Usage of Electronic Media for Alternative Crisis Mitigation and Human Rights Activism: A Study of *Kokoro Alate* Radio Programme

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Abstract

The Nigerian legal system is currently burdened with a high volume of civil cases and complaints, leading to the rise of alternative dispute resolution methods. The electronic media has significantly contributed to the popularity of these alternative informal court proceedings, playing a key role in addressing issues of justice in society. This study explored the role of *Kokoro Alate*, an alternative dispute resolution court on the Agidigbo FM, in addressing civil cases through dispute resolution and human rights activism in Nigeria. The study employed a quantitative survey approach. *Kokoro Alate's* page on Facebook was explored, and listeners of the programme were generated through the platform, and they form the study population. From a listener population of 264,000, a purposive sampling method was employed to select the participants for the study, and a total of 188 respondents were generated. Data were collected through online questionnaires and analysed, using descriptive and inferential statistics, including frequencies and percentages, mean and standard deviation and correlation analysis. The findings reveal that electronic media significantly enhances the reach of *Kokoro Alate*'s proceedings, contributing to the effective management and documentation of disputes and human rights cases. Additionally, the programme has encouraged both disputants and complainants to feature on the platform. The programme demonstrates effectiveness in preventing an escalation of crises and helps facilitate settlement between disputants. The study recommended raising awareness about alternative dispute resolution options through both the legal system and media channels. Additionally, it suggested that *Kokoro Alate* should employ a translator for its vernacular to be translated into Pidgin English or English language to take care of different tribes in the country and generate the interest of other tribes in featuring on the programme or advocate for its replication in their local environment.

Keywords: Alternate dispute court, crisis mitigation, electronic media, human rights activism, *Kokoro Alate.*

1. Introduction

Litigation is enshrined in Nigeria's constitution to maintain peace, order, and protect citizens' rights. However, the legal system often faces challenges such as an overwhelming number of cases, which hinder the timely resolution of many complaints. The introduction of technology has helped shift the focus towards addressing these issues, allowing for a more effective approach to managing complaints and influencing public opinion and policy. The role of the electronic media in society cannot be overstated, as it amplifies the voices of marginalised individuals. Many human rights cases go unnoticed or underreported, often due to the identities of the parties involved. In response, human rights-focused radio and television stations have emerged, offering platforms for Nigerians to report injustices, seek help, and change the narrative. These stations broadcast on radio, cable television, and online through social media, providing broad accessibility and reach (MacArthur Foundation, n.d.). The rise of human rights activists and peace builders is crucial in fostering national unity and ensuring accountability in the enforcement of human rights.

African societies possess a strong tradition of eloquence, oratory, and skilled cross-examination, which enriches the conflict resolution process. These cultural strengths are often highlighted in electronic media-based alternative dispute resolution programmes. Previous studies have recognised the potential benefits of adapting traditional tribunal models to electron-

ic media formats, which has proved to be an effective method for addressing legal disputes (Olaoba, 2001, cited in Oyebode, 2015).

Nigeria's alternative court transmission started in the 1980s, with the NTA Ibadan leading the innovation. Other state television and radio stations followed in quick succession. Some of the adjudicatory programmes on radio and television in the South-West of Nigeria are: *Agborodun* on NTA Ibadan; *So daa be* on BCOS TV; *Ijoko Agba* on OSRC Akure; *Olowogbogboro* on OGTV, Abeokuta; *Jeka parie* on OSRC Akure; *Gboro mi wo* and *Mogbe ejo mi de* on LTV (Oyebode, 2015). With the rapid utilisation of digital media, online electronic platforms submerge with alternative courts to corroborate the mainstream electronic media in facilitating reception and participation in the de-escalation of crisis. However, a new development ensues after the success of crisis mitigation in online platforms, as human rights activism was incorporated to combat the abuse against the vulnerable by championing justice. This brought in programmes such as proceedings from the *Berekete family*, Paternity court show, Judging matters and *Kokoro Alate,* among others. It is in the light of this that this study inquired into the nature of alternative courts through an examination of *Kokoro Alate* to determine its effectiveness in the dispensation of dispute resolution and engagement in human rights activism.

The country has recorded several cases of criminality, breach of contract, marriage dissolution, disputes and intolerance, among others, over the years. The court has been overwhelmed with complaints and requests for justice on many civil matters. However, the aftermath of the court judgment could turn sour and create disaffection among the parties involved. The system, at times, fails the weak minority, subjecting them to being forced to accept undeserving defeat. In another case, complaints of the underprivileged are swept under the carpet if the case concerns a stronger antagonist or when the complainant does not possess enough funds to finance the case. The emergence of human rights foundations, alternative courts and charity organisations, coupled with the incorporation of technology, now drives a change to these narratives. It is in this vein that this study decided to inquire into the influence of electronic media in the flourishing of alternative courts and the function of social responsibility demonstrated by the electronic media in its mediation, conflict resolution and spearheading redress of injustice.

