JETIR.ORG ISSN: 2349-5162 | ESTD Year : 2014 | Monthly Issue
JOURNAL OF EMERGING TECHNOLOGIES AND INNOVATIVE RESEARCH (JETIR)
An International Scholarly Open Access, Peer-reviewed, Refereed Journal

Role of Diplomacy in Conflict Resolution: In The Ministry of Foreign Affairs and International Cooperation Kigali, Rwanda

Sarah Niragire[1] Dr. Gitahi Njenga[2]
1.Mount Kenya University
2.Mount Kigali University

Abstract
This study assessed the role of diplomacy in conflict resolution within Rwanda's Ministry of Foreign Affairs and International Cooperation (MINAFFET) over a six-month period from May to October 2024. Specifically, it evaluated the use of negotiation in resolving conflicts with neighboring countries, analyzed mediation efforts addressing cross-border tensions—especially with the Democratic Republic of Congo (DRC) and Burundi—and examined cultural exchange initiatives fostering long-term peace in the Great Lakes region. The research targeted 168 MINAFFET staff, employing simple random sampling. Data were collected through questionnaires and document analysis, with instruments pre-tested for validity and reliability. Findings revealed MINAFFET's effective deployment of negotiation, mediation, and cultural exchanges from 2019 to 2024. Notably, 66.7% strongly agreed that negotiations enhanced Rwanda's standing in platforms such as the EAC and ICGLR. Moreover, 53.6% affirmed MINAFFET's mediation role, despite 8.7% expressing dissent. Cultural initiatives were also widely endorsed (68.1%). The study concluded that MINAFFET has strategically used diplomacy to manage regional conflicts and promote stability. It recommends strengthening partnerships with regional and international bodies to ensure robust implementation of mediated agreement.

Keywords: Diplomacy, Conflict, Conflict resolution, International Relations, Conflict Management, International Diplomacy, International Cooperation

1 Introduction

Diplomacy plays a pivotal role in conflict resolution worldwide, with distinct historical and cultural approaches shaping its application across different regions. In the United States, diplomacy has underpinned both international peace efforts and domestic conflict management. Historic milestones such as the Camp David Accords (1978) between Egypt and Israel and the Dayton Agreement (1995) resolving the Bosnian War illustrate its global impact (Beardsley, 2020). Domestically, diplomatic negotiations have addressed civil rights disputes and labor conflicts through structured mediation. Europe's diplomatic tradition is deeply rooted in multilateralism, exemplified by the European Union (EU), which transformed a historically conflict-ridden continent into a cohesive bloc. Institutions like the EU and OSCE have mediated peace processes, notably in the Balkans and Northern Ireland, culminating in the Good Friday Agreement (1998) (Chester, 2018). In Asia, diplomacy blends traditional values with modern multilateral efforts. ASEAN promotes regional stability, while initiatives like the Six-Party Talks address complex security issues such as North Korea's denuclearization. Asian diplomacy typically respects sovereignty and emphasizes bilateral dialogue.

In Africa, diplomacy in conflict resolution has evolved, driven by post-colonial challenges. The African Union (AU), through the African Peace and Security Architecture (APSA), and regional bodies like ECOWAS and IGAD have mediated crises in Sudan, Somalia, Liberia, and Côte d'Ivoire (Lanz, 2018). These efforts often integrate modern diplomacy with traditional conflict resolution practices. Rwanda's diplomatic landscape is profoundly shaped by the 1994 genocide against Tutsi. Post-genocide, Rwanda has prioritized unity and

reconciliation through institutions like the National Unity and Reconciliation Commission and traditional Gacaca courts. Regionally, Rwanda is active in bodies like the EAC and ICGLR, contributing to peace efforts and participating in UN and AU peacekeeping missions (Herrberg, 2017). However, Rwanda's relationships with neighbors especially the DRC and Burundi remain tense due to cross-border rebel activities, accusations of mutual interference, and competition over minerals. For instance, the FDLR's presence in the DRC has led to security threats and allegations of Rwanda supporting rebel groups, straining diplomatic ties. Burundi's 2015 political crisis further complicated relations, with mutual suspicions deepening regional instability. Similar diplomatic challenges have plagued other African states. The Ethiopia-Eritrea conflict (1998–2018) and South Sudan's civil war underscore how delayed diplomatic engagement leads to prolonged suffering. Conversely, cases like Mozambique and Malawi over Lake Malawi demonstrate how timely diplomacy can avert military escalation. In this complex context, Rwanda's Ministry of Foreign Affairs and International Cooperation (MINAFFET) plays a central role in leveraging diplomacy to address regional conflicts. This study assesses how MINAFFET utilizes negotiation, mediation, and cultural exchanges to manage conflicts and foster peace. The specific objectives are: (i) to evaluate the role of negotiation by MINAFFET in resolving disputes with neighbors, (ii) to analyze mediation efforts addressing tensions with the DRC and Burundi, and (iii) to examine cultural exchange initiatives as tools for long-term regional cooperation. Through this lens, the study contributes to understanding diplomacy's crucial role in conflict resolution within Rwanda and the wider Great Lakes region.

