



Social Media And Digital Technologies In Conflict And Reconciliation

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Social media today plays an important role in our everyday lives. Infact it have become a part of us. And somehow life seems impossible without social media. Social media is like a market places, a digital gathering. It gives us a platform where people from all corners of the world can come together, share their ideas, interact, and connect with people far away (Twitter, Facebook, Instagram, YouTube, email gives us such platforms). Social media is no longer just a platform, it has become a lifeline – a fundamental part of daily life, much like a basic necessity.

The actual idea of social media was to bring people closer, to help people connect, share their lives and build the relationship. To make accessible to the information, expand knowledge, share ideas and to ease our day-to-day activities. We expect whatever we see on our social Media page to be accurate and spotless 100 %, to entertain us, to give us a bridge to connect to other and even shape our opinions.

We unlock our phones seeking answers to our queries and to satisfy our curiosity. It has become our default move in this digital age. The moment we wake up we reach for our phones without even thinking – like a habit. People are now glued to it.

Questions:

- To what extent do algorithmic put “eco- chambers” on social media, contribute to the radicalization of political discourse during conflict.

Social Media platforms such as face book, twitter and X-use algorithms to show you content you’re likely to engage or agree with, which in turn leads to a space/chamber where you mostly see similar opinions repeatedly and – little opposing views.

- How can public utilise social media to humanize out group members in conflict zones.

Objectives:

- To analyze how algorithmic filtering on social media reinforces partition biases and exacerbates political radicalisation process.
- To analyze the efficacy of social media, storytelling in fostering empathy and Humanizing opinions in conflict. (This can allow for diplomacy at grassroots)

Role of social media

Social media and Digital technology play a dual role in conflict and reconciliation.

Media's pitfalls in conflict:

Social media and digital technologies can intensify conflict by

- rapidly spreading misinformation
- hate speech and
- polarizing narratives often mobilizing groups towards hostility and conflict.

Media as a peace catalyst:

- These platforms provide spaces for dialogue,
- Awareness
- And peace building initiative
- It enables fact checking
- Amplify moderate voices
- And foster cross- community engagement.

When used responsibly, they support Reconciliation by encouraging empathy, transparency, and inclusive communication among divided communities.

The history of social media can be understood as a gradual shift in how People received and share information. In the past, society relied heavily on traditional media such as newspapers, radio and television. Newspapers provided detailed news but were slow to update, while radio allowed faster communication through live broadcasts. Television later added visuals, making news more engaging and accessible. With the rise of the internet, communication became more interactive leading to online forums and early social networking sites. This eventually evolved into modern platforms like Instagram, where information is shared instantly through images, videos, and posts. Today, news is no longer limited to journalists and broadcasters; anyone can create and share content in real time. While traditional TV news and reports still exist, they now often work alongside social media, adapting to faster, more user driven ways of communication.

However social media can lead to spread of misinformation like a wild fire. The riots in Manipur; it escalates an issue more than what it actually is. It further deteriorates our memory power, what once our mind does the work, idea, calculating, remembering dates, setting alarms, a reminder somehow dulling our brain.

In conclusion social media act as a double-edged sword in Conflict and Reconciliation, while it can connect divided communities and encourage understanding on the contrary the addiction (causing isolation) the spread of misinformation has manipulated the

people so much. It has led to social comparison. - e.g. Instagram leads to low self-esteem, unrealistic expectations of life. Affect mental health- sleepless night scrolling through unending reels. affecting our concentration.

Responsible use and critical evaluation of online content are essential for promoting reconciliation. Considering multiple perspectives is essential, this will in turn enable to verify facts.