The primary aim of this study was to assess the effectiveness of alternative courts in crisis management and human rights advocacy, specifically focusing on the *Kokoro Alate* programme on Agidigbo FM. The study sought to provide insights into the efficiency of alternative courts and highlight the role of *Kokoro Alate* on Agidigbo FM in contributing to social order and providing a platform for the vulnerable to express their grievances and seek redress. Consequently, the objectives of the study were to: (i) examine perceptions of *Kokoro Alate's* listeners on the effectiveness of the programme in crisis mitigation and promoting human rights activism; (ii) determine the influence of electronic media on *Kokoro Alate* proceedings; and (iii) investigate the challenges encountered by the host of the programme on alternate dispute courts.

2. Literature Review

Rationale for the emergence of the alternate dispute court

Alternative Dispute Resolution is the approach to settling disagreements without relying on litigation, out of court, and with the assistance of an unbiased third party. This process includes conciliation, mediation, or arbitration (Ashwini *et al*. 2021). Nigeria's constitution spelt out the expected behaviour of all patriotic citizens and identified actions or behaviours that are frowned upon. It also made provision for civilian complaints and how to address civil complaints. The judicial system exists to right the wrongs done to individuals or institutions. However, the system is perceived as not favouring all the citizens equally, most especially the weak and the vulnerable. In most instances, law terminology exchanged between lawyers and judges in courts is incomprehensible to most disputants, leaving them to wander in the dark. Additionally, there is a possibility that the case could be revised to implicate the complainant, as decisions within the judicial system can be unpredictable. Furthermore, people without financial means may struggle to meet legal representation, putting them at a disadvantage. Filing a complaint with the law enforcement agencies also poses financial challenges for the poor. With the potential for law enforcement officers to demand high fees due to expenses such as fueling vehicles and mobilising personnel, individuals with limited resources may face significant obstacles to getting justice (Mishra, Sharfi & Ranaware, 2021). More so, the adjournment of cases by the courts tends to delay judgment and flame disaffection between the disputants the more. Delay in justice dispensation

could also have other adverse consequences, as the disputants might be plotting against themselves while justice gets slowed down (Adebayo, 2015).

The recourse to traditional courts is inspired by the appreciation of the traditional dispute resolution method that exists to impartially navigate conflict with no financial requirement and assurance of quick dispensation of judgment/justice. Alternate Dispute courts were endorsed as a result of over-bloated cases in the legal system, and due to the inability of complainants to meet the levies imposed on their cases. More so, there are cases that require family and informal intervention. In a Nigerian traditional setting, dispute courts were organised by the councils of elders, the monarchs, and the heads of lineages and families. But with urbanisation and the emergence of civil society, mediators and foundations have taken up the task of mitigating crises by utilising intelligence, investigation and excerpts from the legal system (Ajayi & Oluwafemi, 2014; Ajayi & Abdulraheem, 2022). On another note, external dispute mediators assume the role of mitigating conflict among kinsmen, couples, employers and employees, neighbours and people bound by circumstances, among others (Albert *et al.* 1995). Strong (2018) emphasises that alternative courts provide various mechanisms and procedures to resolve disputes outside the traditional judicial system. These mechanisms, as outlined by Gurjar and Singh (2022), Jones (2021), Wilson et al. (2021), Namagga (2018), and Strong (2018), include mediation, premediation, opening statements, issue exploration, option generation, negotiation, agreement, and follow-up.

Electronic media has, over time, impacted alternative crisis mitigation, ranging from facilitating remote hearing and mediation, reducing cost, increasing efficiency, and enabling wider participation. It enables rapid communication and exchange of information between parties, mediators, and arbitrators, streamlining the alternative court process. Online negotiation has reduction in time as well as enhancing economic savings. Moreover, where a dispute arises, parties do not have to wait for weeks or months before they have their issues resolved, as in the case of litigation. (Ikubanni & Abiola, 2022). The media has made alternative courts more accessible to a broader audience, including those in remote or underserved areas. Electronic media facilitates the quicker resolution of disputes by allowing proceedings to be carried out more efficiently (Paluck, 2009). It has proven to be a valuable tool in maintaining support for ceasefire, peace treaties, and other diplomatic efforts aimed at ending conflict and violence, by highlighting and promoting peace negotiations (Bratic & Schirch, 2007). Most importantly, the media can be vital in building trust in peace processes. Through its influence, the media has the potential to contribute to fostering a culture of peace. One of the key goals of media-driven initiatives is to eliminate racial, ethnic, and national divisions among groups, thus promoting reconciliation and understanding (Bratic & Schirch, 2007).

Propagation of Human Rights in the Media

Human rights highlight each person's innate worth regardless of their culture, country, or level of political office. The human rights philosophy heightens people's sense of fraternity and affection. It promotes integrity and unanimity throughout the entire world. Human rights are universal as they are applicable globally (Weston, 2024). According to the United Nations (1948), all individuals are entitled to freedom and are equal in terms of their rights and dignity. They are expected to live in a fraternity as they are gifted with rationality and conscience. Human rights, as defined by the UDHR, are divided into two cartograms: those whose protection is required for people to live in dignity and those whose protection is required for people to develop their personalities to the fullest extent possible (More & Patil, 2012). The promotion of human rights can be defined as education, training and information aimed at building a universal culture of human rights through the sharing of knowledge, imparting of skills and moulding of attitudes (Amnesty International, 2011).

