0	
	Total	263	100.0	100.0	

Traditional ways of resolving conflict Satisfies the two conflicting parties.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	31	11.8	11.8	11.8
	Disagree	47	17.9	17.9	29.7
	Neutral	31	11.8	11.8	41.4
	Agree	128	48.7	48.7	90.1
	Strongly Agree	26	9.9	9.9	100.0
	Total	263	100.0	100.0	

There is Less probability of the conflict to reoccur Again once it is solved by traditional ways of resolving conflict.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	20	7.6	7.6	7.6
	Disagree	46	17.5	17.5	25.1
	Neutral	15	5.7	5.7	30.8
	Agree	114	43.3	43.3	74.1
	Strongly Agree	68	25.9	25.9	100.0
	Total	263	100.0	100.0	

Traditional ways of resolving conflict Quickly responds to conflicts/crisis.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	10	3.8	3.8	3.8
	Disagree	40	15.2	15.2	19.0
	Neutral	20	7.6	7.6	26.6
	Agree	88	33.5	33.5	60.1
	Strongly Agree	105	39.9	39.9	100.0
	Total	263	100.0	100.0	

Traditional ways of resolving conflict is easily accessible.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	8	3.0	3.0	3.0
	Disagree	8	3.0	3.0	6.1
	Neutral	1	.4	.4	6.5
	Agree	136	51.7	51.7	58.2
	Strongly Agree	110	41.8	41.8	100.0
	Total	263	100.0	100.0	

Traditional ways of resolving conflict is flexible.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	68	25.9	25.9	25.9
	Disagree	46	17.5	17.5	43.3
	Neutral	10	3.8	3.8	47.1
	Agree	121	46.0	46.0	93.2
	Strongly Agree	18	6.8	6.8	100.0
	Total	263	100.0	100.0	

Traditional ways of resolving conflict is Acceptable to both persons who are in Conflict.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	17	6.5	6.5	6.5
	Disagree	71	27.0	27.0	33.5
	Neutral	21	8.0	8.0	41.4
	Agree	126	47.9	47.9	89.4
	Strongly Agree	28	10.6	10.6	100.0
	Total	263	100.0	100.0	

Modern way of resolving conflicts is Cost effective

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	164	62.4	62.4	62.4
	Disagree	51	19.4	19.4	81.7
	Neutral	16	6.1	6.1	87.8
	Agree	17	6.5	6.5	94.3
	Strongly Agree	15	5.7	5.7	100.0
	Total	263	100.0	100.0	

Modern way of resolving conflicts is Time effective.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	175	66.5	66.5	66.5
	Disagree	39	14.8	14.8	81.4
	Neutral	10	3.8	3.8	85.2
	Agree	13	4.9	4.9	90.1
	Strongly Agree	26	9.9	9.9	100.0
	Total	263	100.0	100.0	

Modern way of resolving conflicts can Properly address the root causes of the conflict.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	100	38.0	38.0	38.0
	Disagree	112	42.6	42.6	80.6
	Neutral	9	3.4	3.4	84.0
	Agree	19	7.2	7.2	91.3
	Strongly Agree	23	8.7	8.7	100.0
	Total	263	100.0	100.0	

Modern way of resolving conflicts Satisfies the two conflicting parties.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	20	7.6	7.6	7.6
	Disagree	186	70.7	70.7	78.3
	Neutral	16	6.1	6.1	84.4
	Agree	16	6.1	6.1	90.5
	Strongly Agree	25	9.5	9.5	100.0
	Total	263	100.0	100.0	

There is Less probability of the conflict to reoccur Again once it is solved by Modern way of resolving conflicts.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	34	12.9	12.9	12.9
	Disagree	193	73.4	73.4	86.3
	Neutral	17	6.5	6.5	92.8
	Agree	10	3.8	3.8	96.6
	Strongly Agree	9	3.4	3.4	100.0
	Total	263	100.0	100.0	

Modern way of resolving conflicts Quickly responds to conflicts/crisis.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	88	33.5	33.5	33.5
	Disagree	143	54.4	54.4	87.8
	Neutral	8	3.0	3.0	90.9
	Agree	13	4.9	4.9	95.8
	Strongly Agree	11	4.2	4.2	100.0
	Total	263	100.0	100.0	

Modern way of resolving conflicts is easily accessible.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	116	44.1	44.1	44.1
	Disagree	115	43.7	43.7	87.8
	Neutral	6	2.3	2.3	90.1
	Agree	14	5.3	5.3	95.4
	Strongly Agree	12	4.6	4.6	100.0
	Total	263	100.0	100.0	

Modern way of resolving conflicts is flexible.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	57	21.7	21.7	21.7
	Disagree	172	65.4	65.4	87.1
	Neutral	17	6.5	6.5	93.5
	Agree	11	4.2	4.2	97.7
	Strongly Agree	6	2.3	2.3	100.0
	Total	263	100.0	100.0	

Modern way of resolving conflicts is Acceptable to both persons who are in Conflict.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	69	26.2	26.2	26.2
	Disagree	161	61.2	61.2	87.5
	Neutral	10	3.8	3.8	91.3
	Agree	9	3.4	3.4	94.7
	Strongly Agree	14	5.3	5.3	100.0
	Total	263	100.0	100.0	