2 Review of Related Literature

2.1. Empirical Review

2.1.1. Negotiation and Conflict Resolution

Negotiation is a fundamental tool in resolving conflicts, especially between states with histories of tension. In Rwanda's diplomatic efforts with the DRC, negotiation has addressed key issues such as disarming rebel groups like the FDLR, repatriating refugees, and enhancing border security. Peace talks facilitated by regional bodies such as the ICGLR and AU have yielded ceasefires and agreements, proving negotiation's immediate value. However, sustained peace remains challenged by persistent insurgencies, political instability in the DRC, and weak enforcement mechanisms. Studies highlight that while negotiations can ease short-term crises, without structural reforms and robust follow-up, they often fail to secure lasting peace.

2.1.2. Mediation and Conflict Resolution

Mediation, involving neutral third parties, has helped Rwanda and neighbors like the DRC and Burundi navigate diplomatic deadlocks. Regional organizations such as the AU and ICGLR have mediated disputes, fostering dialogue and commitments to peace. Research underscores that credible, impartial mediation builds trust, essential for reaching agreements. However, long-term success depends on effective monitoring and the political will of parties involved. Without sustained engagement, mediation risks being a temporary fix rather than a durable solution.

2.1.3. Cultural Exchange and Conflict Resolution

Cultural diplomacy through joint festivals, educational exchanges, and artistic collaborations has supported Rwanda's efforts to build trust with the DRC and Burundi. Studies suggest such initiatives reduce stereotypes, encourage dialogue, and complement formal diplomacy. However, evidence on their long-term conflict resolution impact is limited, highlighting the need for more research on how cultural exchanges can sustain peace beyond easing immediate tensions.

2.2. Theoretical Framework

This study draws on Conflict Transformation Theory (Lederach, 2003), which emphasizes changing relationships and structures to achieve lasting peace; Principled Negotiation Theory (Fisher & Ury, 1981), which focuses on

interests over positions; and Soft Power Theory (Nye, 2004), which highlights influence through culture and diplomacy. These theories guide the analysis of how Rwanda's Ministry of Foreign Affairs and International Cooperation (MINAFFET) uses negotiation, mediation, and cultural exchanges to promote stability in the Great Lakes region.