The media's efforts in disseminating information on human rights and associated topics through radio, television, newspaper and other mass media through drama, sports, and artistic and cultural events have shown to be an effective approach for engaging those who are frequently shut off from the conversation about human rights. The state's attempts to advance ideals, attitudes, and beliefs that motivate people to defend their own and others' rights are aided by the media's actions. The advancement of human rights is crucial to preventing injustices and conflicts as well as to building a society where everyone is recognised and cherished for their humanity (Sekaggya, 2013). The media act as society's watchdog, play a vital role in advancing and safeguarding human rights in Nigeria. They serve as a powerful platform for educating the public about their rights and highlighting violations, thereby holding perpetrators accountable. Asemah *et al*. (2013) posit that the media can be instrumental in

combating child and women trafficking both within Nigeria and globally. This suggests that the media are key in raising awareness about gender-related issues. In regions where human rights abuses are widespread, the media can help draw both national and international attention to these violations. The media play a vital role in ensuring that governing bodies maintain, oversee, and promote the protection of human rights (Talbi, 2012). The promotion of a human rights culture is greatly impacted by the exercise of the right to knowledge. It also helps with the strategy of utilising the media's influence to target individuals with messages that will stop infractions. Thus, when it comes to organising and pursuing human rights concerns to accomplish the goal of social justice in the community, the role of the media is crucial (Aldamen, 2017).

***Kokoro Alate:* a flagship on Agidigbo FM**

Kokoro Alate was introduced to Agidigbo FM, a private radio station in Ibadan, in 2020. The programme often tackles difficult and controversial issues. The programme fast became prominent for its commitment to addressing social injustices, giving voice to the voiceless and holding those in power accountable. The platform is used to advocate justice, transparency and accountability. It also brought attention to numerous social issues, including corruption and human rights abuses in Nigeria. The programme offers amusing and jovial moments, especially with the popular saying *'E gbe nu si mic, omo Nigeria fe gbo yin*', meaning 'speak to the microphone, Nigerians are eager to hear from you'.

Kokoro Alate offers a tent spot to alleviate conflict among the disputants. However, in the case of disproportionate issues that override amicability under the shade provided, an entry will be made to the studio to press further on the cause of differences and after which there will be navigation of a mechanism for de-exacerbation. The studio setting is characterised by the mediator, witnesses, studio personnel, the complainant and the defendant. On some occasions, the first appearance would be the complainant. Having expressed his or her grievance, the mediator will announce the invitation of the alleged and have a letter or verbal summons delivered to the alleged. The complainant and the defendant would be allowed to sit side by side to give an account of their respective stories, with witnesses and concrete evidence for submission. While treating a delicate issue, the face of the affected would be concealed on camera or covered with a mask.

After some time, *Kokoro Alate's* prominence transcended mainstream radio. It is now streaming on digital platforms in distinct forms. Moreover, the organisers of the programme have social media pages to complement their mainstream platform and gain wider access to the programme. There has been copious analysis of the programme on blogs and influencers' pages, which has galvanised the popularity and viral reach of the programme. This supports Han *et al*.'s (2020) submission that social media influencers have become key players in amplifying the reach of socially relevant media programmes by increasing the number of posts. This promotes empathy and support in terms of finance and activism to those featured on the programme.

The programmes, however, on a few occasions, had their fair share of challenges. In 2022, the chief host of *Kokoro Alate* was detained by the police for championing a protest on the arrest of Chief Rahman Adedoyin over the death of Timothy Adegoke in Chief Rahman's hotel in Osun State. The police claimed Mr. Hamzat was arrested for cyberbullying, while his station head argued that he was arrested for his defiant call for justice for Timothy Adegoke and extensive support for the deceased's family (Punch Newspaper, May 2022). The host of *Kokoro Alate* later appeared on a live stream to express his dismay after his intensive effort on an issue concerning a street roamer, Muideen, and a popular prophet, Agbala Gabriel. He was berated for taking sides with the prophet and chiding Muideen because he is poor. Hamzat expressed his frustration with the case and claimed he is a human from whom mistakes and errors are bound to occur. The host of *Kokoro Alate* also expressed his disbelief over complaints from people on how he kept hosting the father of a popular singer, Mohbad, after his mysterious death. In his attempt to inquire into the cause of Mohbad's death and expose his killer(s), there was an outcry that he was taking sides. The host angrily alerted the social media audiences that he had handed off Mohbad's case. Despite these encounters, the show keeps waxing stronger and receiving complainants daily.