Variable data: Practices of 5 conflict strategies by house hold head

I argue to prove my positions.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	16	6.1	6.1	6.1
	Rarely	72	27.4	27.4	33.5
	Some times	139	52.9	52.9	86.3
	Often	24	9.1	9.1	95.4
	Always	12	4.6	4.6	100.0
	Total	263	100.0	100.0	

I firmly pursue my position.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	17	6.5	6.5	6.5
	Rarely	18	6.8	6.8	13.3
	Some times	116	44.1	44.1	57.4
	Often	54	20.5	20.5	77.9
	Always	58	22.1	22.1	100.0
	Total	263	100.0	100.0	

I hold my solutions no matter what.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	42	16.0	16.0	16.0
	Rarely	89	33.8	33.8	49.8
	Some times	67	25.5	25.5	75.3
	Often	41	15.6	15.6	90.9
	Always	24	9.1	9.1	100.0
	Total	263	100.0	100.0	

I try to meet others' expectations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	13	4.9	4.9	4.9
	Rarely	14	5.3	5.3	10.3
	Some times	193	73.4	73.4	83.7
	Often	42	16.0	16.0	99.6
	Always	1	.4	.4	100.0
	Total	263	100.0	100.0	

I accommodate the wishes of others'.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	56	21.3	21.3	21.3
	Rarely	30	11.4	11.4	32.7
	Some times	36	13.7	13.7	46.4
	Often	51	19.4	19.4	65.8
	Always	90	34.2	34.2	100.0
	Total	263	100.0	100.0	

I go along with the suggestions of others.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	18	6.8	6.8	6.8
	Rarely	20	7.6	7.6	14.4
	Some times	189	71.9	71.9	86.3
	Often	16	6.1	6.1	92.4
	Always	20	7.6	7.6	100.0
	Total	263	100.0	100.0	

I try to meet others' expectations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	25	9.5	9.5	9.5
	Rarely	20	7.6	7.6	17.1
	Some times	153	58.2	58.2	75.3
	Often	38	14.4	14.4	89.7
	Always	27	10.3	10.3	100.0
	Total	263	100.0	100.0	

I accommodate the wishes of others'.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	36	13.7	13.7	13.7
	Rarely	51	19.4	19.4	33.1
	Some times	143	54.4	54.4	87.5
	Often	19	7.2	7.2	94.7
	Always	14	5.3	5.3	100.0
	Total	263	100.0	100.0	

I go along with the suggestions of others.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	27	10.3	10.3	10.3
	Rarely	50	19.0	19.0	29.3
	Some times	167	63.5	63.5	92.8
	Often	12	4.6	4.6	97.3
	Always	7	2.7	2.7	100.0
	Total	263	100.0	100.0	

I keep conflicts to myself to avoid aggravations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	41	15.6	15.6	15.6
	Rarely	35	13.3	13.3	28.9
	Some times	141	53.6	53.6	82.5
	Often	28	10.6	10.6	93.2
	Always	18	6.8	6.8	100.0
	Total	263	100.0	100.0	

I keep my differences to myself.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	50	19.0	19.0	19.0
	Rarely	98	37.3	37.3	56.3
	Some times	79	30.0	30.0	86.3
	Often	14	5.3	5.3	91.6
	Always	22	8.4	8.4	100.0
	Total	263	100.0	100.0	

I avoid hard feelings by not sharing my disagreements.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	18	6.8	6.8	6.8
	Rarely	41	15.6	15.6	22.4
	Some times	138	52.5	52.5	74.9
	Often	39	14.8	14.8	89.7
	Always	27	10.3	10.3	100.0
	Total	263	100.0	100.0	

I try to find a mutually acceptable situation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	11	4.2	4.2	4.2
	Rarely	13	4.9	4.9	9.1
	Some times	118	44.9	44.9	54.0
	Often	58	22.1	22.1	76.0
	Always	63	24.0	24.0	100.0
	Total	263	100.0	100.0	

I share information to reach a joint decision.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	6	2.3	2.3	2.3
	Rarely	15	5.7	5.7	8.0
	Some times	33	12.5	12.5	20.5
	Often	137	52.1	52.1	72.6
	Always	72	27.4	27.4	100.0
	Total	263	100.0	100.0	

I try for the best solution for everyone.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	20	7.6	7.6	7.6
	Rarely	41	15.6	15.6	23.2
	Some times	108	41.1	41.1	64.3
	Often	47	17.9	17.9	82.1
	Always	47	17.9	17.9	100.0
	Total	263	100.0	100.0	

I negotiate for a compromise.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	18	6.8	6.8	6.8
	Rarely	6	2.3	2.3	9.1
	Some times	59	22.4	22.4	31.6
	Often	29	11.0	11.0	42.6
	Always	151	57.4	57.4	100.0
	Total	263	100.0	100.0	

I compromise through give and take strategies.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	14	5.3	5.3	5.3
	Rarely	23	8.7	8.7	14.1
	Some times	127	48.3	48.3	62.4
	Often	46	17.5	17.5	79.8
	Always	53	20.2	20.2	100.0
	Total	263	100.0	100.0	

I propose middle-ground agreements.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	16	6.1	6.1	6.1
	Rarely	21	8.0	8.0	14.1
	Some times	190	72.2	72.2	86.3
	Often	19	7.2	7.2	93.5
	Always	17	6.5	6.5	100.0
	Total	263	100.0	100.0	

Appendix- 3 Letter of support