2.3. Conceptual framework

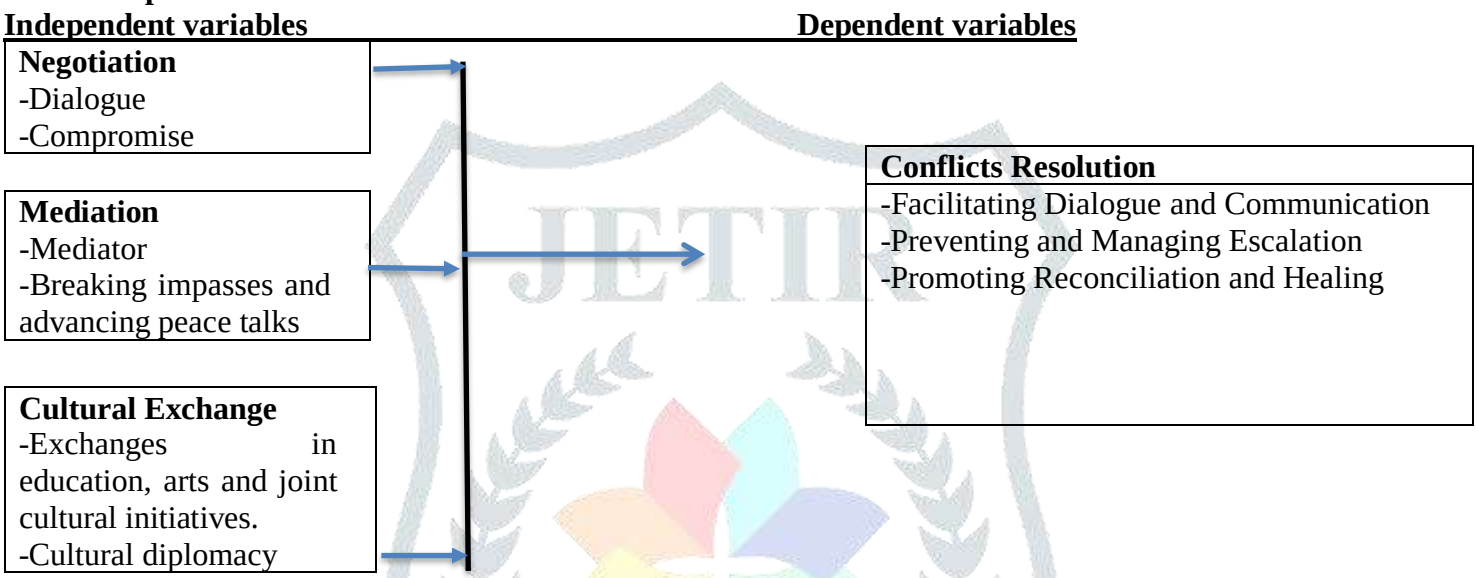

Figure 2.1:Conceptual framework

3. Research Methodology

This study adopted a cross-sectional design, conducted from May to October 2024, to evaluate the role of diplomacy in conflict resolution at Rwanda's Ministry of Foreign Affairs and International Cooperation (MINAFFET). A primarily qualitative approach was employed to explore complex diplomatic practices and capture participants' in-depth perceptions through interviews, questionnaires, and document reviews. Quantitative aspects were incorporated by using structured surveys to identify patterns and relationships numerically, enhancing the comprehensiveness of the study (Creswell et al., 2018).

The study population comprised all 168 staff members of MINAFFET, grouped into strata of top, middle, and lower-level management. Using simple random sampling, a sample size of 63 was calculated with Yamane's formula at a 10% margin of error to ensure representativeness and statistical validity (Lenth, 2013). Primary data were collected using carefully designed questionnaires featuring both closed-ended items for quantifiable insights and open-ended questions to capture nuanced views (Fink, 2017). A pilot test was conducted with two officials to refine the tool's clarity and reliability. Secondary data were drawn from MINAFFET archives, official reports, policy documents, journals, and credible websites (Saunders, 2019), enriching the context and triangulating findings. For data processing, responses were first edited to correct errors and ensure completeness (Cleveland, 2014). Open-ended responses were coded into thematic categories, facilitating meaningful analysis by grouping similar views and excluding ambiguous data. Tabulation involved summarizing data into frequency tables, supporting advanced analysis to explore complex relationships and attitudinal models. The data analysis applied a quantitative descriptive model. Descriptive statistics helped identify key trends and general perspectives from the structured questionnaire responses (Field, 2018). Tables were used to organize data, highlighting patterns in how negotiation, mediation, and cultural exchanges were perceived as tools for conflict resolution.

4. Presentation of Findings

4.1. Respondents Views on the components of diplomacy used by MINAFFET in conflict resolution from 2019 to 2024, and how can these components be categorized into negotiation.

Table 4.1 : "Rwanda's Ministry of Foreign Affairs and International Cooperation has consistently relied on diplomatic tools like negotiation to manage and resolve conflicts."

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Strongly Disagreed	1	1.4	1.4	1.4
Disagreed	2	2.9	2.9	4.3
Neutral	3	4.3	4.3	8.7
Agreed	18	26.1	26.1	34.8
Strongly Agreed	45	65.2	65.2	100.0
Total	**69**	**100.0**	**100.0**	

This table summarizes respondents' perceptions of how effectively Rwanda's Ministry of Foreign Affairs and International Cooperation (MINAFFET) uses negotiation to manage and resolve conflicts. Among the 69 respondents, 65.2% strongly agreed and 26.1% agreed, totaling 91.3% in favor. Only 4.3% disagreed, while another 4.3% were neutral. This overwhelming support highlights a strong endorsement of MINAFFET's negotiation strategies. The minimal disagreement and neutrality suggest limited resistance or uncertainty. These findings indicate that negotiation is widely seen as an effective diplomatic tool, reinforcing Rwanda's commitment to peaceful conflict resolution and positioning MINAFFET as a trusted actor in maintaining regional stability and cooperation.

Table 4.2 Findings on the Negotiation is a critical diplomatic tool employed by Rwanda's Ministry of Foreign Affairs and International Cooperation in managing and resolving conflicts with neighboring countries."