Theoretical Perspective

Social responsibility and the media

The social responsibility theory, which stems from libertarian thought, argues that the media has a duty to serve the public interest by promoting not only freedom but also accountability. This includes advancing public opinion, consumer rights, private

interests, and broader societal concerns. The central idea is that freedom comes with responsibility. As Ravi (2012) notes, if the media fails in this duty, a public authority may need to intervene. In its role as a public institution, the media must balance its freedom with the obligation to inform and educate society, reflecting its critical function in a democratic system (McQuail, 2010). Melisande (2009) outlines four core responsibilities of the press within the framework of social responsibility: ensuring accurate reporting, analysis, and editorial content to the public; offering constructive criticism, serving as a channel for public opinion and providing necessary feedback to the government; and to themselves, finding satisfaction and fulfillment in their work, and contributing to a complete narrative of success, while ensuring the media organisation remains financially viable while serving as a legitimate source of education, enlightenment, and entertainment to the owner.

Journalists act as watchdogs for the public, overseeing other power structures in society. In other words, they are often expected to take an adversarial stance. Adeyanju (2005) supports this notion, stating that the press should serve as a preliminary warning mechanism for developing issues that could pose risks to a country or community. However, Kadiri (2009) notes that differing interpretations of media responsibility in journalism often lead to conflicts in practice. In the discourse of social responsibility, the idea of the media as society's watchdog extends beyond its conventional functions of reporting on events and monitoring society; it also involves mediating interactions between different societal elements and embracing rich cultural practices that prioritise fairness and fair play (Oyebode, 2015).

Thus, the social responsibility theory, concerning this study, underscores the electronic media's essential role in advancing societal interests, mediating conflicts, and promoting human rights. This connotes the role of media in enhancing the visibility and vigour of alternative courts by engaging conflicting parties to state their wants and needs and revolting against human oppressors. However, it remains clear that the media's role in conflict resolution and human rights activism is crucial but must be exercised with care to avoid bias and distortion of public discourse.

Empirical Review

Rhoda, Udeh, Inobemhe, and Santas's (2022) study focused on assessing the impact of the *Berekete Family Programme*, a widely recognised human rights radio show in Nigeria. The study explored the role of the radio programme in raising awareness about human rights violations, corruption, and insecurity in the Federal Capital Territory (FCT) and Nasarawa State. The study's target population consisted of residents in the FCT and Nasarawa, particularly those who regularly tuned in to the *Berekete Family Programme*. A random sampling technique was used to select 300 participants who were frequent listeners of the programme. Data were gathered using a combination of interviews and focus group discussions (FGDs). Interviews were conducted with listeners to understand their perceptions of the programme's influence on their awareness of human rights and societal issues. The data were analysed using both qualitative and quantitative methods. Quantitative data from the surveys were analysed using descriptive statistics (percentages and frequencies), while the qualitative data from interviews and FGDs were analysed using thematic analysis to identify recurring themes and patterns related to the programme's impact on human rights awareness. The findings revealed that the programme was effective in addressing key societal issues, particularly human rights abuse, and helped in mobilising public support for justice and accountability.

Liu *et al*. (2020) conducted a study titled **"**How Does Courtroom Broadcasting Influence Public Confidence in Justice? The Mediation Effect of Vicarious Interpersonal Treatment". The study involved 170 college students from China, aged 18–31, with an average age of 22.8 years. The sample included 44.1% males, 17% undergraduates, 56.5% master's students, and 26.5% Ph.D. students. Only 2.4% were majoring in law. Participants were randomly assigned to two groups: A real-life civil case from 2008, widely publicised in China, was chosen for the study and an edited version of a legal programme reporting the case, including trial preparation, statements, evidence presentation, closing arguments, and judgment announcement. A Pilot Study was conducted on 25 students to ensure comprehension of the case and relationships among the parties involved. The study found that the experimental group (video viewing) reported higher perceived interpersonal treatment (M = 22.87) compared to the control group (M = 21.90). The experimental group also reported higher perceived procedural justice (M = 4.41) than the control group (M = 4.21), and no significant difference was found between the groups (experimental: M = 3.77; control: M = 3.69).Video watching was positively correlated with

interpersonal treatment ($r = 0.20$, $p < 0.01$) and procedural justice ($r = 0.17$, $p < 0.05$). The chain mediation model revealed that the effect of video watching on confidence in justice was mediated by perceived interpersonal treatment and procedural justice.

In the study by Rossner and McCurdy (2020) titled "Video Hearings as an Alternative to Physical Court Hearings", the researchers observed both video hearings and traditional in-person hearings across civil, family, and tax jurisdictions and conducted interviews with various stakeholders, including appellants, their representatives, HM Revenue and Customs (HMRC) representatives, and judges overseeing the hearings. The study focused on evaluating participants' experiences with video hearings, considering factors such as convenience, clarity, and ease of use. According to the findings of the study, participants generally found video hearings to be convenient, robust, and user-friendly. Despite some technical issues, users appreciated the reduced need for travel and the flexibility offered by video hearing. Judges and other stakeholders adapted effectively to the video format, maintaining appropriate levels of formality and authority.