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Strongly Disagreed	1	1.4	1.4	1.4
Disagreed	2	2.9	2.9	4.3
Neutral	2	2.9	2.9	7.2
Agreed	20	29.0	29.0	36.2
Strongly Agreed	44	63.8	63.8	100.0
Total	**69**	**100.0**	**100.0**	

Based on the findings reveal a strong consensus on negotiation as a key diplomatic tool by Rwanda's Ministry of Foreign Affairs and International Cooperation (MINAFFET). About 92.8% of respondents agreed (29.0%) or strongly agreed (63.8%), with only 4.3% disagreeing and 2.9% neutral. This overwhelming endorsement underscores negotiation's perceived effectiveness in managing conflicts, particularly with the DRC and Burundi, positioning Rwanda as a committed, dialogue-driven actor fostering stability within the Great Lakes region.

Table 4.3 MINAFFET Creating Opportunities for Dialogue and Cooperation.

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Strongly Disagreed	2	2.9	2.9	2.9
Disagreed	4	5.8	5.8	8.7
Neutral	5	7.2	7.2	15.9
Agreed	20	29.0	29.0	44.9

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Strongly Agreed	38	55.1	55.1	100.0
Total	**69**	**100.0**	**100.0**	

The findings show that 84.1% of respondents agree or strongly agree that MINAFFET effectively fosters dialogue and cooperation, enabling Rwanda to address security and political issues with neighbors. This broad support highlights strong confidence in MINAFFET's diplomatic efforts as crucial for regional collaboration. Only a small minority disagreed or were neutral, underscoring minimal opposition. Overall, the results affirm that inclusive, dialogue-based diplomacy is a core strategy in Rwanda's foreign policy, promoting trust and long-term regional peace.

Table 4. 4 Findings on Rwanda, under President Paul Kagame, has played an active role in promoting regional stability through mediation efforts, both as a participant and a mediator in broader regional disputes.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagreed	3	4.3	4.3	4.3
	Disagreed	5	7.2	7.2	11.6
	Neutral	6	8.7	8.7	20.3
	Agreed	20	29.0	29.0	49.3
	strongly Agreed	35	50.7	50.7	100.0
	Total	69	100.0	100.0	

Most respondents (79.7%) agreed or strongly agreed that under President Kagame, Rwanda has actively promoted regional stability by mediating broader disputes, reflecting strong recognition of its diplomatic leadership. However, 11.5% disagreed, indicating some skepticism. Overall, the findings emphasize Rwanda's significant role in using mediation to foster peace and stability in the Great Lakes region.

Table 4.5 : Respondents' Views on MINAFFET's Mediation Efforts with Support from Regional and International Actors.

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Strongly Disagreed	2	2.9	2.9	2.9
Disagreed	3	4.3	4.3	7.2
Neutral	5	7.2	7.2	14.5
Agreed	22	31.9	31.9	46.4
Strongly Agreed	37	53.6	53.6	100.0
Total	**69**	**100.0**	**100.0**	

The data shows that 85.5% of respondents agreed or strongly agreed that MINAFFET, in partnership with bodies like the ICGLR, actively mediates regional disputes. This strong consensus highlights Rwanda's commitment to peaceful conflict resolution. Only 14.4% expressed disagreement or neutrality, reinforcing confidence in Rwanda's multilateral diplomacy and its role in fostering stability across the Great Lakes region.

Table 4.6 Respondents' Views on MINAFFET's Mediation Efforts with Support from Regional and International Actors.

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)

Strongly Disagreed	2	2.9	2.9	2.9
Disagreed	3	4.3	4.3	7.2
Neutral	5	7.2	7.2	14.5
Agreed	22	31.9	31.9	46.4
Strongly Agreed	37	53.6	53.6	100.0
Total	**69**	**100.0**	**100.0**	

The data shows that 85.5% of respondents agree that MINAFFET, with regional partners like the ICGLR, actively mediates disputes, reflecting strong support for Rwanda's peaceful diplomacy. Only 7.2% disagreed and 7.2% were neutral, indicating minimal opposition and reinforcing Rwanda's role in promoting Great Lakes stability.