Meyer (2020) conducted a study on "Promoted Media Coverage of Court Decisions: Media Gatekeeping of Court Press Releases and the Role of News Values". The study analysed 584 press releases issued by the FCC between 2010 and 2018. These press releases are official communications promoting the Court's decisions. The press releases were cross-referenced with articles from German newspapers to determine instances of media coverage, while an automated content analysis method was utilised to assess the relationship between press releases and newspaper articles. This approach involved measuring the textual alignment between the content of press releases and related news articles. The study examined how specific news values, such as conflict, political power, and familiarity, affect the likelihood of press releases being covered by the media. Additional factors like the presence of oral hearings, press releases accompanying decisions, and dissenting opinions were analysed for their impact on media coverage.The study found that approximately 18% of the analysed press releases received media coverage. Contrary to expectations, news values like conflict and political power did not significantly influence media coverage. Press releases promoting decisions associated with oral hearings are more likely to be reported, suggesting that issues familiar to the public have higher newsworthiness.

Orijakor *et al*. (2020) conducted a study to assess the effectiveness of a radio programme on Darling 107.3 FM in increasing awareness of child maltreatment in Imo State, Nigeria. The study focused on parents, caregivers, and community members in Imo State who listened to the radio programme. A total of 250 respondents were selected using a simple random sampling technique. Data were collected through surveys and structured interviews. Interviews were also conducted with parents and social workers who had been involved in child abuse cases. The data were analysed, using descriptive statistics, focusing on the frequency and percentage of responses to survey questions. Qualitative data from interviews was analysed thematically to understand the deeper impact of the programme on community awareness and reporting behaviour. The study found that the radio programme had significantly improved the understanding of child abuse among parents and had contributed to a greater willingness to report abuse cases to relevant authorities.

Nammaga's (2018) study examined 'the effectiveness of alternative dispute resolution as a method of dispute resolution in the commercial division of the Uganda High Court'. The study explored the use of alternative dispute resolution (ADR) as a tool for settling conflicts within the Commercial Division of Uganda's High Court. A qualitative research approach was employed, drawing from both primary and secondary sources. Primary data included legal frameworks and documents such as the Constitution of Uganda, judicial decisions from the High Court on conflict matters, various statutes governing dispute resolution, and international agreements ratified by Uganda. Secondary data were obtained from academic literature, including books, peer-reviewed journal articles, and digital research databases. The findings of the study highlighted successful ADR strategies used in countries outside Uganda, providing a comparative analysis. Findings also emphasised the extent to which the Ugandan High Court has integrated and complied with various ADR mechanisms in resolving disputes nationwide and revealed that resolving disputes outside of court avoids delays and reduces costs.

Aldamen's (2017) study examined the role of both print and electronic media in advocating for human rights in Jordan. The study focused on the effectiveness of media in bringing attention to abuses of human rights and promoting justice for marginalised groups. The study's population included Jordanian citizens from over 150 different locations, with a quan-

titative approach used for data gathering. Data were gathered through structured questionnaires distributed to the participants. The data were analysed, using statistical methods, including descriptive statistics (frequencies and percentages), and inferential analysis through Chi-square tests to explore the relationship between media consumption patterns and the public's approval of how media addresses human rights issues. The findings revealed a moderate level of approval, suggesting that while the media contributed to human rights advocacy, its effectiveness was limited by challenges such as political interference and a lack of public engagement.

Oyebode (2015), in his study, evaluated the role of the *So Daa Bee* programme on BCOS, Ibadan in promoting alternative dispute resolution (ADR) through electronic media. The study sought to determine how effectively the programme incorporated traditional dispute settlement techniques alongside modern mediation practices in resolving conflicts in the Nigerian context. The study focused on people who were directly engaged in the programme or had regularly followed it. In-depth interviews were conducted with a few participants, mediators, and stakeholders associated with the show to gather qualitative insights into the programme's effectiveness**.** Thematic analysis was used for the qualitative interview data and analysis of *So Dee Bee* selected editions. The study revealed that the *So Daa Bee* programme had a positive impact on conflict resolution, especially by incorporating traditional settlement practices.

3. Material and Method

The study adopted a quantitative approach in eliciting responses from listeners of the *Kokoro Alate* programme on Agidigbo FM. An online questionnaire was used in achieving this. The trend of *Kokoro Alate* listenership is peculiar in some cities of Nigeria, especially in the South-West and North Central zones. However, as common as the listeners may be, there could be challenges in identifying them. The strategy for selecting the respondents of this study was, therefore, through *Kokoro Alate's* posts on Facebook. The researcher carefully studied the comment section and followers of *Kokoro Alate's* page on Facebook for two weeks before discerning the active audiences of the programme. It was observed between December 2024 and January 2025 that the Facebook followers of the programme numbered 264,000. The data were gathered between the 10th of January 2025 and the 3rd of February 2025. A purposive sampling technique was adopted to select the *Kokoro Alate* audiences, and a total of 400 respondents were purposely selected for the study. The questionnaire was designed with Google-form and 400 questionnaires were distributed across the selected audiences of *Kokoro Alate* on Facebook via direct message (DM). A total of 188 responded, indicating a 47% response rate. This shows the difficulty in achieving the cooperation of people for online research purposes. The 188 questionnaires retrieved were correctly filled, and this connotes that there were no questionnaires submitted with errors. The results were analysed, using the Statistical Package for the Social Sciences (SPSS). The study employed descriptive and inferential statistics in analysing and interpreting the data. The descriptive data were analysed and presented in simple percentage tables. In analysing data from the Likert-scale questions, the study utilised mean scores and standard deviations.