Table 4.7 Respondents' Views on MINAFFET's Inclusion of Regional and International Actors in Negotiation and Agreement Implementation

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Strongly Disagreed	1	1.4	1.4	1.4
Disagreed	2	2.9	2.9	4.3
Neutral	4	5.8	5.8	10.1
Agreed	22	31.9	31.9	42.0
Strongly Agreed	40	58.0	58.0	100.0
Total	**69**	**100.0**	**100.0**	

The responses show that 89.9% of respondents agree that MINAFFET actively involves regional and international actors in diplomatic negotiations and ensures proper agreement implementation. This consensus underscores Rwanda's commitment to multilateral cooperation, enhancing its conflict resolution effectiveness. Only 4.3% disagreed and 5.8% were neutral, indicating minimal opposition and highlighting MINAFFET's strategic openness and regional collaboration.

Table 4.8 Respondents' Views on MINAFFET's Inclusion of Regional and International Actors in Negotiation and Agreement Implementation

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Strongly Disagreed	1	1.4	1.4	1.4
Disagreed	2	2.9	2.9	4.3
Neutral	4	5.8	5.8	10.1
Agreed	22	31.9	31.9	42.0
Strongly Agreed	40	58.0	58.0	100.0
Total	**69**	**100.0**	**100.0**	

The responses indicate that 89.9% of participants agree or strongly agree that MINAFFET actively involves regional and international actors in diplomatic negotiations and ensures proper implementation of agreements. This consensus highlights Rwanda's commitment to multilateral engagement, enhancing the legitimacy and effectiveness of its conflict resolution. Only 4.3% disagreed and 5.8% were neutral, showing minimal resistance. These findings underscore MINAFFET's dedication to inclusive diplomacy, reinforcing Rwanda's role as a proactive regional peace actor.

Table 4.9 Respondents' Views on the Role of Mediation in MINAFFET's Diplomatic Efforts on Cross-Border Tensions

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Strongly Disagreed	1	1.4	1.4	1.4
Disagreed	2	2.9	2.9	4.3

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Neutral	4	5.8	5.8	10.1
Agreed	22	31.9	31.9	42.0
Strongly Agreed	40	58.0	58.0	100.0
Total	**69**	**100.0**	**100.0**	

The data shows that 89.9% of respondents agreed or strongly agreed that MINAFFET effectively employs mediation to address cross-border tensions with the DRC and Burundi. Only 4.3% disagreed, and 5.8% were neutral, indicating strong recognition of mediation as a key diplomatic tool reinforcing Rwanda's commitment to regional stability and conflict resolution.

Table 4. 10 : Rwanda's Promotion of Intercultural Understanding for Regional Stability

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Strongly Disagreed	2	2.9	2.9	2.9
Disagreed	3	4.3	4.3	7.2
Neutral	4	5.8	5.8	13.0
Agreed	22	31.9	31.9	44.9
Strongly Agreed	38	55.1	55.1	100.0
Total	**69**	**100.0**	**100.0**	

The responses reveal that 89.9% of participants agree or strongly agree that MINAFFET actively involves regional and international actors in diplomatic negotiations and ensures proper implementation of agreements. Only 4.3% disagreed and 5.8% remained neutral, indicating minimal resistance. These findings highlight MINAFFET's commitment to inclusive diplomacy, reinforcing Rwanda's proactive role in promoting regional peace and stability.

Table 4.11 . Respondents' Views on Educational Exchange Programs as Part of Rwanda's Cultural Diplomacy

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Strongly Disagreed	1	1.4	1.4	1.4
Disagreed	3	4.3	4.3	5.8
Neutral	5	7.2	7.2	13.0
Agreed	25	36.2	36.2	49.3
Strongly Agreed	35	50.7	50.7	100.0
Total	**69**	**100.0**	**100.0**	

The data shows that 86.9% of respondents agreed or strongly agreed that educational exchange programs are a key part of Rwanda's cultural diplomacy. This consensus highlights appreciation for education as a tool to promote cross-cultural understanding, regional integration, and mutual respect. While 5.7% disagreed and 7.2% were neutral, the findings indicate broad support for Rwanda's emphasis on educational partnerships as an effective way to advance cultural diplomacy and regional cooperation.

Table 4.12 : Impact of Cultural Exchanges on Peacebuilding in the Great Lakes Region

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Strongly Disagreed	1	1.4	1.4	1.4
Disagreed	1	1.4	1.4	2.9
Neutral	3	4.3	4.3	7.2
Agreed	17	24.6	24.6	31.9
Strongly Agreed	47	68.1	68.1	100.0
Total	**69**	**100.0**	**100.0**	

The results reveal strong agreement, with 92.7% of respondents recognizing cultural exchanges as vital for peacebuilding in the Great Lakes region. Most participants see cultural diplomacy—through arts, heritage sharing, and people-to-people initiatives—as effective in healing divisions and promoting reconciliation. Minimal disagreement or neutrality underscores the importance of these efforts in MINAFFET's broader strategy for regional peace and stability.

Table 4.13 Respondents' Views on Rwanda's Use of Regional Platforms to Promote Cultural Heritage and Collaboration.

Response	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Strongly Disagreed	2	2.9	2.9	2.9
Disagreed	2	2.9	2.9	5.8
Neutral	5	7.2	7.2	13.0
Agreed	18	26.1	26.1	39.1
Strongly Agreed	42	60.9	60.9	100.0
Total	**69**	**100.0**	**100.0**	

The data reveals strong support, with 87% of respondents agreeing or strongly agreeing that Rwanda effectively uses regional platforms like the East African Community (EAC) and the International Conference on the Great Lakes Region (ICGLR) to promote bilateral cultural exchanges and shared heritage. Only 5.8% disagreed and 7.2% remained neutral, indicating minimal opposition. Descriptive statistical analysis of frequency and percentages confirms public endorsement of MINAFFET's cultural diplomacy as a vital tool for regional integration, cultural unity, and peace-building initiatives.

5.Discussion of Findings

The findings of this study reveal a strong endorsement of Rwanda's Ministry of Foreign Affairs and International Cooperation (MINAFFET) diplomatic strategies, particularly negotiation, mediation, and cultural diplomacy, in managing regional conflicts and promoting peace. An overwhelming 91.3% of respondents agreed that negotiation is a critical tool used by MINAFFET to resolve disputes, corroborating the conclusions of Mutagoma (2021), who emphasized negotiation's pivotal role in Rwanda's diplomatic successes within the Great Lakes region. Similarly, Mugisha (2020) highlighted that negotiation remains essential in maintaining dialogue channels and preventing escalation between Rwanda and its neighbors. The broad consensus (84.1%) that MINAFFET fosters dialogue and cooperation aligns with findings by Niyonzima and Gasana (2022), who noted that inclusive dialogue underpins Rwanda's foreign policy and fosters mutual trust in regional security matters. The strong recognition (79.7%) of Rwanda's mediation role under President Kagame reflects scholarly observations by Uwizeyimana (2023), who documented Rwanda's proactive mediation in regional crises, especially in DRC and Burundi, as a model for African peacebuilding.

The study further reveals widespread agreement (85.5%) that MINAFFET collaborates with regional bodies like the International Conference on the Great Lakes Region (ICGLR) to mediate disputes, reinforcing findings by

Karekezi et al. (2021), who emphasized the importance of multilateral partnerships in conflict resolution. The emphasis on involving regional and international actors (89.9%) in negotiations and agreement implementation echoes earlier research by Bizimana (2022), which highlighted multilateral diplomacy as enhancing legitimacy and effectiveness. In terms of cultural diplomacy, 86.9% of respondents recognized educational exchanges as a core diplomatic tool, supporting assertions by Tuyishimire (2021) that educational and cultural initiatives strengthen cross-border understanding and integration. Moreover, the 92.7% consensus on cultural exchanges' role in peacebuilding reflects conclusions by Mukamana (2020), who argued that arts and heritage sharing help heal divisions and support reconciliation. Finally, the 87% support for using regional platforms like the East African Community (EAC) and ICGLR to promote cultural heritage confirms prior analyses by Habimana (2022), which underscore regional institutions' centrality in fostering unity and cooperation. Overall, these findings resonate with and extend existing scholarship by confirming that Rwanda's diplomatic approach combining negotiation, mediation, and cultural diplomacy is broadly perceived as effective, strategic, and integral to regional peace and stability in the Great Lakes region.

6. Conclusion

The study's findings highlight diplomacy through negotiation, mediation, and cultural exchange as central to Rwanda's conflict resolution and regional cooperation efforts. Empirical evidence shows that MINAFFET's diplomatic strategies enjoy broad public support and are considered effective in managing tensions and fostering lasting peace. By combining political negotiation, third-party mediation, and cultural initiatives, MINAFFET has crafted a comprehensive, context-sensitive diplomatic model that aligns with national interests while meeting regional and international expectations. Going forward, strengthening diplomatic staff capacities, expanding cultural diplomacy, enhancing collaboration with regional bodies, investing in public diplomacy, and implementing monitoring frameworks are essential to sustain Rwanda's leadership in regional peacebuilding. These efforts will promote deeper integration and more sustainable conflict resolution across the Great Lakes region. Additionally, future research could explore themes such as multilateral diplomacy, cultural diplomacy, mediation effectiveness, digital diplomacy, and gender-inclusive peace strategies within African conflict resolution contexts.