4. Results and Discussion

Table 1: Demographic distribution of respondents

Variable		Frequency	Percentage
Gender	Male	76	40%
	Female	112	60%
Total		**188**	**100%**
Age	18-27	38	20%
	28-37	66	35%
	38-47	48	26%
	48 and above	36	19%
Total		**188**	**100%**
Educational Qualification	SSCE	34	18%
	Diploma	42	22%
	B.Sc./HND	83	44%
	M.Sc.	24	13%
	PhD	5	3%
Total		**188**	100%
Marital Status	Single	34	18%
	Married	103	55%
	Divorced	13	7%
	Widowed	92	49%
Total		**188**	**100%**
Employment Status	Employed	75	40%
	Self-Employed	21	11%
	Unemployed		
Total			

The table above depicts the demographics of the respondents. The female respondents appeared to be more than the male respondents. This implies that the

proportion of females who listened to *Kokoro Alate* was more than the males. The age grade of respondents from 28-37 was the highest among other age grades. The respondents with B.Sc./HND academic qualification appeared to be more, with the lowest qualification in the distribution being SSSCE, which signifies that all respondents were literate. The majority of the respondents were married, while a few were widowed. A significant number of the respondents were either employed by an organisation or self-employed, indicating that the majority of them had a source of livelihood.

Table 2: Effectiveness of Crisis Mitigation on *Kokoro Alate*

Variables	Level of Agreement				Total			
Kokoro Alate guarantees that all parties involved in a crisis has access to the platform and is included in the resolution process	SA	A	N	D	SD		Mean	STD
	57	105	8	7	11	188	4.01	1.10
	30%	56%	3%	3%	3%	100%		
Kokoro Alate employs strategies to prevent conflicts from escalating and facilitating resolutions between disputing parties	59	102	9	12	6	188	4.04	1.08
	31%	54%	5%	7%	3%	100%		
Kokoro Alate offers fast dispensation of conflict mitigation, and it is cost-effective	47	117	8	11	5	188	4.01	1.03
	25%	62%	4%	6%	3%	100%		

Average

(Mean=4.02, SD=1.01)

The majority of the respondents (86%) agreed that *Kokoro Alate* ensures that every participant in a crisis has access to the platform and is included in the resolution process (M = 4.01, SD = 1.10). In the same vein, 85% of the respondents (M = 4.04, SD = 1.08) believed *Kokoro Alate* possesses effective methods to prevent crisis escalation and helps facilitate settlement between disputants while 87% of the respondents (M = 4.01, SD = 1.03) believed that *Kokoro Alate* is quick and cost-effective in conflict mitigation, suggesting general satisfaction with the platform's speed and affordability. These simply imply that *Kokoro Alate* is generally perceived as an effective tool for crisis mitigation, with particular strengths in accessibility, inclusivity, prevention of escalation, and efficiency in resolving conflicts quickly and affordably.

Table 3: Effectiveness of Human Rights Activism on *Kokoro Alate*

Variables	Level of Agreement				Total			
Kokoro Alate provides a platform for marginalised and vulnerable individuals to voice their grievances in the fight for human rights	SA	A	N	D	SD		Mean	St. Dev.
	60	98	9	9	12	188	3.99	
	32%	52%	5%	5%	6%	100%		1.15
Kokoro Alate has the potential to rally round warring factions by attracting relevant authorities and non-governmental activists	55	92	13	11	15	188	3.82	1.24
	30%	49%	7%	6%	8%	100%		

Kokoro Alate frequently highlights various success stories in the fight against human rights abuses	63	98	6	9	12	188	4.02	1.12
	34%	52%	3%	5%	6%	100%		

Average

(Mean=3.94, SD=1.02)

Analysis of the responses indicates that 84% of respondents (M = 3.99, SD = 1.15) agreed that *Kokoro Alate* provides a platform for marginalised and vulnerable individuals to voice their grievances in the fight for human rights. This suggests that *Kokoro Alate* is seen as an effective channel for raising awareness and enabling these communities to express their struggles. In the same vein, 79% of the respondents (M = 3.82, SD = 1.24) agreed that *Kokoro Alate* can bring together warring factions, attract relevant authorities, and mobilise non-governmental organisations for conflict resolution. This indicates a positive perception of *Kokoro Alate's* potential to unite different actors in human rights activism, making it an effective tool in addressing conflicts and human rights abuses. Again, 86% of the respondents (M = 4.02, SD = 1.12) agreed that *Kokoro Alate Kokoro Alate* frequently highlights various success stories and efforts to combat human rights violations. This indicates that *Kokoro Alate* is perceived as not only effective in activism but also in showcasing positive outcomes and victories in the struggle for human rights.

Table 4: Influence of electronic media on *Kokoro Alate's* proceedings

Variables	**Level of Agreement**					**Total**		
Electronic media enhances *Kokoro Alate's* reach and accessibility	SA	A	N	D	SD		Mean	St. Dev.
	58	105	8	6	11	188	4.03	1.11
	31%	56%	4%	3%	6%	100%		
Electronic media prompts disputants and complainants to feature on *Kokoro Alate*	49	113	5	9	12	188	3.95	1.16
	26%	60%	3%	5%	6%	100%		
Kokoro Alate's reach via electronic media could make relevant authorities take necessary action against human rights violators	45	109	10	11	13	188	3.86	1.21
	24%	58%	5%	6%	7%	100%		

Average (Mean=3.95, SD=1.03)

A significant majority (87%) of the respondents (M = 4.03, SD = 1.11) believed that electronic media enhances the reach and accessibility of *Kokoro Alate,* indicating strong support for the idea that electronic media broadens the platform's audience and accessibility. A majority (86%) of the respondents (M = 3.95, SD = 1.16) agreed that electronic media encourages disputants and complainants to participate in *Kokoro Alate*, indicating that electronic media motivates disputants and complainants to feature on the programme, while 82% of the respondents (M = 3.86, SD = 1.21) agreed that electronic media can impact authorities on taking action against human rights violators.

Table 5: Challenges encountered by *Kokoro Alate*

Variables								
Lack of legal backing is a challenge for *Kokoro Alate's* resolution on conflicts and human rights activism	SA	A	N	D	SD		Mean	Std
	46	98	13	15	16	188	3.76	
	24%	52%	7%	8%	9%	100%		1.27
Kokoro Alate cannot try and punish offenders in accordance with legal procedure	56	102	11	7	12	188	3.97	1.13
	30%	54%	6%	4%	6%	100%		

Average (Mean=3.87, SD=1.10)

The majority (76%) of the respondents (M = 3.76, SD = 1.27) believed that the lack of legal backing is a significant challenge for *Kokoro Alate* in resolving conflicts and promoting human rights activism, indicating that most people perceived the absence of formal legal support as a limitation to *Kokoro Alate's* effectiveness in conflict resolution. A significant majority of 84% (M = 3.97, SD = 1.13) agreed that *Kokoro Alate* lacks the legal authority to try and punish offenders according to legal procedures, reflecting a consensus that *Kokoro Alate* is limited in its capacity to enforce legal consequences, which may hinder its role in addressing human rights violations effectively.

Table 7 Analysis of Research Hypothesis 1

H_0 Lack of legal backing does not have a significant effect on disputants and complainants' intent on featuring in *Kokoro Alate*

Variable	Lack of Legal Backing	Media Prompting Disputants
Lack of Legal Backing	1.00	0.60*
Media Prompting Disputants to Feature	0.60*	1.00

$p < .05$. The correlation coefficient (r) between the perceived lack of legal backing and media prompting disputants to feature on *Kokoro Alate* is statistically significant and moderate (r = 0.60). This suggests that respondents who see legal backing as a challenge are also more likely to say that the media prompt their participation in *Kokoro Alate*. There is a moderate to strong positive correlation **(**$r \approx 0.60$**)** between perceiving lack of legal backing as a challenge and being prompted by electronic media to feature on *Kokoro Alate***.** This indicates that H_0 can be rejected, and there is evidence of a relationship between the two variables.

Table 8: Analysis of Research Hypothesis 2

H_2 Electronic media enhancement of *Kokoro Alate's* reach and accessibility influence policy makers and activists to intervene in human injustice

Variable	Electronic Media Enhancement of Reach	Electronic Media Influence on Policymakers
Electronic Media Enhancement of Reach	1.00	0.75*
Electronic Media Influence on Policymakers	0.75*	1.00

$p < .01$. The correlation coefficient (r = 0.75) suggests a strong positive relationship between the enhancement of *Kokoro Alate*'*s* reach via electronic media and the influence of electronic media on policymakers and activists to intervene in human rights violations. r = 0.75 indicates a strong positive correlation between Electronic Media Enhancement of Reach and Electronic Media Influence on Policymakers. This means that as electronic media improves *Kokoro Alate's* reach and accessibility, it also increases the likelihood of policymakers and activists being influenced to intervene in human rights cases.

Regarding the first research objective, *Kokoro Alate* has proven to be effective in dispute resolution and human rights advocacy by ensuring accessibility and inclusivity for all parties involved in a conflict. The programme employs strategies to prevent conflicts from escalating and facilitates settlements between disputants. Additionally, *Kokoro Alate* offers swift conflict resolution, is cost-effective for complainants, and provides flexibility in dispute management. The findings in Research Objective 1 align with Namagga's (2018) submission, which highlights

that the method for resolving disputes outside of court avoids delays and reduces costs. Jones (2021) further argues that alternative courts ensure impartial treatment and fair chances for all involved to assert their rights and interests. Similarly, Strong (2018) emphasises that alternative courts provide various mechanisms and procedures to resolve disputes outside the traditional judicial system. These mechanisms, as outlined by Gurjar and Singh (2022), Jones (2021), Wilson et al. (2021), Namagga (2018), and Strong (2018), include mediation, premediation, opening statements, issue exploration, option generation, negotiation, agreement, and follow-up.