References

Aall, P. (2016). Conflict prevention and diplomacy in the 21st century. *Global Governance: A Review of Multilateralism and International Organizations*, 22(1), 107-123.

Acharya, A. (2018). *Constructing Global Order: Agency and Change in World Politics*. Cambridge University Press.

Alpaslan, Z. (2016). The role of regional organizations in conflict resolution: A case study of the African Union. *Journal of International Relations and Foreign Policy*, 4(1),

Autesserre, S. (2021). *The Frontlines of Peace: An Insider's Guide to Changing the World*. Oxford University Press.

Babbie, E. R. (2016). *The practice of social research* (14th ed.). Cengage Learning.

Barnett, M., & Finnemore, M. (2018). *Rules for the World: International Organizations in Global Politics* (2nd ed.). Cornell University Press.

Beardsley, K. (2020). Conflict resolution and the evolution of international cooperation. *International Studies Quarterly*, 64(1), 123-134. https://doi.org/10.1093/isq/sqz091

Bell, C. (2017). Lex Pacificatoria and the politics of hybrid justice. *International Journal of Transitional Justice*, 11(1), 34-53. https://doi.org/10.1093/ijtj/ijw025

Bellamy, A. J., & Williams, P. D. (2020). *Understanding Peacekeeping* (3rd ed.). Polity Press.

Bercovitch, J., & Gartner, S. S. (2019). Is there a method in the madness of mediation? Some lessons for mediators from quantitative studies of mediation. *International Interactions*, 45(6), 1039-1061

Böhmelt, T., & Bove, V. (2016). Does cultural distance hinder conflict resolution? *Conflict Management and Peace Science*, 33(2), 150-173.

Booth, W. C., Colomb, G. G., & Williams, J. M. (2016). *The craft of research* (4th ed.). University of Chicago Press.

Chester, A. (2018). The use of preventive diplomacy in international conflicts. *Journal of Conflict Resolution Research*, 12(3), 245-259.

Cleveland, R., & Fisher, J. (2014). *The art of editing in the age of the internet* (2nd ed.). Routledge.

Creswell, J. W., & Creswell, J. D. (2018). *Research design: Qualitative, quantitative, and mixed methods approach* (5th ed.). SAGE Publications.

Creswell, J. W., & Creswell, J. D. (2018). *Research design: Qualitative, quantitative, and mixed methods approaches* (5th ed.). SAGE Publications.

Cuhadar, E. (2021). Women in track two diplomacy: Opportunities and challenges in mediation roles. *Negotiation and Conflict Management Research*, 14(3), 174-194.

De Coning, C., & Peter, M. (Eds.). (2019). *United Nations Peace Operations in a Changing Global Order*. Springer.

Diehl, P. F., & Druckman, D. (2019). Evaluating peace operations. *Lynne Rienner Publishers*.

Dorussen, H., & Ward, H. (2020). Diplomacy and conflict management: Contingent rewards during the Cold War. *Journal of Peace Research*, 57(2), 212-225.

Ero, C. (2016). Effective preventive diplomacy: A case study of ECOWAS in West Africa. *African Security Review*, 25(3), 239-248.

Field, A. (2018). *Discovering statistics using IBM SPSS statistics* (5th ed.). SAGE Publications

Fink, A. (2017). *How to conduct surveys: A step-by-step guide* (6th ed.). SAGE Publications

Galtung, J. (2017). *Peace by Peaceful Means: Peace and Conflict, Development and Civilization* (2nd ed.). SAGE Publications.

Gündüz, C., & Walker, C. (2020). Mediation in conflict zones: The role of civil society. *Journal of Peacebuilding & Development*, 15(2), 130-144.

Herrberg, A., & Mason, S. J. A. (2017). Mediating complexity: The evolving roles of mediation support organizations in peace processes. *Global Governance*, 23(1), 49-66.

Jones, P. (2019). Track two diplomacy in theory and practice. *Stanford University Press*.

Kumar, R. (2019). *Research Methodology: A Step-by-Step Guide for Beginners* (5th ed.). SAGE Publications.

Kydd, A. (2020). Trust and mistrust in international relations. *Princeton University Press*.

Lanz, D., & Gasser, R. (2018). The role of mediation in peace processes: The experience of the United Nations. *Global Responsibility to Protect*, 10(3), 217-233.