Moreover, Bratic and Schirch (2007) assert that using the media to support ceasefires, treaties, and other diplomatic measures has been instrumental in ending conflicts and violence. The media can enhance trust in peace initiatives and contribute to fostering a culture of peace by bridging racial, ethnic, and national divides between groups. The media's role in building these connections is essential for peaceful coexistence (Bratic & Schirch, 2007). *Kokoro Alate* also addresses human rights abuse by providing marginalised and vulnerable groups with a platform to voice their grievances. It has the potential to rally both relevant authorities and non-governmental organisations, often highlighting successful efforts in combating human rights violations. This aligns with Talbi's (2012) assertion that the media serves an essential function in ensuring that political structures uphold and promote human rights. The media not only provides access to information but also empowers citizens to hold governments and institutions accountable, ensuring they remain on track or improve. The media serves as the public's eyes, ears, and voice, bringing attention to human rights violations and encouraging governments and civil society organisations to implement policies that improve citizens' quality of life (Asemeh *et al*., 2013).

Concerning the second research objective, the study found that electronic media could enhance *Kokoro Alate's* accessibility and reach, fostering empathy and encouraging relevant authorities to take necessary actions against human rights violators. The electronic media play a vital role in documenting and maintaining records of disputes and human rights cases handled by *Kokoro Alate*. Additionally, they broaden the programme's reach, prompting both disputants and complainants to participate and engage with the programme. These findings are in tune with the position of Ikubanni and Abiola (2022), who note that electronic media have had an impact on alternative crisis mitigation. Some of these effects include facilitating remote hearings and mediations, cutting expenses, boosting productivity, and allowing for greater involvement. The alternative court procedure is streamlined by the quick information sharing and communication that electronic media allows between parties, mediators, and arbitrators. Alternative courts are increasingly accessible to the general public, especially to those residing in rural or suburban areas, with the aid of electronic media. Electronic media enables faster resolution of disputes, as proceedings can be conducted more quickly and efficiently.

However, from the findings, *Kokoro Alate* is prone to challenges due to a lack of legal backing in the moderation of crises and the inability to put offenders on trial. This finding is in line with the argument of Agnihotri, Kumar & Dwivedy, (2024) that when there is a dispute involving complex legal issues in an alternative court, it is unlikely that a mediator or arbitrator would be equally knowledgeable as a judge. A professional mediator is necessary for numerous situations involving disputes, including social conflicts, viable conflicts, and many more. In the majority of cases, the mediator fails to get a judge's viewpoint. Ikubanni and Abiola (2022) also note that the Alternative Conflict Resolution Act does not specify particular provisions or guidelines regarding the operation of alternative dispute courts in Nigeria. The widespread acceptance of alternative conflict courts is hindered by the absence of regulatory frameworks to govern their functioning. The legal challenge confronting *Kokoro Alate,* however, does not affect the complainants' intent in featuring on the show, which connotes that legal backing is not regarded as a prerequisite by those who participate in the show. Also, there is a significant relationship between the reach and accessibility of *Kokoro Alate* and the exertion of support towards those facing injustice by policymakers and activists. This suggests that the extended reach of *Kokoro Alate* offers benefits to disputing parties.

5. Conclusion and Recommendation

Alternative dispute courts are relevant in society; they are approachable by the helpless and vulnerable complainants. The findings of this study demonstrate

that electronic media is a potent tool in expanding the reach of alternative courts and ensuring the settlement of disputes without humongous pay. Electronic media has helped arouse the interest of people in featuring in *Kokoro Alate* to express their grievances with the hope of securing relief. *Kokoro Alate* is timely and cost-effective in the moderation of conflict and activism. However, *Kokoro Alate* lacks legal backing. It cannot also try offenders. This is a major weakness of *Kokoro Alate*. More so, there are chances of prejudice or bias due to the non-application of the legal procedures, and either of the parties could feel the moderator had taken sides in the conflict or dispute. However, given the numerous advantages offered by alternative dispute resolution, awareness and promotion of it is recommended by the judicial system and the media to decongest the courts and prisons. Legal practitioners should offer litigation terms/advice to alternative courts to streamline their work. Moderators of alternative courts should also seek guidance or study the legal system as a guide in the handling of conflict, settlement and activism. *Kokoro Alate*, currently moderated in the Yoruba language, should employ a translator for its vernacular to be translated into Pidgin English or English language to allow attraction to different tribes in the country and enhance the interest of other tribes in featuring on the programme or advocate for its replication in their local environment. Finally, based on the submissions of Rhoda, Udeh, Inobemhe and Santas (2022) and Orijakor et al. (2020), among other studies, that human rights abuse is becoming alarming in the country and that the vulnerable are disadvantaged in most cases, government should recognise and support alternative dispute programmes to help redress this situation.

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