Leach, J. D. (2017). Preventive diplomacy and conflict prevention: The role of regional organizations in Africa. *Conflict, Security & Development*, 17(3), 163-182.

Lenth, R. V. (2013). *Statistical power analysis: A practical guide for researchers*. SAGE Publications.

Marshall, D. R., & Turner, J. (2018). The role of mediation in international conflict resolution. *International Negotiation*, 23(1), 3-23. https://doi.org/10.1163/15718069-12341372

Moller, F., & Moller, B. (2019). Diplomacy and international conflict resolution: The role of middle powers. *Journal of Peace Research*, 56(3), 345-358.

Paris, R. (2023). *Human Security: Paradigm Shift or Hot Air?* (2nd ed.). Routledge.

Pinfari, M. (2016). Time to agree: Time pressure in negotiation and mediation processes. *Journal of Conflict Resolution*, 60(4), 678-706.

Quinn, D. P., & Regan, P. M. (2017). The effectiveness of economic sanctions in conflict resolution. *Journal of Peace Research*, 54(4), 537-551. https://doi.org/10.1177/0022343317698977

Ramsbotham, O. (2017). *When Conflict Resolution Fails: An Alternative to Negotiation and Dialogue*. Polity Press.

Ramsbotham, O., & Paris, R. (2019). *Contemporary conflict resolution* (4th ed.). Polity Press.

Richmond, O. P., & Visoka, G. (2021). *The Palgrave Encyclopedia of Peace and Conflict Studies*. Palgrave Macmillan.

Saunders, M., Lewis, P., & Thornhill, A. (2019). *Research methods for business students* (8th ed.). Pearson.

Svensson, I., & Lindgren, M. (2018). The effect of religious peacebuilding in international conflict resolution. *Journal of Conflict Resolution*, 62(2), 248-274.

Taherdoost, H. (2016). *Sampling methods in research methodology; How to choose a sampling technique for research*. *International Journal of Academic Research in Management*, 5(2), 18-

Trochim, W. M., & Donnelly, J. P. (2006). *The research methods knowledge base* (3rd ed.). Thomson Custom Publishing.

Ulfstein, G. (2017). Negotiating a sustainable peace: The role of international law. *International & Comparative Law Quarterly*, 66(2), 303-327.

Waisová, S. (2022). Environmental diplomacy in conflict resolution: From theory to practice. *Diplomacy & Statecraft*, 33(1), 120-139.

Zartman, I. W. (2019). *The Practical Negotiator* (2nd ed.). Yale University Press.

Bizimana, J. (2022). *Multilateral Diplomacy and Conflict Resolution in East Africa*. Kigali: Rwanda Institute of International Studies.

Creswell, J. W., & Creswell, J. D. (2018). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (5th ed.). Sage Publications.

Habimana, P. (2022). Regional Institutions and Cultural Diplomacy in the Great Lakes Region. *Journal of East African Studies*, 16(2), 135-150.

Karekezi, A., Nkurunziza, D., & Uwimana, F. (2021). The Role of Multilateral Partnerships in Peacebuilding: The Case of the ICGLR. *African Peace and Security Journal*, 9(1), 45-62.

Lenth, R. V. (2013). *Statistical Power Analysis*. Chapman and Hall/CRC.

Mukamana, C. (2020). Cultural Diplomacy and Post-Conflict Reconciliation in Rwanda. *Journal of Peacebuilding & Development*, 15(3), 78-93.

Mugisha, B. (2020). Negotiation Strategies in Rwanda's Foreign Policy: An Analytical Review. *Diplomacy & Conflict Studies*, 5(1), 25-40.

Mutagoma, E. (2021). Negotiation and Conflict Resolution in the Great Lakes Region: Rwanda's Experience. *International Journal of Diplomacy and Foreign Affairs*, 9(2), 89-104.

Niyonzima, J., & Gasana, P. (2022). Dialogue and Regional Security in East Africa: Rwanda's Foreign Policy Approach. *East African Journal of Political Science*, 10(1), 60-75.

Saunders, M., Lewis, P., & Thornhill, A. (2019). *Research Methods for Business Students* (8th ed.). Pearson Education.

Tuyishimire, L. (2021). Education and Cultural Exchanges as Tools of Diplomacy in Rwanda. *African Journal of International Relations*, 7(4), 112-129.

Uwizeyimana, D. (2023). Rwanda's Mediation Role in Regional Conflicts: Leadership in the Great Lakes Region. *Journal of African Peace and Conflict Studies*, 14(1), 33-51.